



POLICY STATEMENT

SAFEGUARDING ADULTS - PREVENTION OF ABUSE

1. Policy Statement

1. Headway strives to provide the best possible service and a high degree of security from danger for its service users. We recognise, however, that from time to time and for a variety of reasons, some falling from those high standards of service and security may occur and that serious failing can constitute abuse. Headway commits itself to tackling any such failing with honesty and energy.
2. Headway Birmingham & Solihull recognises and supports the implementation of the current Birmingham Safeguarding Adults Policy, procedures and Good Practice Guide. A copy of this is held at Leighton House with the Safeguarding Policy – Upstairs meeting room and also on the electronic Document System.
3. Headway Birmingham & Solihull Policy, procedure and Guidance Notes is written to enable staff and managers of Headway Birmingham & Solihull to act appropriately whenever possible or actual abuse comes to their attention.
4. All staff and managers who act in accordance with this Policy, Procedure and Guidance Notes will be supported by Headway Birmingham & Solihull. Those who fail to do so may be subjected to the Headway Birmingham & Solihull Disciplinary procedure.
5. Headway Birmingham & Solihull also recognises that as a provider of services to vulnerable adults, its staff and managers are in a position to be key in the identification, recognition, investigation and therapeutic response to abuse.
6. Headway Birmingham & Solihull also recognises staff's role in the prevention of abuse
7. Where appropriate, Headway Birmingham & Solihull will enable its staff to attend meetings and participate in any investigation co-ordinated under Birmingham Safeguarding Adults (other other area as required) policy and procedure. Headway Birmingham & Solihull will also support staff/managers to implement any Safeguarding Plan in relation to individual service user and/or the whole working environment.
8. Headway Birmingham & Solihull recognises that it has a responsibility in partnership with the statutory agencies, to ensure that its staff and managers are appropriately trained and supported to meet 5,6 and 7 above. This training should be in line with the BSAB workforce development and training requirements.
9. Headway Birmingham & Solihull recognises the links between this Policy and procedure and other Policy and Procedures, including staff recruitment and Disciplinary. Headway Birmingham & Solihull will ensure that we work in line with current statutory guidance in recruitment and disciplinary

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processes.

2.General principles

1. Headway appoints staff and volunteers with great care to ensure as far as possible, that we do not employ anyone with improper motives for caring and working with service users. Headway selects staff fairly but rigorously, check references and police records, and will welcome the introduction of a register for social care workers. All workers are DBS checked at the enhanced level and any positive results are risk assessed following the DBS Procedure. HR staff and area Managers are responsible for ensuring that statutory recruitment and selection requirements are met.
2. Headway Birmingham & Solihull will ensure that paid staff and volunteers are fully aware of agency policy and procedures governing the safeguarding of vulnerable adults and what they should do and to whom they can refer if they have any concerns.
3. Paid staff and volunteers will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.
4. Headway Birmingham & Solihull is committed to the belief that safeguarding vulnerable adults is everybody's responsibility and therefore the aim here is to provide guidelines that will enable all workers and volunteers to act appropriately to any concerns that arise in respect of a vulnerable adult.
5. Headway Birmingham & Solihull will ensure that this Policy and Procedure is implemented in accordance with the Mental Capacity Act 2005
6. Staff are given a Staff Handbook which included a Code of Conduct outlining acceptable standards of behaviour.
7. Headway Birmingham & Solihull induction and training include material intended to alert staff to the possibility of abuse by themselves or others and to guide them in anti-abuse practice Headway Birmingham & Solihull ensure that all staff/volunteers are trained in safeguarding and other relevant policy/procedures. Headway Birmingham & Solihull will ensure that all staff members whether paid or unpaid, undertake training to gain a basic awareness of the signs and symptoms of abuse. Safeguarding training is mandatory and includes:-
 - Induction training covering all policy and procedures
 - Annual core training which includes Safeguarding Adults training
 - Staff supervision and appraisal systems
 - Reporting procedures and monitoring in all areas
 - Coaching sessions for updating staff
 - Staff trained in helping users exercise their rights – each user assigned an individual Keyworker
8. Staff are updated as any changes occur in legislation, policy, procedure or guidelines through coaching sessions and training.
9. Staff will refer to DOH website www.dh.gov.uk for up to date information on the Independent Safeguarding Authority.
10. Services users are empowered through:-
 - Individual Keyworkers with whom they can go to at anytime and discuss any concerns
 - Complaints procedure
 - Report of Concern procedure
 - Information pack when the commence- Clients Rights, Codes of Conduct, User contract
 - User Forum
 - User Before/after questionnaire and ongoing surveys

Headway Birmingham & Solihull complaints procedure is designed to make it easy for service users, relatives, advocates and others to bring to the attention of management any feelings of concerns or unease they have about the treatment of service users, to investigate all criticisms

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or suggestions for changes in practice speedily, thoroughly, and to take appropriate corrective and disciplinary action. We will welcome the involvement of an advocate in cases where a service

user feels the need for such support in putting their point of view, and of the relevant authority responsible for inspecting the service in any situation

3.0 APPLICATION

1. Headway Birmingham & Solihull will provide guidance on:

- Identifying vulnerable adults who are particularly at risk;
- Recognising risk from different sources and in different situations and recognising
- abusive behaviour from other service users, colleagues, and family members;
- Assurances of protection for whistle blowers;
- Working within agreed operational guidelines to maintain best practice in relation to:
 - challenging behaviour - personal and intimate care -- control and restraint - sexuality
 - medication - handling of user's money- - risk assessment and management.

2. In implementing this safeguarding policy Headway Birmingham & Solihull will:

- Ensure that all workers understand their legal and moral responsibility to safeguard vulnerable adults from harm, abuse and exploitation;
- Ensure that all workers understand their responsibility to work to the standards that are detailed in the safeguarding procedures and work at all times towards maintaining high standards of practice;
- Ensure that all workers understand their duty to report concerns that arise about a vulnerable adult, or a worker's conduct towards a vulnerable adult, to the organisation's named person;
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
- Provide opportunities for all workers to develop their skills and knowledge particularly in relation to the safeguarding of vulnerable adults;
- Ensure that vulnerable adults are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's Complaints Procedure;
- Ensure that carers are encouraged to be involved in the work of the organisation and, when requested, have access to all guidelines and procedures;
- Endeavour to keep up-to-date with national developments relating to the safeguarding of vulnerable adults.

3. The definition of a vulnerable adult is:

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- any person who is aged 18 years and over
- and who is or may be in need of community care services because of frailty, learning or physical or sensory disability or mental health issues
- and who is or may be unable to take care of him or herself, or take steps to protect him or herself from significant harm or exploitation

4. Recognising the Signs and Symptoms of Abuse

It is important that all staff are familiar with the definitions of Adult Abuse in relation to Physical, Sexual, Financial or material, Neglect and acts of omission, Institutional and Discriminatory abuse

Possible Signs and symptoms

Physical Abuse

- Loss of appetite or overeating at inappropriate times,
- Anxiety, confusion or just giving up,
- Choosing to spend lots of time alone, away from others,
- Appears fearful and shows signs of loss of self esteem,
- Unexplained injuries or injuries the subject does not wish to discuss,
- Fear or discomfort in the presence of another person/persons.

Sexual abuse

- Rape
- Sexual assault
- Sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;

Financial or Material Abuse

- Theft of money and benefits, property, possessions, insurance,
- Removal or control of the person's finances without permission,
- Blackmail or taking advantage,
- Unexplained inability to pay for household shopping or bills,
- Personal possessions go missing from the person or person's home,
- Living conditions are low compared to the money the person receives,
- Unusual and extraordinary interest and involvement by another person in the subject's assets.

Neglect and Acts of Omission

- Poor heating, lighting, food or fluids,
- Poor physical condition of the person such as ulcers, bedsores,
- The person's clothing and body seem to be scruffy and neglected,
- Failure to give prescribed medication or get appropriate medical care,
- Apparent unexplained weight loss,
- Failure to provide appropriate privacy and dignity,
- Carers reluctant to accept contact from health or social care professionals,
- Refusal to allow visitors to see the person,
- Inappropriate or inadequate clothing, or being kept in night clothes during the day,
- Sensory deprivation - not allowed to have access to glasses, hearing aids or other communication aids,
- The person thought to be at risk has no method of calling for assistance.

Discriminatory Abuse

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Racism is racial discrimination or prejudice which is dismissive of a person's needs or does not respect that person's culture, religion, intellect, beliefs and lifestyle.

Ageism is discrimination or prejudice on the grounds of age which is dismissive of a person's needs or does not respect that person's age and experiences.

Disablism is discrimination through cultural and social attitudes and practices of people who have a variety of physical, emotional or learning impairments, so that they are seen as inferior to the stereotypical norm which results in unequal and differential treatment.

Sexism is sexual discrimination or prejudice which differentiates power and status between the sexes and which is dismissive of a person's needs or does not respect that person's gender or sexuality.

Institutional Abuse

“Institutional abuse” is sometimes used to describe abuse which pervades a particular establishment. Institutional abuse may take the form of repeated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to widespread and persistent ill treatment or gross misconduct at the other. There may be a variety of underlying factors in relation to poor care standards which could include, for example, inadequate staffing, an insufficient knowledge base within the service, lack of essential equipment, rigid routines or a controlling management regime.

Any of the types of abuse outlined above may be raised as allegations in the context of abuse within an institution.

Multiple Forms of Abuse

A vulnerable person may be experiencing more than one type of abuse or more than one person may be abused. This may happen in an on-going relationship, or in an abusive service setting to one or more persons thought to be at risk at a time. It is important to look beyond single incidents or lowering of standards to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

Self Neglect and Self Harm

Concerns may also arise from the person thought to be at risk due to their own lack of self-care or risky behaviour. Individuals have the right to choose their lifestyle or take risks. However, staff have a duty of care to ensure that individuals have the capacity to understand the risk implications of the decisions they make. In some circumstances a Mental Capacity assessment may need to be undertaken. Self neglect, where the person has capacity and where there is no allegation that someone else is abusing the person, should be addressed through the usual care management and inter-agencies processes, not using the safeguarding adults process. This does not preclude setting up a meeting with other

5. Staff, volunteers, parents, carers and service users may become aware of adult abuse concerns in a variety of ways. For example:

- a person alleges that abuse has taken place or that they feel unsafe;
- a third party or anonymous allegation is received;
- a person's appearance, behaviour, or statements cause suspicion of abuse

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- and/or neglect;
- a person reports an incident(s) of alleged abuse which occurred some time ago;
- a report is made regarding the serious misconduct of a worker towards a person/s.

How will I know if someone is being abused?

Physical indicators of abuse

Research has shown that there are no physical signs that act as definite indicators of abuse. This reflects the individual nature of each abusive situation. However the following points can help to inform awareness that abuse could be occurring.

Bruises

Some people may occur bruising relatively frequently because of certain conditions affecting balance, mobility etc. Such bruises are most likely to be on knees, shins, arms and elbows. A person/child who has fallen on their face may have bruised forehead and nose, or cut lip.

The circumstances of the following types of bruising should be explored with the vulnerable adult

- Hand slap marks:
- Marks made by an implement:
- Pinch or Grab marks:
- Grip marks – this could indicate that the person/child has been shaken, inappropriately restrained or forcibly moved;
- Bruised eyes;
- Bruising to breasts, buttocks, lower abdomen, thighs and genital or rectal areas could be an indicator of sexual abuse. Sometimes bruising will be confined to grip marks where a person has been held so that sexual can take place;
- There may be pattern to the bruising, e.g. after a weekend.

Other types of injury

People do have accidents. However some types of injury are less likely to be accidental than others and sometimes adults/children may have “accidents” because they have not been provided with an adequately safe environment. Such injuries can be burns, scalds, fractures and poisoning.

Some indicators are:

- Burns inside the mouth, inside arms and on the genitals;
- Cigarette burns on body trunk;
- Bite marks;
- Injuries which have not received treatment;
- Any injuries, bleeding, or soreness in the genital or rectal area which is an indicator of sexual abuse;
- Persistent vulva reddening and discharge (may indicate sexually transmitted disease).

The physical signs that a professional is able to see will clearly depend upon the type of job that they do.

Behavioural Indicators of Abuse

The indicators below are provided to alert the professional and enable them to consider reasons for the person’s behaviour. However, the signs must be looked at together with other information gained from the person or from others in respect of the other person or from others in respect of person’s social circumstances.

6 MANAGING ALLEGATIONS

6.1. Headway Birmingham & Solihull will ensure that any allegation made against a member of staff is dealt with appropriately and in accordance with Policy and Procedures. Our procedures will reflect this organisation’s ethos of listening to people and taking any

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concerns seriously. We are also committed to ensuring that workers feel safe to express their concerns about the practice of others.

6.2. If an employee or volunteer is alleged to have been abusive, the organisation's disciplinary procedures must be followed and their implementation coordinated with other procedures – ie a criminal investigation

All managers have a duty to carefully examine the known facts and to make a judgement and decision on what immediate or long term action might be required.

6.3. The paramount concern and consideration has to be the wellbeing of the person thought to be at risk and how that risk is to be managed. If the alleged perpetrator has access to other service users, any potential risks to these individuals must be considered. If you become aware that an adult is, or may be, experiencing abuse tell your line manager immediately. If it is alleged or suspected that your line manager is perpetrating or colluding with abuse then report to a more senior manager.

6.4. Alleged perpetrators who are also vulnerable adults themselves, in that they may have a brain injury and are unable to understand the significance of questions put to them or their replies, should be assured of their right to the support of an 'appropriate' adult whilst they are being questioned by the police under the Police and Criminal Evidence Act 1984 (PACE). Victims of crime and witnesses may also require the support of an 'appropriate' adult.

7. Information Sharing, Confidentiality and Record Keeping

Adult service users receive support and help from people in many agencies and organisations. The sum of the collective knowledge held by professionals provides a holistic view of their needs, family and support context and an understanding of what services they need to live in their chosen surroundings.

The information sharing protocol* is intended to support the multi-agency safeguarding procedures in clarifying the roles and responsibilities of professionals, staff or volunteers, when faced with suspected abuse or inadequate care of a person thought to be at risk. Information may also be shared if action needs to be taken on a preventative basis. The rights of all individuals must be respected and information must be shared solely on a need to know basis.

* To access the Information Sharing Protocol go to the Birmingham City Council's

Legislation:

Community Care

Carers and Disabled Children Act 2000

Carers [Recognition and Services] Act 1995

Care Standards Act 2000 (incl. CSCI/POVA)

Children Act 1989

Community Care [Direct Payments] Act 1996

Chronically Sick and Disabled Persons Act 1970

Disabled Persons [Services Consultation and Representation] Act 1986

Health Services and Public Health Act 1968

National Assistance Act 1948

National Assistance [Amendment] Act 1951

National Health Service Act 1977

National Health Service and Community Care Act 1990

Criminal Law

It is the role of the police to advise on the relevance of criminal legislation. It is recommended that the police are contacted for advice – they have access to the criminal legal database

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Crime and Disorder Act 1998

Criminal Procedures and Investigation Act 1996

Serious Organised Crime and Police Act 2005

Discrimination

Disability Discrimination Act 1995

Human Rights Act 1998

Public Interest Disclosure Act 1998

Race Relations Act 1976

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Sex Discrimination Acts 1975 and 1977

General Law

Civil Law (superceded by the Mental Capacity Act

Common Law

Data Protection Act 1998

Housing Act 1985 Part II

Housing Act 1996

Homelessness Act 2002

Local Authority Social Services Act 1970 (“No Secrets”) This isn’t an Act, it is only statutory guidance

Mental Health and Capacity

Mental Capacity Act 2005

Mental Health Act 1959 superceded by the MHA 1983

Mental Health Act 1983

Police and Criminal Evidence Act 1984 (Suspect Interviews)

Power/Enduring Power of Attorney Acts 1971/1985

Social Security [Claims and Payments] Regs 1987

Youth Justice and Criminal Evidence Act 1999

agencies to plan how risks can be minimised and help offered.

However, self-neglect, where the person lacks capacity, may be symptomatic of abuse if another person has failed to exercise a duty of care to prevent or ameliorate the self-neglect

Related Headway policies and procedures

Recruitment Procedures

Complaints Policy and Procedure

Disciplinary Policy and Procedure

Whistle-blowing Policy and Procedure

Bullying and Harassment Policy

Recruitment procedure

DBS procedure

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SAFEGUARDING ADULTS

In line with Headway Birmingham & Solihull Safeguarding Adults Policy and Procedure, Managers of services have a responsibility to ensure these procedures are followed, and report safeguarding issues to Birmingham City Council's Safeguarding Adults Team

Managers Responsible: 0121 457 7541 plus extension

Safeguarding Lead is

Head of Services – Becky Whenham headwayofservice@headway-bs.org.uk

Richard Langton is our DLO for the Trustees

Other managers responsible to report to Becky Whenham

- ABI Services Manager – Helen Bourke
- Carer Services Manager – Ajit Matharu
- Lifestyle Services Manager – Vanessa Hughes

Referral to Adult Safeguarding Team

(Form ACF0030) MULTI-AGENCY SAFEGUARDING ALERT FROM – ACF 0030

This form is available from Birmingham City Council's website:
www.birmingham.gov.uk/safeguardingadults

For more information please contact:

The Safeguarding Adults Team

Birmingham City Council

Adults and Communities

Louisa Ryland House

44 Newhall Street

Birmingham

B3 3PL

www.birmingham.gov.uk/safeguardingadults

Telephone: **0121 303 1234**

For **SOLIHULL**. If you have a safeguarding concern for an adult at risk please call **0121 704 8007**

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Improving life after brain injury

PROCEDURE

SAFEGUARDING ADULTS

Headway Birmingham & Solihull recognises that it has a duty to act on reports or suspicions of abuse. It also acknowledges that taking action in cases of abuse is never easy. However, Headway Birmingham & Solihull believes that the safety of vulnerable adults should override any doubts or hesitations.

All allegations of abuse must be treated seriously, regardless of the source of the information. All staff must respond sensitively and pass the information on to their line manager or to a senior manager within their service. It is not their job to conduct an investigation. Staff must report all allegations, and must not agree to a request from anyone, including the person who has been abused, to keep information confidential.

Even if it is decided not to carry out a Safeguarding Adults assessment or abuse is not found, there may be a need for a risk assessment review.

Staff must always explain to those who raise alerts or make disclosures of possible abuse that any information they have given will have to be shared with others.

Staff may be told something, observe something or feel unsure or worried about the health, welfare or safety of a vulnerable adult; in such circumstances it is important that they keep an open mind even if they are unsure or consider the information to be untrue. They have a duty to safeguard those who may be in need of protection.

Concerns may not always warrant a full investigation, the important thing is that the nature of those concerns is communicated so that decisions about appropriate responses can be made.

All staff will complete training in safeguarding and be able to recognise the signs of abuse and know the procedure for dealing with this.

This procedure will be followed at all times when dealing with any concerns.

Designated Safeguarding Lead

Headway Birmingham & Solihull will at all times have a DLS - Designated Safeguarding lead at an operational level when active. This person will be made know to all employees and will work with the DLS at board level. *Refer to Role of DLS*

There will also be a DLS trustee appointed to ensure that the they satisfied at board level that we are following all procedures.

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RESPONDING APPROPRIATELY TO THE VULNERABLE ADULT

GUIDELINES

- Remain calm and try not to show any shock or disbelief.
- Listen very carefully to what you are being told.
- Demonstrate a sympathetic approach by acknowledging regret and concern that this has happened to the person.
- Reassure the person, telling them they have done the right thing by sharing the information, that this information be treated seriously and that the abuse is not their fault.
- Be aware of the possibility of forensic evidence if the disclosure refers to a recent incident.
- Explain that you are required to share the information on a “need to know” basis with your line manager, but not with other staff or service users.
- Reassure the person that any further investigation will be conducted sensitively, and with their full involvement wherever possible.
- Reassure the person that Headway Birmingham & Solihull will take steps to support and, where appropriate,
- Protect them in future.
- Do not stop someone who is freely recalling significant events but allow them to share whatever is important to them.
- Do not ask questions or press the person for more details. As this may be done during any subsequent investigation, it is important to avoid unnecessary stress and repetition for the person concerned.
- Do not promise to keep secrets.
- Do not make promises you are unable to keep

Relevant Policy/Procedures:

Safeguarding Policy
Reporting Concerns
Whistle Blowing
Grievance
Disciplinary

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REPORTING A CONCERN

All concerns must be reported by following the procedure detailed below:

Step 1

If you have concerns regarding the abuse of a vulnerable adult, you must first discuss your concerns with your line manager. If your concerns relate to your line manager then you must raise the matter with a senior member of staff.

Step 2

The named Safeguarding Vulnerable Adults person should be informed **immediately** after your discussion with your line manager.

In the case of an allegation involving the named person, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person. (Note: this could be the CEO, a committee member, director or anyone within the organisation that is in a senior position within the organisation and believed to be independent of the allegations being made).

If the allegation is not regarding an incident/persons at any Headway Birmingham & Solihull service e.g. abuse is occurring in the home, care home or other service. Then this should reported to the clients Social Worker immediately to start the local authority Safeguarding proceedings.

Step 3

If the disclosure is against a member of Headway Birmingham & Solihull staff, the named Safeguarding Person should inform the alleged perpetrators line manager immediately.

Steps must be taken to try and address/stop the abuse

- The named Safeguarding Person and line manager should ensure that the vulnerable adult is safe and away from the person against whom the allegation is made.
- The vulnerable adult may need separating from the alleged abuser
- Others may need to made safe from the alleged abuser
- Remove the opportunity for abuse to occur as far as possible
- Staff suspected of abuse may need to be suspended pending investigation

Step 4

Reporting

Regardless of whether a police and/or adult services investigation follows, a **Report of Concern Form/Report of Abuse** will be completed and given to Manager/CEO.

The vulnerable adults Care Plan must then be reviewed and updated to protect from any further abuse.

The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident.

This report must be made available on request from either the police and/or social services.

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The report must be in the person's own words and not an interpretation. ***This information may be required as evidence in legal or disciplinary proceedings therefore such evidence must be preserved and not altered in any way.***

- Allegations made against a person in a position of trust may result in disciplinary procedures, the safeguarding adult procedures, a police investigation or all three
- Write down what was said, using the exact words and phrases spoken wherever possible or write down what you saw..
- Describe the circumstances in which the disclosure was made or you saw concerning actions or behaviour.
- Say where it happened and who else was there at the time.
- Write exactly what happened, not your opinion.
- The report must be signed and dated.
- You must respect confidentiality and file documents securely.

The manager that the employee reports to must record the action they take. Include any support the employee needs. Date and sign the report and print your name

Step 5

Internal Investigation

The manager that the employee reports to must will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident.

If the concern comes from a direct report from an individual (eg. BIP tells someone they are being abused). A meeting will be held to confirm the allegation.

Then a meeting will be held with each to establish the facts from both parties.

- A letter may be sent inviting the person/s to a fact establishing meeting if necessary or it may be kept informal depending on the seriousness etc
- A witness may be present for either party (staff or union)

When making an assessment of the **seriousness** of abusive behaviour, the following factors should be considered:

- The vulnerability of the individual.
- The nature and extent of the abuse.
- The length of time it has been occurring.
- Its impact upon the individual.
- The likelihood of it happening again

A record of the meeting will be taken and signed/dated by all present as a true account of what was discussed

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Step 6

Decision making:

1. When the facts have been established the Manager and CEO will make a decision of any further action.
 - The action may be to report externally – Adults & Communities Safeguarding Team, Birmingham City Council, If the alleged abuse occurs in a regulated setting – a care home, a hospital or domiciliary care service – it would be appropriate to inform the Care Quality Commission

The named Managers responsible for reporting will complete the Multi- Agency Alert form.
Completed Multi-Agency Alert forms will be held on the personal file of the resident/member of staff/member for a minimum of 2 years from the date of the last completed Multi-Agency Alert form.

- The Named Person will contact the police if they suspect a crime may have been committed
 - The further action required may be to follow the internal Disciplinary procedure
 - The named person can also seek advice and clarity about a situation that is beginning to raise concern through the Duty Social Worker at the relevant office.
 - There may be no further action
2. The outcome should be communicated to both parties.
 3. If the matter is taken further internally (disciplinary) then Headway's HR at Irwin Mitchell should be informed at this stage.

Criminal Proceedings.

As a matter of course allegations of criminal behaviour should be reported to the police, and agencies should agree procedures to cover the following situations:

- action pending the outcome of the police and the employer's investigations;
- action following a decision to prosecute an individual;
- action following a decision **not** to prosecute;
- action pending trial; and
- responses to both acquittal and conviction

One outcome of the investigation and assessment may be the review and revision of the vulnerable adult's care plan. This will be the responsibility of the relevant agencies to undertake and implement.

This should set out:

- what steps are to be taken to assure his or her safety in future;
- what treatment or therapy he or she can access;
- modifications in the way services are provided (eg same gender care or placement);
- how best to support the individual through any action he or she takes to seek justice or redress; and
- any on-going risk management strategy required where this is deemed appropriate.
- In any case of a proved complaint or allegation, particularly where this involves professional malpractice, the lead agency should ensure that relevant agencies/professional bodies are appropriately informed by the relevant employer.

The above may include making a referral to the Independent Safeguarding Authority, which makes decisions as to the suitability of individuals to work with vulnerable adults/children.

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MONITOR OF REPORTED SUSPECTED CLIENT ABUSE

Abuse may be Physical, sexual, psychological, financial or neglect & discriminatory. In whatever form you must report this if you have reason to suspect that abuse (refer to procedure for types and signs etc) is occurring either:-

- While the client is attending a Headway service
- Or
- At the place where the client resides
- or other

Any Physical signs will have been previously monitored on the Monitor of Noticed Injuries form or you may notice other signs/symptoms. A client may even report abuse directly to you, an allegation may be made by someone else, an admission from the harmer or the abuse may even be by a member of staff or another client.

The person reporting the ‘suspected’ abuse must raise the concern with a Manager and fully complete the details below:-

<u>ALL REPORTS OF ABUSE WILL TREATED WITH THE STRICTEST OF CONFIDENCE</u>	
Name of person reporting the suspected abuse	How the victim is known to them?
Who is being abused?	
Where is the person being abused (Headway, at home, residential home, community etc)	
What made you suspect the person is being abused (signs, symptoms, allegation, admission told by victim etc)	
How is the person being abused?	
Who is the ‘suspected abuser/s’?	
Is there any further proof?	
Print Name (Person Reporting) SignedDesignation.....Dated.....	
The Manager will inform you of the outcome as soon as any follow up as been taken. You may be required to be interviewed by the person/s investigating the matter.	

RESPONSE TO SUSPECTED ABUSE

The Manager will now need to follow up this report of abuse. An appropriate course of action will need to be decided. If the matter is to be taken further there may need to be an investigation which may include:- Chief Executive or Trustees or an external auditor or outside agency (e.g. Social Services if the abuse is happening at a Residential home) etc.

How do you intend to deal with the matter?

How long do you think this may take?

Give details of enquiries and outcomes etc.

Will any further investigation take place, if so give details and attach any reports etc?

Conclusion

Has the matter been reported to the SAFEGUARDING TEAM - Yes/ No

If so: Date reported: Name of Contact:

SOVA REF:

Outcome:

Print Name (Manager).....

SignedDated.....

You have a responsibility to ensure that the person who reported the suspected abuse is contacted to explain the above in response to their concerns.

Headway Birmingham & Solihull

REF:

Safeguarding Vulnerable Adults Protection Policy	Version 3
Date of Approval 2026	Review Date: 2028

Whistle Blowing

MONITOR OF REPORTED CONCERNS

We encourage all employees/volunteers and others with serious concerns regarding a member of staff, director, volunteer, client or other whilst at Headway, to come forward and voice these concerns. This might include witnessing or having proof of unlawful conduct, financial malpractice, professional misconduct, poor client care or abuse in any form.
(Any suspicions of abuse of clients should be recorded on the other form).

The person reporting their concerns must raise them with a Manager and fully complete the details below:-
ALL REPORTS OF CONCERN WILL TREATED WITH THE STRICTEST OF CONFIDENCE

Name of person reporting concerns	Who are you concerned about?
Where is the concern (Headway House, Main Office, Charity Shop, offsite etc)	
What are you concerned about?	
What made you have the concerns?	
Give details of what is happening?	
Is anyone else involved and if so how?	
Is there any proof?	
Signed (Person reporting).....Print Name.....Designation.....Dated.....	

The Manager will inform you of the outcome as soon as any follow up as been taken. You may be required to be interviewed by the person/s investigating the matter.

