

12.7

Please evidence how your organisation's safeguarding policy and practice demonstrates compliance with best practice and relevant local policy when working with Adult Protection cases. Please provide relevant policies to support your answer. (550 words, not including additional evidence requested)

Engaging with local and national Safeguarding policy.

VoiceAbility's Safeguarding Children and Vulnerable Adults Policies and Procedures are based on Every Child Matters and the Department of Health 'No secrets' guidance on developing and implementing multi-agency policies and procedures to protect children and vulnerable adults from abuse. Policy and procedures have recently been independently audited by the Ann Craft Trust and we are currently acting upon their recommendations.

Our Safeguarding policies comply with those of Cambridgeshire County Council and our staff are trained on and operate according to local policy and procedure. VoiceAbility has been engaged with the local Safeguarding Vulnerable Adult's board and we are contributing to developing policy and practice. Through our work with the Learning Disability Parliament we have supported individuals with learning difficulties to challenge poor practice within some care homes in Cambridgeshire.

Service Manager, Reiz Evans is VoiceAbility's nominated Safeguarding Manager for Cambridgeshire. He:

- Attends case review and audit groups to identify and implement learning from serious case reviews
- Has regular meetings with commissioners to report on safeguarding issues which have arisen in the previous quarter and, where possible, to review outcomes and any learning that derives from the alert.
- Attends safeguarding team training
- Inputs to local safeguarding literature
- Is seeking the opportunity to sit on the Adult Safeguarding Board.

The IMCA service has developed an agreement locally that where there are adult protection concerns, VoiceAbility can flag this with the safeguarding strategic lead, who also sits on our practice and development meetings, and/or our commissioner. Examples of this include where IMCAs have identified inappropriately placed DNARs, or challenged a decision on capacity, or a person has been moved before receiving an IMCA's submission, or the IMCA has identified a potential DoL. This has led to actions to help the immediate situation, as well as considerations re future prevention of similar instances, such as training.

Adult Safeguarding Practice within VoiceAbility

VoiceAbility places the highest possible importance on the safety of our partners. We make it a priority to ensure that this permeates through the entire organisation by:

- Creating a safeguarding culture:
 - Taking action whenever there is suspicion that abuse has occurred in any form

- Recognising the fundamental rights of partners to privacy, dignity, maintenance of self-esteem and fulfilment, choice, recognition of diversity, individuality and independence, together with the maintenance of their rights as citizens
- Encouraging an atmosphere where staff feel able to discuss and therefore prevent the development of potentially abusive situations
- Making service users aware of VoiceAbility's complaints procedure and encouraging them to comment upon the service
- Implementing policies and procedures based on the latest advice and guidance:
 - Thorough and systematic recruitment practices are followed.
 - Induction procedures for all staff include the prevention of abuse of service users
- Ensuring all staff understand and discharge their responsibilities with regard to safeguarding:
 - All staff and volunteers receive appropriate training for their role.
 - Safeguarding is part of the regular supervision and team meeting agenda.
 - Policies, guidance, and contact information for designated safeguarding officers are easily available and regularly reviewed.
 - Advocates record safeguarding alerts on MAAVIS.
 - Safeguarding is a key performance indicator (KPI) for each region.
 - Work on safeguarding is audited for compliance and follow through to outcome