

synergy theatre project

Vulnerable Adults Policy

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VALUES & PRINCIPLES

Synergy Theatre Project recognises its duty to provide a safe environment for vulnerable adults to learn, create and engage with others. Synergy is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Charity Commission requirements. We do this by ensuring that appropriate, policies, practices and procedures are in place and that there are transparent, accessible channels for reporting. We ensure these reporting channels are clearly communicated to the vulnerable adults we work with, and all staff employed by the company to ensure any concerns are managed swiftly and effectively. We are committed to only delivering work in partnership with organisations that have an equal commitment to providing safe spaces and have the policies and procedures in place to deliver.

Synergy Theatre Project expects that all staff, freelance practitioners, partners and volunteers accept the fundamental principle and legal requirement that, in any given situation, the welfare of a vulnerable adult is paramount. We recognise our duty to support staff, freelance practitioners, partners and volunteers (through guidance, support and training) and to promote safe working practices to minimise risk to vulnerable individuals and minimise the risk of concerns arising relating to poor practice or allegations of abuse.

Due to the nature of the people we work with and the community settings we teach and perform in, Synergy Theatre Project does not work with those with convictions for sexual offences outside of secure prison settings.

This policy has been put together using:

- The Care Act 2014
- The Social Services and Wellbeing Act 2014
- Human Rights Act 1998
- The Mental Capacity Act 2005
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006

CONTACT INFORMATION

Designated Safeguarding Lead: Siân Henderson, Learning and Engagement Manager:
sian@synergytheatreproject.co.uk 0203 3034 0787

Deputy Safeguarding Lead: Shane Wheeler Osman, Learning and Engagement Coordinator:
shane@synergytheatreproject.co.uk 0203 3034 0787

Deputy Safeguarding Lead: Esther Baker, Artistic Director: esther@synergytheatreproject.co.uk
 0203 3034 0787

Synergy Theatre Project's trustee responsible for Safeguarding is Paula Hamilton.

In the event of members of staff being unable to contact any of the above representatives, staff must report any urgent concerns directly to the social services of the borough the adult is from. If the borough is unknown contact Tower Hamlets Social Services or the police.

Lambeth Adult Social Care:

Office Hours (9am-5pm, Mon-Fri): 020 7926 5555

Outside office hours: 020 7926 5555

Online reporting form: Accessed [here](#)

1. Definitions (to include definitions of a vulnerable adult, and definitions of the abuse of adults)

Definition of a vulnerable adult

A vulnerable adult is someone over the age of 18 years who may be unable to protect themselves from abuse, harm or exploitation. These individuals may need extra emotional support and protection or may need community care services by reasons of illness, age, mental health, disability, substance misuse, homelessness, age or other types of physical or mental impairment.

Those at risk may live alone, be dependent on others (care homes, sheltered housing etc.), elderly or socially isolated.

It should be noted that disability or age alone does not signify that an adult is vulnerable.

Forms of abuse:

- Neglect – ignoring mental or physical needs, care, education, or basic life necessities or rights
- Bullying – family, carers, friends

- Financial – theft or use of money or possessions
- Sexual – assault, rape, non-consensual acts (including acts where unable to give consent), touching, indecent exposure
- Physical – hitting, assault, man-handling, restraint, pain or forcing medication
- Psychological – threats, fear, being controlled, taunts, isolation
- Discrimination – abuse based on perceived differences and vulnerabilities
- Institutional abuse – in hospitals, care homes, support services or individuals within them, including inappropriate behaviours, discrimination, prejudice, and lack of essential safeguards

Abuse may be deliberate or as a result of lack of attention or thought, and may involve combinations of all or any of the above forms. It may be regular or on an occasional or single event basis, however it will result in some degree of suffering to the individual concerned. Abuse may also take place between one vulnerable adult and another, for example between residents of care homes or other institutions.

Indications of abuse:

- Bruising
- Burns
- Falls
- Apparent lack of personal care
- Nervousness or withdrawn
- Avoidance of topics of discussion
- Inadequate living conditions or confinement to one room in their own home
- Inappropriate controlling by carers or family members
- Obstacles preventing personal visitors or one-to-one personal discussion
- Sudden changes in personality
- Lack of freedom to move outside the home, or to be on their own
- Refusal by carers to allow the patient into further care or to change environs
- Lack of access to own money
- Lack of mobility aids when needed

2. Reporting

What to do if abuse is suspected

If abuse is suspected or reported, employees should act in line with local policies and procedures to:

- Ideally the matter should be discussed with the vulnerable adult first and, where possible, consent or permission should be received from them before the matter is referred to the appropriate agency or confidential information about them is disclosed.
- Take reasonable steps to ensure the adult is in no immediate danger.
- Contact the police if it is believed a crime may have been committed
- Where appropriate, discuss concerns with the relevant manager or person responsible for overseeing the care of the vulnerable adult.

- If, after discussion, abuse or neglect is still considered to be a possibility, referral should be made to the local Social Services Department.

Details of the suspected abuse/incident or concern must be recorded through the Cause for concern form (APPENDIX A) or Complaint form (APPENDIX D)

PRACTICES & PROCEEDURES

3. Roles, responsibilities and accountability

The designated safeguarding leads relating to work with vulnerable adults and who are responsible for enacting this policy ARE the Learning and Engagement Manager (Siân Henderson), Learning and Engagement Coordinator (Shane Wheeler-Osman) and the Artistic Director (Esther Baker). These staff, together with the board of trustees, are accountable for ensuring the policies and procedures relating to safeguarding are in place, promoted and reviewed regularly.

All staff, freelance practitioners and volunteers must be provided with a copy of the following policies and procedures and be trained on the use of associated reporting procedures.

- Vulnerable adults' policy
- Equality and diversity policy
- Staff code of conduct
- Equal opportunities policy

It is the responsibility of the safeguarding leads to ensure all staff and freelance practitioners undergo an enhanced DSB check and that this is updated as appropriate.

4. Confidentiality

- All disclosure must be treated with strict confidentiality-where necessary to share information for the purposes of safeguarding an individual, the individual must be informed
- All paperwork recording concern, complaint or incident should be stored confidentially
- Vulnerable adults have the right to disclose in confidence without fear of judgement, consequence or whether they will be believed

5. Online working

In response to Covid-19, Synergy Theatre Project moved some of its activity online to maintain connection with beneficiaries. Some of this online activity has continued beyond the pandemic and takes the form of Zoom/Teams tutorials (both one to one and as a group) and performances.

It is important that all staff who interact with vulnerable adults, including online, continue to look out for signs that they may be at risk. Any such concerns should be dealt with as per the Vulnerable Adults Policy.

Synergy will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.

Below are some things for staff to consider when delivering virtual tutorials and group sessions, especially where webcams are involved:

- Where possible, no one to one work should occur with vulnerable adults. A second member of Synergy staff with appropriate safeguarding training should always be present.
- Staff and participants must wear suitable clothing, as should anyone else in their household who may appear on camera.
- Computers used should be in appropriate areas, for example, not in bedrooms; and the background should be blurred.
- Language must be professional and appropriate, including any family members/others in the background.
- Safety guidelines will be provided to all around privacy and how to avoid accidental sharing of information (See Appendix G for a risk assessment for online working).
- Ground rules will be established to control privacy, including no screen shots or recording- unless agreed by all parties and the recording is made on Synergy Theatre Project owned computer.
- Where possible cameras should be turned on to ensure the environment is appropriate. If participants are uncomfortable with being on camera, exceptions can be made. Synergy staff should have the ability to mute individuals if necessary.
- Screen share is only enabled for designated staff, not participants.
- Only known video calling applications with strong security are to be used (Zoom, MS Teams, Google Hangouts, Skype) and all meetings must include password protection.
- Staff should manage their own privacy settings and ensure security settings are up to date (in safety guidelines provided in Appendix G).
- Safety guidelines will be provided to both staff and participants around cyber security (See Appendix G for list at end of risk assessment).
- Joining details are only sent to participants and they are requested not to share the link with others.
- A waiting room should be enabled for all meetings to ensure participants are recognised by Synergy staff before being admitted.
- Synergy staff have the ability to remove unknown guests.
- Synergy staff monitor and manage any mental health triggers in the session, individuals can be muted if necessary, one to one chat options are available and follow up support is offered.
- At new registrations, all safety issues will be discussed, including domestic violence, triggers etc. to assess safety.
- If a physical or emotionally abusive incident occurs, Synergy staff member should mute individuals if necessary and follow up with individual/victim and all witnesses.

6. Accompanying policies and procedures

Reference other policies & procedures that relate to this policy. These include:

- Equal Opportunities policy

- Equality and Diversity policy
- Safeguarding children and young people
- Staff code of conduct
- Participant code of conduct
- Complaints Policy
- Disciplinary Policy

APPENDICIES

- APPENDIX A: Cause for concern form
- APPENDIX B: Complaint policy
- APPENDIX C: Complaints procedure
- APPENDIX D: Complaint form
- APPENDIX E: Participant disciplinary policy
- APPENDIX F: Participant disciplinary procedure
- APPENDIX G: Risk Assessment for online working
- APPENDIX H: What to do if you have a concern about a Vulnerable Adult's welfare
- APPENDIX I: What to do if you have concerns about a member of staff or a volunteer in relation to child protection

APPENDIX A: Cause for Concern Form

Completing this form	
<p>This form can be completed by a member of the Synergy staff team or a person who is working as a contractor or freelancer delivering a Synergy course, project or event.</p> <p>Please give as much detail as possible about the incident(s)/event(s) that you are referring too.</p> <p>If you have any questions about this form, then please discuss it with your manager. You can also return the form to them once it is completed.</p> <p>Once a cause for concern has been received, we will consider it in line with our safeguarding and misconduct policies.</p>	

Please can you provide the following personal details	
Your name	
Your job role/title	
Contact email address and telephone number (if you are not a full-time member of Synergy staff)	
If applicable – the Synergy course that you are currently working on or delivering	
The date you are submitting this form	
Your signature	

Please can you provide the following information about your complaint	
Course or venue where the incident/event occurred	
Date and time of when incident/event occurred	
Name of any other person/people involved in the incident	
If known - contact details for other person/people involved in the incident	

Name (and contact details if known) of anyone who witnessed the event/incident	
Brief overview of the nature of your cause for concern e.g. is it a one-off incident or repeated patterns of behaviour	

Please provide a detailed description of your concerns

- List all details you remember and include any supporting evidence that you have.
- Please let us know if you have already contacted another organisation or agency (for example: the venue where the incident/event took place) and if they have reached any outcome.

Please can you let us know the following information

What resolution do you think is best for this situation or participant?	
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Is there any other information you think might be relevant?	

APPENDIX B: Complaint Policy

1. Introduction

1.1. Synergy works with participants to create ground-breaking and transformative theatre across the criminal justice system.

1.2. We are committed to creating a positive and productive environment where participants are supported to engage with creative activity and performance.

1.3. All participants are subject to Synergy's "Complaint Policy" and "Participant Disciplinary Policy" when taking part in courses, events or projects administered by Synergy.

1.4. Disciplinary action may lead to sanctions against participants, including indefinite suspension from Synergy administrated activity.

2. Complaint Procedure

2.1. This complaint procedure details how Synergy will deal with any complaint received by a participant, a partner organization, or member of the public arising from their dealings with or participation within a Synergy administrated course, project or event.

2.2. This procedure does not cover complaints concerning the conduct of HMPS staff, employees or contractors. If we receive a concern in this area we will signpost to the relevant HMPS line management structure or complaints procedure.

2.3 This procedure does not cover HR related complaints made by Synergy employees, freelancers or volunteers. It does not cover any complaints or grievances that Synergy staff may have in relation to their employment with the company. Any concerns in this area should be dealt with through the "Staff Grievance Policy."

2.4 This procedure does not cover complaints made by job applicants. Any concerns in this area should be dealt with under recruitment procedures.

3. Confidentiality

3.1. Synergy operates a confidentiality policy to protect the confidentiality of staff and participants.

3.2. Personal information given to Synergy by a course participant will remain confidential within the organisation. When information is shared with one worker it does not automatically imply that the information will be shared with the rest of the organisation.

3.3. Under certain circumstances Synergy does reserve the right to share confidential information to minimise harm. Particularly when there is:

1. Serious risk of harm to the individual
2. Serious risk to others, especially protection of children and vulnerable adults

3.4 In certain circumstances or with regards to certain complaints Synergy will share information with external referring agencies, HMPS staff or the probation service.

4. Submission and Receipt of Complaint

4.1. A complaint can be made using the Synergy complaints form (Appendix One) which can be returned by email, post or in person. If a complainant would like to make a complaint over the phone or verbally in person, a member of Synergy staff can assist with completion of the form.

4.2. When a complaint is received, the staff member will enter the details into a complaint log. The complaint will then be forwarded to the General Manager.

4.3. The General Manager can act as the complaint handler or they can delegate this role to a member of the Synergy staff team.

4.4. The complaint handler will first consider whether the complaint should be dealt with on an informal level (section 6), or should be considered using the formal stages (section 7) of this policy. At this stage, the complainant will receive an acknowledgement of receipt of the complaint. This should be given within 7 working days of the date when the complaint was initially submitted.

4.5. The receipt will outline the proposed course of action and the expected timeframe for completion of the investigation.

5. Conflict of Interest

5.1. Throughout the investigation of any complaint, the complaint handler – and anyone else involved – will operate with due regard for the confidentiality of all individual(s) involved; any breach of this may involve disciplinary action being taken.

5.2. No Synergy staff member will be involved (other than as a witness) in dealing with a complaint in which they might have (or might appear to have) a conflict of interest.

6. Informal investigation

6.1. The complaint handler will investigate the complaint; this may include obtaining written or verbal evidence from the complainant, witnesses or any other relevant person.

6.2. The complaint handler may then either:

1. Write to the complainant stating that no action is proposed as a result of the complaint. As such, the complaint is now closed.
2. Write to the complainant stating what action has been taken, or proposed, as a result of the complaint. As such, the complaint is now closed.
3. Decide that the matter requires referral to the formal stages below. As such, the complaint remains open.

6.3. The response provided will give reasons for the decision reached, and explain the option to request a formal review outlined below. To ensure that participants are aware of the outcome

the complaint handler will call the participants designated contact number to notify them that an email has been sent.

6.4. If you are dissatisfied with the outcome of a complaint, then you have five working days from the date of Synergy's response to request your complaint be considered under the formal stage (section 7) of this policy.

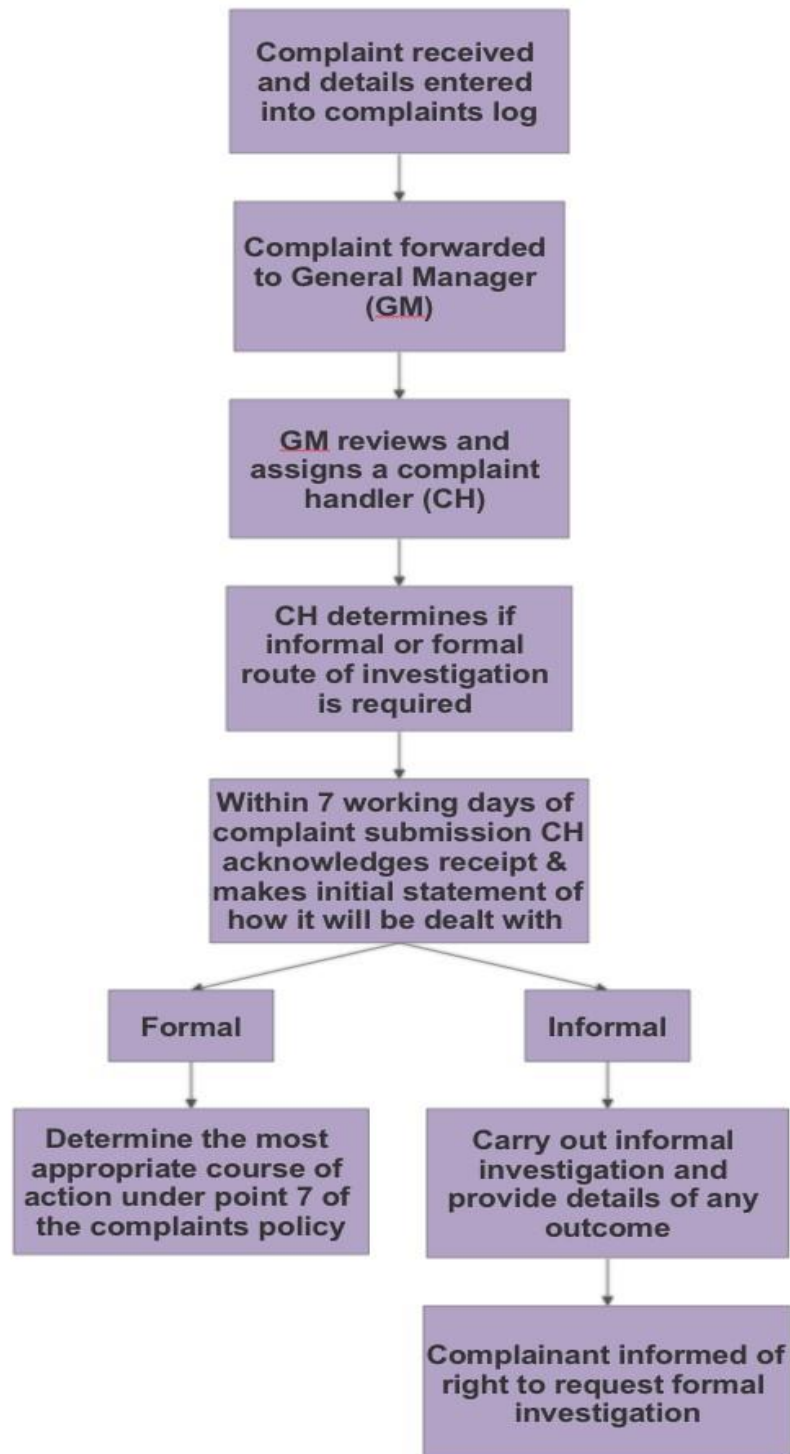
7. Formal stage

7.1. If the complaint handler determines that a more formal process is required (as referred under point 6.2.3), or a formal review is requested (as referred under point 6.4) Synergy may institute one or more of the following processes, according to the nature of the complaint:

1. A complaint about the conduct of one or more member(s) of Synergy staff will be investigated. If an investigation finds that a staff's professional conduct or judgement is in question, the relevant line manager will implement the Synergy "Staff Disciplinary Policy".
2. A complaint about the quality or delivery of a course, service or event will be referred to the relevant manager who oversees that area of work.
3. A complaint about the conduct of one or more members(s) of partner organisation/third party staff team will be referred directly to the partner organisation or third party provider.
4. A complaint about the conduct of a course, event or project participant will be considered in accordance with Synergy's "Participant Disciplinary Policy".

7.2. Throughout the complaints procedure, the complaint handler will try to ensure that you are informed on the progress of your complaint.

APPENDIX C: Complaints Procedure



APPENDIX D: Complaint Form

Returning this form

If you are not sure about anything – or you would like additional guidance on completing this form, please get in touch with a member of the Synergy team.

Once you have completed the form send it back to us using the following details.

Address: Synergy Theatre Project, 3Space International House, 6 Canterbury Crescent, London SW9 7QD

Email: info@synergytheatreproject.co.uk

Telephone: 020 3034.0787

Further contact details available: www.synergytheatreproject.co.uk/contact

Once a complaint has been received we will consider it in line with our complaints policy. A copy of this policy is available on request.

Please can you provide the following personal details

Your name	
Your contact telephone	
Your email address	
If applicable – the Synergy course that you are currently participating in	
The date you are submitting this form	
Your signature	

Please can you provide the following information about your complaint

Course or venue where the incident/event occurred	
Date and time of when incident/event occurred	
Name of any other person/people involved in the incident	

If known - contact details for other person/people involved in the incident	
Name (and contact details if known) of anyone who witnessed the event/incident	
Brief overview of the nature of your complaint e.g. is it about the quality of an event or about the actions of another person	

Please provide a detailed description of your complaint

- List all details you remember and include any supporting evidence that you have.
- Please let us know if you have already contacted another organisation or agency (for example: the venue where the incident/event took place) and if they have reached any outcome.

Please can you let us know the following information

What resolution do you want from this complaint (what do you want to happen?)	
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Is there any other information you think might be relevant?	

APPENDIX E: Participant Disciplinary Policy

1. Misconduct by a Synergy participant

1.1. The following may be considered as misconduct by any participant whilst taking part in Synergy-administrated courses, events, workshops, or representing Synergy in an official capacity, including as a volunteer, participant or performer:

1. Disruptive conduct detrimental to the reasonable enjoyment or participation in the course of other attendees.
2. Displaying concerning behaviours or aggression to another person or participant
3. Verbal or physical abuse or harassment of another person (including Synergy staff, partner organisation staff, other course participants or members of the public).
4. Wilful or neglectful damage to, or unauthorised removal of, Synergy or third-party property or equipment.
5. Breach of Synergy's Vulnerable Adult Policy
6. Use of discriminatory or prejudicial language or behaviour towards another person (including Synergy staff, partner organisation staff, other course participants or members of the public).
7. Persistent non-attendance or persistent lateness to a course, project or event. Persistent non-attendance is defined as being absent for three consecutive occasions or regularly absent without good reason. Persistent lateness is defined as being more than half an hour late to the start of a session for three consecutive occasions without good reason.
8. Participating whilst misusing prescribed drugs.
9. Participating under the influence of un-prescribed drugs or alcohol.
10. Breach of any policies regarding behaviour that partner venues or premises have in place.

1.2. Misconduct can be identified through receipt of a formal complaint (Appendix one). It can also be observed by Synergy staff or recorded as a "cause for concern" (Appendix two).

1.3. If a formal complaint or cause for concern is received that details any of the above misconduct, then the General Manager will assign a complaint handler for the duration of the disciplinary procedure. This person will not have a vested interest/previous involvement in the case.

2. Suspension pending external investigation

2.1. If Synergy receives information from an external body, referring agency or HMPS that there is an external investigating into allegations against a participant, that participant can be suspended from participation in Synergy administered activity until the relevant external body has issued advice or reached a decision.

2.2 Suspension is not a disciplinary sanction or an indication of guilt. It ensures that no situation can arise that may cause further concern and allows a period where information may be received from appropriate statutory agencies.

3. Confidentiality

3.1. Synergy operates a confidentiality policy to protect the confidentiality of staff and participants.

3.2. Personal information given to Synergy by a course participant will remain confidential within the organisation. When information is shared with one worker it does not automatically imply that the information will be shared with the rest of the organisation. Information will not be disclosed to family or friends unless the participant gives permission.

3.3. Under certain circumstances Synergy does reserve the right to share confidential information to minimise harm. Particularly when there is:

1. Serious risk of harm to the individual
2. Serious risk to others, especially protection of children and vulnerable adults

3.4. In certain circumstances or with regards to certain areas of misconduct Synergy will share information with external referring agencies, HMPS staff or the probation service.

4. Reported misconduct within prison-based courses or events

4.1. If a complaint or cause for concern refers to misconduct or events taking place within a prison-based course, then the complaint handler will liaise with local HMPS services and staff about the matter.

4.2. Depending on the nature of misconduct or reported events all penalties contained in section 9.1.1 – 9.1.9 of this policy can be given to participants taking part in a Synergy course, event or project that is being delivered within a prison context.

4.3. Sections 5, 6, 7, 8 and 10 of this policy do not apply to participants taking part in prison-based courses, events or projects.

4.4. Synergy staff will liaise with HMPS staff to ensure that local HMPS policies and procedures for handling misconduct are followed on a case-by-case basis.

5. Initial investigation for non-prison-based misconduct

5.1. For any complaint or cause for concern referring to events taking place at a non-prison base course, event or project the complaint handler will inform the participant of the alleged misconduct and provide a copy of this policy.

5.2 The participant may be invited to an investigation meeting conducted by the complaint handler. This is to establish the facts of the case before disciplinary action takes places. The participant can bring a friend to the investigation meeting.

5.3. In some cases, Synergy will gather evidence that will be disclosed to the participant. Evidence can be shared on email, by post or over the phone (whichever method is preferred). In some instances, participants may not be required to attend an investigation meeting.

5.4. If records indicate that a participant is demonstrating persistent non-attendance or lateness to a course, then the complaint handler can opt to act at this stage without progression to a

disciplinary meeting. In the case of persistent non-attendance or lateness the following penalties may be imposed by the complaint handler:

1. **First written warning.** This will inform the participant of the attendance improvements required and a warning that, if there is not satisfactory improvement the misconduct will be considered under section 8 & 9 of this procedure.
2. **Intervention or mediation led by Synergy staff** that the participant must comply with. The participant will be notified as to how successful compliance will be measured. If there is not satisfactory compliance, then the misconduct will be considered under section 8 & 9 of this procedure.
3. **Signposting to an external agency or support service** that the participant must comply with. The participant will be notified as to how successful compliance will be measured. If there is not satisfactory compliance, then the misconduct will be considered under section 8 & 9 of this procedure.
4. **Removal from this course with a referral to attend a future course.** This will allow the participant to take part in another Synergy course at a time when they are better able to attend all the sessions.

5.5. Aside from cases of persistent non-attendance or lateness an investigation meeting itself will not result in disciplinary action. But participants will be told of the nature of the allegations and any possible outcomes that can result from a disciplinary meeting.

6. Composition of disciplinary meetings

6.1. Once an investigation is completed the participant will be invited to attend a disciplinary meeting.

6.2. The area of alleged misconduct will determine the composition of the disciplinary meeting panel. Typically, the composition of the disciplinary panel will be two members of Synergy staff.

6.3. The disciplinary meetings will operate with due regard for the confidentiality of the individual(s) involved; any breach of this confidentiality may involve disciplinary action being taken.

6.4. The complaint handler will inform the participants if there is a requirement to keep the content of the meeting confidential, to protect the confidentiality of other participants.

6.5. No Synergy staff member can be involved in a disciplinary hearing panel (other than as a witness) in which they might have (or might appear to have) a conflict of interest. If a participant believes a member of staff has a conflict of interest, then they must declare it at this stage before the meeting goes ahead.

6.6. The complaint handler will present the evidence of misconduct or cause for concern.

7. Preparation for Disciplinary Meeting

7.1. When a matter is referred to a meeting under this procedure, the complaint handler will ensure that the participant is notified of this as soon as possible. The complaint handler will also ensure that the participant is fully informed of the alleged misconduct being considered, and of

the potential meeting outcomes. Participants will be informed that they are entitled to bring a friend or representative to the meeting who can also speak on their behalf.

7.2. The complaint handler will ensure as far as possible that a meeting date is set that is acceptable to presenters, participants, panel members and witnesses. At least four clear days' notice of the date and time of any hearing should be given to all those involved, unless all agree to a shorter notice.

7.3. At least three clear days before the meeting date, the complaint handler will provide all attendees with a summary of the complaint or areas of concern.

8. Procedure at meeting

8.1. In the absence of either party, the meeting shall adjourn and the complaint handler shall investigate the reasons for absence. Following an investigation, the meeting shall be reconvened and may proceed at the discretion of the panel, if necessary without both parties being present.

8.2. The panel will initially review papers and discuss procedure. The complaint handler will be invited to present the details of the misconduct or cause for concern.

8.3. The participants and/or representative(s) shall then be invited to respond.

8.4. Members of the panel may question each party.

8.5. All those other than panel members then withdraw, after being told how the decision will be communicated.

8.6. The panel will consider the evidence to reach a decision on each area of concern. Where the panel finds the misconduct is proved on the balance of probabilities, they will then consider imposing a penalty as laid out in the section 9 of this procedure.

8.7. The panel may adjourn until a time to be decided, to obtain further clarification from involved parties, or to allow further consideration of their findings.

8.8. When communicating a decision, the panel will give reasons, which will be recorded as part of the findings.

8.9. The decision, reasons, penalty (if any) and right to appeal shall then be communicated to the participant in writing, as soon as possible after the meeting by the complaint handler.

9. Possible penalties

9.1. The following penalties may be imposed by the panel where a case is found against any individual participant (please note this list is not exhaustive and is written in a randomised order). Depending on the level of misconduct a panel can impose multiple penalties.

- 1. First written warning.** This will inform a participant of the improvements required and a warning that, if there is not satisfactory improvement a different action will be considered.

2. **Intervention or mediation led by Synergy staff** that the participant must comply with. The participant will be notified as to how successful compliance will be measured. If there is not satisfactory compliance, then a different action will be considered.
3. **Signposting to an external agency or support service** that the participant must comply with. The participant will be notified as to how successful compliance will be measured. If there is not satisfactory compliance, then a different action will be considered.
4. **Removal from a course, event or project with a referral to attend a future course.** This will allow the participant to take part in another Synergy course at a different time.
5. **A requirement to send an apology** to anyone affected by misconduct.
6. **A final written warning.** This may be given if a participant has previously received a written warning regarding conduct. It will inform them of the improvements required and a warning that, if there is not a satisfactory improvement they will be permanently removed from the course, event or activity.
7. **Removal of participant from the course, event or activity.** The participant will be asked to no longer attend a specific course, event or activity as it will not be appropriate for them to do so.
8. **Permanent withdrawal of the opportunity to take part in future Synergy administered activity.** The participant would be permanently barred from taking part in any of the services, courses, projects or events that Synergy provides.
9. **Suspension of participation in Synergy courses, projects or events until information is received from relevant external bodies.** When it is not appropriate for Synergy to make a decision or arbitrate on a misconduct matter it may be referred to an external agency. In this instance, a participant can be suspended from a course, event or project until the relevant external body has issued advice or reached a decision.

9.2. Or the panel can find that there has not been a breach of discipline and as such no penalty should be imposed.

9.2 Relevant Synergy staff, area managers and partnership organisations will be informed of the outcome of a decision to enforce the penalty where appropriate.

10. Appeals

10.1. If a participant subject to disciplinary action wishes to appeal against a finding, they should write to the complaint handler within five working days of the date of Synergy's response, stating the reasons for the appeal. An appeal will only be heard if there is significant new evidence available and therefore can be refused. An exception to the time limit may be authorised in the case of a special need such as illness or disability.

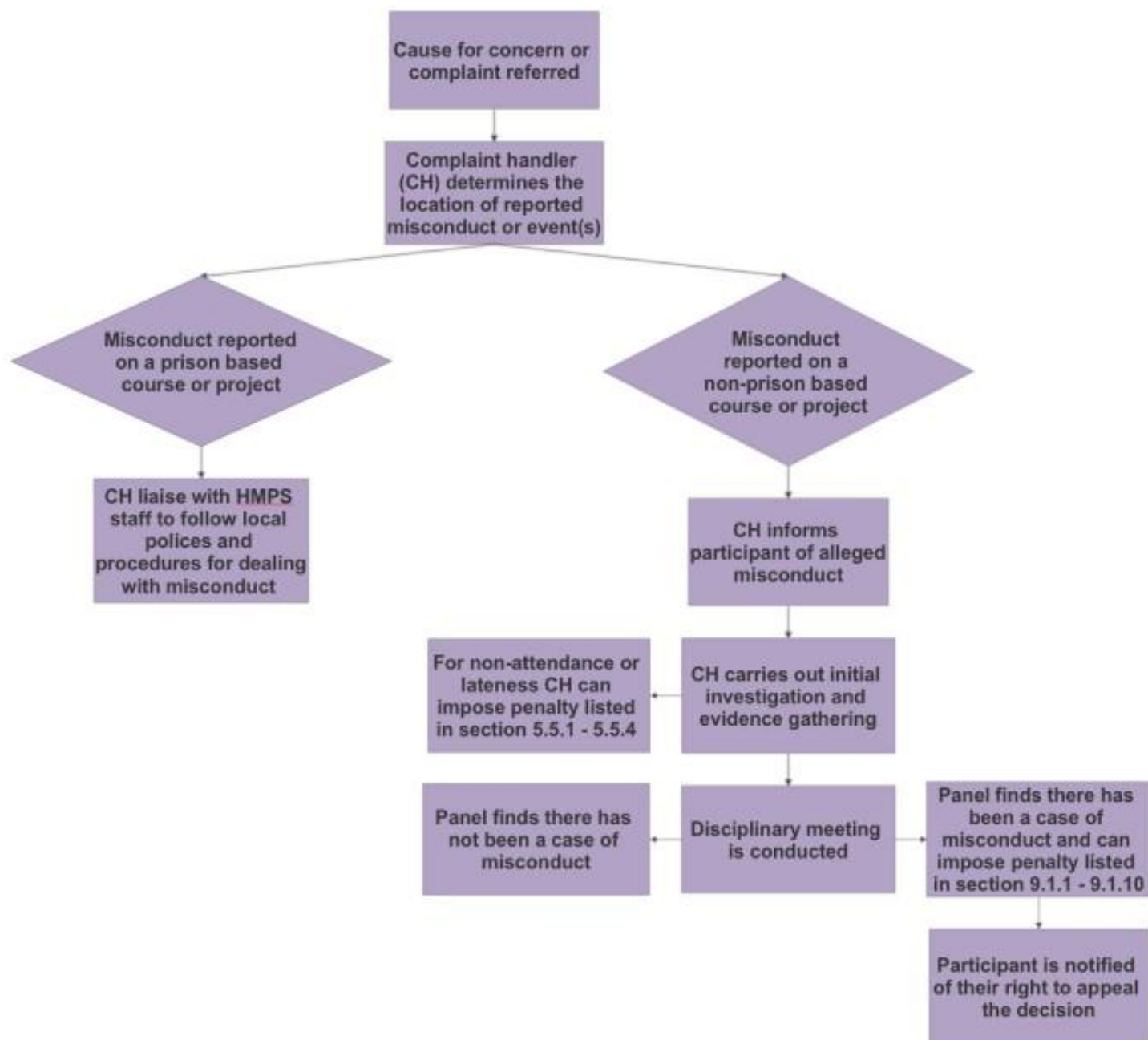
10.2. An appeal will be considered by the General Manager of Synergy. They will look at the evidence from any investigation and also consider the outcome of the disciplinary panel

10.3. If the complaint handler was the General Manager, then the appeal will be considered by the Artistic Director.

10.4. The appeal outcome may overturn, in whole or in part, the decision of the original panel, and the penalties open to the appeal panel are the same as for the original panel outlined in section 9.1. above. Relevant area managers will be informed of any outcome.

10.5. There is no further right to appeal within the procedures of Synergy.

APPENDIX F: Participant Disciplinary Procedure



APPENDIX G: Risk Assessment for online working

Video group sessions (Upon completion, this form should be checked by your manager)

Assessment created/updated on:

Undertaken by (print name):

Position:

Hazards: (e.g. related to: setting, activity, travel, accommodation, behaviour, weather)	Associated Risks: (e.g. risk of injury, domestic violence, illness)	Who is at Risk? (e.g. candidates, children, volunteers, staff)	List existing controls. Identify action needed for risks for which these controls are not adequate: (e.g. Agreements re: behaviour,, accident procedures, staff response)	Responsibility: (could relate to specific staff, adults or groups)
General group involvement; privacy issues	<ul style="list-style-type: none"> - Physical and emotional dangers, including bullying or harassment - Loss of confidentiality - Stress and anxiety - Lack of confidentiality - Images taken and shared without consent 	Staff and candidates. Everyone using video and those living with them (including children)	<ul style="list-style-type: none"> - Ground rules stated at start of session; <i>Don't do or say anything wouldn't want made public. No screenshots or recordings unless agreed and made by Synergy staff member.</i> - Synergy staff monitor and advise individuals to turn video off if needed. Can also mute individuals. - *Safety guidelines provided to candidates around privacy (see list at end of RA) 	Facilitators (and individuals attending)
Persons hearing personal information given during session.	<ul style="list-style-type: none"> - Identity theft (by person in session or within earshot). Loss of money - Stress and anxiety - Locations revealed: leading to stalking or violence; physical and/or emotional threat or injury 	Staff and candidates. Everyone using video and within earshot (including children)	<ul style="list-style-type: none"> - Ground rules stated at start of session; <i>Don't share personal information</i> - *Safety guidelines provided to candidates around how to avoid accidental sharing of information (see list at end of RA). 	Staff and participants
Oversharing (of personal circumstances, difficulties, challenges etc.)	<ul style="list-style-type: none"> - Emotional impact on other candidates and staff; individuals upset, affected or triggered. 	Staff and candidates. Everyone using video.	<ul style="list-style-type: none"> - Ground rules stated - as above - Synergy staff monitor and manage. - Meeting lead can mute individuals if necessary. 	Staff and participants

<p><u>Cyber system security</u> (hackers)</p>	<ul style="list-style-type: none"> - Exposure of information leading to loss of money and computer data, and/or other information stolen and misused. 	<p>Staff and candidates. Everyone using video. Others whose data is held on the computer/s.</p>	<ul style="list-style-type: none"> - Only using known video calling applications with strong security (Zoom, MS Teams, Google Hangouts, Skype). - Manage own privacy settings and ensure security settings are up to date (in safety guidelines provided) - *Safety guidelines provided to candidates around cyber security (see list at end of RA) 	<p>Staff and participants</p>
<p><u>Uninvited/unknown guests</u></p>	<ul style="list-style-type: none"> - Exposure, abuse - Lack of confidentiality - Stress, anxiety, unease etc. 	<p>Staff and candidates. Everyone using video and those living with them (including children)</p>	<ul style="list-style-type: none"> - Sessions password protected - Joining details only sent to candidates (i.e. not included in wider communications such as social media) - Candidates asked not to share link with others - Synergy staff present to ensure they recognise all guests and to remove unknown guests. 	<p>Staff and participants</p>
<p>Content and discussion <u>triggering</u> MH issues</p>	<ul style="list-style-type: none"> - MH decline; depression, suicide, anxiety, PTSD - Others upset/affected from seeing or hearing. 	<p>Staff and candidates. Everyone using video and those living with them (including children)</p>	<ul style="list-style-type: none"> - Ground rules stated at start of session - Identify partner mental health support staff - Identify for participants Synergy staff who concerns can be voiced to - Synergy staff monitor and manage. - Meeting lead can mute individuals if necessary. - Follow up with anyone notably affected and offer support to others through follow up. 	<p>Staff and participants</p>
<p><u>Domestic violence</u> (occurring during meeting)</p> <p><u>Substance misuse</u> (effects observed during meeting)</p>	<ul style="list-style-type: none"> - Others witness and are distressed / affected - Abuse and injury (physical or emotional) 	<p>Staff and candidates. Everyone using video and those living with them (including children)</p>	<ul style="list-style-type: none"> - At new registrations, discuss safety (page 1) in relation to DV and group video calls. Discuss & assess if safe. - Candidates screened at registration. 	<p>Staff and participants</p>

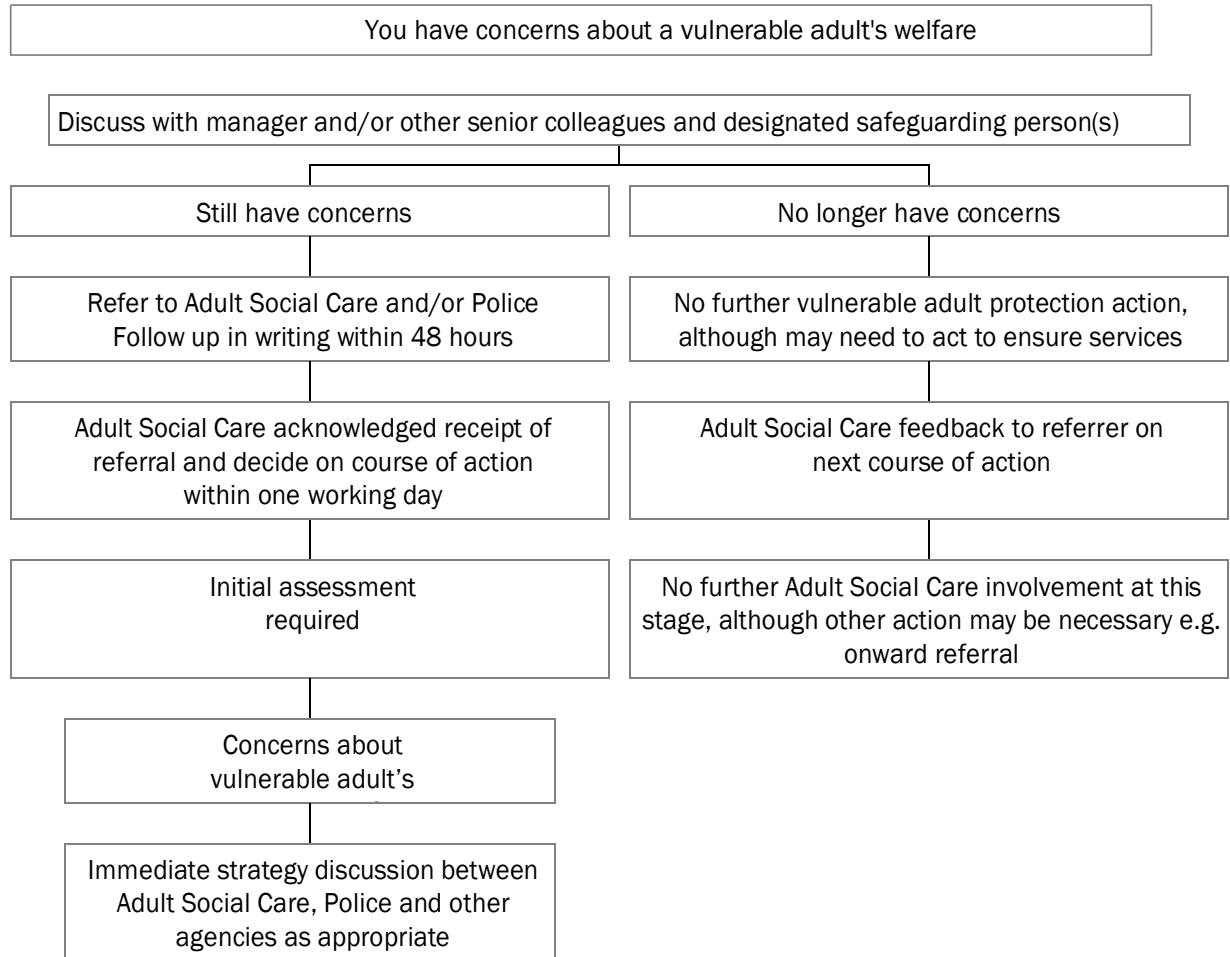
synergy

	<ul style="list-style-type: none">- Shame and humiliation; MH affected.- Withdrawal from further services and support.		<ul style="list-style-type: none">- Meeting lead can mute individuals if necessary (and turn on video)- Follow up with individual/victim and all witnesses.	
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Keep yourself and others safe when you're video calling online:

- Don't do or say anything you wouldn't want made public.
- Don't take or share screenshots or recordings
- Check your computer's privacy settings to ensure maximum security
- If you have cyber security software installed, ensure it's up to date (check for free ones if you don't have any)
- Don't share personal information (including being mindful of what's in your video background)
- Ensure that your video login/profile/name doesn't reveal anything personal, such as your DOB (you can use a pseudonym instead of your name too)
- Be mindful of who is in your household and consider whether it is appropriate and safe for you to take part (only take part if it's safe to do so)
- Turn your video off and/or mute your microphone if you need to or if you have specific concerns
- Do not invite others to the video call and do not share links given on social media nor privately.

APPENDIX H: What to do if you have a concern about a vulnerable adult's welfare



APPENDIX I: What to do if you have concerns about a member of staff or a volunteer in relation to vulnerable adult protection

