



4.11 Safeguarding Adults at Risk

PURPOSE

The Adventure Service Ltd is committed to the wellbeing and safeguarding of children and adults at risk and is determined to ensure all necessary steps are taken to protect adults at risk from harm. This policy and the accompanying procedure outline the principles and values of the company and is designed to ensure that Directors, Team Members and volunteers understand their responsibilities in protecting adults at risk and those requiring protection from harm and neglect. It also identifies the steps Team Members should take if abuse of an adult occurs or is suspected.

SCOPE

The policy applies to all employees of The Adventure Service Ltd, and volunteers who may come into contact with adults at risk. It also applies to adults at risk in the wider community that come to the attention of The Adventure Service Ltd Team Members and or representatives during their work or duties.

THE LEADERSHIP TEAM

The Leadership Team are responsible for ensuring action is taken to prevent and or respond to allegations of abuse in accordance with this policy and the associated Safeguarding adult Procedure. They are also responsible for ensuring this policy is discharged effectively across their divisions and communicated to all Team Members, and their responsibilities are carried out under this policy.

They will make certain that robust, safe recruitment, selection and vetting procedures are implemented.

They will ensure that all Team Members and volunteers have a basic understanding of their roles and responsibilities in protecting adults at risk.

They will ensure training is made available to all key personnel and the training provided will respect diversity in relation to culture, race and disability and promote equality.

They will raise the awareness of abuse and Safeguarding adults at risk and ensure information is provided for Adventurers carers and the public.

DESIGNATED SAFEGUARDING OFFICERS (DSO)

All DSO's will ensure their teams are carrying out their responsibilities in accordance with this policy and the associated procedure and that training is attended by key personnel. The level of training required for each Team Members member is dependent on their degree of contact with adults at risk.

- Any Safeguarding issues should be monitored and discussed at team meetings.
- Safeguarding must be a standing agenda item on all Team Members meetings.
- All DSO's will ensure all concerns and allegations of abuse are taken seriously and responded to appropriately.
- Provide advice and information relating to safeguarding concerns.
- Receive and record information from employees, volunteers, parents and carers who have safeguarding concerns.
- Where appropriate assessing the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Where appropriate, consulting initially with Adult Services about the concerns as soon as possible, and in emergencies the Police.
- Where appropriate, making a formal referral to a statutory agency or the police without delay and ensure the proper transfer of information.
- Providing training at the level identified as appropriate for all posts within the organisation and ensuring that all Team Members who work with or have contact with adults at risk are appropriately trained.

DSO's will ensure Adventurers, carers and the public are provided with information in a range of accessible formats including meetings with Adventurers and their families and carers, individually and as groups.

THE TRAINED DESIGNATED SAFEGUARDING OFFICERS

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WILL:

- have their roles explicitly defined in their job descriptions.
- be given sufficient time, funding, supervision and support to fulfil their safeguarding responsibilities effectively.
- undergo updated adults at risk safeguarding training every year.
- Liaise with relevant agencies in accordance with the Multi Agency Safeguarding Hub procedures when referring an individual where there are concerns about possible abuse or harm
- where there are concerns about a member of Team Members's suitability to work with adults at risk, contact the Designated Officer (LADO)
- be able to access the contents of the Multi Agency Safeguarding Hub procedures and Personnel procedures and make these accessible to all Team Members
- ensure all Team Members and visiting professionals working with Adventurers and volunteers are informed of the names and contact details of the DSO's and the service's procedures for safeguarding Adults at risk
- support Team Members who attend strategy meetings, looked after reviews and/or case conferences

- support Team Members and volunteers who may find safeguarding issues upsetting or stressful by enabling them to talk through their anxieties and to seek further support from the service leadership group or others as appropriate
- ensure involvement of other DSO's e.g. where there are concerns about an adult or young person is who is 'looked after'

ENSURE THAT:

- written records of concerns are kept, even if there is no immediate need for referral; and monitored.
- all protection records are marked as such and kept securely locked, and if these are stored electronically, that they are differently password protected from the Adventurers' other files, and accessible only by the DSO's
- Adventurer records are kept separately, and marked as appropriate to indicate other confidential records are being held elsewhere
- phone calls about absences are logged and dated
- records are monitored for patterns of what when taking in isolation would appear to be low level concerns and appropriate action is taken

THE TEAM MEMBERS

All Team Members, volunteers and others working at The Adventure Service Ltd need to:

- Be aware that to safeguard children and adults at risk, they have a duty to share information with the DSO's, with other agencies.
- be aware that despite the requirement to share information with DSO's they can make their own referral to MASH, e.g. in urgent situations.
- be alert to signs and symptoms of harm and abuse.
- know how to respond to their duty when they have concerns or when an Adventurer discloses to them and to act.
- know how to record concerns and what additional information may be required.
- undergo safeguarding training which is updated regularly in line with advice from the Multi Agency Safeguarding Hub, (whole Team Members training every year).
- maintain an attitude of 'it could happen here'.

REPORTING CONCERNS TO THE DESIGNATED SAFEGUARDING OFFICERS

Any concern should be discussed in the first instance with *one of the designated safeguarding officers*, as soon as possible. **If at any point, there is a risk of immediate serious harm to an adult at risk, a referral should be made to Multi Agency Safeguarding Hub or the police immediately. Anybody can make such a referral.**

IMMEDIATE RESPONSE TO AN ADVENTURER

It is vital that our actions do not harm the Adventurer further or prejudice further enquiries, for example:

- listen to the Adventurer, if you are shocked by what is being said, try not to show it

- it is OK to observe bruises but not to ask a Adventurer to remove their clothing to observe them
- if a disclosure is made,
 - accept what the Adventurer says
 - stay calm, the pace should be dictated by the Adventurer without them being pressed for detail by asking leading questions such as “what did s/he do next?” It is your role to listen - not to investigate
 - use open questions such as “is there anything else you want to tell me?” or “yes?” or “and?”
 - be careful not to burden the Adventurer with guilt by asking questions like “why didn’t you tell me before?”
 - acknowledge how hard it was for the Adventurer to tell you
 - Ask the Adventurer what they would like to happen next
 - do not criticise the perpetrator, the Adventurer might have a relationship with them
 - do not promise confidentiality, reassure the Adventurer that they have done the right thing, explain whom you will have to tell (the designated lead) and why; and, what the next stage will be. It is important that you avoid making promises that you cannot keep such as “I’ll stay with you all the time” or “it will be all right now”.
 - Ask the Adventurer what they would like to happen next, they can change their mind at any time during the process.

PROCESS FOR DEALING WITH ALLEGATIONS AGAINST TEAM MEMBERS (INCLUDING DIRECTORS OF THE ADVENTURE SERVICE LTD) AND VOLUNTEERS

These procedures should be followed in all cases in which there is an allegation or suspicion that a person working with child or adult at risk has:

- behaved in a way that has harmed a child or adult at risk, or may have harmed a child or Adult at risk;
- possibly committed a criminal offence against or related to a child or adult at risk; or
- behaved towards a child/children or adult at risk/s in a way that indicates he or she would pose a risk of harm.

1) Individual Team Members/Volunteers/Other Adults who receive the allegation:

- a. Write a dated and timed note of what has been disclosed or noticed, said or done.
- b. Report immediately to one of the directors.
- c. Pass on the written record.
- d. If the allegation concerns the conduct of a director, report immediately to the MASH. Pass on the written record.

2) Directors

- a. If there is no written record, write a dated and timed note of what has been disclosed or noticed, said or done.
- b. Before taking further action notify and seek advice from MASH on the same day.

- c. You may be asked to clarify details or the circumstances of the allegation, but this must not amount to an investigation.

Ongoing investigation

- Liaison with MASH
- Co-operation with the investigating agency's enquiries as appropriate.
- Consideration of employment issues and possible disciplinary action where the investigating agencies take no further action.
- Possible referral to the Disclosure and Barring Service, depending on the outcome.

POLICY STATEMENT

DEFINITION OF ADULT AT RISK

(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.

DEFINITION OF ABUSE

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering.

SAFEGUARDING ADULTS AT RISK INCLUDES

- Prevention of abuse or neglect
- Recognition of vulnerable people at risk of, or suffering from abuse or neglect.
- Enquiry
- Assessment, planning and review
- Monitoring

WHEN DOES SELF NEGLECT MEET ELIGIBILITY FOR A SAFUARDING RESPONSE?

4.5.1 The adult safeguarding procedures will apply where a person at risk has been identified as experiencing serious self-neglect which could result in significant harm to themselves or others and:

- There are concerns about the person's capacity to make the relevant decisions.
- They have refused essential services, without which their health and safety needs cannot be met.

- The person has terminated services which had been arranged as a result of an assessment of health or social care needs.
- The care management process/care programme approach has not been able to mitigate the risk of this 'serious self-neglect which could result in imminent significant harm.'

In these circumstances, all agencies must consider a response under the Multi-agency safeguarding Adults Policy and Procedures. Every attempt must be made to include the person at risk in this process and to apply the Principles set out in Appendix 1.

CONTEXT IN WHICH ADULT ABUSE MIGHT TAKE PLACE

Abuse can take many forms, what follow are 10 types of abuse and neglect that cause harm identified in the Care Act 2014.

Physical abuse is an individual's body being injured or hurt due, for example, to assault, hitting, slapping or pushing. It can also be the wrong use of restrictive practices.

Domestic violence is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality. It includes psychological, physical, sexual, financial and emotional abuse, and so-called 'honour-based' violence.

Modern slavery – this encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Financial or material abuse is the use of a person's funds and belongings without their permission. This could be theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Sexual abuse is when a person becomes involved in sexual relationships or activities that they do not want to be involved in. They may have said that they do not want to be involved or they may be unable to give consent. Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting to.

Neglect is also known as the 'omission to act' or 'failure to act'. It is a failure to meet the basic needs of the individual. It includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and

support or educational services and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect is the term used to refer to those who fail or refuse to take care of their own basic needs. Neglecting to care for one's personal hygiene, health or surroundings can include a wide range of behaviours such as hoarding.

Psychological abuse results in a person feeling worthless, unloved or uncared for. It includes 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.

Organisational abuse happens where services provided are focused on the needs of the organisation. For example, not providing choice over meal times or when someone can go to bed because this is easier for the organisation. It includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, processes, policies and practices of the organisation.

Discriminatory abuse refers to an individual or group being treated unequally because of characteristics identified in the Equality Act 2010. It involves ignoring a person's values, beliefs and culture and includes forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

PREVENTING RADICALISATION

Preventing violent extremism by countering the ideology of extremism and by identifying those who are being drawn into radicalism has for some time formed part of our approach to safeguarding. The Counter-terrorism and Security Act 2015 now imposes a duty on a wide range of bodies including all schools. Compliance will be monitored through various inspection regimes such as Ofsted that will be looking to see that organisations have assessed the level of risk and that Team Members are appropriately trained to look out for signs of radicalization.

FEMALE GENITAL MUTILATION

Section 5B of the Female Genital Mutilation Act 2003 and section 74 of the Serious Crime Act 2015 placed a mandatory duty on teachers along with social workers and healthcare professionals to report to the police where they discover that FGM appears to have been carried out on a girl under 18 or where a girl discloses that she has undergone FGM. The provision's response to FGM will take into account the government guidance, "Multi-agency statutory guidance on female genital

mutilation” April 2016. Team Members will also follow the established safeguarding procedure by reporting any such concerns to the Designated Safeguarding Lead and a report must also be made to the Police.

There will be a considered safeguarding response towards any girl who is identified as being at risk of FGM (eg there is a known history of practising FGM in her family, community or country of origin) which may include sensitive conversations with the girl and her family, sharing information with professionals from other agencies and/or making a referral to Children’s Social Care. If the risk of harm is imminent there are a number of emergency measures that can be taken including police protection, an FGM protection order and an Emergency Protection Order.

FEEDBACK PROCESS

The Adventure Service Ltd welcomes feedback, good or bad. Any one receiving or affected by our services can complain, offer suggestions or give praise. All feedback is treated in confidence.

The Adventure Service Ltd appreciate positive comments when things go well, and also recognise that sometimes things go wrong or that we may not meet our services standards. If they do, we will apologise and aim to put things right promptly and fairly at an early stage. No-one will receive any different treatment because of feedback.

We will learn from managing and resolving complaints to ensure we make real improvements to our services and appreciate customer feedback to let us know what is working well, whether we can make further improvements, and ideas or suggestions about how to better deliver services to our customers.

If you would like to make a compliment, suggest an improvement or complain about any service received from us please contact us on 01623 232102 and a short form will be sent for you to complete.

LINKS WITH OTHER POLICIES

Team Members Code of Conduct
Confidentiality Policy
Team Members Disciplinary Procedure
Equality & Diversity Strategy
Health & Safety Policy
Data Protection Policies
Adults and Children Safeguarding Procedure
Whistleblowing Policy
Safer Recruitment Policy
The Adventure Service Ltd– Mission, Visions & Values

RECORDS

- Make some brief notes at the time or immediately afterwards; record the date, time, place and context of disclosure or concern, facts and not assumption or interpretation. Your name and role should be included.
- If it is observation of bruising or an injury try to record detail, e.g. “right arm above elbow”. Do not take photographs.
- Note the non-verbal behaviour and the key words in the language used by the Adventurer (try not to translate into ‘proper terms’).
- It is important to keep these original notes and pass them on to the designated member of Team Members who may ask you to write a referral.

SUPPORTING ADVENTURERS

- The Team Members and Management team recognise that an adult at risk who is abused, or witness’s violence may find it difficult to develop and maintain a sense of self-worth. We recognise that in these circumstances Adventurers might feel helpless and humiliated, and that they might feel self-blame.
- We recognise that this service might provide the only stability in the lives of Adventurers who have been abused or who are at risk of harm.
- We accept that research shows that the behaviour of an Adventurer in these circumstances might range from that which is perceived to be normal to aggressive or withdrawn.
- The service will support all Adventurers by: discussing child/adult protection cases with due regard to safeguarding the Adventurer and his or her family; supporting individuals who are or thought to be in need or at risk in line with MASH procedures, encouraging self-esteem and self-assertiveness, challenging and not condoning aggression, bullying or discriminatory behaviour, promoting a caring, safe and positive environment.

CONFIDENTIALITY

- The personal information about all Adventurers’ families is regarded by those who work in this service as confidential. All Team Members and volunteers need to be aware of the confidential nature of personal information and will aim to maintain this confidentiality
- Team Members understand that they need know only enough to prepare them to act with sensitivity to an Adventurer and to refer concerns appropriately. The DSO’s and directors will disclose information about an Adventurer to other members of Team Members on a need to know basis only. It is inappropriate to provide all Team Members with detailed information about the Adventurer, incidents, the family and the consequent actions.

TEAM MEMBERS MUST BE AWARE THAT:

- they cannot promise a Adventurer complete confidentiality – instead they must explain that they may need to pass information to other professionals to help keep the Adventurer or other Adventurers safe
- Where there are concerns about an Adventurer's welfare relevant agencies need to be involved at an early stage. If a member of Team Members or a volunteer has concerns about a Adventurer's welfare, or if a Adventurer discloses that s/he is suffering abuse or reveals information that gives grounds for concern, the member of Team Members should speak to their designated person with a view to passing on the information.

WORKING WITH PARENT/CARERS

- Parents and carers play an important role in protecting individuals from harm.
- In most cases, the service will discuss concerns about an Adventurer with the family.
- The Adventurer's views will be considered in deciding whether to inform the family, particularly where the Adventurer is sufficiently mature to make informed judgments about the issues, and about consenting to that.



15. VERSION CONTROL

Amendment	Name	Date
CREATED	TERRY HARRIS-ELLIS	10 TH NOVEMBER 2017
Update	Terry Harris-Ellis	28 th November 2017
Update	Helen Harris-Ellis	04 th December 2017
Update	Terry Harris-Ellis	06 th December 2017
Update	Terry Harris-Ellis	20 th November 2018
Update	Terry Harris-Ellis	24 th September 2019
Checked	Terry Harris-Ellis	01/05/2020
Reviewed and updated	Terry Harris-Ellis	25/05/2021
Reviewed and updated	Terry Harris-Ellis	10 th August 2022
Reviewed and updated	Terry Harris-Ellis	14 th July 2023
Reviewed and updated	Terry Harris-Ellis	30 th January 2024
Reviewed and updated	Terry Harris-Ellis	31 st December 2024
Reviewed and updated	Terry Harris-Ellis	05/11/2025