



SAFEGUARDING ADULTS AT RISK POLICY & PROCEDURE

This policy and procedure has been adopted by Grove Cottage through its Trustees Committee, which remains responsible for its review.

Original signed version is kept at the Grove Cottage office.

Signed: *Kevin Davis*

Date: September 2025

Name: Kevin Davis

Chair of Trustees

Reviewed: September 2025

Next Review: August 2026

SAFEGUARDING ADULTS AT RISK POLICY & PROCEDURE

1. GUIDANCE

Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect. It is an important shared priority of many public and charitable services, and a key responsibility of local authorities.

Safeguarding is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that services work together to identify people at risk and put steps in place to help prevent abuse or neglect. An adult is anyone aged 18 plus.

- **Care Act 2014 Definition of an Adult at Risk of Abuse:**
 - Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there) has needs for care and support (whether or not the authority is meeting any of those needs) is experiencing, or is at risk of, abuse or neglect, and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

This policy forms part of a suite of documents and policies which relate to the safeguarding responsibilities of Grove Cottage. This policy should be read in conjunction with:

- Behavioural Management and Anti Bullying Policy
- Confidentiality Policy & Procedure
- Information Technology, Personal Internet Presence & Social Networking Policy
- Employees Handbook/Code of Conduct
- Inclusion and Diversity Policy

Statutory Framework

This Policy & Procedure has been drawn up based on law and guidance which seeks to protect adults at risk, in particular:

- Care Act 2014
- Protection of Freedoms Act 2012
- Sexual Offences Act 2003
- Data Protection Act 1998
- Public Interest Disclosure Act 1998
- Mental Capacity Act 2005

1.1 Scope

This policy applies to all Trustees, staff, volunteers and contractors when undertaking work either paid or voluntary on behalf of Grove Cottage.

1.2 PURPOSE

The purpose of this Policy & Procedure is to:

Inform staff, parents, volunteers, and trustees about Grove Cottage's responsibilities for safeguarding vulnerable adults.

To enable everyone to have a clear understanding of how these responsibilities should be carried out.

Grove Cottage follows the procedures established by the [Hertfordshire Safeguarding adults Board](#) .

2.0 MISSION STATEMENT

Our Staff and volunteers are particularly well placed to observe outward signs of abuse, changes in behaviour as they have regular contact with members. The purpose of this Policy & Procedure is to ensure:

- Safeguarding is embedded in all aspects of Grove Cottage's work.
- All staff at Grove Cottage understand the importance of safeguarding and know how to respond appropriately to concerns.
- Grove Cottage understands and fulfils our role of working with other agencies to safeguard and promote the welfare of vulnerable adults at risk.
- Grove Cottage complies with legal, regulatory, and contractual responsibilities in relation to safeguarding.
- Grove Cottage understands and fulfils its role of working with other agencies to safeguard and promote the welfare of adults at risk.

2.1 Implementation, Monitoring and Review of the Adult Safeguarding Policy

- The policy will be reviewed at least annually by the Safeguarding Committee. It will be implemented through our induction and training programme, and as part of day-to-day practice. Compliance with the policy will be monitored by the DSL and through staff performance measures.
- In addition, all staff will renew level 2 online training every two years and receive safeguarding updates (for example, via email, e-bulletins, and staff meetings), as required, to provide them with relevant skills and knowledge to safeguard effectively.

3.0 KEY PRINCIPLES OF ADULT SAFEGUARDING:

In the safeguarding of adults, Grove Cottage is guided by the six key principles set out in The Care Act 2014 and Making Safeguarding Personal. Grove Cottage aims to demonstrate and promote these six principles in our work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.

- **Protection** – Support and representation for those in greatest need.
- **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.

4.0 RESPONSIBLE PERSON FOR SAFEGUARDING ADULTS AT RISK

Grove Cottage has nominated key individuals to lead on safeguarding adults at risk who have responsibility for

- acting as the first point of contact within the organisation and externally
- ensuring staff are provided with training (at a level appropriate to their role)
- support and supervision in relation to safeguarding
- monitoring and reporting on safeguarding practice within the organisation
- providing a single point of contact between the police and/or the local authority adults social care.

Trustee Safeguarding Lead

Karen Wallace - mobile 07427 685773
safeguarding@mencapgrovecottage.org

Trustee Deputy Safeguarding Lead

Kevin Davis – mobile 07881 958844
kevin@mencapgrovecottage.org

Operations Manager
 Designated Senior
 Safeguarding Lead

Charlotte Jess - mobile 07482535020
om@mencapgrovecottage.org
 Tel: 01279 656085

Designated Safeguarding Deputies

Lottie Hopkins - mobile 07511 212132
performingarts@mencapgrovecottage.org

Freya Boittier - mobile 07519601333
freya@mencapgrovecottage.org

4.1 REPORT A CONCERN

IMPORTANT CONTACTS

If the adult requires immediate protection from harm, contact the police and Adult Social Care. Even if you're not 100% sure or don't have all the details tell us if you're worried about an adult Hertfordshire and Essex Local authorities can be contacted 24 hours a day.

Hertfordshire Adult Safeguarding Board (HASB) **Phone 0300 123 4042 (24 hours a day)**

Link for [Professionals, providers and agencies](#)

Link for [Members of the public - tell us your concerns](#)

Essex Safeguarding Adults Board (ESAB -) **Phone 0345 6037630** Link for [Essex Safeguarding Adults Board - Home](#)

Police

Emergency – 999

Non-emergency – 101

5. POLICY COMMITMENTS

Grove Cottage believes it is always unacceptable for an adult at risk to experience abuse of any kind and recognise its responsibility to safeguard their welfare by committing to practice which protects them.

Grove Cottage recognises that the welfare of the adult at risk is paramount.

All adults at risk have the right to equal protection from all types of harm or abuse.

Working in partnership with adults at risk, their parents, responsible carers, and other agencies is essential in promoting the welfare of adults at risk.

Grove Cottage is committed to protecting and promoting the safety of adults at risk with whom it works and recognise the need to work with those agencies charged with statutory duties for the protection of adults at risk.

Grove Cottage will ensure its recruitment and working practices reflect these policy commitments.

6. SAFEGUARDING ADULTS AT RISK

Definition of an Adult at Risk

An Adult at Risk is 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 significant harm or exploitation' (this definition is taken from the current Department of Health guidance to local partnerships).

In this context “community care services” includes all care services provided in any setting or context, by any agency. This includes statutory, voluntary and independent organisations in health and social care including hospitals, housing agencies and advice agencies.

What constitutes abuse

Abuse is defined as:

“a violation of an individual’s human and civil rights by any other person or persons which results in significant harm” (ref: Protection of Adults at Risk).

6.1 Recognising the signs of abuse:

Employees, trustees and volunteers are well-placed to identify abuse the adult may say or do things that let you know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support, and advice.

Abuse may be:

- a single act or repeated act
- an act of neglect or a failure to act
- multiple acts, for example, an adult at risk may be neglected and also being financially abused.

Abuse is the misuse of power and control that one person has over another. Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.

Who may be an abuser

Abuse may take place in domestic, institutional or public settings and it takes place in all cultures, religions and at all levels of society. An abuser may be anyone including a member of the person’s family, friend, neighbour, partner, carer, care worker, manager, volunteer, another service user, or any other person who encounters an adult at risk.

6.2 Types of Abuse:

The Care Act 2014 defines the following ten areas of abuse. Grove Cottage also include self-neglect as an additional category. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic Violence/Domestic Abuse** - Including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- **Exploitation**- Including sexual and/or criminal exploitation.
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

- **Psychological abuse** - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs or similar treatment because you are, or are perceived to be different due to race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in relation to care provided in one's own home. This may range from one-off incidents to long-term ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Honor Based Violence (HBV)** – violence committed by extended family, which is motivated by a perceived need to restore standing within the community, which is presumed to have been lost through the behavior of the victim.
- **Female Genital Mutilation (FGM)** the partial or total removal of external female genitalia for non-medical reasons. It is also known as female circumcision or cutting. Incidences of FGM **must** be reported to the Police. Information on when and how to report can be found at: [Mandatory reporting of female genital mutilation](#)
- **County Lines** is a term used to describe gangs and organized criminal networks involved in exporting illegal drugs into one or more importing areas within the UK. Children, young people, and vulnerable adults can be exploited to move and store drugs and money. Offenders will use coercion, intimidation, violence and weapons to ensure compliance of victims.
- **Cuckooing** is a form of crime where drug dealer's take over the home of a vulnerable person to use it as a base for criminal activity. Organised criminal groups are increasingly targeting adults with care and support needs in this way.
- **Online Abuse/Cyber Bullying** this includes the use of the internet, social networking websites or mobile phones to harass, intimidate, or cause harm to another. It can happen on its own or with a form of bullying and can occur 24 hours a day, seven days a week.
- Types of cyber bullying can include.
 - sending threatening or disturbing text messages.
 - Making silent, abusive or hoax call
 - Trolling the sending of menacing or upsetting messages on social networks, chat rooms or online groups.

6.3 Radicalisation to Terrorism:

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism. Signs and indicators of radicalisation may include:

- Being in contact with extremist recruiters.
- Articulating support for violent extremist causes or leaders.
- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Using extremist narratives to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations.
- Significant changes to appearance and/or behaviour.
- Further information about the Prevent duty can be found [Prevent Duty Guidance: for England and Wales](#)

7. RESPONDING TO POTENTIAL ABUSE OR NEGLECT

Any employee, trustee or volunteer who becomes aware that an adult is or is at risk of, being abused must raise the matter immediately with their supervisor /or with the organisation's designated safeguarding person. **If the adult requires immediate protection from harm, contact the police and Adult Social Care. Contact details are in section 4.**

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no one should assume that someone else will do it.

All Trustees, staff and volunteers have a duty to protect adults at risk from abuse, be alert to the possibility of abuse and act on any concern of abuse.

8. RESPONSE PROCEDURES

Concerns about actual or potential harm to an adult may arise from observation of the person or as a result of something said by them or by another person.

Whilst at Grove Cottage if you have any concerns about any actual or potential harm to an adult at risk contact the Designated Lead immediately to discuss the matter. The Designated Lead will advise on the appropriate course of action; if they are not available contact the Deputy as stated in section 4, above.

In cases of emergency, contact the police, accident and emergency services (for urgent medical treatment) or the local authority Adult Social Care directly.

If concern arises from something an adult at risk has said: -

Listen carefully; staff may need to clarify something but do not press the person for information or prompt.

- If urgent, seek medical attention; if in immediate danger, contact the police.
- Offer reassurance; staff may need to explain to the person how they will be kept safe.
- Explain what action will be taken; if the person can understand the significance and consequences of the proposed action, staff should ask for their view, explaining that whilst their view will be taken into account, staff are responsible for ensuring their safety and the safety of others.
- Do not give false assurances of confidentiality; staff may need to tell the person that what he/she has said cannot be kept secret.
- Staff should record word-for-word what has been disclosed on the Record of Concern Form (originals of completed Record of Concern Forms will be kept securely at the Grove Cottage office to enable easy reference to the number and nature of all occurrences).

If a staff member or volunteer discloses concerns about another member of staff or volunteer, it is essential that this is referred immediately to the Designated Lead (or to their Deputy in their absence or if the concern is about the Designated Lead). We will investigate and follow our disciplinary procedure. To make sure our response is proportionate.

If a member of staff feels a reported concern is not being dealt with appropriately by their Safeguarding Leads, they should contact the local authority designated officer for this purpose. Refer to our Whistleblowing policy.

If the DSL believes that the allegation meets the threshold for reporting to the local authority safeguarding team we must report at the earliest opportunity and no longer than 24 hours or the next working day.

8.1 Recording and Record Keeping:

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made. Grove Cottage hold records of concern sheets which must be completed.

8.1.1 Guidance for completing record of concern form.

Blank Records of Concern are available in the Kitchen and in the Operations office include:

- Members name & DOB.
- Date and time of concern.
- Factual account, where and who was present, in their own words.
- Opinion/interpretation to be explained.
- Your response.
- Printed name and signature of person making the record.
- Job title of person making the record
- Date and Time of record.
- You may need to attach additional information.

9. RESPONSE PROCEDURES - THE ROLE OF THE SENIOR DESIGNATED LEAD

When a concern is referred to the *Designated Lead*, they will be able to offer advice and will decide whether to make a referral to the Local Authority, Adult Social Care.

Such a referral will be made if there is an allegation or suspicion of abuse of an adult at risk.

Grove Cottage will ensure that all concerns about abuse identified by it or disclosed to it are appropriately recorded, securely stored and retained indefinitely.

10. CONFIDENTIALITY AND SHARING OF INFORMATION

Personal information about an adult at risk should not generally be shared without the consent of the person concerned. Please refer to Grove Cottage's *Privacy Policy and Procedure and Confidentiality Policy*.

However, in the context of safeguarding adults at risk, confidential information may need to be shared without such consent.

In cases of emergency, staff who feel information relating to an adult at risk needs to be shared must refer to the *Designated Lead* for guidance. All parties should, in any event, however, note the following points in relation to the sharing of information.

Not all personal information is confidential. Confidential information is, broadly, information of some sensitivity, which is not already public and which has been shared in a relationship where the person giving it understood that it would not be shared with others.

Seeking informed consent to the sharing of confidential information from the person who gave it or to whom it relates should be the first option, if appropriate. A refusal of consent or lack of informed consent should not necessarily, however, preclude the sharing of confidential information.

All staff/volunteers have a responsibility to share information on a "need to know" basis where it is in the best interests of an adult at risk.

The amount of confidential information disclosed and the number of people to whom it is disclosed should be no more than is necessary to safeguard the vulnerable adult. This approach applies whether any proposed disclosure is within Grove Cottage or to an outside agency.

The context in which information is shared, the information requested, the information shared and with whom, and the justification for sharing the information must be recorded.

11 CODES OF CONDUCT

In addition to observing the provisions of this Policy and Procedure, all Trustees, staff and volunteers must complete an *Annual Staff Declaration*.

12 RISK ASSESSMENTS

Grove Cottage recognises that the assessment and management of risk contributes to safeguarding. Grove Cottage will complete the risk assessments for each activity. Cross reference to our Health and Safety Policy and Risk Assessment policy.

13. RECRUITMENT, SELECTION AND VETTING PROCEDURES

Reference should be made to Grove Cottages '*Recruitment Policy and Procedure*' which sets out the conditions of our safe recruitment of staff.

14 PROVIDERS

All third-party providers contributing to Grove Cottage services or activities (e.g. speech and language therapists) must be agreed by the relevant manager beforehand.

The staff in charge on the day (e.g. Team Leader) will ensure providers are supervised by an identified member of staff at the service or activity to ensure they do not have unsupervised access to adults at risk.

15. VISITORS AND GUESTS

Any visitors and guests will need to be agreed by the relevant Manager. Should a visitor or guest arrive unexpectedly, the person in charge of the activity (e.g. the Group Leader) should not allow them access until advice has been obtained from their Line Manager.

Visitors and guests at any activity are required to sign our visitor book on their arrival. The person in charge of the activity must also ensure that the visitor or guest has no unsupervised access to the service users.

16. STAFF INDUCTION, TRAINING, SUPERVISION AND APPRAISAL

Grove Cottage will ensure that all staff working with adults at risk receives the following (according to the type, level and frequency of their role)

- an induction
- training in safeguarding adults at risk, including the use of this Policy and Procedure
- supervision, in which safeguarding is a regular agenda item.

Grove Cottage will ensure all trustees have received training in

- Safeguarding adults at risk.
- Safeguarding will feature as a standard item at supervisions and appraisals, and written record of which is stored.
- Staff who have received safeguarding training through another agency (e.g. their employer) will be required to provide written confirmation of this, such as a certificate of attendance, which may be accepted as training.

17. STAFF RATIOS

Risk assessments are completed to determine the precise staffing ratios needed to deliver an activity for adults at risk.

The minimum ratio for a service or session will be clearly recorded on the session staffing list, risk assessment or other session record.

18. LONE WORKING

All our services and activities for adults at risk will have at least two members of staff present.

An exception to this will be a service which is provided specifically on 1:1 basis, e.g. speech and language therapy. In these cases, specific consent is gained from the parent or carer before any service is provided and a risk assessment is conducted for each person using the service.

19. WRITTEN RECORDS OF OUR SERVICES AND ACTIVITIES

Written records are completed to show the services and activities we provide. These include a written register of the adults at risk, the staff, and any visitors.

20. TEAM MEETINGS

Safeguarding is a regular agenda item at meetings and discussed during staff reviews.

21. BOARD MEETINGS

The Board of Trustees will include Safeguarding as an agenda item at each of their Meetings, which will be reflected in the minutes.

22. REVISION

Grove Cottage will review this Policy & Procedure every year.