



PYRAMID

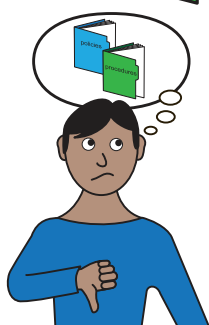
# Accessibility Statement

policies and procedures



**Our 'policies and procedures' are the rules about how we do things at Pyramid.**

Following our policies and procedures helps to keep everybody safe.



The policies and procedures also tell us what to do if something goes wrong.

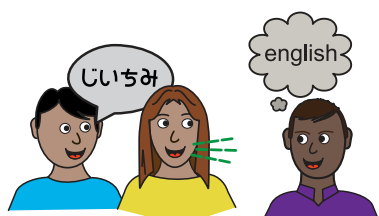


It is important that everybody at Pyramid can access and understand our policies and procedures.

**The office team can help with this.**



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**  
text: **07531 215 999**  
email: **[governance@pyramid.org.uk](mailto:governance@pyramid.org.uk)**

## **Safeguarding Vulnerable Adults Protection Policy**

### **Policy Statement**

For the purposes of this policy, we will use the Department of Health definition of a 'vulnerable adult', which is someone aged 18 or over "who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation".

Everybody has the right to be valued as an individual, to be treated with dignity and respect, and to be safe.

This policy has been written to help Pyramid to:

- work in a way that can prevent abuse
- support any participant who is experiencing abuse
- stop that abuse occurring

Pyramid will work:

- to promote the rights of all people to live free from abuse and coercion
- to organise activities in a way which promotes safety and prevents abuse
- to create a safe and open environment where social relationships can be confidently discussed and negotiated
- to ensure the safety and wellbeing of an individual who has experienced or is experiencing abuse
- as far as possible, to make sure the individual understands what is happening and can decide what they want to do
- within the framework and guidelines of the Leeds Safeguarding Adults Board

Pyramid respects everyone's right to privacy. If someone tells us any personal information we will normally keep it private. But if we are worried about an individual's safety we have to tell someone else, even if they don't agree. Pyramid will make sure that everyone in Pyramid knows about this policy, and can work together to keep each other safe. The Director will be responsible for arranging training to help them to do this.

The policy is reviewed according to the schedule of our governance calendar (at least every two years). The lead person for Safeguarding at Pyramid is the Director, **James Hill**. Talk to him if you have any questions about this policy.

**Email: [safeguarding@pyramid.org.uk](mailto:safeguarding@pyramid.org.uk)**

**Phone: 07856 176 832**

Key terms / words	Please use the <b>glossary of policy terms</b> for definitions of key terms used in our policies and procedures.	
Clarifications	The term 'worker' is used in this policy to refer to anyone doing paid work for Pyramid, in any capacity. Volunteers are mentioned separately to workers as they have slightly different responsibilities in relation to Safeguarding.	
Who does this policy / procedure apply to?	Everyone.	
Related policies and procedures	Disciplinary Procedure Complaints Procedure Grievance Procedure Whistleblowing Policy	Risk Assessment and Management Policy Code of Conduct Recruitment and Induction Policies
Who is responsible for this document?	<p>The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it.</p> <p>The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.</p>	
When was this document last checked?	<p>The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).</p> <p>This document was last checked by the Trustees on 26 April 2021.</p>	
Who to contact	<p>If you have a question about this policy, or need support to understand it, please contact the Operations Manager.</p> <p><b>Email</b> governance@pyramid.org.uk</p> <p><b>Phone</b> 0113 234 6040</p>	

## Recognising Abuse

Abuse is rare, but everyone needs to be aware of and look out for possible signs of abuse.

### Forms of abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery and human trafficking
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission

### Possible signs of abuse include:

- Unexplained or suspicious injuries such as bruising cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury is does not seem right
- The individual discloses abuse, or describes what appears to be an abusive act
- Someone expresses concern about the welfare of another person
- Unexplained change in behaviour such as withdrawal or sudden outbursts of temper
- Difficulty in socialising
- Eating disorders, depression, self-harm or suicide attempts

### Becoming aware of a safeguarding issue

This could happen in various ways, for example

- the person's appearance, behaviour, creative output or statements cause suspicion of abuse and/or neglect
- the person discloses an incident(s) of alleged abuse, either recent or which occurred some time ago
- concern is expressed by someone else about the person
- a third party or anonymous allegation is received
- a written report is made regarding the serious misconduct of an employee or volunteer towards a vulnerable adult

## Who to tell

If you are worried about anything at all the best thing to do is to let someone know.

If possible, first speak to the core worker of the group. If that is not possible / appropriate, then contact:

<b>Safeguarding Lead</b>	<b>OR</b>	<b>Deputy Safeguarding Lead</b>
James Hill (Director)		Mindy Goose (Trustee)
07856 176 832		07598 459 856

Alternatively, you can report your concern directly to **Leeds Children Social Work Services**:

Duty and Advice team: 0113 376 0336

Out of office hours Emergency Duty Team: 0113 535 0600

Alternatively, you can report your concern directly to **Leeds Adult Social Care**:

Contact Adult Social Care: 0113 222 4401

Out of hours: 07712 106 378

Email: [leedsadults@leeds.gov.uk](mailto:leedsadults@leeds.gov.uk)

## Emergencies

If you are a witness to abuse or abuse has just taken place at Pyramid, you should:

- Ensure your own safety
- Check if the victim of abuse requires medical attention. Call for the Core Worker (First Aider) and call an ambulance if needed (phone 999)
- Where a crime has just been or is being committed, call the police (phone 999)
- Inform a staff member as soon as possible
- Preserve any physical evidence
- Make a written record of everything you witnessed

## What to do if you are concerned about a vulnerable adult

Any concern you have will be addressed and treated seriously. **It is never okay to do nothing, or to hope that someone else will deal with it.** You should:

- Initially talk to the person about what you are observing. It is okay to ask non-leading questions, for example: “I’ve noticed that you don’t appear yourself today, is everything okay?”
- Listen carefully to what the person has to say and take it seriously. If possible, ask someone else to listen as well.
- Reassure them that help and support is available.
- Explain that you can’t keep secrets and you have a responsibility to alert someone.
- Notify the Safeguarding Lead for Pyramid (listed above), or Leeds Adult Social Care, of your concern.
- Make a written record of what was said as soon as you can, while it is fresh in your mind and sign and date it.
- Respect confidentiality – do not share what has happened other than to make your report to the appropriate person and ensure any written document is kept safely and securely.
- Do not confront the alleged abuser yourself, or tell them about the allegation.
- Remember that it is not your responsibility (or Pyramid’s) to investigate incidences of suspected abuse but to gather information and refer only.

You can refer to the Leeds Safeguarding Adults Board website if you need advice or information, for yourself or to share with the person concerned: [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

## Responding to abuse or suspected abuse: management responsibilities

The Safeguarding Lead will

- Gather information, if needed, in order to decide what to do
- Consider the wishes of the adult at risk
- Consider if there are any actions needed to keep the person safe
- Keep a record of what has happened and any actions or decisions taken
- Refer to the latest guidance of Leeds Safeguarding Adults Board as required
- Report the incident to Charity Commission or other authority if required

A referral will be made to Adult Social Care when

- The person has the capacity to decide what they want to happen in response to the abuse they are experiencing and has asked for help to start the adult protection procedures

Or

- The person does not have the capacity to decide what they want to happen about the abuse they are experiencing
- There is a risk to other service users from the same perpetrator
- The abuse is being carried out by a person working or volunteering for an organisation

### **Allegations against workers, volunteers and project participants**

An allegation against a worker or volunteer should be reported to the Safeguarding Lead, or Deputy. The process for managing the allegation will be to follow our Disciplinary Procedure and to involve external authorities (e.g. the police) as required.

Where the alleged abuser is someone with a learning disability, Pyramid will work to ensure that the needs of both are met. The needs of the person experiencing abuse will be paramount and the alleged abuser will be suspended from attending while an investigation takes place. Pyramid has a responsibility to inform the alleged abuser of the procedures being followed, and to allow them the chance to express their feelings and respond. It may be necessary for this communication to be in the form of an independent representative.

Pyramid's senior management will ensure appropriate support and supervision for workers and volunteers who:

- have reported abuse
- are working directly with someone who has/is experiencing abuse
- are working directly with someone who behaves abusively

### **Safe Recruitment**

Pyramid has robust recruitment procedures for workers and volunteers. In all cases, candidates

- Complete and sign an application form and attend an in-person interview so we can fully assess their suitability for the role
- Provide proof of their identity
- Provide the contact details for two referees, which are followed up by the office staff. The reference questionnaire includes a question on their suitability to work with vulnerable adults.

In addition, anyone offered a role at Pyramid

- Undertakes a Disclosure and Barring Service check at the highest level allowed for their position.
- Is given copies of our safeguarding policies and asked to sign a document to confirm they have read, understand and accept their responsibilities as regards safeguarding.
- Is provided with basic safeguarding training

Pyramid can decide to exclude someone from working or volunteering with us if we have any doubts about their references or suitability.

### **Management, supervision and training**

All workers and volunteers are provided with clear job descriptions and specifications for their work, and they will complete a probationary period of employment as set out in their contract / our volunteer recruitment policy.

Regular planning and monitoring meetings provide volunteers and workers with the opportunity to review and plan their work, share experiences, receive training and discuss their contact with members.

Pyramid is committed to training its workers and volunteers, and to delivering a rolling programme of training throughout the year. The Foundation course includes a session on the safeguarding policy and procedures.

We encourage everyone involved to speak up if they have any concerns about safeguarding practices or procedures at Pyramid. Everyone should feel free to openly discuss areas of concern or make suggestions for improvement so that we can ensure the safest possible environment for the people we work with.

Our Complaints Procedure, Grievance Procedure and Whistleblowing Procedure all outline the ways you can raise a serious concern about Pyramid in a formal way.

### **Recording and managing confidential information**

Your written statement should be given to the Safeguarding Lead or appropriate person (e.g. police officer) as soon as possible.

Pyramid takes privacy and data security seriously and all records will be handled in line with our Data Protection Policy and Privacy Statement.



Remember that our members have a right to privacy and confidentiality. It is only in the exceptional circumstance that you believe someone is at risk of abuse or harm that you should break that confidence. If possible, you should explain directly to the person that you cannot keep secrets if it means someone might get hurt.

## **Keeping Records**

- Use a pen with black ink if you possibly can
- Ensure written records are clear and detailed
- It may be possible to take notes at the time the allegation is being made. Try and note down what the person actually says, using their own words and phrases. Also make a note of what you said and did in response.
- Note records of any injuries, behaviours etc.
- If you can't take notes, make a written report as soon as possible afterwards, while it is fresh in your mind.
- Factual information should be clearly separated from expression of opinion
- Be aware that your report may be required later as part of a legal action or disciplinary procedure
- Sign and date the report
- Give the report to the appropriate person named in this policy

## **Responsibilities of the Board of Trustees**

The Board recognises its responsibility to implement effective safeguarding procedures across the organisation.

We will

- Ensure we have clear written policies and procedures around risk assessment, personal conduct and safeguarding
- Ensure we maintain our robust recruitment procedures, including DBS checks
- Ensure appropriate safeguarding training is undertaken by workers and volunteers

## Sessional Safeguarding Rules

In sessions, we ensure minimum risk by adhering to the following guidelines:

In Groups:

- Most activities are based on group work but if there is a need for a worker or volunteer to work with an individual person, it must be organised in clear view of the rest of the group
- Workers or volunteers will sometimes be alone with an adult (e.g. waiting for transport). This must be with the agreement of the adult concerned and with the knowledge and support of other workers
- Core Workers are required know the safe arrangements for vulnerable adults to get home after the session
- Workers and volunteers must ensure that physical contact is not exploitative and is not open to misunderstanding. People must be encouraged to communicate what they find acceptable and unacceptable in the way they are approached by others in the group.
- Participants will be encouraged to discuss openly their feelings about activities, and the behaviour of adults toward each other, in session debriefs and review meetings
- Confidential material collected on participants e.g. contact details, care needs etc. must be treated with respect and only be shared between workers and volunteers on a need-to-know basis
- Core workers are required to report any incidents or concerns as soon as possible

In 1:1 Sessions:

- The nature of the Development Teams means that workers may spend long periods of time working alone with a vulnerable adult. Such workers will have been through the stringent vetting procedures as outlined in this policy and received Safeguarding training.
- Development Team usually sessions take place on-site, where staff members and other workers will regularly drop-in. Trips out are taken with the knowledge and consent of the Director.
- A 1:1 working individual risk assessment is undertaken for each Development Team.