

## Vulnerable adult protection

# Safeguarding guidance for staff

## TAKING THE RIGHT ACTION - IGNORING ISSUES IS NOT AN OPTION

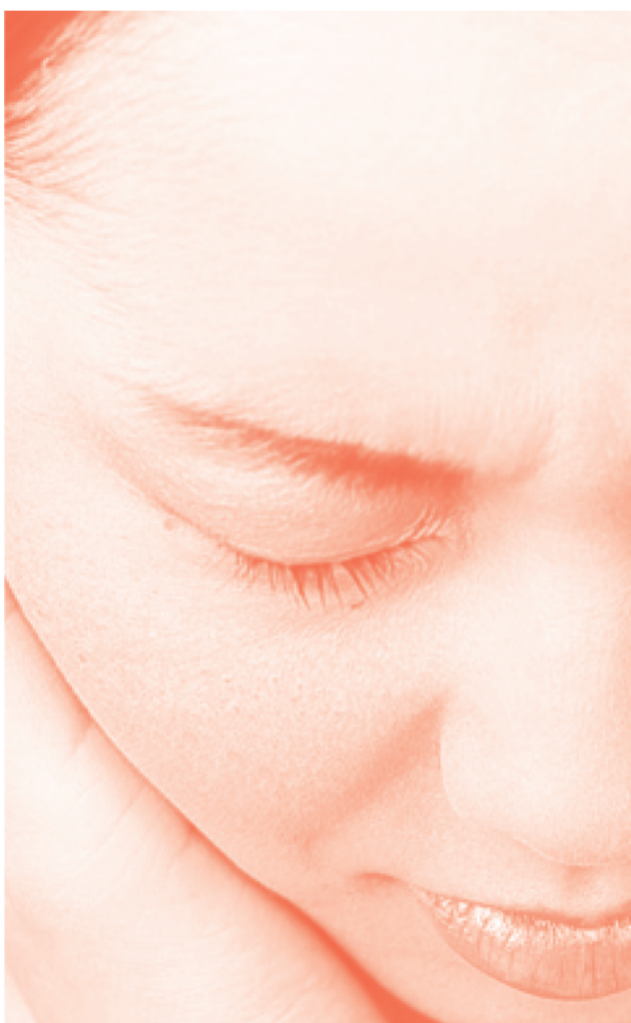
The service is committed to creating and maintaining a safe environment for young people and vulnerable adults and ensuring that action is taken to support them if abuse is suspected.



**We are committed to providing a safe and secure environment for all our learners. We want our learners to feel able to discuss their concerns with a member of staff they can trust.**

We have a particular responsibility to young people and vulnerable adults who are involved in the service. If you are concerned about the personal welfare of a learner, or if a learner or another adult approaches you with such concerns, it is important that you follow the procedures below:

- 1.** If a learner or another adult comes to you with an allegation or suspicion of abuse or bullying in one of our venues, at home or in their community, your first response is to respond sympathetically. Listen to their concerns but don't ask detailed questions.
- 2.** Immediately after the conversation contact Eamon Scanlon (see below for contact details). The service has direct links to the multi-agency networks through the council that have a statutory duty to investigate allegations or suspicion of abuse or bullying.
- 3.** Never give an unconditional promise of confidentiality. Make it clear that the information will be shared with a person directly responsible for learner welfare.



Further details on the service's approach to vulnerable adult protection are contained in our vulnerable adult protection procedures.

**Eamon Scanlon, head of service, is available for help and guidance on issues concerning learner welfare.**

**Please call 020 8753 6321 or email [eamon.scanlon@lbhf.gov.uk](mailto:eamon.scanlon@lbhf.gov.uk)**

Everyone has the right to:

**• LEARN • BE SAFE • BE RESPECTED**