

SAFEGUARDING GUIDELINES

Last updated: June 2021



The Society of Authors occasionally comes into contact with vulnerable adults when delivering its services to members. These guidelines offer practical advice to help support staff when dealing with vulnerable adults.*

The Society of Authors provides induction and staff training, effective communications and support mechanisms to support staff dealing with vulnerable adults.

Training

Induction training will include a discussion of these Safeguarding Guidelines to ensure understanding. All staff will receive appropriate safeguarding training. Sources and types of training will include:

- Samaritans training: [Conversations with Vulnerable People](#).
- Staff resources, information and website help pages.
- The Social Care Institute of Excellence (SCIE) [introductory course on safeguarding](#) or other SCIE [e-learning courses on safeguarding](#) as needed, and as appropriate to the role.

Support

Safeguarding issues will be addressed using the following methods as needed:

- One-to-one meetings
- Staff meetings
- Management Committee meetings
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.
- Encouraging open discussion (during staff and team meetings) to identify barriers to reporting so that they can be addressed
- Inclusion of Safeguarding as a discussion prompt during appraisals to encourage reflection.
- Staff to be reminded about these guidelines periodically

We recognise that there may be rare occasions where staff could be involved in situations where there is risk of actual harm, which can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support for staff so that they can reflect on the issues they have dealt with;
- Seeking further support as appropriate e.g. access to counselling via the SoA's Employee Assistance Programme.

Boundaries

The Society of Authors will train staff to understand their professional boundaries, which act to limit the relationship between staff and members. We advise that:

- Staff should be cautious about giving their personal contact details to members.
- Staff should not pass on members' personal contact details to third parties without the member's express permission for that given purpose.
- Staff should not be expected to tolerate the use of abusive language/behaviour. See associated practical guidance on how to deal with aggressive behaviour.
- Staff should not accept responsibility for any valuables on behalf of a member.
- Staff should not accept money as a gift/ borrow money from/lend money to members.
- Staff should not offer personal gifts/rewards/hospitality to members of the SoA as an inducement for either doing/not doing something in their official capacity.

**A vulnerable adult is defined as any person over 18 years who may be unable to take care of themselves or protect themselves from harm or from being exploited.*

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The Society of Authors does not allow staff to give personal gifts to members, however gifts may be provided by the organisation as part of planned activity.

Staff should be aware that they cannot promise to members that they will keep secrets.

Reporting concerns

If you think an adult is in immediate danger you should call the police on 999 (urgent) or dial 101 (non-urgent).

If you have non-urgent concerns about an adult, please follow the procedure below.

1. Communicate your concerns with the Chief Executive or a senior member of staff.
2. The following steps will be considered, as required:
 - Seek medical attention for the vulnerable person, if needed.
 - Speak to the vulnerable person. Obtain permission to make a referral, if safe and appropriate.
 - Seek advice from the relevant local authority's social services. The details for Camden Council's Social Services are: 020 7974 4000 (select option 1) or email adultsocialcare@camden.gov.uk.
 - Deaf or Hard of Hearing people who use British Sign Language (BSL) can contact Camden Council using their [SignVideo Web Access](#), an online sign language interpreting service. The service is available 24 hours a day, seven days a week and will require a webcam.
3. The Chief Executive or senior member of staff will ensure that feedback from the local authority is received, and their response is recorded.

An adult with care and support needs may be more at risk of, or already experiencing, abuse or neglect because they:

- are unable to take care of themselves or protect themselves from harm
- depend on others for their care
- lack the mental capacity to take a particular decision

If you are concerned about an adult, please email adultsocialcare@camden.gov.uk.

Allegations

Staff should report any allegation made against them to their line manager and/or a senior member of staff. A written record of the concern will be made. If the allegation concerns a vulnerable adult, a senior member of staff may contact the local authority for advice. The details of Camden Council are above.

Monitoring

The Society of Authors will keep the following under regular review:

- Safe recruitment practices – references received for new staff
- Records made and kept of contact with members
- Training – records kept of staff training on vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up-to-date and relevant
- Reviewing the current reporting procedure in place

Any monitoring information gathered, recorded or stored will be done so in accordance with the SoA's Data Protection Policy and Confidentiality Policy.

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The SoA has a duty to share information with other agencies in order to safeguard vulnerable adults. The public interest in safeguarding vulnerable adults may override confidentiality interests. However, information will be shared on a need-to-know basis only and this will be done by a senior member of staff.

The Society of Authors will make members aware of these safeguarding guidelines by putting a copy on the website.

Members wishing to make a complaint about any SoA service may do so by following the [complaints procedure](#).

These guidelines will be reviewed periodically by the leadership team.

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