



## **ADULT SAFEGUARDING POLICY**

**Purpose:** To provide guidance and the procedure to follow with regard to the safeguarding of adults.

**Date of last review:** 07/10/2024

**Date of next review:**07/10/2025

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## 1.0 INTRODUCTION

In 2000, the Government issued guidance on developing and implementing procedures to protect “At Risk” adults (formerly referred to as Vulnerable Adults) from abuse. The aim of this is to create a framework for action where all responsible agencies work together to ensure a consistent and timely response to protect “At Risk” adults who may be at risk of abuse.

An adult at risk is defined as a person aged 18 years or over:

“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... harm or exploitation” (Department of Health, 2000, No Secrets).

The Care Act 2014 came into force in England on the 1<sup>st</sup> April 2015. The Social Services and Wellbeing Act 2014 is due to come into force in Wales on the 1<sup>st</sup> April 2016. The Care Act introduces new duties and responsibilities on local authority Adult Social Care, as the lead agency in protecting adults “At Risk”. This gives public services and Government clear responsibility to make sure that people who are in vulnerable situations are safe from neglect and abuse.

The local authorities have a duty under the Care Act 2014 when it “has reasonable cause to suspect that an adult in its area, whether or not ordinarily resident there:

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it”. (Care Act 2014)

The local authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult’s case (whether under this Part or otherwise) and, if so, what and by whom.



These recent policies underpin Creating Space For You CIC's role in safeguarding "At Risk" adults and sets out how Creating Space For You CIC will take all reasonable steps to ensure the welfare of any "At Risk" adults.

## **2.0 SCOPE**

This policy applies to all trainee coaches / coaches, volunteers and Directors engaged to provide services for the Company and anyone who has any concerns regarding the safeguarding of any "At Risk" adult of any Creating Space For You CIC trainee coach, coach and or client. This includes employees in organisations with whom Creating Space For You CIC has contracts for the delivery of services.

## **3.0 AIM**

To provide a policy that offers the necessary information and guidance for any individual to be able to recognize and report cases of abuse in order to safeguard any "At Risk" adult who may be victim to it.

To offer assurance to all stakeholders, such as trainee coaches / coaches, volunteers, visitors, commissioners and local authorities, that Creating Space For You CIC seeks to protect "At Risk" adults and keep them safe from harm.

## **4.0 OBJECTIVES**

Creating Space For You CIC is committed to the following objectives in all aspects of its safeguarding work:

- Creating Space For You CIC will meet its social, moral and legal responsibilities to protect the welfare of "At Risk" adults with whom we work.
- Creating Space For You CIC will take all appropriate actions to ensure that risk of harm to an individual is minimized.
- Creating Space For You CIC will ensure all "At Risk" adults are listened to, respected and valued.



- Creating Space For You CIC will provide a safe working environment for all employees and anyone we work with.
- Creating Space For You CIC will, as a provider of services, ensure that it acts under Government guidelines to safeguard adults and in line with the principles of:
  - Empowerment: Presumption of person led decisions and informed consent.
  - Protection: Support and representation for those in greatest need.
  - Prevention: It is better to take action before harm occurs.
  - Proportionality: Proportionate and least intrusive response appropriate to the risk presented.
  - Partnership: Local solutions through services working with their communities.
  - Communities have a part to play in preventing, detecting and reporting neglect and abuse.
  - Accountability: Accountability and transparency in delivering safeguarding.

## **5.0 RESPONSIBILITIES**

- Creating Space For You CIC will take appropriate actions to address concerns about “At Risk” individuals. It will take the necessary actions to address these concerns. This will mean working to any locally agreed policies and procedures, and enhanced partnership working with local organisations and other agencies.
- For Creating Space For You CIC to respond sensitively and coherently to reported incidents of abuse in a consistent manner, in accordance with the policy.
- Creating Space For You CIC will ensure that all trainee coaches / coaches are mindful of colleagues who although not at risk, are experiencing problems in their lives that they may need support with. All trainee coaches / coaches and particularly line managers will offer support, signposting to counselling services in house, or specialist external support.
- Through contracts that Creating Space For You CIC provide, arrangements are made for Mappa clients (those for whom multi – agency public protection arrangements are in place to ensure the successful management of known violent and sexual offenders). Creating Space For You CIC also works with clients that are allocated “special client record” status (SCR), where unrestricted access to participants data poses a demonstrable risk to an individual’s safety. Arrangements are in place regarding the clerical records, electronic records and document retention of these client’s data.



- Creating Space For You CIC will make all trainee coaches / coaches aware of the Governments Counter Terrorism Strategy and particularly the Prevent agenda. Trainee coaches / coaches will be made aware of their responsibility to be vigilant and to know how and where to report concerns. (See page 11)
- Creating Space For You CIC has a Senior Safeguarding Manager (Charlie Mitchell, Director), who can be contacted to discuss any safeguarding concerns and give advice on how to respond to them. The Senior Safeguarding Manager is part of the Creating Space For You CIC and has senior responsibility for Safeguarding across the organisation.

## **6.0 DEFINITIONS**

### **6.1 What is ‘safeguarding’?**

Safeguarding is the term that describes the function of protecting adults from abuse or neglect.

Safeguarding relates to the need to protect certain people who may be in vulnerable circumstances. These are people who may be at risk of abuse or neglect, due to the actions (or lack of action) of another person. In these cases, it is critical that services work together to identify people at risk, and put in place interventions to help prevent abuse or neglect, and to protect those at risk.

### **6.2 What is a Vulnerable Adult / At Risk Adult?**

The term “At Risk” adult has been used in this policy to replace ‘Vulnerable Adult’. This is because the term ‘Vulnerable Adult’ may wrongly imply that some of the fault for the abuse lies within the adults abused.

For the purpose of this policy, an “At Risk” adult is defined as a person aged over 18 or over who, for example:

- Has a physical disability
- Has misused substances or alcohol





- Has a sensory impairment
- Has Mental Health needs; this could include dementia or personality disorder
- Is an older person
- Are experiencing short or long term illness or health conditions
- Has a Learning Disability

This is not an exhaustive list.

### **6.3 Who can raise a concern?**

Any person who has concerns that someone who has, or may have care and support needs, is experiencing, or is at risk of abuse and neglect, can raise their concerns within the Creating Space For You CIC safeguarding process.

A concern may be:

- Something that has been disclosed to you
- Something you have been told by a colleague, a friend, relative or the carer for the person, or someone else
- Something you have witnessed for yourself, for example changes in the person's behaviour, or how the adult at risk is being treated by someone else

### **6.4 What constitutes abuse?**

For the purpose of the safeguarding adults policy and procedures the term "abuse" is defined as:

"... a violation of an individual's human and civil rights by any other person or persons" (Department of Health, 2000, No Secrets).



Abuse may consist of a single or repeated acts of commission or omission. It may be: physical, verbal or psychological. Multiple acts may be present: for example an adult 'at risk' may be neglected and also being financially abused.

Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

It involves the misuse of power and control that one person has over another person.

A number of abusive acts are crimes and informing the police must be a key consideration.

Whilst it is acknowledged that abuse can take different forms, these are the categories identified and updated in line with the Care Act 2014.

### **6.5 Categories of abuse:**

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, verbal or racial abuse, isolation or withdrawal of services or supportive networks, controlling abuse, intimidation, harassment, coercion, cyber bullying.

**Sexual abuse** – including rape and sexual assault, indecent exposure, sexual harassment, inappropriate touching, sexual teasing or innuendo, or sexual acts to which the "At Risk" adult has not or could not consent and/or was pressured in to consenting. Non-contact sexual abuse could include being forced or coerced to be photographed or videoed to allow others to look at images.

**Physical abuse** – including hitting, slapping, pushing, kicking, misuse of medical/chemical restraint or inappropriate sanctions,

**Domestic**-This can include psychological, physical, sexual emotional or financial abuse. It covers so called 'honour' based violence.

**Discriminatory abuse** – including harassment due to someone's race, gender, age, disability, religion or sexual orientation.

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



**Self-Neglect**-this shows a range of behaviours that show that someone is not caring for their own personal hygiene, health or surroundings, including hoarding behaviour.

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

**Mate Crime abuse** – when a person with a disability is befriended by someone whose purpose is to exploit, harm or hurt them. This could be: financial, sexual, physical or violence.

**Organisational abuse** – repeated or one-off instances of poor care of individuals or groups of individuals through neglect or ongoing ill treatment, or poor professional practice as a result of structures, policies, processes and practices within an organisation.

**Modern Slavery**- this includes: domestic slavery, human trafficking and forced labour. Traffickers and slave masters who may use whatever methods to force individuals into a life of abuse or inhuman treatment.

**Abuse of trust** – a relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity.

## **6.6 Who can be the abuser?**

Anyone can be the abuser. “At Risk” adults could be abused by a wide range of people including relatives and family members, professional staff, paid care workers, other adults at risk, volunteers, other service users, neighbours, friends, and trainee coaches / coaches, people who deliberately exploit vulnerable people, strangers and opportunistic people.



## 6.7 Location of abuse?

Abuse can take place in any context. It may occur when an “At Risk” adult lives alone or with a relative. It may occur in: nursing, residential or day care settings, work place, in hospitals, custodial situations, support services into people’s own homes and other places previously assumed safe, or in public places.

## 6.8 Self-harm/ self-injury

Although not a category under the term abuse, customers and staff that we may come into contact with may self- harm /self injure

Self –harm is when you hurt yourself as a way of dealing with very difficult memories, or overwhelming situations or experiences. The ways individuals may hurt themselves can include.

- Cutting themselves
- Poisoning
- Burning of skin
- Over-eating under- eating
- Overdosing
- Scratching and pulling own hair.

## 6.9 What is Prevent?

The Prevent Strategy is part of the Governments UK Counter Terrorism strategy known as **Contest. Prevent aims is to stop people becoming terrorists or supporting terrorism.**

This strategy involves thousands of people, police and intelligence officers, the emergency services, local authorities, businesses, voluntary and community organisations, governments and other partners-working together across the UK and the world to protect the public.

The strategy has four key elements:

- **Pursue**- to stop terrorist attacks.
- **Prevent**- to stop people becoming terrorists or supporting terrorism.
- **Protect**- to strengthen our protection against terrorist attack.
- **Prepare**- Where an attack cannot be stopped, to lessen its impact.



It is recognised that the best long term solution to preventing terrorism is to stop people becoming terrorists in the first place. The Prevent strategy also aims to support vulnerable members of our communities by helping to turn them away from violent extremism.

## 7.0 PROCEDURE

### 7.1 Reacting to concern or disclosure

7.1.1 If there is a suspicion that abuse is taking place an individual **MUST** decide if there is an immediate risk and if so dial 999 for the police or ambulance as appropriate.

7.1.2 If it is decided that the individual is not in any immediate danger then the incident **MUST** be reported to Charlie Mitchell or in their absence one of the other Directors.

7.1.3 If the alert is made please follow the guidance notes shown in Appendix 1 – *How to react when someone makes an alert to you*. If the alert is about a Creating Space For You CIC associate the Director must be informed.

7.1.4 An individual making a disclosure will be asked to provide as much information as possible, and may be asked to provide a statement of the incident if required. This must be collated on Creating Space For You CIC's Safeguarding Reporting Form Appendix 2. Notes should also be taken as required, these need to be signed and dated.

7.1.5 Doing nothing is not an option. Individuals, who in good faith, raise genuine concerns under this policy will not under any circumstance, be subjected to any form of detriment or disadvantage as a result of having raised their concerns, and all matters will be taken seriously.

7.1.6 Those receiving / hearing the concern must ensure that they do not speak to the alleged abuser and investigate the incident because the relevant agency will have responsibility over this. It is not the responsibility of the Creating Space For You CIC workforce to decide whether abuse has or is taking place.

7.1.7 Line managers will forward the concern to a member of the safeguarding team in the area where the incident has taken place.



\*If the concern is around terrorist related activity or grooming then line manager may make a decision to contact the police, local safeguarding team or Anti-Terrorist Hotline.

7.1.8 If the concern is outside of working hours then the alerter must contact the police or local safe guarding team directly (details of which can be found on relevant local authority web pages).

7.1.9 **Prevent Concerns.** Where there is concern about terrorist related activity or grooming, please follow Creating Space For You CIC safeguarding procedures as above. See appendix 4 for more information about Prevent. Appendix 5 shows the Channel referral process.

## **7.2 Recording information**

It is essential that clear and accurate records are kept of all contact and actions relating to cases of alerts. All records should be accurate and factual. The safeguarding officer is to be available to assist the process. A flowchart outlining Creating Space For You CIC Safeguarding process can be seen in Appendix 3.

## **8.0 TRAINING**

All Creating Space For You CIC trainee coaches / coaches will undertake mandatory in-house Safeguarding training, which includes an assessment that has to be passed to ensure the individual has gained full understanding, as part of their Induction. It is seen as best practice for individuals working on certain contracts to undertake the Safeguarding training provided by the relevant safeguarding locality.

## **9.0 ONGOING SAFEGUARDS**

Because of the nature of Creating Space For You CIC contracts, clients and trainee coaches / coaches, the Company will do its utmost in an attempt to eliminate abuse from occurring in the first place. Ongoing safeguarding actions the Company have are:

- Robust associate checking processes to try and eliminate any abuse from occurring in the first place. Further details can be obtained from Creating Space For You CIC Health and Safety Policy.



- Creating Space For You CIC has a robust mandatory safeguarding training programme included in the induction process. This is part of the annual training that is run in connection with this policy.

- Creating Space For You CIC has processes in place to collect information across the company. This is on an anonymised basis, and will allow Creating Space For You CIC to be aware of any trends and ensure best practice. This reporting will be collected and shared with the Creating Space For You CIC Directors.

## **10.0 KEY LAWS AND PAPERS**

- Health and Safety at Work Act 1974
- Protection from Harassment Act 1997
- Safeguarding Vulnerable Group Act 2006
- Protection of Freedoms Act 2012
- Rehabilitation of Offenders Act 1974.
- Equalities Act 2012
- Care Act 2014
- Mental Capacity Act 2005
- “No Secrets” – Guidance on developing and implementing MultiAgency policies and procedures to protect vulnerable adults from abuse
- Statement of Government policy on Adult Safeguarding Department of Health 2013
- Adult Services SCIE Guide “Dignity in Care” SCIE 2009
- Department of Health Safeguarding adults self assessment and assurance framework for healthcare services  
<https://www.gov.uk/government/publications/safeguardingadultsthe-role-of-health-services>
- CONTEST Strategy 2015.
- Data Protection Act 1998
- Domestic Violence, Crime and Victims Act 2004
- Sexual Offences Act 2006
- Human Rights Act 1998



## **11.0 POLICY LINKS**

The policy links to the following Creating Space For You CIC Documents:-

- Complaints Procedure
- Confidentiality Policy
- Data Protection Policy
- Data Retention Policy
- Equality, Diversity and Inclusion Policy

## **12.0 POLICY REVIEW**

This policy will be reviewed in line with legislative and government changes, contractual requirements, best practice guidelines and updated in line with the Creating Space For You CIC policy review timetable. Please see page 1 for details.





## **APPENDIX 1**

### **HOW TO REACT WHEN SOMEONE RAISES A CONCERN TO YOU**

When someone discloses to you, remember that you are not investigating. Stay calm, react appropriately. For example, do not show shock, as this may cause anxiety.

#### **Tell the person that:**

- they have done the right thing in telling someone
- you are treating the information seriously
- whatever has happened is not their fault.
- you may need to share this information with other people.

#### **You need to:**

- listen
- be empathic
- be aware of need to protect any medical evidence
- explain the need to tell your manager and that the manager may need to speak to someone else, such as the police, Adult Social Care, National Health Service, Safeguarding teams.

#### **Charlie Mitchell, Director, will:**

- act on information on the safeguarding form.
- contact police in the event of the person being in immediate danger or Adult Social Care/Social Safeguarding team.
- contact Creating Space For You CIC Directors for support and advice as required.
- keep safeguarding form and notes on the alert in a safe/secure location.
- complete monthly return about safeguarding alerts in the services you manage.
- ensure that they, and their teams have attended/completed Creating Space For You CIC 'Safeguarding' training.



## Appendix 2

### Creating Space For You CIC Safeguarding Report Form

Any incident must be reported immediately to your line manager or in their absence, their manager.

<b>Your Name:</b>	<b>Your Tel No:</b>
<b>Current Post:</b>	<b>Area of work / contract:</b>

<b>Step 1: Record details about the customer / person raising the concern</b>
<b>Client's Name:</b>
<b>Client's Address:</b>
<b>Any contact details of person's family member / care manager / support worker (if known)</b>
<b>Date of Birth:</b>



**Step 2: Record details about the incident**

**Date and Time of Incident:**

**Your Observations – please keep these factual:**

**Please record exactly what the individual said using their words, and what you said (remember, do not ask leading questions) – record actual details. Continue on a separate sheet if necessary.**

**Step 3: Details of individual the Concern is made against**

**Name:**

**Address if known:**



**Any other details you feel will be important:**

**Signature:**

**Date:**

**Time:**

**Step 4: Action Taken – Who have you forwarded this information to?**

**Name:**

**Date Forwarded:**

**Step 5: Managers Actions**

**Managers Name:**

**Date Received:**



**Action as a result of this report:**

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

**Completed forms should be passed to your manager or in their absence, Charlie Mitchell.**



## **Appendix 3 – Creating Space For You CIC Safeguarding Process Flowchart**

Currently being updated. Please ask Charlie Mitchell for further details



## Appendix 4

### Prevent Leaflet Information

Prevent is part of the Government's counter-terrorism strategy, and consists of agencies working together to identify ways of preventing people becoming terrorists or supporting violent extremism.

An individual exposed to extremist viewpoints may, over time, be encouraged to carry out an act of violent extremism or terrorism. Strong evidence shows that an intervention can stop someone supporting violent extremism.

Extremism is not illegal. Anyone who is identified through Prevent is not automatically criminalised.

We all have a role in ensuring that our communities remain safe. If you have any concerns about an individual by raising your concerns and making a referral, you can help someone who you believe is at risk of radicalisation get support, and can prevent them becoming involved in potentially violent activities

Terrorism can occur anywhere in the world. The most serious threat the UK faces is from international terrorism linked to or influenced by Al Qaeda.

However, terrorism can be motivated by a range of ideologies or other factors, including religious or political beliefs and racial prejudice.

Extreme right wing groups and single issue groups such as radical animal rights campaigners can pose a significant threat.

You can make a difference by sharing any concerns you may have about individuals or groups you meet at work, socially or in any other context.

What can I do?

The following signs might indicate that someone is being radicalised.



- A change in behaviour, their circle of friends, the way that they interact with others and spend their time
- Accessing extremist material online
- Use of extremist or hate terms to exclude others or incite violence
- Writing or artwork promoting violent extremist messages.

These possible indicators should not be viewed in isolation; judgement will be required to determine the significance of any behaviour.

If you believe that someone may be at risk of radicalisation, you should raise your concerns.

Concerns will be investigated and, where appropriate, ways of support and safeguarding individuals considered to be at risk will be found.

Your concerns will be taken seriously

Direct intervention will only happen if there is a clear danger to others.

The more usual response is that further information is sought and, where appropriate, partner agencies will get together to determine what support the individual might need.

Interventions could take the form of mentoring, welfare support, presenting opportunities to develop other interests or giving access to key services.

Make a referral

You can discuss your concerns with your line manager or the Creating Space For You CIC Prevent lead: Charlie Mitchell

[charlie@creatingspace4u.net](mailto:charlie@creatingspace4u.net) <mailto:mark@rlcinternational.oc.uk> If you have serious concerns you should contact the police direct. If you see or suspect something, you can report it by phoning the confidential Anti-Terrorist Hotline on 0800 789 321

More information can be found on the Government website:

[www.direct.gov.uk/reportingonlineterrorism](http://www.direct.gov.uk/reportingonlineterrorism)