

## Managing Allegations (Adult Workforce)

**Background:** Organisations that work or have contact with adults with care & support needs must have a policy for responding to all allegations or concerns raised about any employee, volunteer, visitor to the Island or student who is in a position of trust. A person is in a position of trust if they carry out work (paid or unpaid) on behalf of an organisation which has access to children or adults with care & support needs or has access to privileged information about children or adults with care & support needs as part of their work.

**Why It Matters:** The wellbeing and safety of children and adults at risk is paramount. All organisations should be proactive in reducing the risk of abuse taking place within their organisation. Adults at risk, children, volunteers and staff should be able to express concerns and staff should be encouraged to challenge poor practice. Any concerns or allegations of abuse must be dealt with consistently, proportionately, thoroughly, transparently and fairly.

**Consider:** Adults in all services have rights – and must be free to raise concerns or complaints and for them to be responded to fully & appropriately. If the conduct of a staff member impinges on the rights and freedoms of others in their care, then appropriate action must be taken by the employer. How does your organisation encourage a culture of openness and trust where staff and volunteers can share concerns about the conduct of colleagues in confidence? Are staff familiar with the Managing Allegations Framework?



**Information:** The SPBs [‘Multi-Agency Framework for Managing Allegations in Respect of People Working with Adults in a Position of Trust’](#) (MAF) provides guidance to inform and support decision-making when responding to allegations. It applies to concerns relating to a person in a work context as well as relevant concerns that may arise outside of work where there may be implications for the safety of adults, including people who have inappropriate relationships with adults at risk. Consideration will also be given as to whether a person has contact with children and, if so, the Jersey Designated Officer (JDO) will be invited to join the process to ensure every individual is protected.

**What To Do:** Ensure you understand your responsibilities under the SPBs [‘Multi-Agency Framework for Managing Allegations in Respect of People Working with Adults in a Position of Trust’](#). The document should be read in conjunction with the [Managing Allegations Framework for Children](#). Check your current policies align with the standards set out in the frameworks. Identify an appropriate lead in your organisation who would respond to allegations under the MAF.

Organisations must respond to allegations in accordance with their responsibilities defined in the MAF. A planning meeting should be held within 48 hrs to assess & determine the actions required to manage the risk posed by the person in a position of trust. This may include other agencies as appropriate, eg AWDO, Health Safeguarding Team, Commissioners, Jersey Care Commission, Police, HR. A referral to DBS or other relevant bodies may also be required.

When a concern has been raised, the organisation’s Designated Senior Manager should refer it to the Adult Workforce Designated Officer (AWDO) who decides whether it will be managed under the MAF or as a safeguarding enquiry where an adult at risk has been harmed or harm is suspected. The AWDO oversees all investigations under the MAF, provides advice/guidance to organisations and liaises with the Police and other agencies where necessary.