



**Green Shoes Arts**  
**Adults at Risk of Harm Safeguarding Policy & Procedures 2025**

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## **1. Policy Statement**

Green Shoes Arts is an organisation that is committed to a practice which safeguards all Adults at risk from abuse regardless of gender, ethnicity, disability, sexuality or beliefs. Green Shoes Arts understands that the welfare of a person is always paramount and their rights, wishes and feelings will be respected and listened to.

## **2. Introduction**

This Policy & Procedures document is founded on legislation such as the Care Act 2014, the Mental Capacity Act 2005, and also in reference to Policies and Procedures from other similar organisations working with Adults at risk. It is also founded on the London Multi-Agency Adult Safeguarding Policy and Procedures which can be viewed here: <https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures/>

## **3. Definitions**

### *Definition of Abuse*

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

“Abuse of a vulnerable person may consist of a single, or repeated acts over time. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be physical, psychological, or an act of neglect, or occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.”

(Taken from ‘No Secrets’ Department of Health Guidance 2000)

### *Definition of Adult at Risk/Vulnerable Adult*

“An adult who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.”

(Taken from ‘No Secrets’ Department of Health Guidance 2000)

### *Definition of Staff*

Staff includes all partners and all people employed by Green Shoes Arts on any basis: permanent, part-time, free-lance, casual or voluntary.

#### **4. Child Protection Procedures**

The purpose of these procedures is to guide staff in safeguarding adults at risk from harm when participating in Green Shoes Arts projects and to make clear to staff their responsibilities, the actions they should take and the lines of responsibility if any concerns about a vulnerable adult's safety should arise. Please refer to the Child and Young People Safeguarding Policy for specific procedures in working with children and young people.

#### **5. Safeguarding Adults at Risk of Harm Procedures**

The protection of adults at risk requires a close working relationship between social services departments, the police service, medical practitioners, community, health workers, other voluntary agencies and Green Shoes Arts to:

- protect the individual first and foremost;
- work to the highest standards of current good practice in the field;
- recognise the rights of staff and their need for support;
- investigate effective intervention when necessary.

The abuse of adults at risk may take place in any environment. Any vulnerable adult may be abused, and the perpetrator may be known or unknown to them. Therefore,

- All Green Shoes Arts staff, both paid and voluntary must accept this responsibility, be ready to work with each other, and be cooperative with other professionals, individuals and their families and have a responsibility to report concerns;
- Adults at risk and their families are informed of the policy and procedures as appropriate;
- All concerns, and allegations of abuse will be taken seriously by all staff and volunteers and responded to appropriately - this may require a referral to social services and in emergencies, the Police. The appropriate actions to protect the individual can then be planned and executed, where necessary.

In order to ensure such guidelines, Green Shoes Arts will always:

- Carry out correct recruitment and employment checks when employing staff;
- Arrange appropriate supervision and training for all staff working with adults at risk;
- Ensure that comprehensive, holistic care and risk assessments are carried out;
- Ensure all staff are fully aware of the procedure to follow should a concern arise;
- Ensure all staff undertake an enhanced Disclosure & Barring Service (DBS) check;
- Refer to the DBS update service when employing a staff member to take part in a project;

- Share information about concerns with relevant professional agencies;
- Share information about safeguarding adults at risk and good practice with participants, staff and volunteers and relevant professionals;
- Review its policies and practices at regular intervals.

If a complaint is made against, or criminal proceedings are commenced in respect of any person representing Green Shoes Arts, Green Shoes Arts will treat the situation with gravity and the utmost urgency.

## **5.1 Recruitment**

In order to ensure the suitability of all artists and other staff working on projects involving direct contact with adults at risk, and that they work in a way as to protect adults at risk from harm, Green Shoes Arts asks them to:

- Supply references from at least two people, who are not family members, who have first-hand and recent knowledge of their work experience. Referees are asked specifically to comment on the artist's suitability to work with adults at risk;
- Apply for or present an Enhanced DBS.

Additionally, Green Shoes Arts:

- Always employs artists who have appropriate experience, skills and qualifications to lead arts activities with Adults at risk (as appropriate);
- Gives all artists a copy of Green Shoes Arts' policies on Child & Young People Safeguarding, and Equal Opportunities, Equality & Diversity, and Safeguarding Adults at Risk; asking them to read and sign to confirm they have done so and understood;
- Ensures that a care worker or other group leader is present during workshops when possible;
- Ensures that artists do not work alone with adults at risk;
- In case of Green Shoes Arts hosting placements for students or volunteers, Green Shoes Arts will ensure that students do not have unsupervised contact with adults at risk and references are sought from a course tutor and at least one other referee who can vouch for their suitability to work with Adults at risk if they are to work directly with participants.

Candidates applying for posts involving contact with children must be made aware that a DBS check will be carried out, and that any offer of employment is conditional upon them having no conviction relevant to working with children. A DBS check should not be carried out in advance of an offer of employment, but recruitment must be planned so as to allow time for the check to be completed before the candidate takes up the post.

### **5.1.2 Partnership and External Organisations**

Green Shoes Arts works with a wide variety of partner organisations. These may include other arts organisations, care providers, social prescribing referral agencies, and any other organisation with whom we may collaborate in the delivery of our projects. While Green Shoes Arts is not responsible for the conduct and management of external organisations, we will always follow the below protocols:

- Before working with Green Shoes Arts, every external organisation must provide on request a copy of the relevant Safeguarding Policy documents.
- Before working with Green Shoes Arts, every external organisation must read the relevant Green Shoes Arts Policy Documents and sign to the effect that they have done so. Ordinarily we would expect this to be at least the relevant Safeguarding Policy Document.
- Any external staff members or volunteers who will be in contact with Green Shoes Arts participants must provide in request an up to date Enhanced DBS.
- External organisations and their staff members may not take photos or videos of Green Shoes Arts participants without completion of appropriate consent forms.
- External organisations and their staff members may not collect Green Shoes Arts participant contact details in any form, including phone numbers, email addresses, home addresses, or social media accounts.
- External organisations and their staff members may not represent themselves as Green Shoes Arts staff members.
- External support workers should work only with the participants that they are present to support, and should remain with these participants at all times.
- Green Shoes Arts expects all external organisations and staff members to adhere to our Safeguarding Policy and Procedures.
- External organisations must disclose, at the earliest possible opportunity, any information that could potentially lead to conflict with Green Shoes Arts' Safeguarding Policies.

If an external organisation fails to adhere to the above protocols, Green Shoes Arts will ask for an immediate meeting to discuss the reasons for this. This meeting should be held with at least one member of Senior Management from the external organisation, a Green Shoes Arts Safeguarding Lead and the relevant staff. In the event that no satisfactory answer is given or the meeting is not attended, Green Shoes Arts will terminate their relationship with the external organisation with immediate effect.

### **5.2 Recognition and Reporting**

The definitions of abuse outlined below are taken from 'No Secrets' Department of Health 2000. Somebody may abuse or neglect an adult by inflicting harm, or failing to act to prevent harm. It may be systematic and repeated or consist of a single incident. The presence of one or more of the signs and symptoms does not establish abuse or neglect; they merely alert one to the possibility.

### Physical Abuse

Examples include hitting, slapping, pushing, being inappropriately physical whilst providing care, burning, scalding, inappropriate restraint, neglect or deprivation and misuse of medication.

#### *Signs and symptoms*

History of falls, bruising, particularly in protected areas, finger marks, burns, unexplained lacerations or abrasions, unexplained dislocations.

### Emotional/Psychological Abuse

Examples include verbal intimidation or abuse, threats, humiliation, denying choice, deprivation of dignity or privacy, social isolation or withdrawal from services, blaming, controlling or coercion.

#### *Signs and symptoms*

Withdrawn, agitated or anxious, manipulative, uncooperative, aggressive behaviour, unwilling to be in presence of the abuser.

### Sexual Abuse

Examples include any form of sexual innuendo or contact which the recipient: does not want, does not understand, cannot give informed consent due to ill health or medication, cannot legally enter into. This may not involve direct contact. It might include exposure to pornographic material, sexual taunts or remarks.

#### *Signs and Symptoms*

Stained or bloody underclothes, bruises, pain or bleeding in external genitals, vaginal or anal areas, venereal disease, change in behaviour, withdrawn, overt sexual behaviour / language.

### Financial Abuse

Examples include theft, fraud or exploitation, or pressure in connection with inheritance, wills or property, misuse of possessions or benefits.

#### *Signs and Symptoms*

Disappearance of money or property, inability to pay, or non-payment of bills, change in ability to meet basic needs.

### Neglect

Examples include ignoring physical, medical or psychological needs, failing to provide access to appropriate support or services, withholding the necessities of life such as adequate nutrition or heating.

#### *Signs and Symptoms*

Absence of food, heat, hygiene, clothing, and comfort. Person is prevented from having access to services.

### Discriminatory abuse

Including racist, sexist, homophobic, faith based verbal abuse, slurs, harassment, loss of rights, or the abuses described above targeted at a person or people because of their race, gender, sexuality, religion, age or disability.

### *Signs and Symptoms*

As listed above for types of abuse.

### Institutional Abuse

Includes all forms of abuse perpetrated in an institutional setting, by people who have a legal or contractual obligation to provide the person with care and protection. Many forms of institutional abuse have become incorporated into institutional life, examples include: Regimented daily routines which eliminate choice, Denying access to personal belongings, Denying access to forms of communication, eg. radio, telephone, Denying choice around cultural or religious requirements, Poor handling of complaints, All of the above forms of abuse may be carried out by specific acts, or omissions to act. They may be intentionally carried out or may occur by default. The abuse may be a one off incident or may occur repeatedly over years. The common defining characteristic of abuse is that it has a negative effect on the recipient's mental and physical well being, and is in many cases, covered by legislation or case law.

Green Shoes Arts facilitators do not act as health professionals and so are not in a position to offer confidential support to any individual. If a facilitator is approached by a vulnerable adult attempting to share personal information relating to abuse or neglect, the Green Shoes Arts facilitator will tell the individual that they cannot hold onto confidential information and that they will pass on the information to the designated Green Shoes Arts Safeguarding Lead, Deputy Safeguarding Lead, or member of staff within the host organisation. While it is not the responsibility of Green Shoes Arts Staff to initiate any sort of referral process on behalf of an individual, all staff have a responsibility to pass on all concerns to the Safeguarding Lead. Where there are any grounds for concern the Safeguarding Lead should contact local Social Services, or in emergency cases the Police.

## **5.2.1 Guidance on - Dealing with Concerns Regarding Colleagues**

All staff have a professional obligation to raise professional concerns about the conduct of colleagues. Where artists or members of the creative team are concerned that a vulnerable adult is at risk of physical or psychological injury due to the conscious or unconscious behaviour of another member of staff, their concerns must be passed on.

- The initial point of contact should be the Safeguarding Lead;



- If the area of concern involves the Safeguarding Lead, the initial contact should be with an appropriate Trustee;
- If appropriate, and following discussion and investigation, suspension and / or disciplinary action must be instigated in addition to making a referral to Social Services. The Police may also be involved, depending on the nature of the alleged abuse;
- It is important that staff / volunteers are supported throughout this process. A member of staff from the organisation should be allocated to the staff member, to liaise, support and maintain neutrality;
- Individuals may choose to seek alternative support, though Green Shoes Arts will ensure that a point of contact is initiated, should it be required.
- If staff have a concern regarding an external organisation, either in regard to a representative of the organisation or the organisation itself, they should refer to **5.1.2 Partnership and External Organisations** above and share their concern with the Green Shoes Arts Designated Safeguarding Leads.

### **5.2.2 Guidance on - Responding to signs, suspicions or allegations of abuse**

Any member of Green Shoes Arts' staff who is made aware of actual or possible abuse should report and discuss their concerns as soon as possible to Green Shoes Arts' Safeguarding Lead. Any disclosures or observations should be recorded by filling in the disclosure form. In the unlikely event of members of staff being unable to contact either the Safeguarding Lead Sam Miller or Deputy Safeguarding Lead Kirsty Cherrett, they must immediately report any urgent concerns directly to the relevant host organisation or if appropriate the Police.

### **5.3 Record Keeping**

Clear and accurate records ensure there is a documentary account of the project's involvement with an individual and well kept records provide an excellent underpinning to good safeguarding practice.

Disclosures or suspected abuse should be fully recorded and kept on a secure Drive.

## **6. Code of Conduct**

Green Shoes Arts expects all artists, staff and volunteers working with Adults at risk to work from a participant -centred perspective. It means that participants should be:

- Listened to and heard
- Valued and respected as individuals
- Respected for their identity
- Encouraged and praised
- Involved in decisions as appropriate

### **6.1 General Guidelines**

The following guidelines are designed to protect individuals from harm, as well as to protect Green Shoes Arts' artists, staff and volunteers from unfounded allegations of abuse. They are a guide for Good Practice for Green Shoes Arts' educational and community projects.

Arts Council England recommends that artists/arts facilitators do not allow themselves to be in sole charge of Adults at risk. Sole charge means having unsupervised contact – this might be only for a few minutes while a group leader or care worker leaves the room to take a telephone call, or for more extended periods. In case host organisations have requested artists to be in charge of the participants, Green Shoes Arts requires at least two artists present in each session, a point of contact present in the setting and also the host organisations guidance on their supervision policy and conduct.

- Avoid spending time alone with an Adult at risk, away from others. Meetings with individuals should take place as openly as possible. If privacy is needed, the door should be left partly open and other staff and volunteers informed of the meeting.
- Avoid unnecessary physical contact with Adults at risk. All staff are responsible for establishing and maintaining appropriate boundaries and ensuring that meeting their own emotional needs is not dependent on their relationships with Adults at risk. Touch should be age appropriate and initiated by the adult at risk, rather than the staff member. Staff should be responsible for monitoring one another in the area of physical contact. They should be free to constructively challenge a colleague if necessary.

- Physical contact should only take place with the consent of the Adult at risk and the purpose of the contact should be made clear.
- Do not meet with Adults at risk outside organised activities, unless it is with the knowledge of other staff members/family and the person in charge of Green Shoes Arts and the host organisation.
- Do not share sensitive personal information with Adults at risk.
- Do not give gifts to, or accept gifts from, an Adult at risk.
- Ensure that personal relationships with other leaders do not affect your leadership role.
- Artists, staff and volunteers should never:
  - Engage in sexually provocative or rough physical games, including horse-play;
  - Make sexually suggestive comments in front of, about, or to, an Adult at risk, even in fun;
  - Let allegations made by an individual go without being addressed and recorded;
  - Deter individuals from making allegations through fear of not being believed;
  - Do things of a personal nature for individuals that they can do themselves;
  - Invite an individual to visit or stay with you at home;
  - Jump to conclusions about others without checking facts;
  - Rely on their own good name to protect them.

## **7. Safeguarding Leads**

Green Shoes Arts' Lead Safeguarding Officer is:

SAM MILLER

Tel: 020 3720 2296

Email: [sam@greenshoesarts.com](mailto:sam@greenshoesarts.com)

Green Shoes Arts' Deputy Lead Safeguarding Officer is:

KIRSTY CHERRETT

Tel: 020 3720 2296

Email: [kirsty@greenshoesarts.com](mailto:kirsty@greenshoesarts.com)

Head Office Address: Chadwell Heath Community Centre, 255 High Road, Chadwell Heath  
RM6 6AS

In the unlikely event of members of staff being unable to contact Sam Miller or Kirsty Cherrett, they must report any urgent concerns directly to the relevant host organisation or local Social Services or Police.

**8. Next Review Date: May 2026**