

SAFEGUARDING ADULTS AT RISK

Policy for YelverCare

1. CONTEXT

The Disclosure and Barring Service (DBS) enables organisations to make safer recruitment decisions for those working with vulnerable people. Adults are considered at risk when volunteers are engaged in certain types of regulated activity and two of these affect our work. YelverCare volunteers who transport adults because of their age, disability or illness, to/from a place providing health, personal or social care, require an Enhanced Disclosure from the DBS plus a check of the Vulnerable Adult Barred List. This requirement also applies to YelverCare volunteers providing assistance with cash, bills and/or shopping.

2. PRINCIPLES

- the welfare of the adult at risk is paramount
- all adults at risk whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and sexual identity have the right to safeguarding from abuse
- all suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- all YelverCare's trustees, committee members and volunteers have a responsibility to report concerns
- all personal data will be processed in accordance with the requirements of the Data Protection Act

3. PROCEDURES

- at their initial interview with the Volunteer Co-ordinator prospective volunteers will provide the necessary information for two references to be followed up and the DBS checks to be carried out, with the understanding that the information will remain confidential and will be kept securely until the volunteer leaves YelverCare, when it will be destroyed
- enhanced DBS checks will be carried out at three yearly intervals
- the Volunteer Co-ordinator will explain this policy at the initial interview
- all suspicions and allegations of abuse received by volunteers must be recorded immediately, using precise facts and avoiding opinion: the signed and dated written report should go to the Designated Safeguarding Officer (Louise Hodge) who will then meet with the trustees to decide what action to take
- this policy will be reviewed regularly in accordance with changes in legislation and following any issues or concerns raised about safeguarding

4. CODE OF GOOD PRACTICE FOR VOLUNTEERS

YelverCare recognises that DBS checks are only part of the measures put in place to protect clients. The following guidelines are intended to be a common sense approach that reduces opportunities for abuse and helps protect volunteers from false allegation.

- treat clients with respect and respect their right to personal privacy
- all volunteer tasks must be detailed in the log book, the diary and both the client and volunteer's record card
- information concerning YelverCare clients is strictly confidential and must not be disclosed to unauthorised persons either during or after the volunteering activity
- every effort should be made to meet clients' special requirements such as a car that the disabled can get into, and female help when a female client requests this
- volunteers must never try to elicit information from a client about their medical condition or reason for needing help
- exercise caution when discussing sensitive issues
- exercise caution when physical contact is needed in the course of transporting a client
- clients are not permitted to request the help of a particular volunteer and volunteers are not to request that they help a particular client
- do not do things of a personal nature that a client is able to do for themselves

GLOSSARY

Abuse is a violation of an individual's human and civil rights by any other person and can 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. An abuser might be anyone, including family members, volunteers, other clients, neighbours or friends.

The Disclosure and Barring Service is a non-departmental public body of the Home Office and replaces the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA). The DBS searches police records and barred lists. The process by which the DBS provides criminal record data is called disclosure. The two levels are Standard and Enhanced and the latter is for work involving greater contact with children or vulnerable adults. Volunteers do not pay for DBS checks.

ACKNOWLEDGEMENTS

Charity Commission, DBS, Devon County Council, Home Office, National Council for Voluntary Organisations, Tavistock Area Support Services, West Devon Community and Voluntary Services, Human Rights Act 1998.

Last reviewed July 2022