

# BIRMINGHAM TALKING NEWSPAPERS FOR THE BLIND AND VISUALLY IMPAIRED (BTNBVI)

## Safeguarding Policy & Procedures

### Purpose

The purpose of this policy and procedures is:

- To meet the statutory requirements of the Care Act 2014 in respect of our responsibilities towards adults at risk;
- To ensure liaison and co-operation as necessary with the Birmingham Safeguarding Adults Board (BSAB)
- To ensure that Trustees and Volunteers are aware of their responsibilities for safeguarding and have clear procedures to follow when dealing with issues concerning safeguarding;
- To ensure that Listeners are aware that BTNBVI has a safeguarding policy in place.

### Glossary of Terms

- **Safeguarding Adults** is used to describe all work to help adults at risk stay safe from abuse.
- **Adult at Risk** means an adult at risk of abuse or neglect. This is usually an adult who has care and support needs, and who is unable to protect themselves from abuse or neglect because of their care and support needs.
- **Abuse** is a violation of an individual's human and civil rights by any other person or persons. It can take many forms, including physical, sexual, emotional/psychological, financial, neglect, discriminatory, organisational abuse. It may also include domestic violence, modern slavery and self-neglect.
- **Disclosure and Barring Service (DBS)** is the public body set up to help prevent unsuitable people from working with adults with care and support needs or with children. The Disclosure and Barring Service keeps a list of people who are not allowed to work with adults with care and support needs.

### Information and Responsibility

- All Volunteers will be given a copy of this policy and procedures document. In the case of newly recruited Volunteers this will form part of an induction pack.
- All Listeners will be made aware of the policy and procedures by means of an item annually on the talking newspaper.
- One Trustee/ Volunteer will be named as the lead person for Safeguarding. This Trustee/ Volunteer will be the person to whom any Volunteer should report their concerns and who will decide whether to report the concerns to the multi-agency safeguarding adults contact point.
- The lead person for Safeguarding will give an annual report to the Trustees on changes to safeguarding policy; identify Volunteers who have received a copy of this document during the year; give the number of safeguarding incidents (without detail or name); and give the names of Volunteers who have undergone DBS checks.
- This policy and procedures document will be reviewed annually by the Trustees.

### **Home visits**

- Those Trustees and Volunteers who it is intended will visit Listeners in their homes or otherwise must check to see if they require a DBS to be carried out.
- Trustees and Volunteers who have not been checked by DBS should have reference checks carried out, comply with lone worker requirements or carry out a risk assessment if necessary.
- Home visits can/will be arranged in advance so that Listeners have the opportunity to arrange for a family member, carer or friend to be present if they so wish. The initial visit to a new listener will be carried out by 2 volunteers.
- The listener will be given the opportunity to arrange a password with the visitor should they wish to do so.
- The volunteer will ascertain from the listener how they wish to be addressed and whether they mind being touched while the volunteer is demonstrating the use of the new equipment.

### **Good practice**

We believe that good practice means:

- All people are treated with respect and dignity.
- Those who act on behalf of BTNBVI should not meet or work alone with a vulnerable adult where the activity cannot be seen

### **Procedures**

All action is taken in line with the following guidance:

BSAB Adults Safeguarding Multi-Agency Policy and Procedures

<https://www.bsab.org/professionals/>

BTNBVI is responsible for referral and not for investigation.

Any correspondence regarding safeguarding matters will be kept securely and in accordance with GDPR requirements.

### **Raising a Concern**

Raising a Safeguarding Concern means reporting your concerns that a person over 18 years of age:

- Has or may have needs for care and support (whether or not the local authority is meeting any of those needs),
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

### **Guidance for Volunteers**

Every person working with adults with care and support needs (paid or unpaid) has a duty of care within this safeguarding adults procedure.

If a person discloses abuse to you directly, use the following principles to respond:

- Assure them that you are taking the concerns seriously
- Do not be judgemental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open-ended questions