

Safeguarding Vulnerable Adults Policy (update June 2026)

To ensure Moorsbus CIC and Friends of Moorsbus are able to keep adults with whom we work safe; and to act appropriately to any allegations, reports or suspicions of abuse.

IF THERE IS ANY REASON TO SUSPECT ABUSE MAY HAVE TAKEN PLACE, THE PERSON(S) FINDING OUT ABOUT IT MUST RAISE THEIR CONCERN IMMEDIATELY WITH THE Moorsbus CIC and Friends of Moorsbus NAMED SAFEGUARDING CONCERNS CONTACT OR THEIR DEPUTY (or directly with NYC Customer Service Centre on the number below)

Named Person for Safeguarding Concerns: Helen Gundry

Mobile Number - **07827 315131**

Name of deputy for Safeguarding Concerns Manager: Bill Breakell

Mobile number : - 07890 076959
Emergency contact number: - **01751 430105**

North Yorkshire County Council Customer Services Centre on 01609 780780.

A copy of the Safeguarding Policy is attached.

Moorsbus CIC & Friends of Moorsbus 16th June 2026
Safeguarding Vulnerable Adults Policy

Purpose

To ensure Moorsbus CIC and Friends of Moorsbus are able to keep adults with whom we work safe; and to act appropriately to any allegations, reports or suspicions of abuse.

Scope

Moorsbus CIC & Friends of Moorsbus, Safeguarding vulnerable adults, continued.

This policy applies to all Directors, Trustees and volunteers who come into contact with adults at risk through the course of their work.

Policy Statements

Moorsbus CIC and Friends of Moorsbus provide public transport services and associated activities to groups, organisations and individuals and this policy and its associated procedures have been designed to ensure the welfare and protection of any adult who accesses services provided. Bus operators are involved in prevention too, and often have CCTV on the vehicles.

Moorsbus CIC and Friends of Moorsbus will not tolerate the abuse of adults at risk in any of its forms.

Moorsbus CIC and Friends of Moorsbus are committed to:

- Managing services is a way which minimizes the risk of abuse occurring;
- Supporting adults who are at risk, experiencing or have experienced Abuse; and seeking appropriate help from qualified agencies for adults at risk to end any abuse that is taking place.

In achieving these aims Moorsbus CIC and Friends of Moorsbus will ensure:

- That all Directors, trustees and volunteers have access to and are familiar with this safeguarding adult policy and procedures and their responsibilities within it
- Concerns or allegations of abuse are always taken seriously
- The Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves
- Any staff we may employ will receive training in relation to safeguarding adults at a level commensurate with their role.
- That service users, their relatives or informal carers have access to information about how to report concerns or allegations of abuse
- There is a named lead person to promote safeguarding awareness and practice within Moorsbus CIC and Friends of Moorsbus.

This policy and its associated procedures has been developed to be consistent with the Safeguarding Adults Multi-Agency Policy and Procedures for West Yorkshire and North Yorkshire, which can be referred to for additional guidance at www.nypartnerships.org.uk/sab

Policy Definitions

Who is an 'Adult at risk'?

For the purposes of this policy, an adult at risk is an adult who is:

Aged 18 years or more, and

Has needs for care and support (whether or not these are currently being met),

Is experiencing, or is at risk of, abuse or neglect, and

As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as a safeguarding concern.

- Abuse may be carried out deliberately or unknowingly.
- Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Physical abuse - includes hitting, slapping, pushing, kicking, and misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Moorsbus CIC & Friends of Moorsbus, Safeguarding vulnerable adults, continued.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

A person is declining assistance in relation to their care and support needs, and the impact of their decision, has or is likely to have a substantial impact on their overall individual well-being

Key Roles

Every Director, trustee and volunteer has a responsibility to act on concerns of possible abuse and must inform the Moorsbus CIC and Friends of Moorsbus Safeguarding Concerns Main Contact (Helen Gundry) . If any member of staff or volunteer has any concerns and are in any doubt then they should speak with the Safeguarding Concerns Main Contact or his / her Deputy (Helen Gundry/Bill Breakell) straight away.

The Moorsbus CIC and Friends of Moorsbus Safeguarding Concerns Main Point of Contact has the responsibility to decide whether it is appropriate to raise a safeguarding concern with the local authority on behalf of their organisation or to respond to the concerns in an alternative manner.

The role also includes:

- Ensuring that immediate safety issues are addressed, other parties notified (NYC Health and Adult Social Care; and the Police) and that staff are supported.
- Ensuring that they are kept informed when a Director, trustee, volunteer, or member of staff has raised a concern
- Establishing the desired outcomes of the adult at risk

Moorsbus CIC & Friends of Moorsbus, Safeguarding vulnerable adults, continued.

The named person(s) for safeguarding concerns within Moorsbus CIC and Friends of Moorsbus are:

Named Safeguarding Concerns Main Contact : (Helen Gundry)

Mobile Telephone number – 07827 315131

Name Deputy Safeguarding Concerns Main Contact: (Bill Breakell)

Mobile number : - 07890 076959

Emergency contact number: - 01751 430105

The Moorsbus CIC Directors are responsible for ensuring this policy and procedure is reviewed and up to date and is responsible for ensuring all volunteers receive appropriate training and information to fulfil their roles.

Safe Recruitment

Moorsbus CIC and Friends of Moorsbus are committed to safe recruitment of volunteers working in roles where they are likely to be working with vulnerable adults, thereby reducing the risk of exposing adults at risk to people unsuitable to work with them. Moorsbus CIC or Friends of Moorsbus will in these cases carry out an appropriate DBS check.

Training and Supervision

Training at Moorsbus CIC and Friends of Moorsbus is based upon an analysis of the group's training needs and their records of training are provided and undertaken. Safeguarding and related training is provided via North Yorkshire Council's Learning Zone (web based) and through experienced safeguarding board trainers.

Moorsbus CIC and Friends of Moorsbus are committed to ensuring that all Directors, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around Safeguarding Adults. For example:

- Awareness of this safeguarding policy/procedure is covered within the induction programme of all new trustees or volunteers and their understanding checked within supervision meetings.
- All trustees and volunteers will receive training on safeguarding adults at a level commensurate with their roles.

Prevention

Moorsbus CIC and Friends of Moorsbus have a range of policies and procedures in place that minimise the risk of abuse occurring. Trustees or volunteers may need to refer to these in order to determine whether abuse has occurred and how to respond:

Moorsbus CIC & Friends of Moorsbus, Safeguarding vulnerable adults, continued.

- **DBS Procedures**
- **The Compliments and Complaints Policy and Procedures**
- Mental Capacity Act (inc. Advanced Decisions and Lasting Powers of Attorney)
<http://www.scie.org.uk/publications/atagance/atagance05.asp>
- Deprivation of Liberty Safeguards (DoLS)
<http://www.scie.org.uk/publications/atagance/atagance43.asp>

A full copy of the procedures which accompany this policy are kept on Moorsbus.org, and is available from the named Moorsbus CIC and Friends of Moorsbus people in the policy.

Approved by the **Moorsbus CIC Directors** date:- **4th February 2024**

And to be approved by the Friends of Moorsbus Management committee in Spring 2024

Updated on 16th June 2026 by Helen Gundry