

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

## Background

The Safeguarding Vulnerable Groups Act (SVGA) 2006 and Safeguarding Vulnerable Groups (Northern Ireland) Order (SGVO) 2007, place a duty on organisations as an employer of people working with children or vulnerable adults, to make a referral to the DBS in certain circumstances.

This does not apply to The Business School in the majority of cases. However, we do take our responsibilities, particular to vulnerable or potentially vulnerable adults who may attend our training seriously. We would therefore consider making a referral to the DBS in certain circumstances. This is when The Business School UK may dismiss or remove a person from working with vulnerable adults (or would or may have if the person had not left or resigned etc.) because the person has:

1. Engaged in **relevant conduct** in relation to vulnerable adults [i.e. an action or inaction (neglect) that has harmed a vulnerable adult or put them at risk of harm]; or
2. **Satisfied the Harm Test** in relation to vulnerable adults. [i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a vulnerable adult still exists]. Or
3. **Been cautioned or convicted** for a relevant offence

A referral will only be made when The Business School UK has gathered information and evidence to support the allegation and decided that the criteria for making a referral to the DBS have been met.

Under changes to legislation implemented on 10 September 2012, the DBS can only bar a person who is or has been, or may in future be, engaged in “regulated activity” with vulnerable adults. Without this connection to regulated activity the DBS will not be able to place a person in a barred list.

“Regulated Activity” has an updated definition amended in the Protection of Freedoms Act 2012 and still excludes family arrangements, and personal, non-commercial arrangements.

Regulated activity relating to adults - The new definition no longer labels adults as ‘vulnerable’. Instead, the definition identifies the **activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time**. This means that **the focus is on the activities required by the adult and not on the setting in which the activity is received**, nor on the personal characteristics or circumstances of the adult receiving the activities.

It is unlikely that the activity undertaken by The Business School regarding its’ learners places adults in a vulnerable place, but our responsibilities in this regard are taken seriously. All our associates are required to adhere to all Business School policies regardless of their status, and this includes this policy.

## Policy Summary

The Business School UK takes seriously its responsibility to protect and safeguard the welfare of adults with whom we are working.

The Business School UK is committed to:

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

- Listening to, relating effectively and valuing adults whilst ensuring their protection while working with The Business School UK
- Ensuring that staff are given support and training where it is deemed necessary through the activities being undertaken by adults working with The Business School UK
- Having a system for notifying concerns about possible abuse to the relevant authorities or contract holders.

The Business School UK recognises that many adults today are the victims of neglect, and physical, sexual and emotional abuse. This policy includes guidelines relating to the following areas:

- Definitions of abuse
- Recognising abuse
- Responding to suspicions and allegations of abuse, including those made against Special People employees
- Supporting those involved.

## **Purpose**

The purpose of this policy is to ensure learners are safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or self-harm or inhuman or degrading treatment through deliberate intent or ignorance by a member of our staff.

Safeguarding means protecting an adult's right to live in safety, free from harm and abuse. (Care Act 2014 Statutory Guidance).

## **Monitoring and Prevention of Abuse**

The Business School UK employs well-trained, highly motivated staff who are, in the main, members of professional bodies with their associated codes of professional conduct.

We will:

- Take a preventative approach to protecting vulnerable adults from potential harm, damage, radicalisation or being drawn into terrorism
- Take all appropriate actions to address concerns about the welfare of vulnerable adults
- Work to agreed local policies and procedures in full partnership with other local agencies
- Plan, implement, monitor and review policies and procedures to ensure that the maximum is done to provide a safe environment for vulnerable adults within our remit
- Take all reasonable measures to ensure that risks of harm to vulnerable adult's welfare is minimised by appropriate risk assessment and management, health and safety procedure, staff selection, recruitment, induction, supervision and training, creation and promotion of an open work culture, reacting to and reporting abuse.

## **Complaint's and Reporting Procedure**

The Business School UK operates a complaint procedure for learners. Senior management closely monitors all complaints.

Staff have an ethical responsibility to observe learners for signs of abuse and report suspected cases. If in any doubt, even the slightest doubt, staff should speak to the

## SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

Operations Director. Staff is defined as any person conducting work directly or indirectly on behalf of The Business School (UK) Ltd regardless of employment status.

The Operations Director holds SC security clearance via the MoD.

The Business Development Director holds DV security clearance via the MoD.

1. We will take steps to identify vulnerable adults on admission to any course on which we directly enrol.
2. Trainers will be informed if such identified adults are enrolled if courses being taught are not specific to vulnerable adults.
3. On such identification, additional supervision measure will be put in place, and learners will come under the provisions of this policy or the policy of our main client
4. It is the responsibility of all staff to record and refer concerns regarding the safeguarding of vulnerable adults, even if they are just suspicions or overheard rumours, but not to discuss it with anyone other than a Designated Office/First Response Officer.

If a vulnerable adult approaches a member of staff with a report of apparent abuse or concern, please follow these guidelines:

- Listen carefully, allowing them to speak without interruption
- Do not make suggestions, coach or lead them, trivialise or exaggerate an issue
- Reassure them, tell them you are glad they have spoken up and that they are right to do so
- Clarify your understanding but do not probe or interrogate – let them know you are taking the matter very seriously
- Be honest – you will need to pass this on, and they must be aware of this
- Be calm, and objective, keep control of your emotions – do not cause further anxiety.

Immediately contact a Designated/First Response Officer – you should ensure that you have obtained the relevant contact information prior to delivering any training or contact with potentially vulnerable people, and information on how to escalate any issues within the environment you are working.

All conversations regarding a vulnerable adult should always be held in private, and confidentiality and trust maintained as far as possible.

The primary concern of The Business School is to ensure the safety of the vulnerable adult, and it is therefore essential in all cases of suspected abuse by anyone (including a member of staff) action is taken quickly and professionally whatever the validity. This includes responsibility for reporting any suspicions to the relevant Designated/First Response Officer.

---

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

## Appendix A - Abuse

**“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets, 1998)**

*Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.*

### **Types of Abuse And Possible Indicators:**

There are 11 types of abuse in this policy and they are – physical, sexual, financial, neglect, psychological/emotional, discriminatory, organisational, self-neglect, domestic violence, modern slavery and radicalisation.

**Physical Abuse:** the physical ill treatment of an adult, which may or may not cause physical injury. This includes pushing, shaking, pinching, slapping, punching and force-feeding.

### **Physical Abuse Possible Indicators:**

- Injuries that are not explained satisfactorily.
- Person exhibiting untypical self-harm.
- Unexplained bruising to the face, torso, arms, back, buttocks and thighs in various stages of healing. Collection of bruises that form regular patterns which correspond to the shape of an object, or which appear on several areas of the body.
- Unexplained burns on unlikely areas of the body, e.g. soles of the feet, palms of the hands and back, immersion burns, rope burns, burns from an electrical appliance.
- Unexplained or inappropriate fractures at various stages of healing to any part of the body.
- Unexplained cuts or scratches to the mouth, lips, gums, eyes or external genitalia.
- Medical problems that go unattended.
- Sudden unexplained urinary and faecal incontinence.
- Evidence of over or under medication.
- Person flinches at physical contact.
- Person appears frightened or subdued in the presence of particular people.
- Person asks not to be hurt.
- Person may repeat what perpetrator has said, e.g. shut up or I'll hit you.
- Reluctance to undress part of the body.
- Person wears clothes that cover all parts of their body or specific parts of their body.

**Sexual Abuse:** any form of sexual activity that the adult does not want and to which they have not consented, or to which they cannot give informed consent.

Any sexual relationship that develops between adults where one is in a position of trust, power or authority in relation to the other, for example, day centre worker/social worker/residential worker/health worker etc will be regarded as sexual abuse.

Sexual abuse includes, rape, incest and situations where the perpetrator touches the abused persons body, (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them), coerces the abused person into participating in or watching pornographic videos or photographs.

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

## **Sexual Abuse Possible Indicators:**

- The person discloses either fully or partly that sexual abuse is occurring, or has occurred in the past.
- Person has urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained.
- Person appears unusually subdued withdrawn or has poor concentration.
- Person exhibits significant change in sexual behaviour or outlook.
- Person experiences pain, itching or bleeding in genital/anal area.
- Person's underclothing is torn/stained or bloody.
- A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant.

**Financial Abuse:** the exploitation, inappropriate use, or misappropriation of a person's financial resources or property. This includes the withholding of money or unauthorised or improper use of a person's money or property, usually to the disadvantage of the person to whom it belongs.

## **Financial Abuse Possible Indicators:**

- Lack of money especially after benefit day.
- Inadequately explained withdrawals from accounts.
- Inadequately explained inability to pay bills.
- Disparity between assets, income and living conditions.
- Power of Attorney obtained when the person lacks capacity to make this decision.
- Recent changes of deeds/title of house.
- Recent acquaintances expressing sudden or disproportionate interest in the person and their money. Personal possessions being systematically removed from the home

**Neglect:** The deliberate withholding or unintentional failure to provide help or support which is necessary for the adult to carry out activities of daily living. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others particularly when the person lacks the mental capacity to assess risk.

## **Neglect Possible Indicators:**

- Person has inadequate heating and or lighting.
- Person's physical conditions/appearances poor, e.g. ulcers, pressure sores, soiled or wet clothing.
- Person is malnourished, has sudden or continuous weight loss, and is dehydrated.
- Person cannot access appropriate medication or medical care.
- Person is not afforded appropriate privacy or dignity.
- Person and/or carer has inconsistent or reluctant contact with health and social services.
- Callers/visitors are refused access to the person.
- Person is exposed to unacceptable risk.

**Psychological Abuse:** may be intentional or unintentional; it may involve the use of intimidation, indifference, hostility, rejection, threats, humiliation, shouting, swearing or the use of discriminatory and/or oppressive language, which results in:

Adults' choices, opinions and wishes being negated.  
The adult becoming isolated or over dependent.

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

Psychological abuse includes the denial of a person's human and civil rights including choice and opinion, privacy and dignity and being able to follow one's spiritual and cultural beliefs or sexual orientation.

It includes preventing the adult from using services that would otherwise support them and enhance their lives. Furthermore, it includes the intentional and/or unintentional withholding of information, e.g. information not being available in different formats/languages etc.

Be aware that every other category of abuse will almost inevitably involve elements of psychological abuse. Signs of psychological abuse may well be indicative of other forms of abuse taking place.

## **Psychological Abuse Possible Indicators:**

- Typical ambivalence, deference, passivity, resignation
- Person appears anxious or withdrawn, especially in the presence of the alleged perpetrator.
- Person exhibits low self-esteem.
- Person rejects his or her own cultural background or racial origin.
- Untypical changes in behaviour, e.g. continence problems, sleep disturbance.
- Person who is not allowed visitors/phone calls.
- Person who is locked in a room in their home.
- Person who is denied access to aids or equipment, e.g. glasses, hearing aid/crutches etc.
- Person's access to personal hygiene and toilet is restricted.
- Person's movement is restricted by use of furniture or other equipment.

**Discriminatory Abuse:** (including **hate crime**): Discriminatory abuse exists when values, beliefs and culture result in a misuse of power that denies opportunity to individuals or groups. It can be motivated by race, gender, disability, religion, sexuality, culture or ethnic origin. A person may be exploited/targeted by others whom perceive them as 'vulnerable' due to one or more of the above factors.

## **Discriminatory Abuse Possible Indicators:**

- Lack of opportunities including access to health, social and leisure facilities
- Lack of access to criminal justice system

**Hate crime** is defined as any incident that is perceived by the victim, or any other person to be racist, homophobic, transphobic due to the person's religion, belief, gender identity or disability. This can include incidents such as anti-social behaviour which do not always constitute a criminal offence.

## **Hate crime indicators:**

- Damage to property
- Fear of going outside own home
- Name calling/harassment abuse
- Repeat calls to statutory agencies such as police, social care, health

## **Self-Neglect:**

This covers a wide range of behaviour neglecting to care for one's self.

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

## **Self-neglect possible indicators**

- Neglect of personal hygiene
- Neglecting health needs
- Neglecting home/surroundings
- Malnutrition
- Dehydration
- Bedsores
- Dirty clothing and bedding
- Taking the wrong dosage of medication
- Hoarding.

## **Domestic Violence**

Is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality. It includes psychological, physical, sexual, financial and emotional abuse, and so-called 'honour-based' violence.

Possible indicators are any of those indicators relating to the above types of abuse.

## **Modern Slavery**

This encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

### **Modern Slavery possible indicators:**

- Signs of physical or psychological abuse,
- malnourished or unkempt, appearing withdrawn
- Rarely allowed to travel on their own,
- seem under the control and influence
- of others, rarely interact or appear
- unfamiliar with their neighbourhood or where they work
- Few or no personal belongings or documents
- They avoid eye contact, appear frightened or hesitant to talk to strangers and law enforcers.

## **Radicalisation**

This is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.

## Appendix B – Modern Slavery Statement

This statement is made with reference to the Modern Slavery Act 2015 which requires employers to be transparent about their efforts to eradicate slavery and human trafficking within their organisation and supply chains.

This statement and policy is to be reviewed annually in accordance with clause 6 of the Modern Slavery Act 2015.

We are committed to working towards the eradication of slavery and human trafficking. This document acknowledges the legislation and laws implemented by the Modern Slavery Act 2015, and details the steps we are taking to work towards the provision of the Act.

We are committed to ensuring that there is no slavery or human trafficking in our organisation and supply chains. This policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

The Business School (UK) provides training, development and education to a wide range of learners, aged over 18 years.

### Our supply chains

Our suppliers include:

- Associate staff including teaching and business support
- Business partners
- Apprentice employers
- External contractors including advisors and consultants
- Stationery and printing suppliers
- Advertising, including digital and print
- Merchandise
- Photography
- Graphic design
- ICT consultants and providers
- Awarding organisations
- Other education providers

### Due diligence processes for slavery and human trafficking

We are committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains. We expect the same high standards from all of our suppliers, contractors and business partners, and this is inferred through their agreement to follow our policies. We will expect our suppliers to hold their own suppliers to the same high standards.

# SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

All employees and persons employed within The Business School are asked to familiarise themselves with policy at the start of their employment or association, and are contractually obligated to adhere to the policies.

We are satisfied from our own due diligence measures that there is no evidence of any act of modern day slavery or human trafficking within our own organisation.

We will not knowingly support or deal with any businesses found to be involved with any acts of slavery or human trafficking.

We have a policy of zero-tolerance on matters of slavery and/or human trafficking and expect suppliers and associated businesses to comply with these values.

The vast majority of our suppliers are from inside the United Kingdom and as such are less at risk of slavery and human trafficking issues.

Many of our associates have already undergone extensive security checking through military service, and hold specific security status in the UK.

We have a policy for the protection of whistleblowers, to protect those raising the issue of slavery and human trafficking within the organisation or its suppliers.

The steps we will take to further the goals of the Modern Slavery Act 2015 are:

- Engaging with our suppliers to convey to them our position on modern slavery and to understand the measures taken to prevent modern slavery in their own businesses
- Introduce contractual provisions for our suppliers to confirm their adherence to our policy
- Publishing this statement and policy on our website to clearly display our support and commitment.
- Ensuring all staff members, regardless of status, are familiar with the reporting procedures above - the reporting procedures are listed for Vulnerable Adults in cases of suspected abuse as well as modern slavery suspicions. The strategy on risk identification is listed above.

## **Responsibility for the policy**

Ultimate responsibility for the prevention and prevention of modern slavery within The Business School rests with the Directors, who have overall responsibility for ensuring that this policy and its implementations comply with our legal and ethical obligations, and for ensuring those reporting to them understand and comply with this policy.

## **Reporting modern slavery**

Our whistleblowing and safeguarding policies are intended to provide guidance on how concerns can be communicated to the organisation. Concerns about suspected modern slavery associated with us or our suppliers may be reported by employees in this manner. To surmise, any suspected instance of modern slavery or human trafficking suppliers must be reported to The Operations Director, who will investigate and advise the appropriate people of any further actions.

Reporting procedures are given above.

## SAFEGUARDING OF VULNERABLE ADULTS POLICY

---

Our supply chain is very small, and comprises mainly of associate trainers, assessors, verifiers, and all are subject to an Associate Agreement, which requires adherence to all Business School policies and procedures.

As part of our recruitment and selection processes, checking of security and vetting approval is key, and all relevant documents are held within the provision of our Data Protection Policy.

Our strategy on recruitment, selection, induction and quality assurance for associates is contained within the Organisation Plan and Policies and our Quality Assurance Policy. Our aim is always to recruit high quality, experienced personnel, who are suitable for the role they are given, which includes vetting. We have a key principle of recruiting 'quality not quantity' and offering such associates meaningful and rewarding contracts.

### **Communication and awareness of this policy**

This policy is displayed on our website and a copy is provided to all staff members at their induction.

### **Review**

This policy will be reviewed yearly by the Directors, alongside all other relevant policies.