



# ESOL Scotland

## Adult Protection Policy

### Introduction

ESOL Scotland ('The Organisation') provides English classes to adults (over 18). This policy reflects ESOL Scotland's commitment to safeguarding the welfare of all adults. All reasonable steps will be taken to promote safe practices and to protect adults from harm, abuse and exploitation. This policy advises all parties of the procedure that should be followed if they think an adult is at risk of harm, abuse or exploitation. It is entirely the task of Social Services and Police to investigate suspicions/disclosures of abuse.

### Purpose

The purpose of this policy is to:

- Implement suitable recruitment and enrolment procedures for appointing staff and volunteers that ensure reasonable steps are taken not to appoint people who are unsuitable to have contact with vulnerable adults. This process will also ensure that anyone formally disqualified for working with protected adults will not be either employed by or allowed to volunteer with the Organisation
- Ensure that all staff and volunteers are understand their responsibility to safeguard adults, including their responsibility to refer concerns to Glasgow City Council's Social Care Direct, in line with our Adult Protection Procedures
- Ensure all staff and volunteers are aware and adhere to Adult Protection Policy and procedures
- Clarify roles and responsibilities of reporting and recording concerns
- Promote the rights of adults to be listened to and to be taken seriously so that the adult is able to express their views, thoughts and concerns
- Ensure that staff and volunteers are provided with support and the opportunities to develop their skills and knowledge in relation to adult protection issues
- Clarify definitions of adult protection issues and abuse
- Provide guidance on reporting suspected abuse
- Provide guidance on confidentiality
- Provide guidance on recognition and signs of abuse



## Scope

- All staff and volunteers contracted by or working with ESOL Scotland
- Associated personnel whilst engaged with work or visits related to ESOL Scotland, including but not limited to the following: volunteers; consultants; contractors; visitors, including journalists, celebrities and politicians

## KEY PRINCIPLES

Every adult has a right to be protected from all forms of abuse, neglect and exploitation.

Adults must make their own decisions and supported to make their own decisions. Every attempt should be made to ensure that an adult is able to express their own wishes and make their own decisions. On occasion this self-determination may involve risk.

Where an adult is a serious risk to themselves or others, it may be necessary to override the wishes of the adult or make decisions on his/her behalf for their own safety (or the safety of others) this should be proportionate and be the least disruptive response to the identified risks to health, welfare, property or finances of the adult consistent with the current legislative framework. The welfare and safety of the adult takes priority over any enquiry or investigation.

## BACKGROUND INFORMATION ON ABUSE OR HARM THAT MIGHT AFFECT ADULTS

Adults can be at risk of harm from a variety of factors. Adult ESOL learners may be at greater risk of harm due to not having language skills or knowledge of life in Scotland, or because of additional social factors, such as poverty, immigration, human trafficking. Adults may be scarred by previous, or current, trauma and abuse.

[The Adult Support and Protection \(Scotland\) Act 2007](#) was introduced to protect adults from risk of harm. 'Adults at risk' are defined as, adults who

- are unable to safeguard their own wellbeing, property, rights or other interests
- are risk of harm and
- because they are affected by disability, mental disorder, illness or other



physical or mental infirmity are more vulnerable than adults not so affected

Adults can also be at risk if

- another person's conduct is causing (or likely to cause) the adult to be harmed, or
- the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm

## Categories of Abuse

**Physical abuse:** can include hitting, shaking, punching, pulling hair etc, locking them in a room or limiting their freedom

**Emotional/psychological:** can include being made to feel scared or embarrassed, being intimidated or bullied, constantly criticised, not being allowed to see or talk freely to other people

**Neglect:** can include not being given the correct medication or care, not allowed to see a doctor or other health professional, not allowed enough food or have proper heating, lack of privacy and dignity

**Financial:** can include stealing, fraud, forcing to hand over money or goods, misuse of property or benefits or stopping someone getting their own money or possessions

**Sexual abuse:** can include any sexual activity that the person does not understand or want; degrading or inappropriate photographs

**Discriminatory Harm:** Mistreatment, harassment or behaving differently towards someone due to their gender, sexual orientation, race, disability, age, colour, language, religion or belief or politics

## Sources of harm

An adult may be at risk of abuse, harm or exploitation by:

- family member(s) -immediate or extended
- other adults or children know to them
- employers
- professionals or
- by a stranger



## Signs of abuse

There are a number of ways to spot if an adult is at risk of or abuse or neglect. Some of these include:

- The adult themselves may advise they are being harmed or they may make a comment which leads you to suspect they are being abused or neglected
- unusual, unexplained or suspicious injury
- unexplained loss of weight or increased confusion
- the adult may appear frightened of a particular person
- unable to spend time alone with the adult due to the insistence or presence of another
- Unexplained debts or reduction in assets may be indicators of financial abuse (from <https://www.glasgowadultprotection.org.uk/>)

## RESPONSIBILITIES

Within ESOL Scotland everybody has responsibility to reduce harm to adults and address any concerns arising. There are specific responsibilities for each role with the organisation.

- All parties will contribute to creating and maintaining an environment that is safe for adults
- All parties will report any concerns about an adult at risk of harm to the appropriate person IMMEDIATELY
- Concerns about an adult should be reported verbally immediately and followed up by a written (or typed) referral on an Adult Protection Concern form as soon as practically possible. It is not appropriate to report adult protection concerns in an email or staff updates as these are not guaranteed to be dealt with promptly.

## ESOL Scotland responsibilities

The Board of Directors have a responsibility to:

- Ensure all staff (and volunteers) have access to, are familiar with and know their responsibilities within this policy
- Ensure staff will be provided with proportionate and role specific training in relation to their role and responsibilities in promoting the well-being and protection of adults



- Ensure all staff and volunteers are recruited, with safe recruiting procedures and no one will come into to contact with vulnerable people without this
- Ensure staff carry out their responsibilities with regards to this policy
- Design and undertake all its programmes and activities in a way that safeguard adults
- Ensure partners have policies, procedures and risk assessments in operation
- Ensure risk assessments are in place and consider the protection of vulnerable groups
- Ensure all concerns about adult protection are followed up and this policy is implemented
- Ensure staff and volunteers have access to support and supervision
- Monitor and review this policy annually

Managers have a responsibility to:

- Carry out the organisational responsibilities, as delegated
- Take verbal reports from staff/volunteers/learners/partners where an adult is thought to be at risk from harm or abuse
- Assess what action is required to keep an adult safe and considers whether the risk is immediate or cumulative
- Ensure that every effort is made to consult the adult at risk on any proposed action and receives consent to implement action
- Report concerns to Social Work Services and/or police, where this is the agreed action or necessary
- Make a referral to another agency, with the adult's consent (or support the adult to make a referral)
- Ensure concerns are recorded and open an incident file, noting any times, dates
- Support staff member or volunteer, following an incident
- Regularly participate in support and supervision, with their line manager
- Maintain confidentiality, but informing staff team on a need to know basis
- Follow up case with Social Work Services and/or police as required
- Keep board informed of incidents

Staff have a responsibility to:

- Have an awareness of adult protection concerns
- Identify when they think an adult is at risk from harm or abuse, from themselves or another person
- Take verbal reports from volunteers/learners/partners where an adult is thought to be at risk from harm or abuse
- Speak immediately to a manager about any concern
- With support from a manager, report to Social Care Direct



- Call the police in an emergency
- Complete an Adult Concern Form (as soon as possible)
- Support a volunteer to complete a form (where necessary)
- Support a volunteer, following an incident
- Regularly participate in support and supervision, with their line manager
- Ensure Adult Protection Concern Forms are available at each site

Volunteers have a responsibility to:

- Have an awareness of adult protection issues
- Report any concerns or disclosures to a member of staff immediately
- Fill in an Adult Concern Form (using guidelines)
- With support from a manager, report to Social Care Direct
- Call the police in an emergency

## ADULT PROTECTION PROCEDURE

Abuse or harm can come to light when:

- An adult discloses to a trusted person
- Third party information is shared
- Someone who is harming an adult tells someone about their behaviour
- People who know the adult notices something that worries them

Many people worry about this aspect of challenging aspect of working with vulnerable people. Hearing about abuse or harm can be very hard for the listener. On hearing a disclosure of abuse or having a concern, we should always aim to ensure that our feelings, thoughts and actions are kept in balance. During and after following the adult protection procedures, staff or volunteers should seek support, through their line manager.

**Follow the reporting procedure** (Appendix 1, attached)

- **Listen** to disclosure OR **observe** something of concern
- **Reassure** the adult and **discuss** what happens next with them
- **Tell** the development worker/line manager IMMEDIATELY
- Where further action is agreed by, **report** to Social Care Direct, or other agency, with line manager support
- Maintain **confidentiality** – but do not promise full confidentiality to the person disclosing to you
- **Write** down what happened (Appendix 3 available at all venues)
- Get **Support**



In the event, that an adult discloses abuse or harm, be familiar with this good practice (Appendix 2).

## CONFIDENTIALITY

Personal information given to ESOL Scotland staff about learners and their families is confidential (see confidentiality policy). **An exception of this would only be if there was immediate risk to wellbeing.**

Any concerns you have about an adult must be passed on to a manager and therefore cannot remain fully confidential; however, only essential personnel must be informed and information shared on a need-to-know basis. All information will remain within the line of reporting. All information will be stored securely.

ESOL Scotland staff will make all attempts to gain permission to share confidential information with other agencies.

## MONITORING AND REVIEW

This policy will be reviewed on an annual basis. The usefulness and implementation of the policy will be reviewed by the Senior Management Team and will be monitored using:

- reviewing incidents that have occurred
- monitoring compliance with legislation

## ASSOCIATED POLICIES

Code of Conduct	Safeguarding Policy
Anti-Bullying and Harassment Policy	Whistleblowing Policy
Recruitment Policy	Child Protection Policy
Recruitment of Ex-offenders Policy	Procedures for reporting and response to safeguarding concerns
Complaints Policy	Volunteer Policies
Confidentiality Policy	Human Trafficking Information



# APPENDIX 1 - ADULT PROTECTION - REPORTING A CONCERN OR DISCLOSURE

An individual has a concern about an adult being at risk from harm or abuse or receives a disclosure of harm from an adult, regarding themselves or another adult.



- **Listen** to disclosant OR observe something that concerns them
- **Pass on** concern to development worker/manager IMMEDIATELY
- With support from a manager or development worker, **report** to appropriate agency, if required (normally this will be done by the adult with support from staff.)
- Maintain **confidentiality**
- **Record** concern on a Adult Concern form (appendix 3)



- **Listen** to disclosant OR observe something that concerns them OR listen to volunteer's raised concern
- **Contact a manager** IMMEDIATELY
- With support from a manager, **report** to appropriate agency, if required (normally this will be done by the adult with support from staff.)
- In an emergency, **contact police**.
- Maintain **confidentiality**
- **Ongoing support** for volunteer, as required
- **Record** concern on a Adult Concern form (appendix 3)



- **Report** concern to **Social Care Direct 0141 287 0555** or relevant organisation, involving subject of concern, where possible.
- Ensure the concern has been properly recorded
- **Liaise** with external services, as required
- **Record** ongoing information about the case (appendix 4)
- **Support** staff member, volunteer, learner concerned, as required.
- Report to Board of Directors (maintainina confidentiality)

In an immediate emergency, call the police on **999**

### Managers will contact:

Social Work Direct <b>0141 287 0555</b> (Out of hours <b>0300 343 1505</b> ) Police Scotland non-emergency: <b>101</b>	<ul style="list-style-type: none"> <li>• Modern Slavery Helpline <b>08000 121 700</b></li> <li>• Hemat Gryffe Women's Aid</li> </ul>
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	<p><b>0141 353 0859</b></p> <ul style="list-style-type: none"><li>• TARA <b>0141 276 7724</b> (for women who have been sexually exploited)</li></ul>
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## APPENDIX 2 - GOOD PRACTICE

### ADULT PROTECTION - Disclosures of harm or abuse

**Do not attempt to investigate** – investigation of abuse is the responsibility of the police and/or social work departments.

**Don't promise confidentiality**– any concerns **must** be passed on immediately to your manager. Be clear that we cannot maintain confidentiality if the adult is at risk to themselves or to others.

**Maintain confidentiality within guidelines** - Do not discuss the situation with other volunteers or staff members, unless they are directly involved in disclosure. Any discussion should be only held for establishing facts and any action to be taken. Use the support of development workers and managers.

**Listen and only ask open questions** – Listen carefully and be fully attentive to the adult during their disclosure or allegation of abuse. Avoid asking leading questions and keep your questions to a minimum. Open questions ensure that we don't guide what the adult is disclosing.

**Don't make value judgements** – No matter what the issue is the adult disclosing harm or abuse may have loyalties to the person that may be causing this. Avoid showing any personal judgements on this and stick to facts.

**Reassure** – It may be have taken a lot of courage to talk to someone. Let the adult know they have done the right thing and that you will help them to get the support they need.

**Describe the next step** - Unless an adult is in immediate danger, you need to get full consent from the adult to pass any concerns on to other organisations. Let them know that you want to support them and the you need to talk to the development worker and/or manager, who will help them decide what they want to do next.

**Speak to the person in the organisation who has responsibility for adult protection** – remember that this is the person who has the responsibility for ensuring that disclosure or concerns about abuse are effectively handled.

**Write down what you have been told** – try to write exactly what the adult said to you and the phrases he or she used. This should be written on an adult protection concern form and passed on to a development worker/manager and stored confidentially.



**Ask for support for yourself** – handling a disclosure of abuse can leave you feeling overwhelmed and vulnerable. Speak to your line manager or development worker.



# APPENDIX 3 – ADULT PROTECTION CONCERN FORM

Initial report form for disclosure/concern of abuse

Name of person noting concern:	Date (reference):
Please circle: Volunteer                      Staff Member                      Manager                      Other	
Name of adult (if known):	
Date of birth (if known):	
Address and telephone number (if known):	<b>STAFF ONLY</b>
Name of other adults (if known) and children (include ages if known):	
Any special circumstances relating to the adult (e.g. special needs, health and welfare issues):	
What is the nature of the concern?  (Please circle) Disclosure      Incident                      Signs or Indicators                      Other	
If an adult has disclosed abuse, Date:    Name(s): Time:	



Details of the concern.

(If an adult has disclosed abuse, record as quickly as possible what the adult said. Remember that this should be as accurate as possible)

Who else was present at the time of disclosure/incident/initial concern?

If known, record the name(s) of the person or persons implicated in the abuse.

Date and time discussed with development worker  
(if relevant)

Date: \_\_\_\_\_ Name(s): \_\_\_\_\_  
Time: \_\_\_\_\_

Date and time discussed with manager

Date: \_\_\_\_\_ Name(s): \_\_\_\_\_  
Time: \_\_\_\_\_

Date and time referral to social work or police

Date: \_\_\_\_\_ Name (of caller): \_\_\_\_\_  
Time: \_\_\_\_\_ Name (of SS or police): \_\_\_\_\_

Date and time referral to other organisations

Date: \_\_\_\_\_ Name (of caller): \_\_\_\_\_  
Time: \_\_\_\_\_ Name of Organistaion: \_\_\_\_\_

Name of worker:

Contact Details:

Advice given from social services or police

Advice given from referral organisations



Concerned Person Signed \_\_\_\_\_ Name (print): \_\_\_\_\_

Date \_\_\_\_\_

Development Worker Signed \_\_\_\_\_ Name (print): \_\_\_\_\_

Date \_\_\_\_\_

Manager Signed \_\_\_\_\_ Name (print): \_\_\_\_\_

Date \_\_\_\_\_

This form must be kept in a confidential file. Information given in this form must only be disclosed to relevant persons on a need to know basis.

Additional paper attached (number of pages)



## APPENDIX 4 – ADULT PROTECTION Follow up recording

To be filled in by managers, or staff member appointed by manager ONLY

Case number (initial concern date): \_\_\_\_\_

Date	Brief facts e.g. appointment made, referrals	Staff present	Manager Signature