

Amna

VULNERABLE

ADULTS

SAFEGUARDING

POLICY

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Applicable to: Amna Board, Employees, Consultants, Volunteers, Trainees, External Contractors, Associates, Partners

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SECTION 1

1. Purpose of the Policy

The purpose of Amna's Vulnerable Adults Safeguarding Policy is (1) to ensure that Amna projects, employees, or others working with/or on behalf of Amna do no harm to vulnerable adults and (2) to ensure that safety risks and cases of misconduct are identified, reported, and addressed in an appropriate and timely manner to work to protect the safety and wellbeing of vulnerable adults interacting with Amna services. The promotion of their wellbeing and upholding children's and vulnerable adults' rights is at the foundation of our work. This policy should be read in conjunction with Amna's Child Safeguarding Policy and applies to all contexts where Amna operates, informed by national protection and safeguarding requirements.

2. What is safeguarding?

Safeguarding is a term we use to describe how we protect adults and children from harm, abuse or neglect. It is an important shared priority of many services, and a key responsibility of local and national authorities.

Safeguarding is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of harm, abuse or neglect, in some cases due to the actions (or lack of action) of another person. In these cases, it is vital that services work together to identify people at risk and put steps in place to help prevent abuse or neglect.

3. Definitions

Adult at Risk An adult at risk can be defined as a person aged 18 or over who has a need for care and support, and, is experiencing, or at risk of, abuse or neglect, and/or is experiencing severe distress and as a result is vulnerable.

Abuse is a violation of an individual's human and civil rights by another person or persons. See section 5 for further explanation.

Adult is anyone aged 18 or over.

Adult safeguarding is protecting a person's right to live in safety, free from harm, abuse and neglect.

Capacity refers to the ability to decide at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to decide unless it can be established that they lack capacity.

4. Principles underpinning our Vulnerable Adults Safeguarding Policy

Amna believes that the adults with whom we have contact may be at some points be in situations where they are vulnerable. Amna's duty is to respect the right of adults to make decisions about their own wellbeing but to be alert to situations where the adult may be at risk of harming

themselves or others or at risk of abuse or exploitation by others. Should there be cause for concern or should an incident occur, it is at this point that an Amna representative should take action and follow these guidelines.

Prevention—It is better to act before harm occurs.

Empowerment—People being supported should be encouraged to make their own decisions and to give informed consent.

Proportionality—The least intrusive response is appropriate to the risk presented.

Protection—Support is available for those in greatest need.

Partnership—Local solutions are sought through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability—Accountability and transparency in delivering safeguarding.

5. Indicators of Abuse

Abuse can take many forms; it can be physical, psychological, sexual or emotional. It can take the form of neglect or negligence. Discrimination is a form of abuse. Abuse can be organisational (when an organisation fails to protect someone from harm or is neglectful) or financial. Abuse also includes domestic abuse, modern slavery, and self-neglect.

Exploitation is noted as a common theme.

Abuse is a violation of an individual's human and civil rights by any other persons or person.

Examples of abuse are:

- Hitting, slapping, rough handling.
- Deprivation of warmth, food, clothing health care etc.
- Shouting, swearing
- Neglect of medical or physical need
- Discrimination or harassment
- Any kind of sexual activity that the person has not consented to or cannot consent to.
- Financial or material abuse

6. Data Protection

- To ensure that no harm comes to vulnerable adults as result of collecting or storing their personal information, Amna representatives must comply with the data protection protocol below:
- Prior to collecting personal information, Amna representatives must identify and take steps to address potential risks related to the collection and storage of such vulnerable adult's data.
- Prior to collecting personal information from a vulnerable adult, Amna Representatives must explain what information will be collected, and how it will be used and stored.
- Informed consent must be obtained from the vulnerable adult before collecting or sharing his or her information.

- Amna representatives must only collect information that is necessary and/or that the vulnerable adult provides.
- Information collected about vulnerable adults must only be shared with others on a need-to-know basis and must only be shared when it is in the best interests of the person concerned.
- Information should be collected, stored, and shared in accordance with applicable laws, including applicable data security and privacy laws.
- Information collected about vulnerable adults must be stored in a way that complies with GDPR or other relevant requirements.

7. Recruitment

Amna is committed to ensuring that Amna staff are suitable to work with children and are informed of their responsibility to uphold and abide by the Vulnerable Adults' Safeguarding Policy.

- Reference checks, criminal background checks or other available means are conducted prior to an employment offer being extended to those who will be in direct contact with vulnerable populations.
- For positions involving direct contact with vulnerable populations, internal and external candidates are required to provide a minimum of two references (preferably former supervisors, non-family members who are knowledgeable of the candidate's work with children and have known the candidate for more than one year).
- Employment listings, Terms of Reference, staff orientation materials, and employment contracts and agreements for new and returning workers shall include the responsibility to abide by the Vulnerable Adults' Safeguarding Policy.

8. Media and Communication

Guidelines regarding the use of images by Amna must be observed, namely:

- Respect the Vulnerable Adults' Safeguarding Policy and its procedures.
- Make sure that the safety of the vulnerable adult will not be compromised if images of his or her home, community or environment are disseminated.
- Amna staff will accompany consultants and others while doing a report (video, photo, etc.).
- Obtain permission from the vulnerable adult.
- Ensure that the vulnerable adult does not pose in any inappropriate manner or in any other manner that is detrimental.
- Do not take or publish photos of vulnerable adults who are dressed inappropriately. Images which are exploitative or offensive must not be used.
- Always respect the vulnerable adult's dignity. Do not represent them as victims (weak, desperate etc.). Images should present such adults in a positive way. Similarly, stories should aim to report not only the negative aspects of vulnerable adult's lives, but also their strengths rather than sensationalising their experience.
- Taking pictures or videos is reserved for strictly professional use. Staff, volunteers and visitors are encouraged to 'like' and 'share' photographs published on official Amna websites and social media sites (such as Facebook). In this way, officially approved photographs may be distributed more broadly on personal social media sites. Unofficial photographs must not be posted or uploaded on personal pages.

- Never indicate in the files any information that could endanger the victim of abuse (title, metadata, captions etc.). When publishing/distributing photos, images, stories etc., personal information must be removed to ensure privacy (i.e. names and addresses must not be included and if necessary other identifying features should also be omitted).
- Only use photos available for public use (verified and validated by a senior manager and/or the person in charge of visual communication).

9. Information, Communication & Technology (IT)

Amna has IT rules on the use of computers and other technology:

- IT equipment is provided for business purposes, and its use is subject to the relevant Safeguarding and other Policies.
- The use of computer and technology resources for private purposes is allowed provided that this does not prevent employees from exercising their professional activities, and that it is not prejudicial to the reputation and image of RTI.
- While the privacy of staff is respected, this is not guaranteed. Additionally, the CEO may exceptionally grant access to private files. This may be, for example, if there was a suspicion that IT equipment had been used to access pornography online, in violation of the Code of Conduct.
- Any voluntary non-professional access to websites detrimental to the reputation of Amna (and in violation of the Vulnerable Adults' Safeguarding Policy) is strictly forbidden and can justify a dismissal with immediate effect. Any unintended access to harmful data should be immediately reported to line managers to avoid any misunderstanding.

In Summary:

Responsibilities of Amna Employees, Consultants, Volunteers, Trainees, External Contractors, Associates, Partners

- To be familiar with the Adult Safeguarding policy and procedure and attend appropriate training.
- To take appropriate action in regard to safeguarding of adults.
- To keep information about safeguarding incidents, particular the identity of those concerned, confidential.
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct and may lead to dismissal.

SECTION 2

1. Adults' Safeguarding Reporting Procedure

Amna staff, representatives and partners should be alert to signs that may suggest a vulnerable adult is in need of help. Everyone who works with and engages with Amna has a responsibility to ensure that vulnerable adults are protected.

All concerns regarding vulnerable adults should be reported to the Amna Safeguarding Focal Point (currently Head of Operations) at the **earliest possible opportunity**. The Focal Point will then investigate and determine what further action is required.

2. Safeguarding Reporting Process

This section outlines what to do if an incident occurs under the auspices of an Amna operated service OR if an incident or cause for concern emerges when RTI is working with partners.

Amna staff should be familiar with the safeguarding reporting procedures of the partner organization with whom Amna is working. When working through partners, it should also have been previously agreed that if there is cause for concern or if an incident occurs, that safeguarding procedures of the partner organisation will be followed. Many organisations may not have in place safeguarding procedures for adults and should be encouraged to create them. If no adult safeguarding policy is in place, recommend that organisations adapt their child safeguarding policy as appropriate.

All witnessed, suspected or alleged safeguarding issues, either in an AMNA operated service or in a partner organisation **must be immediately reported to the Amna Safeguarding focal point (Head of Operations) by email**. Use the following format **see attached annexe 1** - which shall include:

- Position and contact details of the referring person in Amna and relationship to the adult/organisation
- Personal information of the person who made the allegation (name, position, gender, contact details)
- Personal information of the vulnerable adult (name, age, gender, address)
- Date, time & location of the alleged incident or cause for concern
- Short description of the alleged incident or cause for concern
- Time when the alleged incident came to Amna representative's knowledge
- Details of how the alleged incident came to light
- Any other relevant information

3. AMNA responsibilities

If an incident occurs or there is cause for concern in a partner organization or in an Amna service, the safeguarding procedure outlined above and in the flowchart below should be followed. Namely, the Amna safeguarding focal point should be alerted at the earliest opportunity. The Amna focal point will consult with SLT as appropriate and will determine the appropriate course of action. If an incident occurs in a partner organisation, the Amna focal point will monitor the situation to ensure that action has been taken and followed through.

SECTION 3

Annex 1

Amna Adult Safeguarding Report Form (this form should be filled in whenever there is cause for concern or an incident occurs, in an AMNA operated service or in a partner organisation)

The form should be submitted, by email, to Amna's Child Safeguarding Focal point at the earliest opportunity.

Position of referring individual at Amna:	
Contact details of referring individual at Amna:	
Referring individual's relationship with adult/organisation	
Details of person reporting allegations: Name: Position: Address/contact details:	
Details of person of concern: Name: Age: Gender: Address/contact details:	
Date of alleged incident:	
Time of alleged incident:	
Location of alleged incident:	
Description of alleged incident:	
Time when the alleged incident came to the knowledge of the Amna representative	
Any other relevant information	

