

INSPIRED COMMUNITY ENTERPRISE TRUST (ICET) Safeguarding Policy (Vulnerable Children and Adults)

1 Scope:

This policy applies to all staff, volunteers and trainees. Anyone over 16-years of age unless in a school placement.

2. Statement

Inspired Community Enterprise Trust Ltd creates employability, training, and wider citizenship opportunities for young people with additional support needs. We support young people with ASN to gain vocational training and SQA accredited qualifications through our social enterprise training café The Usual Place, providing a range of work learning opportunities e.g., front of house, kitchen, shop, back office and facility services. Our Activities include: - Training/ skills pathway – our young trainees are enabled to develop social and practical employment skills that prepare them for mainstream workplaces by a range of means: 12-week Early Enablement programme which include a 6-week week rotation to enable the young person to make an informed choice of a 2-year vocational training programme with a SVQ Qualification.

Inspired Community Enterprise Trust Ltd aims to ensure that any vulnerable person, whether children, young people or vulnerable adults, are protected and kept safe from harm while they are with staff and volunteers in the organisation. In order to achieve this, we will ensure that our staff and volunteers are carefully selected, trained, and supervised. All persons over the age of 16 (other than those on school placements) will be asked to join the [Protection of Vulnerable Groups scheme](#). This policy gives guidance to staff, volunteers and clients on what procedures to follow when they discover or are dealing with actual or suspected abuse of vulnerable children and adults.

The organisation maintains several policies and procedures geared towards abuse prevention and client advocacy that include, but are not limited to

- Disclosures Procedures
- Recruitment Policy
- Whistleblowing Policy
- Employee Disciplinary Procedure
- Equal Opportunities Policy
- Volunteers Policy
- GDPR
- Complaints Procedure

- Confidentiality Policy

This policy should be used in conjunction with the document [“Protecting Vulnerable Adults: Ensuring rights and preventing abuse”](#) as well as the [Scottish Government ‘Adult support and protection improvement plan 2019-2022’](#) produced by the Scottish Government and OSCR guidance [‘Safeguarding Guidance: Keeping vulnerable beneficiaries safe’](#)

Also, specifically for young people in conjunction with the [National guidance for child protection in Scotland 2021](#), as well as OSCR guidance [‘Safeguarding Guidance: Keeping vulnerable beneficiaries safe’](#). Further [information and resources on child protection can be found in Getting it Right for Every Child \(GIRFEC\)](#) - Scotland's approach to protecting child health and wellbeing; the overview of the [United Nations Convention on the Rights of the Child](#) and the [NSPCC website](#)

3. Definitions

What is Abuse?

Abuse is the wrongful application of power and may be described as physical, emotional/psychological, sexual, racial, or financial. It may be perpetrated by someone in a position of trust. It may be intentional or unintentional or the result of neglect. It may cause harm to the person, either temporarily or over a period of time.

All of us have the right to live our lives free from abuse. The settings which we provide for our clients should be safe and secure environments where people are able to be comfortable and not have their well-being threatened by the behaviours and actions of others. Conversely, each person will be expected to behave in a manner that does not cause harm or offence to others.

Who is a Vulnerable Adult?

Any person may be subject to abuse, but a vulnerable child is a person under the age of 17 who is physically, mentally and emotionally dependent on others. A person who is considered most vulnerable include; -

A person 18 years or over who:

- Is living in institutional or group care
- Has an alcohol or drug use problem
- Works in the sex industry
- Is leaving care or has a care background
- Is young and has little family contact or support
- Does not control their own finances

- Has a condition which affects physical or intellectual ability or mental state.
- Has communication difficulties caused by deafness, blindness, difficulty with speech or understanding or poor memory and concentration span.
- Has experienced behavioural disturbances or major changes in their personality or behaviour.
- Is incontinent.

4. Principles of Practice in the protection of vulnerable children and adults

- i. Actively work within the principles of dignity, privacy, choice, safety, realising potential, equality and diversity
- ii. Actively work together within an inter-agency framework
- iii. Actively promote the empowerment and well-being of vulnerable children and adults through the services provided
- iv. Act in a way which supports the rights of the individual to lead an independent life based on self determination
- v. Recognise people who are unable to take their own decision and/or to protect themselves and their assets
- vi. Recognise that the right to self-determination can involve risk and ensure that such risk is recognised and understood by all concerned and minimised whenever possible
- vii. Ensure the safety of vulnerable adults by integrating strategies, policies and services relevant to abuse within the legislative framework
- viii. Ensure that when the right to an independent lifestyle and choice is at risk the individual concerned receives appropriate help including advice, protection and support from the relevant agencies e.g. independent advocacy.
- ix. Ensure the law and statutory requirements are known and used appropriately so that vulnerable adults receive the protection of the law and access to the judicial process.

5. Types Of Abuse and Indicators of Abuse

Physical abuse

Physical assault

Inappropriate restraint

Over prescribing or withholding of medication

Deprivation of food, heat, sleep, clothing or comfort

Denial of medical or social care

Indicators

A history of inadequately explained injuries or falls, bruising, finger marks or burns

Any injury, bruising or burn suspected of being non-accidental

History of GP /agency “hopping” or reluctance to seek services

Difficulty getting access to vulnerable adult by professionals or insistence by carers that they always be present at interview

Excessive repeat prescriptions or under use of medication

Signs of malnutrition or neglect such as dirt, bed sores, wet dirty or dishevelled clothing

Excessive consumption by either party of alcohol

Psychological /emotional abuse

Intimidation and/or humiliation

Emotional blackmail

Verbal or other threats

Sensory deprivation or forcible isolation

Causing unnecessary distress

Indicators

Insomnia or excessive sleeping

Change in appetite, unusual weight gain or loss

Tearfulness, paranoia, excessive fear or agitation

Low self-esteem, confusion, resignation or ambivalence

Excessive talking, nervous behaviour causing restlessness

Sexual abuse

Is involving or forcing by whatever means a person to engage or be subjected to sexual activities without their full consent or against their will

Indicators

A change in usual behaviour, withdrawal or self-inflicted injury

Overt sexual behaviour or language by vulnerable person

Difficulty in walking or sitting, torn or stained under clothes

“Love bites” or damage in rectal or vaginal area

Racial abuse

Is the action or omission of actions in which the victim is treated less favourably than others on racial grounds

Indicators

Withdrawn

Low self-esteem and self-worth

Lack of confidence and feelings of anxiety when applying for housing or employment

Financial abuse

Misuse or theft of a person’s money, property or possessions. Preventing access to a person’s money and/or property and denying them necessary material goods

Indicators

Unexplained ability to pay bills or sudden withdrawal of money from accounts

Disparity between assets and satisfactory living standard or lack of co-operation regarding necessary expenditure when finance ought not to be problem

Perceived unnecessary home improvements

Poor accountancy practice

Misuse of a vulnerable person’s Social Security benefits

Abuse of power

Is the misuse of personal, professional or statutory authority

What is Child Abuse?

Child abuse happens when a person harms a child. It can be physical, emotional/psychological or sexual, but it can also involve neglect. It may be perpetrated by someone in a position of trust. It may be intentional or unintentional or the result of neglect. It may cause harm to the person, either temporarily or over a period of time.

Children may be abused by;

- Family members.
- Friends.
- People working or volunteering in organisational or community settings.
- People they know.
- Strangers.

All of us have the right to live our lives free from abuse. Although the activities offered at Inspired Community Enterprise Trust are not targeted primarily at children we may have young people accessing services and the settings which we provide should be safe and secure environments where people are able to be comfortable and not have their well-being threatened by the behaviours and actions of others. Conversely, each person will be expected to behave in a manner that does not cause harm or offence to others.

6. Principles of Practice in the protection of young people

We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take
- all children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing information professionally and securely, in line with data protection legislation and guidance
- sharing information about safeguarding and good practice with children, their families, staff and volunteers
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have procedures to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

7. Types Of Abuse and Indicators of Abuse

Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be able to recognise the signs. These include a child:

- being afraid of particular places or making excuses to avoid particular people
- knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- having angry outbursts or behaving aggressively towards others
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming or having thoughts about suicide
- showing changes in eating habits or developing eating disorders
- regularly experiencing nightmares or sleep problems
- regularly wetting the bed or soiling their clothes

- running away or regularly going missing from home or care
- not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents or carers.

Physical Abuse

Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating.

It's also physical abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

Indicators

All children have trips, falls and accidents which may cause cuts, bumps and bruises. These injuries tend to affect bony areas of their body such as elbows, knees and shins and are not usually a cause for concern.

Injuries that are more likely to indicate physical abuse include:

- bruises on babies who are not yet crawling or walking
- bruises on the cheeks, ears, palms, arms and feet
- bruises on the back, buttocks, tummy, hips and backs of legs
- multiple bruises in clusters, usually on the upper arms or outer thighs
- bruising which looks like it has been caused by fingers, a hand or an object, like a belt or shoe
- large oval-shaped bite marks.
- any burns which have a clear shape of an object, for example cigarette burns
- burns to the backs of hands, feet, legs, genitals or buttocks.
- Other signs of physical abuse include multiple injuries (such as bruising, fractures) inflicted at different times.

If a child is frequently injured, and if the bruises or injuries are unexplained or the explanation doesn't match the injury, this should be investigated. It's also concerning if there is a delay in seeking medical help for a child who has been injured.

Neglect

Neglect is not meeting a child's basic physical and/or psychological needs. This can result in serious damage to their health and development. Neglect may involve a parent or carer not:

- providing adequate food, clothing or shelter
- supervising a child or keeping them safe from harm or danger (including leaving them with unsuitable carers)
- making sure the child receives appropriate health and/or dental care
- making sure the child receives a suitable education

- meeting the child's basic emotional needs – this is known as emotional neglect.

Neglect is the most common type of child abuse. It often happens at the same time as other types of abuse.

Indicators

Neglect can be difficult to identify. Isolated signs may not mean that a child is suffering neglect, but multiple and persistent signs over time could indicate a serious problem.

Some of these signs include:

- children who appear hungry - they may not have lunch money or even try to steal food
- children who appear dirty or smelly
- children whose clothes are inadequate for the weather conditions
- children who are left alone or unsupervised for long periods or at a young age
- children who have untreated injuries, health or dental problems
- children with poor language, communication or social skills for their stage of development
- children who live in an unsuitable home environment.

Emotional/Psychological Abuse

Emotional abuse involves:

- humiliating, putting down or regularly criticising a child
- shouting at or threatening a child or calling them names
- mocking a child or making them perform degrading acts
- constantly blaming or scapegoating a child for things which are not their fault
- trying to control a child's life and not recognising their individuality
- not allowing a child to have friends or develop socially
- pushing a child too hard or not recognising their limitations
- manipulating a child
- exposing a child to distressing events or interactions
- persistently ignoring a child
- being cold and emotionally unavailable during interactions with a child
- not being positive or encouraging to a child or praising their achievements and successes.

Indicators

There aren't usually any obvious physical signs of emotional abuse but you may spot changes in a child's actions or emotions.

Some children are naturally quiet and self-contained whilst others are more open and affectionate. Mood swings and challenging behaviour are also a normal part of growing up for teenagers and children going through puberty.

Be alert to behaviours which appear to be out of character for the individual child or are particularly unusual for their stage of development.

Babies and pre-school children who are being emotionally abused may:

- be overly affectionate towards strangers or people they haven't known for very long
- not appear to have a close relationship with their parent, for example when being taken to or collected from nursery
- lack confidence or become wary or anxious
- be unable to play
- be aggressive or nasty towards other children and animals.

Older children may:

- use language, act in a way or know about things that you wouldn't expect for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents
- lack social skills or have few, if any, friends
- fear making mistakes
- fear their parent being approached regarding their behaviour
- self-harm.

Sexual Abuse

Sexual abuse is forcing or enticing a child to take part in sexual activities. It doesn't necessarily involve violence and the child may not be aware that what is happening is abuse. Child Sexual Exploitation is a type of sexual abuse.

Child sexual abuse can involve contact abuse and non-contact abuse. Contact abuse happens when the abuser makes physical contact with the child. Non-contact abuse involves non-touching activities. It can happen online or in person.

Indicators

There may be physical signs that a child has suffered sexual abuse.

These include:

- anal or vaginal soreness or itching
- bruising or bleeding near the genital area
- discomfort when walking or sitting down
- an unusual discharge
- sexually transmitted infections (STI)
- pregnancy.

Changes in the child's mood or behaviour may also cause concern. They may want to avoid spending time with specific people. In particular, the child may show sexual behaviour that is inappropriate for their age.

For example:

- they could use sexual language or know things about sex that you wouldn't expect them to
- they might become sexually active or pregnant at a young age.

8. Monitoring And Prevention Of Abuse

The following systems and procedures should be used as safeguarding tools.

Safeguarding Officer for Inspired Community Enterprise Trust will be the Chief Executive. (Craig McEwen 07871177430)

Safeguarding Lead for Inspired Community Enterprise Trust will be a nominated and appropriately trained member of the Board of Trustees (currently Elaine[Lainey] Gow, email; e.h.gow@outlook.com mobile number: 07780846111)

Recruitment and Selection – All recruits will complete an application form, be asked to join Prevention of Vulnerable Groups, candidates will be interviewed and references including last employer will be undertaken. No one will start in any role within the organisation until our vetting system is completed and satisfactory.

Training and Induction- All staff, volunteers and trainees will undertake ICET induction which gives an overview of the organisation, its purposes, values service and structure. All staff, volunteer (including Trustees) will receive safeguarding training during their induction and formal safeguarding will be carried out by trained safeguarding officers on an annual basis.

Accident /Incident Policy - All accidents & injuries to clients and staff are reported in the accident book and details recorded on accident /incident forms, with follow up, outcomes and risk assessments recorded. If it is suspected that abuse has taken place, then the Chief Executive will be informed immediately. They will be responsible for any further action which will depend on the circumstances.

Complaints Procedure - Should be monitored by the Chief Executive who should be able to pick up on cases of suspected or actual abuse.

Regular meetings - with staff and, where appropriate, volunteers to monitor the welfare of clients. Regular one to one sessions and day to day observation of clients can also help to identify where abuse may be occurring.

9. Staff responsibilities- what to do if abuse is suspected.

Step 1 You witness, suspect or receive information about abuse

If the situation is an emergency, having obtained consent or established incapacity, contact the appropriate emergency service particularly if a vulnerable adult appears to be in immediate physical danger or there is evidence of physical or sexual abuse.

If the situation is not an emergency, report your concerns to your line manager.

Informing your Line Manager

You will need to report:

- What you saw
- Who told you of the circumstances, the abused person, another person
- What you were told
- What information there is
- What makes you think the abuse has taken place
- What action if any have you taken so far
- What immediate /further risk there might be

In agreement with your line manager, it may be appropriate to:

- Seek information from other professionals involved in a vulnerable adult's life

Step 2 When the person does not give consent for action. Establish capacity

All adults have the right to make decisions for themselves unless they are the subject of guardianship or another legal order. There are those from time to time who may have difficulty in making informed choices or decisions, examples of difficulty are;

Someone who suffers from a mental disorder, or particular brain injury or illness, people with dementia and people with learning disabilities.

If the client does not want any action taken their wishes should be respected unless it is established that they lack the capacity to recognise their vulnerability/situation.

If you are unsure of the person's capacity (ability to make informed decisions/choices) discuss with your line manager and refer to a social work service if deemed appropriate.

Step 3 Consultation with Line Manager/Chief Executive

Discuss the suspected or actual abuse with your line manager/Chief Executive as soon as possible to agree a course of action. If your line manager is not available, please refer to a suitable alternative manager e.g. the Chief Executive. An agreed action plan should be the outcome of this discussion.

The following issues may be considered when agreeing an action plan:

- Removing or reducing risk (e.g. asking a volunteer or client to leave the project)
- Undertaking a disciplinary investigation with a staff member
- Ensuring an abused person is made to feel safe, protected and where appropriate, not left alone (in this instance, it is likely to be appropriate for more than one person to stay with the abused person).
- What involvement should the vulnerable adult have in consequent decisions and actions – e.g. if the abused person does not want the police to be notified their wish must be respected.
- Are the police likely to be involved and, if so, leave the scene undisturbed? If a physical/sexual abuse is suspected, immediate referral is essential to ensure that vital evidence is not destroyed.
- Does a person need to be removed to a place of safety?
- Is the abuse about a staff member/volunteer from another organisation/service?
- Whether immediate action would cause more distress and/or pose greater risks to the vulnerable adult.
- Is a referral to the social work department appropriate?

Wherever possible you should try not to discuss any concerns you have about a vulnerable adult in a way that may lead others to suspect that they are being abused.

A copy of the Action Plan should be forwarded to the Chief Executive and agreed before action is taken.

It may be appropriate to contact Adult Support & Protection (03033333001) to discuss concerns and involve them in resolving the matter. This should only be done after consultation with the Chief Executive.

Step 4 Referral to a local Adult Support & Protection

If you suspect or have clear evidence that abuse has taken place, then as soon as possible after the vulnerable adult has given consent or you have decided that they lack capacity, the social work department should be contacted. This should be done having agreed it with the Chief Executive.

Information passed to them should include available personal details of the vulnerable adult. You should also include information about the allegation, any

relevant background information about concerns and any action already taken.

The Social Work department should then follow the guidance given in the document Protecting Vulnerable Adults ensuring rights and preventing abuse.

Step 5 Ongoing participation of the Vulnerable Adult

You will need to talk through with the vulnerable adult and Adult Support & Protection (03033333001) the choices they now have, and those consequences, as a result of an incident/alleged incident.

Step 6 Support of staff

The line manager may need to de-brief staff, clarify their role and level of responsibility and be accessible and supportive throughout the steps outlined. Advice on recording may also be necessary.

Step 7 Recording of Information

Incidents involving the protection of vulnerable adults should include:

- The timing of the event/s
- The nature and substance of the incident
- Who was involved
- Issues of capacity and consent
- The vulnerable adult's wishes and views
- Decisions and actions taken – identifying who will do what
- A timescale for taking action and reviewing the situation
- If no further action is being taken, why

10. Staff Responsibilities - what to do if abuse of a young person is suspected

Children and young people who have been abused may want to tell someone, but not have the exact words to do so. They may attempt to disclose abuse by giving adults clues, through their actions and by using indirect words. Adults need to be able to notice the signs that a child or young person might be distressed and ask them appropriate questions about what might have caused this. You should never wait until a child or young person tells you directly that they are being abused before taking action. Instead, ask the child if everything is OK or discuss your concerns with your line manager or the Chief Executive. It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the

professional child protection agencies following a referral to them of concern about a child.

If a child makes a disclosure:

- Stay Calm
- Listen carefully to what is being said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – **do not promise to keep secrets**
- Allow the child to continue at their own pace
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer
- Reassure the child that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing what was said using the child's own words as soon as possible – note date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated
- Contact your line manager or the Chief Executive

Step 1 You witness, suspect or receive information about abuse

If the situation is an emergency contact the appropriate emergency service particularly if a young person appears to be in immediate physical danger or there is evidence of physical or sexual abuse.

If the situation is not an emergency, report your concerns to your line manager and gather information.

Informing your Line Manager

You will need to report:

- What you saw
- Who told you of the circumstances, the abused person, another person
- What you were told
- What information there is
- What makes you think the abuse has taken place
- What action if any have you taken so far
- What immediate /further risk there might be

Use language that is clear and precise and make sure the information you are sharing is accurate. Make it clear what information is factual and what is based on opinion (yours or other people's).

In agreement with your line manager, it may be appropriate to:

- Seek information from other professionals involved in the young person's life

Step 2 Consultation with Line Manager/Supervisor

Discuss the suspected or actual abuse with your line manager/supervisor as soon as possible to agree a course of action. If your line manager is not available, please refer to a suitable alternative manager e.g. the Chief Executive or another team manager. An agreed action plan should be the outcome of this discussion.

The following issues may need to be considered when agreeing an action plan:

- Ensuring an abused person is made safe, feels protected and where appropriate, not left alone (in this instance, it is likely to be appropriate for more than one person to stay with the abused person).
- Are the police likely to be involved? If so, leave the scene undisturbed. If a physical/sexual abuse is suspected, immediate referral is essential ensure that vital evidence is not destroyed.
- Does a person need to be removed to a place of safety?
- Whether immediate action would cause more distress and/or pose greater risks to the young person.
- Is a referral to Duty Children's Social Worker appropriate?
- Removing or reducing risk (e.g. asking a volunteer or client to leave the project)
- Undertaking a disciplinary investigation with a staff member
- Is the abuse about a staff member/volunteer from another organisation/service?

Wherever possible you should try not to discuss any concerns you have about a young person in a way that may lead others to suspect that they are being abused.

A copy of the Action Plan should be forwarded to the Chief Executive and agreed before action is taken.

Step 3 Referral to Duty Children's Social Worker

If you suspect or have clear evidence that abuse has taken place, then as soon as possible the Children's Duty Social Worker (03033333001) should be contacted. This should be done having agreed it with your line manager or the Chief Executive.

Information passed to them should include available personal details of the young person. You should also include information about the allegation, any relevant background information about concerns and any action already taken.

The Duty Children's Social Worker should then be provided with a written report for their records.

Step 4 Ongoing work with the Young Person

You will need to talk through the young person's continued attendance at The Usual Place pending outcome of inquiry and those consequences, as a result of an incident/alleged incident.

If the incident relates to staff/volunteers from another organisation, Children's Social Care should be informed.

Step 5 Support of staff

The line manager may need to de-brief staff, clarify their role and level of responsibility and be accessible and supportive throughout the steps outlined. Advice on recording may also be necessary.

Step 6 Recording of Information

A written record of any concerns should be made as soon as possible. Incidents involving the protection of young people should include:

- The timing of the event/s
- The nature and substance of the incident
- Who was involved
- Any particular needs that need to be taken into account
- Decisions and actions taken – identifying who will do what
- A timescale for taking action and reviewing the situation
- If no further action is being taken, why

11 Guidance for volunteers in the event of clients disclosing an incident of abuse

- Acknowledge what has happened and tell the person you are sorry this has happened to them
- Say that you will need to talk to a staff member about what they have told you – you may wish to discuss and agree which staff member this will be

- If the person decides to end the conversation, discuss with staff as soon as possible
- If they continue the conversation, ask them if they need medical attention
- Regardless of if they need medical help or not contact a member of staff and pass on the information
- Continue to support the person until a staff member arrives (encourage them not to shower if appropriate). It is advisable to maintain two people with the person if possible.

Volunteers are encouraged to speak with their supervisor as soon as possible regarding the incident.

This information MUST be included in all induction information for staff, volunteers and others whose work involves client contact.

12. Dealing with actual or suspected abusers

Abuse of clients by staff or volunteers

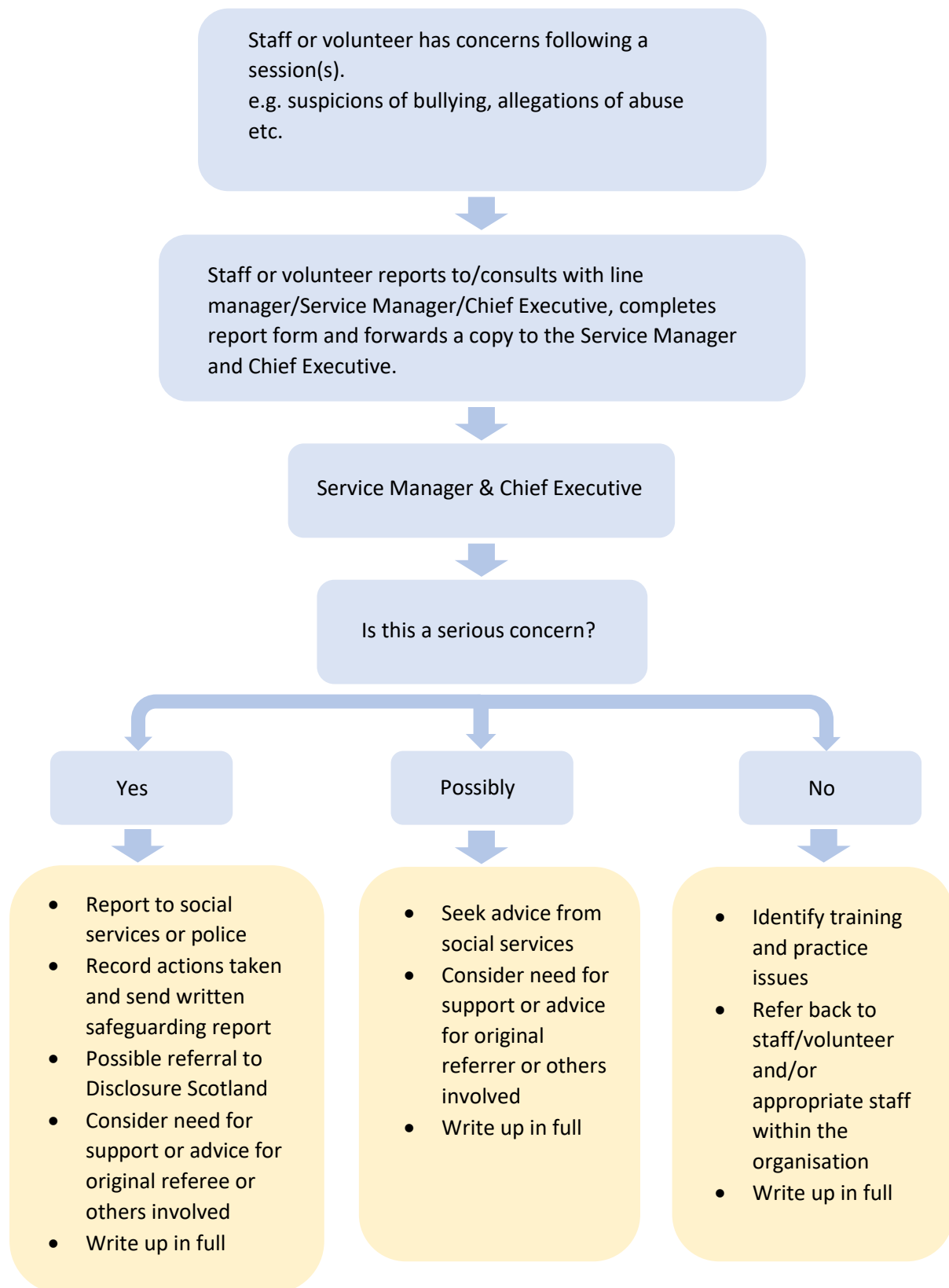
Clients may suffer abuse at the hands of a member or members of staff or volunteers. If it is suspected that a member of staff or volunteer has abused a client, they will be suspended immediately from duty, pending an investigation.

The organisation recognises that this is a difficult time for the member of staff or volunteer and will if appropriate make available to the person an independent advisor/counsellor for support and advice through our Employee Assist scheme.

If allegations prove to be accurate, staff will be subject to disciplinary action. Volunteers will be asked to leave immediately. Where appropriate, a report will be submitted to Disclosure Scotland and any other relevant authority or Regulatory Bodies.

This policy was updated and approved by the Board of Trustees on Thursday 16 July 2026.

Appendix 1: Flow chart of Reporting Procedure for reporting concerns of abuse of children:



Appendix 2: Flow chart of Reporting Procedure for reporting concerns of abuse for adults:

