



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

POLICY

The Talisman Theatre Company recognises that it has a responsibility to prevent and to report concerns about the abuse, neglect and ill-treatment of adults who are vulnerable or at risk of being harmed. This Policy has been drafted by the Trustees of the Company with full regard to the NSPCC guidance for Safeguarding Policies. This policy complementary to our Child Safeguarding Policy and Anti-Bullying and Harassment Policy.

It is the Company's Policy that all adults, regardless of age, ability, gender, racial heritage, religious beliefs, sexual orientation, or personal characteristics which may indicate additional vulnerabilities, are welcome in our Theatre and will be treated with respect, protected from harm and enabled to thrive. Further general information on Diversity is contained in our Diversity Policy.

There are legal requirements on statutory bodies under the Care Act 2014, and statutory guidance (Care and Support Statutory Guidance 2018) applying to the voluntary sector across England and the devolved nations, for organisations to do everything they can to recognise and report abuse quickly and appropriately to keep adults safe, and to prevent such abuse from happening in the first place.

Definition:

A Vulnerable Adult (also sometimes to as an 'Adult At Risk Of Abuse' or an 'Adult At Risk Of Harm) can be anyone over the age of eighteen and may be an Officer of the Company, an employee or a volunteer. They are at risk of abuse or neglect because of their needs for care and support' (Care Act 2014 [England]), and their exposure to harm through abuse, exploitation or neglect may be increased by their:

a) Personal characteristics which may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

and/or

b) Life circumstances which may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

Whilst personal characteristics may make an individual more vulnerable i.e. disability and communication difficulties, it is the situation around an individual which may increase risk or place them at potential risk of harm. It is therefore vital to be open to the possibility that any adult may be at risk and that this can be temporary or on-going depending on the support and protective factors around them.

Anyone who is employed by or who volunteers for, or on behalf of, the Company - regardless of the type or amount of contact they have with vulnerable adults, has a role to play in safeguarding and protecting them.

They must:

- Know how to recognise potential abuse of adults at risk/vulnerable adults
- Know what to do when safeguarding concerns arise
- Understand what the Company expects of them in terms of their own behaviour and actions



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

The society believes that:

- All adults, whatever their age, culture, ability, gender, language, racial origin, religious beliefs or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately.
- All members and employees of the society should be clear on how to respond appropriately if they have a safeguarding suspicion or if another person takes them into their confidence about possible abuse.

The society will ensure that:

- All adults will be treated with respect and dignity.
- Our duty of care to vulnerable adults will always be put first and all relevant legislation will be complied with.
- A balanced relationship based on mutual trust will be built which empowers all who take part in our activities to share in the decision-making processes which affect them.
- Enthusiastic and constructive feedback will be given rather than negative criticism.
- Bullying will not be accepted or condoned.
- Action will be taken to stop any inappropriate verbal or physical behaviour.
- All adult members of the society will provide a positive role model for dealing with other people.
- It will keep up-to-date with Health and Safety legislation.
- It will keep itself informed of changes in legislation and policies for the protection of vulnerable adults.
- It will undertake relevant development and training.
- **It will ensure that a DBS-checked adult will be appointed to Safeguard any identified vulnerable adult who does not have their own appointed carer present and who requires such level of Safeguarding.**
- It will hold a register of every vulnerable adult involved in the activities of the society and will retain a contact name and telephone number close at hand in case of emergencies.

The society has a two dedicated Vulnerable Adult Safeguarding Officers who are in charge of ensuring that the safeguarding policy and procedures are adhered to.

They are:-

Stephen Smith who can be contacted on Tel: 01926 633472 Mobile: 07842 095607

Email: hetetweed@gmail.com

Corrina Jacob who can be contacted on Tel: 01926 511922 Mobile: 07913 667504

Email: secretary@talismantheatre.net

In their absence, contact the Chairperson, Nigel Elliott Tel: 01926 859061 Mobile: 07795 672880

Email: nigel.w.elliott@btopenworld.com

The Warwickshire Multi-Agency Safeguarding Hub (MASH) can be contacted on 01926 414144.

This Policy and the accompanying Procedures will be reviewed annually.

Talisman Theatre and Arts Centre is the trading name of Talisman Theatre Company CIO.

Reg. Charity 1164913 Barrow Road, Kenilworth. CV8 1EG 01926 856548

Reviewed and Updated by the Trustees 13 April 2021



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

PROCEDURES:

The Talisman Theatre is committed to providing a safe environment for everyone to participate in our Theatre and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm. The procedures should be implemented with reference to the Safeguarding Adults Policy and supporting information.

At the point in time where a Vulnerable Adult is taken into Employment or Membership of the Talisman Theatre or participation in our activities, a Safeguarding Officer must be notified (contact details on page 2 above).

The Safeguarding Officer will :

Maintain a record of the vulnerable person, including an emergency contact.

Determine whether the person will be accompanied by their own carer or whether it will be necessary to appoint someone to act as their Safeguard during Talisman Theatre activities.

Ensure that the relevant Head(s) of Department(s) where the Vulnerable Person will participate fully understand our Policy and Procedures and is/are provided with a copy.

Will determine any training required by Talisman Theatre Trustees, Officers, Heads of Departments and Members.

The Trustees will ensure that themselves and all Officers of the Talisman Theatre are fully aware of this Policy and Procedures.

These procedures detail the steps to be taken in responding to any concern that an adult involved in the Talisman Theatre or its activities, is at risk of, or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Section 1:

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Please contact one of the Safeguarding Officers listed on page 2. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.

If either Safeguarding Officer is implicated, or you think has a conflict of interest, then report to the alternative Safeguarding Officer or to the Chairperson as detailed on page 2 above.



Talisman Theatre and Arts Centre Vulnerable Adult Safeguarding Policy & Procedures

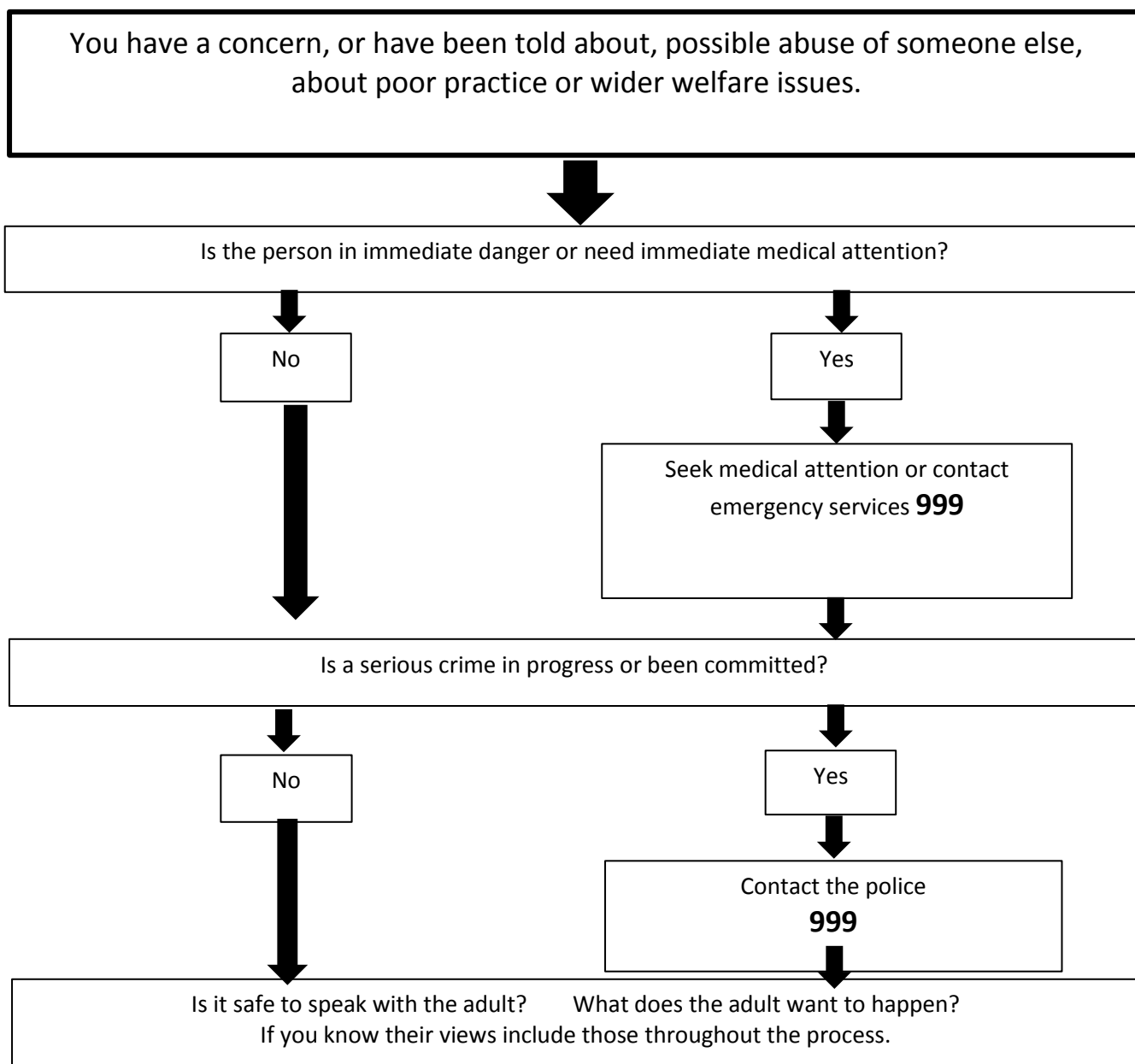
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

The Talisman Theatre will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should, be please contact the Chairperson (page 2 for details).

At all stages you are welcome to have someone whom you trust support you and help you to explain what happened and what you want to happen next.

It is of the utmost importance to the Talisman Theatre that you can take part in our activities safely and we will take every step to support you to do so.

Reporting Concerns About Others (Flowchart 1)





Talisman Theatre and Arts Centre Vulnerable Adult Safeguarding Policy & Procedures



Speak to a Safeguarding Officer (page 2) and report your concerns without delay.
If you have concerns that they are implicated or may not act appropriately contact the Chairperson.



Make notes and complete a Safeguarding Adults Report Form (see Appendix 1)

And submit to Safeguarding Officer (page 2)

Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact a Safeguarding Officer as soon as you can. See page 2.

If a Safeguarding Officer is implicated, or you think has a conflict of interest, then report to the alternative Safeguarding Officer or to the Chairperson. See page 2.

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to a Safeguarding Officer.
- **Do not** contact the adult before talking to a Safeguarding Officer if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Do not ask or allow the person to repeat their story over and over as this can lead to future psychological difficulties. In addition, if this becomes a police matter, this may be compromising.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with a Safeguarding Officer.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to a Safeguarding Officer without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or overheard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with a Safeguarding Officer and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Steps 6- 14 Taking Action

<p>Step 6 – Consult and Decide</p> <p>As needed consult Chairperson, Local Authority/the Police and decide which one or more of the following actions need to be taken.</p>			
<p>Step 7</p> <p>If a serious crime is suspected contact the police</p>	<p>Step 8</p> <p>If you believe there is an ‘adult at risk’ make a safeguarding adults report to the Local Authority</p>	<p>Step 9</p> <p>If harm is suspected of being caused within Talisman Theatre <small>e.g. by an employee, contracted worker, volunteer or member report to relevant manager/s</small></p>	<p>Step 10</p> <p>Consult with and inform the adult</p>
<p>Criminal enquiry, investigation, proceedings</p>	<p>Safeguarding adults process led by Local Authority</p>	<p>Talisman Theatre takes short term steps within relevant policy to prevent harm e.g. suspend employee, coach, volunteer or member</p>	<p>Talisman Theatre decides who will maintain regular contact with the adult/s who have been at risk of harm</p>
<p>Step 11</p> <p>Take advice from and coordinate actions taken by the Talisman Theatre with those of other agencies.</p> <p>Attend and contribute to Safeguarding Adults strategy meetings</p>			
<p>Step 12</p> <p>Hold a Case Management meeting to coordinate actions by the Talisman Theatre</p>			
<p>Possible outcomes: e.g.</p> <ul style="list-style-type: none"> • Criminal Caution or Conviction • Police referral back to Talisman Theatre • Referral to Independent Barring Board • Unsubstantiated– no further action 	<p>Possible outcomes e.g.</p> <ul style="list-style-type: none"> • LA enquiries triggered • Adult supported to ‘make safeguarding personal’ • Other adults at risk identified • Multi-agency meetings to coordinate actions • New/changed care and support and protection plan for any adult at risk • NOT an adult at risk – information and advice provided 	<p>Possible outcomes: e.g.</p> <ul style="list-style-type: none"> • Informal resolution • Education and training • Formal warning • Dismissal • Role conditions applied • Contract ended • Referred to Independent Barring Board • Unsubstantiated – no further action 	<p>Possible Outcomes: e.g.</p> <ul style="list-style-type: none"> • Adult receives information about the process • Adult supported to have their views and experience heard • Adult supported to gain support from other agencies • Adult continues to participate in organisation/sport



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to one of the Talisman Theatre's Safeguarding Officers, they will coordinate the Safeguarding Adults Procedure (see Flowchart 2 below).

The Safeguarding Officer will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Officer, where appropriate, in consultation with the Trustees, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or a Member of the Talisman Theatre, use the relevant procedures (e.g. Constitution Section 9, breach of contract, Anti-Bullying Procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in the Talisman Theatre who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with the Chairperson/ Trustees and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs.
- there are other 'adults at risk' (e.g. another family member or another Talisman Theatre member).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in The Talisman theatre in whatever capacity inform the Chairperson / Trustees.

Decide what policy and procedures the Talisman Theatre will use to decide which actions will be taken e.g. Constitution Section 9, Anti-Bullying Procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the Talisman Theatre.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop the Talisman Theatre from taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the Talisman Theatre should still follow its own procedures. (As in 9) above.

11. Decide who in the Talisman Theatre will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Case Management Group meeting** to coordinate actions internally to your organisation:

- share information about what has happened with those within the Talisman Theatre who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between the Talisman Theatre and other agencies.
- decide what actions the Talisman theatre will take.
- Coordinate action by the Talisman Theatre



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

These actions can include:

- Use of internal procedures such as: Constitution Section 9, Anti-Bullying Procedures, breach of contract, to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation/sport.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will be updated as needed.

13. Case Management Group meeting must be **recorded** so that decision making is transparent, and actions that are agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to The Trustees as requested**.



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer	
Section 6 - Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?	



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Section 6A – Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	
Adult unable to communicate their views. Please explain:	
Section 7 – Risk to others	
Are any other adults at risk Yes/No/Not known – delete as appropriate If yes please fill in another form answering questions 1-6	
Are any children at risk Yes/No/Not known Delete as appropriate If yes please fill in a safeguarding children referral form and attach to this.	
Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?	
Actions by club: e.g. person causing harm suspended, session times changed.	



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with Safeguarding Officer/others within the club	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Safeguarding Officer	Dates and times
Completed Form copied to Safeguarding Officer ; Name, Date and time	
Signed:	
Date:	



Talisman Theatre and Arts Centre

Vulnerable Adult Safeguarding Policy & Procedures

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of the Talisman theatre?
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern: