

Terminology Clarification

- **‘Client’** refers to anyone who uses the services of Age Concern Mole Valley (ACMV) directly or indirectly, whether being an individual, volunteer or another organisation.
- **‘Safeguarding Definition:** Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted, including where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. *Making Connections 2020*

1. Policy Statement

This policy defines the arrangements and procedures in place within ACMV that ensures the protection of vulnerable adults from abuse. ACMV complies with Surrey County Council’s Safeguarding Policy.

2. Policy Aims

Action on Elder Abuse (AEA) was established in 1993 by a group of practitioners from health and social care, and by academics and representatives of the voluntary sector who were concerned about the lack of information and assistance for those who were abused or were at risk of abusing. AEA defines elder abuse as ‘a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person’.

It is a key philosophy of ACMV that all vulnerable management procedures and arrangements are designed so that all possible measures are taken to ensure that abuse of a client does not occur as a result, either directly or indirectly, of any of the ACMV services offered by the organisation.

ACMV aims to promote good practice to:

- Provide vulnerable adults with appropriate safety and protection whilst in the care of staff/volunteers
- Enable all staff/volunteers to make informed and confident responses to specific vulnerable adult protection issues.

Empowerment and self-determination

Everyone has the right to make decisions for themselves. When you’re safeguarding adults, you must understand this right. Otherwise, you can accidentally cause a different kind of harm by removing a person’s freedom of choice.

Appendix A provides a list of the different categories of abuse and a code of guidance for staff and volunteers, see page 4.

3. Recruitment and Selection of Staff and Volunteers

ACMV recognises that anyone may have the potential to abuse vulnerable adults in some way and all reasonable steps must be taken to ensure unsuitable people are prevented from working with them. Recruitment processes will therefore include the following:

- a) All staff/Volunteers will complete an application form. The form will seek information about the applicant’s work experience and ask for self-disclosure about any criminal record, where appropriate.

- b) Consent should be obtained from an applicant to seek information from the Disclosure & Barring Service (DBS), and the appropriate check will be carried out - usually enhanced disclosure. The probationary period will not be confirmed until a satisfactory DBS disclosure application has been received. ACMV can request a DBS disclosure on any volunteer who works in a close relationship with a vulnerable adult.
- c) All 'staff/volunteers' will have a basic introduction to safeguarding adults included as part of their induction training.

4. Responding to Suspicions or Allegations

'A Safeguarding Concern', is when a person has a reasonable cause to think that an adult with care and support needs, who is unable to protect themselves because of those needs, is experiencing, or is at risk of abuse or neglect.

If a member of staff or volunteer has any concerns, or are informed, about possible abuse or inappropriate behaviour, they **MUST** report them. They do not have to decide whether or not abuse or inappropriate behaviour has actually taken place (see Appendices B & C, pages 6-7).

ACMV is a small organisation, therefore the steps to be taken need to be considered in relation to whether or not ACMV offices are open, and staff can be reached at that time.

1. **Safeguarding concerns must be** reported to ACMV's Chief Executive Officer or Volunteer Coordinator or another member of the ACMV staff team¹.

If staff are unavailable to discuss the incident (out of office hours), please go straight to the Multi Agency Safeguarding Hub (MASH) see Appendices E and F, pages 9-14, please include the time and date of:

- The incident(s)
- When the incident(s) was reported
- When the record was completed

(See Appendix D for details of how the account should be written and Appendix E for the MASH Safeguarding Adults Alert/Concern Form)

Please note: If ACMV staff are unavailable at the time, a copy of the incident should be sent to ACMV as soon as possible as a record. MASH will want a first-hand account from the person who is reporting the safeguarding concern/incident.

2. **DO NOT** discuss the referral with colleagues, friends, family, other users or anyone in any way involved with the alleged victim.

MASH out of hours, please contact the Emergency Duty Team (see Appendix F, page 12) and in an emergency contact police and ambulance as necessary.

If you do not know whom to turn to for advice or are worried about sharing your concerns, you should either contact MASH direct as per Appendix F or the police.

5. Concerns about Conduct of a Member of Staff or Volunteer

Where the concern relates to a member of staff or volunteer it should be reported to the Chief Executive (Tel: 01306 899104) or Chairman (Tel: 07870 170832). If those staff are unavailable to discuss the incident (out of office hours), please go straight to the Multi Agency Safeguarding Hub (MASH) see Appendix F, page 12.

¹ CEO is Sonia Hubbard; Volunteer Coordinator is Radhika Lakshman.

If ACMV staff are unavailable at the time, a copy of the incident should be sent as soon as possible as a record. This may then involve the implementation of the following policies:

- a) Whistleblowing Policy
- b) Grievance Procedures
- c) Disciplinary Procedures
- d) Problem Solving Policy & Procedure

There may be three types of investigation:

- a) A criminal investigation
- b) A Safeguarding Adults investigation
- c) A disciplinary or misconduct investigation

The results of the policy and adult protection investigation may well influence a subsequent disciplinary investigation, but not necessarily.

ACMV will fully support any member of staff or volunteer who, in good faith, reports their concern that a colleague is, or may be, abusing a vulnerable adult.

6. Allegations of Previous Abuse

Allegations of abuse may be made some time after the event (e.g., by an adult who was abused as a child or about a member of staff who is still currently working with vulnerable adults). Where such an allegation is made, staff and volunteers should follow the procedures as detailed above and report the matter to MASH or the police and ACMV Staff.

7. Confidentiality

Every effort will be made to ensure that confidentiality is maintained for **all** concerned. Information should be handled and shared on a **need-to-know basis** only. Confidentiality is not absolute and may be broken in certain circumstances e.g., crime, significant risk (see Appendix G, page 15).

The record of the concern will be retained for one year on a secure Age Concern Mole Valley server, which is managed under the General Data Protection Regulation and Confidentiality Policies.

8. Guidelines for use of photographic or other imaging equipment

The taking of photographs, film or other images of vulnerable adults is not appropriate without consent. Staff will ensure that such consent is in place before making any such image of a client. A standard form is included in Appendix H, page 16.

When such images are properly obtained then they must be used only for the purpose consented to. Special care must be taken when using any image in general publicity or in publications such as annual reports or press promotions. All images must maintain the dignity of the individual.

9. Review

This policy will be reviewed every three years by the Chief Executive Officer, Sonia Hubbard (Safeguarding Lead) and the Trustees.

APPENDIX A - List of the Different Categories of Abuse and a Code of Guidance for Staff and Volunteers

Definitions of abuse

- Abuse is a violation of another person's human and civil rights by a person or persons. For vulnerable adults this will focus upon others who have influence over them.
- These violations may be intentional or unintentional.
- These violations may be a single act or a repetition of acts over a period of time.

Definitions of a vulnerable adult

- Someone who is, or may be, in need of community services by reason of mental or other disability, age or illness and who is, or may be, unable to protect himself/herself from significant harm or exploitation.
- This will apply to persons aged 18 or over.

Categories of abuse

The Care Act recognises 10 categories of abuse that may be experienced by adults:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Physical

Includes hitting, slapping, pushing, kicking, restraint, misuse of medication. It can also include inappropriate sanctions.

Domestic Abuse

Includes physical or sexual abuse; violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse. Note:

- Controlling Behaviour is a range of acts designed to make a person or subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour
- Coercive Behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim

Statutory Definition of Domestic Abuse: Behaviour of a person ("A") towards another person ("B") is "domestic abuse" if

- (1) Person A and B are each aged 16 or over and are personally connected to each other, and
- (2) the behaviour is abusive

This includes psychological, physical, sexual, financial, emotional, 'honour'-based violence, female genital mutilation and forced marriage.

Sexual

Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, or sexual acts to which the adult has not consented, or was pressured into consenting.

Emotional or Psychological

Includes threats of harm, abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Financial or Material

Includes theft, fraud, internet scamming, preventing a person from accessing their own money, benefits or assets. Coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

Modern Slavery

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

Discriminatory

Discrimination is abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

Organisational or Institutional abuse

Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation, or in relation to care provided in one's own home. This includes discouraging visits or the involvement of relatives or friends, authoritarian management or rigid regimes, lack of respect for dignity and privacy and not offering choice or promoting independence.

Neglect and Acts of Omission

This includes ignoring medical or physical care needs and failing to provide access to appropriate health or social care services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, heating, preventing the person from making their own decisions and failure to ensure privacy and dignity.

Self-neglect

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings to an extent that it threatens personal health and safety, or inability or unwillingness to manage one's personal affairs. An example of self-neglect is behaviour such as hoarding.

Additional Types of Harm

There are additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults.

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime

A "mate crime" is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

Cuckooing

Cuckooing is a practice where people establish a relationship with the vulnerable person to access their home to use the property to facilitate exploitation. It takes the name from cuckoos who take over the nests of other birds.

There are different types of cuckooing:

- Using the property to deal, store or take drugs
- Using the property for sex work
- Taking over the property as a place for them to live
- Taking over the property to financially abuse the tenant

When Must a Concern be Raised

- There is a concern that the Adult at Risk is being or at risk of being abused, neglected or exploited
- The adult has caused or is likely to cause harm to them self or to others
- The adult has capacity to make decisions about their own safety and wants and gives consent for this to happen
- The adult has been assessed as **not** having capacity to make a decision about their own safety to give consent, but a decision has been made in their best interests to report the safeguarding concern
- A crime has been or may have been committed against an adult who lacks the mental capacity to report a crime and a 'best interests' decision is made. **This must be referred immediately to the Police**

APPENDIX B – Reporting a Safeguarding Concern

Responding to concerns about self-neglect:

- Concerns that someone with care and support needs may be neglecting themselves are often better dealt with through a referral for an assessment of their care and support needs rather than being dealt with as an adult safeguarding concern. If not, an emergency situation please notify ACMV who will contact Adult Social Care
- If you believe an adult is being or is at risk of being abused or neglected, you must report it to the Surrey Multi Agency Safeguarding Hub (MASH). Whenever possible please use the online form to report a concern
- Call MASH: 0300 470 9100 Monday to Friday 9am to 5pm
- Out of hours call the Emergency Duty Team on: 01483 517898
- In an emergency you would always dial 999
- Before you report a concern you may wish to discuss with a member of the ACMV team. If ACMV staff are unavailable to discuss the incident (not contactable or out of office hours), please report the incident to MASH directly

APPENDIX C – Responding to Abuse

DO

- All allegations/disclosures must be treated seriously
- Be aware of the possibility of the existence of evidence
- Stay calm, reassure and listen to what the person is saying, accept what they say but do not comment
- Write a clear statement of what you have been told, seen, or heard. Record their words, establish facts do not include your opinion
- Ascertain the Vulnerable Adult's views and wishes
- Tell them what you will do next and why
- Report the information immediately to MASH
- Inform the ACMV Chief Executive/ Volunteer Coordinator or another ACMV member of staff
- Assist with safeguarding the Vulnerable Adult. Do not take responsibility for this, MASH must take responsibility

DO NOT

- Promise to keep anything secret
- Begin an investigation
- Ask questions – of either the Vulnerable Adult, their family, carers or workers
- Confront the alleged abuser
- Damage/destroy possible evidence
- Discuss with colleagues, family or friends. The information can only be shared on a 'need to know' basis

APPENDIX D – Guidance for Making an Online Referral or Written Record

Online Referral

- You can make an online safeguarding referral using this link:
<https://customer.surreycc.gov.uk/adult-safeguarding-referral>.

Written Record

- Make a written record
- Record the reasons for the concerns
- The wishes and outcomes of the person
- Any relevant background information
- Any action that has already been taken
- Make a note of date, time and setting in which the allegation was made or the event was witnessed
- Make a note of anyone else who was there at the time (witnesses)
- Record what was said using the person's own words
- If completing the form manually make sure your writing is legible
- Use a pen or ballpoint with black ink if you can (this makes photocopying easier if necessary)
- Do not use Tippex to make any alterations, put a line through the text you want to change and initial any changes
- Remember that your report may be required as part of any legal action or disciplinary proceedings
- Keep a copy for future reference

APPENDIX E – MASH Safeguarding Adults Alert/Concern Form

- SAFEGUARDING ADULTS ALERT / CONCERN FORM -
- CONFIDENTIAL (when completed) -

If you have, a concern that an adult who has care and support needs is experiencing or at risk of experiencing abuse or neglect, please phone the Multi-Agency Safeguarding Hub (MASH) for advice and support.

Some people may also want to complete a form, setting out in writing their concern. If so, please use this form to notify Adult Social Care that you have a concern an adult is at risk of abuse or neglect (including self-neglect). Anyone can fill in this form, including members of the public.

In an emergency, always dial 999 for the police.

Multi Agency Safeguarding Hub (MASH)

- Contact the Multi Agency Safeguarding Hub (MASH): 0300 470 9100
- Email: ascmash@surreycc.gov.uk

All emails must be sent from a government secure domain i.e., **.pnn.police.uk**, **.nhs.net**, **.gov.uk** you should mark the subject field [OFFICIAL-SENSITIVE]

All emails from any other email domain (such as members of the public) should now be marked [ENCRYPTED] and be sent via [Egress](#)

Out of hours

- Call Adult Social Care emergency duty team on: 01483 517898

If you would prefer, there is also an online referral link to use for safeguarding concerns:
<https://customer.surreycc.gov.uk/adult-safeguarding-referral>.

Section A: Self-neglect

| | |
|---|--|
| 1. Question – Self-neglect | |
| Is your concern about someone who may be neglecting themselves? (Answer Yes or No) | |
| If you have answered 'yes', please tell us why you think the concern about self-neglect should be treated as an adult safeguarding concern rather than a referral for an assessment of care and support needs | |

Section B: About you

| | |
|--|---|
| 2. Question | |
| Do you wish for your identify to remain confidential? (Delete as applicable) | No Yes: I do not want to share my identity with Surrey County Council Yes: I do not want Surrey County Council to share my identity with others |

| | |
|------------------------|--|
| 3. About you? | |
| Your name: | |
| Your address: | |
| Your telephone/mobile: | |
| Your email address: | |

| | |
|--|--|
| 4. About you? | |
| Are you making a referral about yourself? (answer 'Yes' or 'No') If you answered Yes, please ask Mole Valley staff for the additional section C If you answered no, please go to section D | |

Section D: Who the person is and what is happening to them

| | |
|---|--|
| 5. Question | |
| What is your relationship to the person you are telling us about? | |

| | |
|---------------------------------|--|
| 6. Details of the person | |
| Their name | |
| Their address | |
| Their telephone number | |
| Their email address | |

| | |
|---|--|
| 7. Question | |
| Please tell us anything we need to know about getting in touch with the person, e.g., communication needs, times to make best contact, risks we might need to be aware of when planning on making contact | |

| | |
|--|--|
| 8. Question | |
| Is the person aware that you are contacting us about them? (answer 'Yes' or 'No') | |
| If they are not aware, please tell us why they are not | |

| | |
|---|--|
| 9. Question – About the Abuse or Neglect that you are concerned about | |
| A description of the abuse or neglect, including things like when, where and how it happened | |
| How you came to be aware of this issue | |
| Information about the person or organisation that poses a risk of abuse or neglect | |
| Whether a crime has been committed and, if so, if the police are aware | |
| Whether you have told others about this issue, and if so who they are, or if you have reported it to an organisation such as the Care Quality Commission, or a provider of health or social care services | |
| Whether anyone else might be at risk | |
| Any other information you think may be relevant for us to know, such as whether there have been any previous incidents or issues | |

| 10. Question – What the person wants to have happen | |
|--|--|
| Have you asked the adult with care and support needs what outcomes they would want from our involvement? (answer 'Yes' or 'No') | |
| What outcomes have they said they want from our involvement? If they have not been asked, please explain why | |

| 11. Question | |
|---|--|
| Please tell us anything we need to know about any risks and any other relevant information. | |

Please see Appendix F for full details of where to send your completed Safeguarding Adults Concern Form.

APPENDIX F Safeguarding Adults in Surrey

Contact information:

If you have, a concern that an adult who has care and support needs is experiencing or at risk of experiencing abuse or neglect, please phone the Multi-Agency Safeguarding Hub (MASH) for advice and support. A phone call with an Advisor enables an early, two-way discussion about the issues causing a concern. Please use the phone numbers below.

In an emergency, always dial 999 for the police.

MULTI AGENCY SAFEGUARDING HUB (MASH)

Contact Details:

- During office hours 9-5pm Monday to Friday contact (MASH): 0300 470 9100
- Out of hours call Adult Social Care emergency duty team on: 01483 517898
- Email: ascmash@surreycc.gov.uk

If you need to send a secure email, but do not have a secure email address, please register with the Egress system at www.egress.com. You can then send the form or email via their system, securely to the MASH Team, the subject field should be marked [ENCRYPTED]

Online referral link: <https://customer.surreycc.gov.uk/adult-safeguarding-referral>.

Address:

Surry MASH for Adults
Quadrant Court
35, Guildford Road
Woking
Surrey
GU22 7QQ

External Documents to Support this Policy

| Document | Where to access |
|--|---|
| Surrey Multi Agency Procedures for Safeguarding Adults | https://www.surreysab.org.uk/ |

MASH - FAQs

1) Multi-Agency Safeguarding Hub (MASH) - What is the MASH?

The Surrey Multi-Agency Safeguarding Hub (MASH) is the initial point of contact that aims to improve the safeguarding response for adults at risk of abuse or neglect through better information sharing and high-quality and timely responses.

The Surrey MASH achieves this by bringing together Surrey County Council social care workers, health workers, the police, and a vast array of virtual partners across Surrey – all under one roof. By being able to share relevant information between each agency, the MASH aims to identify need, risk and harm accurately to allow timely and the most appropriate intervention.

2) When should the MASH be contacted?

The Surrey MASH should be contacted if you would like to report a concern about the safety of a child, young person or an adult. Please see this guide to reporting abuse and safeguarding enquiries [SSB-S42-web-1.pdf \(surreysab.org.uk\)](#)

Situations where you would call a different number instead

If you have already been in touch with adult social care or children's social care services, please contact your allocated social worker or family support worker directly.

General or non-safeguarding queries for adults or young adults

For any general or non-safeguarding concerns in relation to an adult (including young adults) please contact Surrey County Council's Contact Centre:

Information and advice

- **Availability:** 9am to 5pm, Monday to Friday
- **Phone:** 0300 200 1005
- **Email:** asc.infoandadvice@surreycc.gov.uk
- **Textphone (via Text Relay):** 18001 0300 200 1005
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax:** 020 8541 7390

3) Why does the Surrey MASH have both social workers from Adult Social Care and Children's Social Care/ Children, School and Families services?

By offering advice from social workers from both adults and children services, we can take a whole family approach—adults look after children/ young people and vice versa—concerns/ risks often affect both adults and children. For example, an adult at risk who is experiencing abuse could also be a parent and the abuse they are experiencing could impact on their child. A MASH which covers both can look at the risks for both adult and child and come up with a holistic plan that supports the family.

4) Is there a difference between safeguarding children and safeguarding adults?

Yes, safeguarding children applies to all children. It is defined as:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Safeguarding adults applies to adults who have care and support needs and because of those needs are unable to protect themselves from abuse or neglect (Care Act 2014).

5) The MASH partners

The Surrey MASH is made up of staff from Adult Social Care, Children's Social Care, Health and Surrey Police. We also have a virtual team of partners who support the MASH via information sharing.

This includes WISE Workers, Education Workers, Independent Domestic Violence Advisers, Youth Support Services, Probation Service, Ambulance, Hospitals, Surrey Fire and Rescue Service, Trading Standards, schools and colleges, a Data Analysis team as well as four Early Help Co-Ordination hubs.

Because of closer partnership working, there is clearer accountability and less duplication.

6) How does the MASH work?

The MASH will consider all matters that come to its attention and decide what the best level of support, or most appropriate service, is. If there is not enough information to make this decision, the MASH will request other agencies such as police, health and schools, for information to be able to make that decision and get it right the first time.

7) What are the benefits of the MASH

The Surrey MASH will:

- make sure every child, young person and adult has the opportunity to access a service relevant to the level of need, harm and risk identified by the safeguarding partnership.
- make sure the voice of the child, young person and adult is always first and foremost, and the Surrey MASH will make sure that the best interests of children, young people, families and adults are central in all considerations and decisions.
- ensure every concern regarding a child or young person is considered and forwarded to the appropriate service, both statutory or within the early help offer.
- deliver effective co-ordination between all safeguarding agencies to identify need, harm and risk as early as possible and deliver improved outcomes for all.

8) How does MASH and Early Help work together

Early Help co-ordination will support all Surrey agencies, preventing and reducing the repetition of youth and parental crime, schools' pupil absence and exclusion, domestic abuse and or violence, child abuse and neglect, poor family physical and emotional health, substance misuse, homelessness and financial exclusion.

Improved compliance by the safeguarding partnership with provision of help earlier with an audit trail showing outcomes to agencies involved.

9) Data Sharing in the MASH

Any data or information in the MASH is shared using a secure IT system. **Only information that is 'lawfully' relevant** to each case will be shared. The data will be used to inform our decision on the most appropriate service by gaining a better understanding of risk and need. All other information that is not relevant, necessary or proportionate to the need or risk of that individual case will not be shared and will not be accessible to any third parties.

APPENDIX G – Confidentiality

A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary in exceptional cases:

To prevent:

- Serious crime
- Danger to a person's life
- Danger to others
- Danger to the community
- Danger to the health of the person

APPENDIX H – Consent Form

| | | | |
|-----------|--|---------|--|
| Full Name | | | |
| Address | | | |
| Postcode | | Tel No. | |

Age Concern Mole Valley feels it is important to recognise the achievements and successes of our organisation as a whole. One of the ways we do this is to publish real life stories, photographs and details of our achievements in our publicity materials and press releases, to demonstrate the difference our work is making.

To safeguard everyone, we feel this form of publicity must be carefully monitored to ensure that it is consistent with our Safeguarding Adults Policy and Data Protection legislation. For this reason we have put the following guidelines into place:

- Photographs will only be taken with the permission of the subject(s)
- Photographs will not be taken of anyone unable to give consent
- All photographs will maintain the dignity of the person/people in them

Please confirm you are happy to be interviewed

What will my story be used for? (Please tick the options you are happy with)

Websites: Age Concern Mole Valley’s website

Social media: Age Concern Mole Valley’s Facebook page

Publications: Marketing materials promoting Age Concern Mole Valley’s services.
I.e. leaflets, posters and newsletters

Print and online media: Local papers, magazines and news sites

Can I remain anonymous?

You can choose to have your real name published with your story or remain anonymous (in which case, we will use a false name). Please tick one of the following options:

I am happy for my real name to be used **I do not want my real name to be used**

I am happy for my photograph to be used **I do not want my photograph to be used**

Please let us know if there are any ways in which you do not wish to be represented or described:

.....

.....

By signing this form, you are happy to give permission for your story to be used by Age Concern Mole Valley for the purposes outlined above. Your story and any photographs will not be used or stored for any longer than 3 Years unless you ask us to stop using them before then.

Signature:

Date:

Data protection: The information that you provide here will only be used to contact you about sharing your story in our communications work. We will not pass the details recorded on this form on to any other organisation without your permission.

If you have any questions about this form, please contact our CEO Sonia Hubbard on 01306 899104. Please return your completed form in the stamped addressed envelope provided

