Home-Start Network Safeguarding and Protecting Adults Policy

We inspire **growth**

We prioritise **kindness**

We achieve **together**

Title	**Safeguarding and Protecting Adults Policy (Mandatory)**	**Date: 07/07/2025**
Author	**Assistant Director of Quality and Safeguarding**	
Approver	**Impact Sub-Committee**	
Owner	**Director of Network Impact**	
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*Information only applicable to other nations can be removed with the permission from the local safeguarding trustee.

Table of Amendments			
Section	**Date**	**Reason**	**By**
Full policy	June 24	Re-vision and re-write in line with guidance from the Ann Craft Trust	Head of Practice
Document Control & throughout	June 25	Moved Table of Amendments to start of policy Some amendments to use more inclusive language. Flow chart appendix 4 added.	Quality Team
Allegations	June 25	Added further information on managing allegations around staff and volunteers.	Quality Team

This policy and its associated appendices were adopted by Home-Start Cymru on 02/02/2026 and is to be reviewed by 30/06/2026.

Name: Jonathan Richards

Signed: Jonathan Richards
Jonathan Richards (Feb 3, 2026 08:50:59 GMT)

Date: 03/02/2026

This should be signed by the most senior person in your organisation i.e. safeguarding lead on board of trustees.

Associated Policies

Below is a list of policies that are also relevant to safeguarding and protection. You may find it helpful to refer to any of these additional documents when reading and using this policy.

- **Safer recruitment and selection of staff policy**
- **Safeguarding/Child Protection Checklist**
- **General Data Protection Regulation (GDPR)**
- **Staff supervision & appraisal**
- **Volunteering Policy**
- **Safeguarding & Protecting Children Code of Conduct**
- **Safeguarding & Protecting Children**
- **Record of Concern and Action (ROCA) - form**
- **Looking After Children in the Absence of their Parents**
- **Reporting Serious Incidents and reputational threats to HSUK**
- **Identifying and Managing Risk in Your Local Home Start**
- **Complaints**
- **Digital/online Safety**
- **Equity, Equality, Diversity and Inclusion (EEDI)**
- **Whistleblowing**

This policy covers all Home-Start services across the UK and is supplemented with nation specific policy and procedures.
Everyone in Home-Start, regardless of their role, has a responsibility to protect adults and be familiar with the local policy and procedure in reporting a concern.

If you would like assistance in understanding the detail in this document when reading it, please speak to the Safeguarding/Protection Lead in your local Home-Start who will be able to assist you in answering questions relevant to your local practice.

Policy Statement
Home-Start is committed to safeguarding adults in line with national legislation and relevant national and local guidelines.

Home-Start believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, neurodiversity, sex, race, religion, ethnic origin, sexual orientation, marital or gender identity.
Home-Start is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Home-Start acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

Home-Start is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may

increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns

The purpose of this policy is to:

- Create a culture where all adults are valued and their right to safety and respect is upheld
- Protect adults who come into contact with Home-Start in the course of its work by actively managing risk to minimise circumstances where adults engaging with Home-Start may suffer harm
- Work collaboratively with other organisations to ensure that adults are safeguarded and protected
- Inform partners, beneficiaries and the general public of the overarching principles in relation to safeguarding and protecting adults
- Provide all staff, volunteers and trustees with the overarching principles and procedures that guide our approach to safeguarding and protecting adults.

Scope of the Policy

This document sets out the responsibilities of all those who work for Home-Start, including trustees, employees, volunteers, consultants/associates, self-employed contractors, agency staff, students and those working pro bono for Home-Start (these will be referred to throughout the policy as 'staff').

This policy outlines the shared responsibility we have across Home-Start to protecting adults that we encounter and work with. This is the overarching policy regardless of where in the UK your Home-Start is located.

Whilst statutory safeguarding responsibilities apply specifically to 'adults at risk' (see 'Definitions'), Home-Start believes that all adults have the right to live free from abuse and neglect. Therefore, whilst the reporting of safeguarding issues to a local authority only applies to adults at risk, the principles of this policy apply to all adults.

Definitions

Who is an 'Adult at Risk'?

Safeguarding adults' legislation outlines specific responsibilities to provide additional protection from abuse and neglect to 'Adults at Risk'. Each of the four nations has a slightly different definition of an 'adult at risk' (see Appendices), although they are all very similar. The below definition is adapted from the Care Act (2014):

An adult at risk is an individual aged 18 years and over (16 in Scotland) who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- is experiencing, or at risk of, abuse or neglect, AND;

- as a result of those care and support needs is unable to protect themselves from either the risk or, or the experience of abuse or neglect.

This may include a person who:

- Is an older adult or experiencing frailty
- Is living with a mental health condition, including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Has an addiction to drugs or alcohol, or whose use of drugs or alcohol is causing them harm
- Is experiencing homelessness
- Is experiencing domestic abuse, which could include coercive control, or is deemed at risk of experiencing it in the near future.
- Is a person affected by modern slavery
- Is being sexually exploited by gangs, or an individual. Or is at risk of being exploited due to several known risk factors
- Is a person affected by or at risk of forced marriage
- Is seeking asylum.

What is adult abuse?

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.
There are different types and patterns of abuse and neglect and different circumstances in which they may take place. Safeguarding legislation in each of the four nations of the UK lists categories of abuse differently, however, they all include the following types of abuse:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

Abuse can take place in any relationship. There are many contexts in which abuse might take place. See Appendix 3 for information on types of abuse.

Principles
This policy and following procedures are based on the following principles.

All adults, irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion and belief, sex or sexual orientation, have the right to:

- Their money, goods and possessions being treated with respect and to receive equal protection for themselves and their property

- Guidance and help in seeking assistance as a consequence of abuse
- Be supported in making informed decisions about how they wish to proceed in the event of abuse and to know their wishes will only be over-ridden if it is considered necessary for their own safety or the safety of others
- Be supported in bringing a complaint under any existing complaint procedure
- Be supported in reporting the circumstances of any abuse to independent bodies
- Have alleged, suspected or confirmed cases of abuse that come to light through Home-Start support dealt with as a priority.

Home-Start will treat any breach of this policy very seriously. For those who work for us, failure to follow the principles and procedures of safeguarding and protection could lead to disciplinary action, which may ultimately result in dismissal. For those who work with us, we reserve the right to immediately terminate any contract and, for trustees and volunteers, to require them to immediately cease being a trustee or volunteer.

All concerns and allegations of abuse will be taken seriously.

Person Centred Safeguarding/Making Safeguarding Personal

Further guidance around adult safeguarding principles is provided in the safeguarding legislation for each of the four nations (see Appendix 2). They are all based around the core ideas of 'person centred' safeguarding or 'making safeguarding personal'. This is recognition that adults can make choices that may mean that one part of their well-being suffers at the expense of another, and that they can choose to risk their personal safety.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety, we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their autonomy, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

Internal roles and responsibilities

All those who work for or with Home-Start share the responsibility for protecting adults from harm and abuse.

No single practitioner can have a full picture of an adult's needs and circumstances and, if they are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

All staff, volunteers and trustees must:

- Remain up to date and comply with Home-Start policies and practice guidance related to Safeguarding/adult protection
- Attend annual Safeguarding/adult protection training, as outlined in the Home-Start Handbook and following local procedure
- Exercise 'professional curiosity', including questioning, challenging and raising concerns when something feels 'wrong'
- Attend and participate in meetings that include discussions and reflections about interactions with families (and staff and volunteer behaviour if in a supervisory role).

All Home-Starts must appoint at least one staff member (lead) and a nominated trustee who together maintain oversight of policy, practice and training and who also have advanced knowledge of local provisions and systems of safeguarding, child and adult protection.

Trustees must:

- Have overall responsibility for safeguarding and protection, even where some activities are delegated to safeguarding leads or groups
- Must ensure appropriate safeguarding and protection measures are in place
- Be responsible for ensuring that those benefiting from, or working with their Home-Start are not harmed in any way through contact with it
- Be familiar with and adhere to the trustee Safeguarding responsibilities outlined in the Responsibilities in Practice section of the Handbook.

Appointed Staff Leads:

The title given to Appointed Staff Leads may vary in different Home-Starts. For the purposes of this policy, the Appointed Staff Lead will be referred to as Safeguarding/Protection Lead. In conjunction with the nominated trustee, staff leads must:

- Ensure staff/trustees overseeing recruitment are trained and up to date in safer recruitment practices to ensure that all members of their workforce are safe to work with children and adults at risk
- Have in place policies and procedures relating to the protection of children and adults at risk, safer recruitment, allegations against staff/volunteers, and whistleblowing

- Ensure that local reporting procedures and contacts within the local authority safeguarding hub, (England, Wales and NI) or social work service (Scotland) are incorporated into process/practice, are understood by all those who may need to use or monitor them and that they are up to date

- Ensure that any consultants/associates or contractors (and sub-contractors) are clear on their responsibilities and are aware to report any concerns directly to them in line with this policy.

Local Home-Starts, depending on their size may have a number of people with safeguarding/protection responsibilities. The person/s leading on adult safeguarding/protection maybe the same as those leading on child safeguarding/protection. The specifics of these roles can be found in Appendix 1.

Professional Boundaries
Maintaining professional boundaries helps keep everyone safe and is therefore integral to safeguarding. The Safeguarding and Protecting Children (UK wide) Policy outlines Home-Start's position around maintaining boundaries.

Procedure for responding to harm and abuse

This policy and all nation specific policies and procedures are based on the 4Rs approach to support staff to Recognise, Respond, Refer and Record:

- **Recognise** any concerns for any adults that you are working with
- **Respond** appropriately to any concerns about an adult within Home- Start policy and procedures
- **Refer** – this will be the responsibility of the designated Safeguarding Lead following discussion with staff and others. This may include calling **local statutory services or on occasion the police**
- **Record** – as per local procedure to ensure accurate and timely record-keeping for use by internal and external agencies, as necessary.

Additionally, there are two further **Rs** for local Home-Starts to consider:

- **Revisit** – once a concern has been raised, have you checked in or followed up to ensure progress, or any further information needed.
- **Reflect** – what learnings are there as an individual and as a team from individual and collective incidents? Ensuring there is time to discuss what happened and how things were handled to consider if anything different needed next time.

<u>Recognising</u>
Staff may become aware of, or suspect, harm or abuse when they:

- Witness a harmful or abusive act
- Are told directly by the adult or someone else about harm or abuse to the adult
- Are told something indirect by the adult or someone else that leads to suspicion of harm or abuse to the adult (for example, the adult expressing fear about a partner's anticipated reaction to something)
- See suspected evidence of harm or abuse (for example, an unexplained physical injury)
- Recognise indicators or harm and abuse

- Recognise a pattern of concerns over time (for example, a pattern of missed appointments).

Responding

Your exact responsibilities if you become aware of, or suspect harm or abuse will depend on your role, and on your local Home-Start procedure (see Appendices). However, regardless of your role the following must always be adhered to:

- Concerns about harm or abuse to an adult **must always be shared** and should be shared as soon as possible. If you are a volunteer, this means sharing the information with your Coordinator, and if you are a member of staff this means sharing the information with your Safeguarding/Protection Lead, who will determine if a local authority safeguarding referral should be made (see below for this process) for either the **adult, the child/ren in the household or both**. You can therefore never guarantee complete confidentiality to a child, parent, or anyone else regarding harm or abuse
- It is not your responsibility to investigate or verify concerns of harm or abuse. You may need to ask questions to clarify the information you have been given (e.g. 'I can see you have a bruise on your upper arm; how did you get that?') but any questions should be limited to ensuring you have understood. Anything further, and specifically asking leading questions (e.g. 'did your partner do this?' 'Did someone hurt you?') can seriously impact any later legal action or official investigation
- If there is imminent risk of harm, or anyone has been injured you should immediately phone emergency services (999) follow advice given, and then inform the relevant person in your Home-Start as outlined above
- All information related to a concern of harm or abuse must be recorded as per the local Home-Start procedure for your role. For some Home-Starts this is done through use of a 'ROCA' (Record of Concerns and Action). A copy of the record may be required (at a later date) as part of the safeguarding process or as evidence for future criminal prosecution.

DON'T HOLD ONTO CONCERNS, NO MATTER HOW INSIGNIFICANT THEY MAY APPEAR, SHARE THEM WITH YOUR COORDINATOR/DESIGNATED SAFEGUARDING/ADULT PROTECTION LEAD

It can be daunting responding to concerns about harm or abuse in the moment. The following good practice should act as a guide to help you:

- **Ask open, non-leading questions to gain clarity on what has been heard.** Remember you are not 'investigating' so keep questions to the minimum necessary to ensure a clear and accurate understanding
- **Show empathy** and affirm feelings, ensure the person speaking up feels they are being listened to and supported
- **Re-assure** that they are being courageous in 'telling'
- **Treat the allegation/concern seriously** and share the information with your Coordinator/Safeguarding/Protection Lead as soon as possible
- **Do not make value judgements** about an alleged abuser/s and what has taken place

- **Explain that information will be passed on** to another member of staff and explain that this is important to keep everyone safe
- **Other than with the relevant professionals, do not share information about the concern of harm and abuse to anyone other than the person who made the disclosure**. E.g. if one parent made the disclosure do not discuss it with the other parent
- **Write down** exactly what you have been told or seen using the local Home-Start's record keeping tools. Always try to use the exact language used by the person who made the disclosure. If the concern came to light through other sources (e.g. through a child's artwork), include any original material available
- **Remember that a child's welfare is paramount** and 'trumps' confidentiality and the wishes of parents/carers, even where the concern is about adult abuse
- **If the person who makes the disclosure decides to 'withdraw'** at this point, they should be reassured they can have further discussions about it at any point in the future and they should also be given alternative sources of support (e.g. local domestic abuse services). However, they must also be told that what they have disclosed will be passed on regardless, and may still need to be shared externally if it is also involves a **child safeguarding/protection issue**
- **Ask for support.** It is recognised that dealing with concerns about harm and abuse can be stressful or upsetting for everyone, and so receiving appropriate support is essential.

Referring (making a 'safeguarding referral')

As above, any concern about harm or abuse to an adult must be shared as soon as possible with the Coordinator and/or Safeguarding/ Protection Lead. The nature of the concern will be assessed, and a decision made as to the most appropriate course of action.

Where the adult concerned is an 'adult at risk' (see above definition) a safeguarding/adult protection referral may need making to the local authority (or if the adult already has an allocated social worker, that social worker should be informed) as per the local authority's reporting procedures. This should be done as soon as possible, and always within 24 hours of the information being received, unless there is a specific reason why this is not possible (and where this is the case, this must be documented).

It is best practice to make safeguarding referrals with the knowledge, consent and participation of the person who has made the disclosure. However, people may refuse consent or be resistant to the sharing of Safeguarding information for many reasons, including:

- Fear or mistrust of social services or other agencies
- Fear of losing control
- Fear of the abuser (if relevant) and of reprisals
- Fear of their ability to parent being questioned (if relevant).

Reassuring them that the primary reason for sharing the information is for the protection and wellbeing of all concerned may help alleviate these concerns. However, if the adult does not want the information about them shared/a safeguarding referral to be made, in England and Scotland, their wishes should be respected **unless** any of the following apply:

- It is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk

- You believe they or someone else is at risk, **including children**
- You believe the adult is being coerced or is under duress
- It is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
- The adult does not have mental capacity to consent to information being shared about them
- The person allegedly causing harm has care and support needs
- A person allegedly causing harm is in a position of power
- The concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If a safeguarding/adult protection referral is not made, either because consent is not given, or because the adult concerned is not an 'adult at risk', other action should be taken to manage risk. This will depend on the circumstances, and the services offered by the Home-Start but could include providing information or referring or signposting to other relevant organisations. **It must also be remembered that consent is not needed to make a child safeguarding referral or to appropriately share information about harm or abuse to a child as the welfare of the child is paramount (see Data Protection/GDPR policy), and so even where an adult does not want information shared about harm or abuse to them, whether any children in the household are also at risk of harm as a result (either direct or indirect) must also be considered. Domestic abuse where there are children in the home is always a child safeguarding/child protection issue and must be reported following the Safeguarding and Protecting Children Policy.**

If there are ever concerns about confidentiality in relation to concerns of harm or abuse, the local Home-Start Data Protection Leads/Officers and Safeguarding/Protection Leads can advise.

Recording

A clear record of all safeguarding concerns must be kept including how the issue was disclosed, or why it was suspected, and all action taken, as per the local Home-Start procedure. Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

As in some cases, it is ongoing events and not a specific disclosure or single incident which leads to concern, all record keeping must also be accurate and up to date. In such instances, a 'chronology' of concerns needs to be recorded.

A chronology is:

- A summary of events key to the understanding of need and risk, extracted from comprehensive case records and organised in date order
- A summary which reflects both strengths and concerns evidenced over time
- A summary which highlights patterns and incidents critical to understanding of need, risk and harm.

Mental Capacity and Decision Making

UK Law assumes that all people over the age of 16 have the ability to make their own decisions unless it is established that they are unable to do so. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Being unable to make a decision is called "lacking mental capacity". Capacity is situation specific; therefore, a person may have capacity to make some decisions and not others (for example, someone may be able to choose the clothes they wear and food they eat but not manage their own finances). It may also fluctuate, so a person may have capacity to make a certain decision at some times and not others (for example, if under the influence of substances, or if unwell). Not allowing someone who is deemed capable of making decisions can be considered a form of abuse. All adults also have a right to make decisions that others believe are unwise; making what Home-Start consider to be 'unwise decisions' does not mean that a person lacks mental capacity.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected a safeguarding referral to the local authority must be made as per the above procedure, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when a decision on behalf of an individual in an emergency must be made. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them
- Stopping them being in contact with the person causing harm.

Escalation procedure

'Escalating' is the course of action that should be taken when there are concerns about harm or abuse to an adult at risk and the action being taken by either Home-Start or external agencies do not support the protection of that adult. This includes if Home-Start has concerns that an external agency is not acting on concerns appropriately.

If you have such concerns, you should inform your Home-Start's Safeguarding/Protection lead or Safeguarding Trustee. The aim should be to resolve the disagreement at the lowest level between those involved. If this fails, advice can be sought from Home-Start UK or the local

external safeguarding/protection advisor. A record of all conversations and actions must be kept.

Home-Start acknowledge that:

- Problem resolution is an integral part of professional co-operation and joint working to protect adults at risk
- Professional disagreement requires resolution in a constructive and timely fashion
- At no time must professional disagreement distract from ensuring the adult at risk is safe
- The aim must be to resolve a professional disagreement at the earliest possible stage.

Allegations against staff and volunteers

It is important that any concerns for the welfare of an adult at risk arising from abuse or harassment by a member of staff or volunteer should be reported immediately to the Safeguarding/Protecting lead or, if they are implicated in the concerns, to the trustee responsible for safeguarding.

It may be that the employee will be suspended with pay during an investigation or a volunteer asked to cease volunteering pending the outcome of the investigation.

The Safeguarding and Protecting Children (UK wide) Policy outlines the process to take to manage concerns and allegations against staff and volunteers, including low-level concerns and whistleblowing. In the event of a concern and/or allegation, consult the above policy and follow the steps to report and record the concern. Safeguarding lead staff and trustees must also understand how to respond to allegations involving adults working with adults with care and support needs, following the appropriate adult safeguarding legislation and local processes. This includes the Persons in Positions of Trust (PiPoT) procedure in England, and equivalent arrangements in other UK nations.

Recruitment and employment

Home-Start will safeguard and protect adults at risk by following the Safer Recruitment and Selection of Staff policy and procedure and the Recruitment, Supervision and Management of Volunteers policy for further guidance.

Reportable Incidents

It is a requirement of charity regulators that all charities inform them of serious/notable incidents that may occur (an adverse event, whether actual or alleged, which results in or risks significant):

- Alleged or actual abuse or harm to a child or adult beneficiary
- loss of your charity's money or assets
- damage to your charity's property
- harm to your charity's work or reputation

It is the responsibility of the trustees to report an incident to the relevant nation's charity regulator (where it meets the threshold) and to complete a Reportable Incident form for submission to Home-Start UK.

More details can be found at:
The Charity Commission website (England and Wales)
The OSCR website (Scotland)
The Charity Commission NI (Northern Ireland)

Learning and development
Home-Start has a responsibility to ensure all new staff, trustees and volunteers undertake an induction programme. As part of this induction programme, Home-Start will ensure all staff, trustees and volunteers are made aware of and understand their responsibilities in respect of all polices relating to safeguarding and the protection of children and adults at risk and understand the local procedure for reporting concerns. Safeguarding refresher training will occur annually, and any specific training by role will be updated as needed.

Appendix 1

Contact Numbers for Home-Start Cymru and out of hours NSPCC

Strategic Leads		
Jayne Drummond	CEO	07912 270386 jdrummond@homestartcymru.org.uk
Board of Trustees (Safeguarding)		
Ann Williams	**Trustee**	07879 881705 ann@jdgw.co.uk
Ruth Sinfield	**Trustee**	07854 633425 ruth.sinfield@hotmail.co.uk
Operational Managers		
Meirwen Jones (Tues Thurs Fri)	Operations Manager	07981 746973
Terri Jones (Mon – Thurs)	Regional Operations Manager	07842 638581
Volunteer Recruitment and Development Team		
Leon Shearer Alfio Bonanno Dilys Wood		volunteering@homestartcymru.org.uk
REGIONAL TEAMS		
Gwent – Caerphilly, Monmouthshire, Blaenau Gwent, Newport and Torfaen		
Rebecca Webber (Mon – Thurs)	Project Manager	07496564063
Cardiff		
Ruth Triggs (Mon-Thurs)	Project Manager	07772 403599
Alison Smith (Tues, Wed, Fri)	Family Support Coordinator	07892713147

Cwm Taff Morgannwg – Merthyr, RCT		
Jo Ford (Mon- Weds & Fri)	Locality Manager	07708 285507
Laura Locket (Mon- Thurs)	Family Support Coordinator	07909 913643
Theresa Kemble	Family Support Coordinator	07900 065614
West Region: Pembrokeshire/Swansea		
Pembrokeshire		
Rachel Pilling (Mon – Thurs)	Senior Family Support Coordinator	07776869006
Swansea		
Vacancy	Family Support Coordinator	
Powys		
Michella Bickley	Family Support Coordinator	07864673395
Georgie Taylor	Family Support Coordinator	07540047108
The North – Denbighshire and Anglesey		
Bethan Williams (Mon – Thurs)	Locality Manager	07767234661
Ferona Thomas - Denbighshire (Tues – Thurs)	Family Support Coordinator	07584 562581
Ellen Lock – Anglesey (Tues – Thurs)	Family Support Coordinator	07747 552904
Out of hours support		
NSPCC Helpline		0808 800 5000

Other sources for help

Ann Craft Trust: A national organisation providing information and advice about adult safeguarding.
Tel: 0115 951 5400, www.anncrafttrust.org

National 24-hour freephone domestic abuse helplines:
England: Tel: 0808 2000 247, www.nationaldahelpline.org.uk/Contact-us
Northern Ireland: Tel: 0808 802 1414, www.dsahelpline.org
Scotland: Tel: 0800 027 1234, email: helpline@sdafmh.org.uk
Wales: Tel: 0808 8010 800

Refuge (for Women and children. Against Domestic Violence)
Tel. 0808 2000 247 refuge.org.uk

Rape Crisis Federation of England and Wales:
www.rapecrisis.co.uk

Men's Advice Line: For male domestic abuse survivors
Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline
Tel: 0800 999 5428

Susy Lamplugh Trust: a leading authority on personal safety who aim to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.
Tel: 020 83921839, www.suzylamplugh.org

Victim Support: Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.
Tel: 0808 168 9111, https://www.victimsupport.org.uk/

Roles and Responsibilities within Home-Start
The trustees retain ultimate responsibility for promoting the welfare of children and adults supported by Home-Start. Please also refer to the Safeguarding and Protecting Children Policy for detailed information around specific roles and responsibilities. Trustees should agree who undertakes the following roles.

In many Home-Starts, the persons who lead adult safeguarding/protection will be the same persons as those that lead child protecting/ safeguarding.

- ***Strategic Safeguarding/Protection Person/Lead/Officer.*** This is normally the most senior staff member.
- ***Designated Safeguarding/Protection Person/Officer/Lead***. It is recommended that all staff responsible for managing staff or volunteers supporting families should take on this role.

Note:

In some smaller Home-Starts both roles may be carried out by one person, although there should always be a deputy able to undertake the same level of responsibilities when the senior role is absent (this can be a trustee or staff member).

In each of the four nations the role will be referred to differently. This is typically, but not exclusively, as follows:

- Designated Safeguarding Officer (England and NI)
- Designated Safeguarding Person (Wales)
- Designated Safeguarding Children Officer (Scotland)

In addition to the above roles, where possible each Home-Start should identify an external local specialist safeguarding/child protection adviser' ('Specialist Advisor') to support and advise the local Home-Start with regard to local issues and procedures.

The role of the Home-Start <u>Strategic</u> role is to:

- Model and promote Home-Start's commitment to safeguarding/protection in all aspects of their work and conduct;
- Ensure that the safeguarding policy and procedures are available and understood by all trustees, staff and volunteers, and that these are integrated into practice;
- Ensure the scheme's Policy and Procedures for Safeguarding and Protecting Adults are updated and reviewed annually in line with Home-Start, national and local guidance;
- Ensure appropriate training provision and dissemination of information for trustees, staff and volunteers on safeguarding and protection issues on an annual basis;
- Collect monitoring data on all welfare, wellbeing and protection activities across Home-Start and evaluate their effectiveness;
- Take lead responsibility for dealing with safeguarding issues and providing information, advice and support to trustees, staff and volunteers;
- Maintain up to date knowledge of national and local safeguarding/protection procedures and liaise appropriately with local agencies with regard to any issues;
- Notify and liaise with trustees and Home-Start UK and the Local Authority Designated Officer (LADO)/ Social Care and/or Police around any allegations of harm or inappropriate behaviour made against staff, volunteers and trustees;
- Support the Designated Safeguarding/Protection People with their responsibilities by:
    - Ensuring the provision of regular, recorded supervision;
    - Maintaining an overview of records of concern and action and referrals to social care and collate safeguarding/protection concerns raised by the Home-Start to identify patterns, ensuring that the Safeguarding Adviser (where relevant) or nominated trustee contribute to this overview, in particular where the Strategic Lead is a lone organiser, ensuring records are kept appropriately, in line with policy and practice.
- Immediately inform the Chair of Trustees and Home-Start UK in the event of the serious harm or death in a supported family
- Where possible identify and liaise with a local Specialist Safeguarding/Protection Adviser;

- Supporting staff and volunteers when an incident has occurred.

The role of the Home-Start Designated role is to:
Model and promote Home-Start's commitment to safeguarding/protection in all aspects of their work and conduct

- Take responsibility for dealing with concerns about the safety of adults raised by staff or volunteers who they supervise, following the local Home-Start's policies and procedures;
- Maintain a clear, factual, dated and signed/initialled record of contact with each supported family, in accordance with Home-Start guidance on record keeping;
- Inform the Home-Start's Strategic Lead of concerns raised, and processes followed, ensuring records of concern and action are discussed, signed off and actioned appropriately;
- Liaise with relevant agencies including adult social care where appropriate about concerns, in accordance with Home-Start's confidentiality policy;
- Ensure the Safeguarding and Protecting Adults Policy is available to families, including parents/carers and adults and young people in Home-Start;
- Liaise with Home-Start's Strategic Lead about any concerns, including where there are allegations against trustees, staff and volunteers; in accordance with Home-Start and local protection policies and procedures;
- Immediately inform the Home-Start's Strategic Lead and Home-Start UK in the event of the serious harm or death in a supported family and liaise with other agencies as appropriate;
- Supporting staff and volunteers when an incident has occurred.

Trustee with responsibility for safeguarding/adult protection
Each scheme nominates a trustee who has a working knowledge of safeguarding/ protection or who undertakes local training in order to fulfil that role.
The role of the trustee is to:

- Provide a sounding board for staff with a Strategic role or Designated Persons role in order to consider the most appropriate course of action to take where there is a safeguarding/protection concern in a family;
- Support the Strategic role to use local procedures appropriately (e.g. for referral, for escalation or dispute resolution);
- Contribute to Board discussions about the Home-Start's capacity in working with more complex families, including those where there are safeguarding/protection concerns;
- Sign off any Record of Concern & Action forms completed by the Safeguarding/ Protection Lead;
- Support the Board and Strategic Lead to monitor and review systems, policy and procedures to ensure good safeguarding/ protection practice within the Home-Start and compliance with the Home-Start Quality Assurance Standards;
- Undertake spot checks of family and volunteer files;
- Ensure adequate 'case load' supervision of the senior worker, by the Specialist Advisor if needed.
- Request a safeguarding update at each Board of Trustees meeting;
- Support staff and volunteers when an incident has occurred.

External Local Specialist Safeguarding Adviser

The local specialist adviser is available to the trustees, Strategic Lead role and designated people as appropriate within the Home-Start and may:

- Provide a confidential sounding board where there is a safeguarding/protection concern in a family;
- Support the use of local procedures appropriately (e.g. for referral, for escalation or dispute resolution);
- Update trustees and the Strategic Lead role about local safeguarding/protection developments and changes to procedures, policies and agencies;
- Contribute to Board discussions about local Home-Start capacity in working with more complex families, including those where there are safeguarding/protection concerns;
- Support the Board and strategic lead to monitor and review systems, policy and procedures to ensure good practice within the Home-Start and compliance with the Home-Start Quality Assurance Standards;
- In some Home-Starts, the Specialist Adviser may agree to undertake 'case load' supervision of the senior worker, at the request of the trustees.

APPENDIX 2
Legal Framework

The principles and legal responsibilities concerning adult safeguarding, on which this policy and related practice are based, are set out in different legislation and policy in each of the four nations of the UK. The overarching principles, as they relate to Home-Start practice, are very similar with any key differences expressly stated within this policy.

England	Scotland	Wales	Northern Ireland
The Care Act 2014	Adult Support and Protection Act 2007	Social Services and Wellbeing Act 2014	Adult Safeguarding Prevention and Protection in Partnership 2015
Care and Support Statutory Guidance 2014 (updated March 2024)	Adult Support and Protection (Scotland) Act 2007 Code of Practice 2014	Wales Safeguarding Procedures 2019	
Mental Capacity Act 2005	Adults with Incapacity Act 2000	Mental Capacity Act 2005	Mental Capacity (Northern Ireland) 2016

All of the above legislation is compliant with the United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

Many other pieces of UK wide and local legislation also affect adult safeguarding.
These include legislation about different forms of abuse and those that govern information sharing.
For example, legislation dealing with:

- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Domestic Abuse/Coercive control
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

The legislation for each nation includes a definition for an 'Adult at Risk':

- **England (Care Act 2014)**

An **adult at risk** is an individual aged 18 years and over who:

(a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;

(b) is experiencing, or at risk of, abuse or neglect, AND;

(c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

- **Scotland (Adult Support and Protection Act 2007)**

An **adult at risk** is an individual aged 16 years and over who:

a) is unable to safeguard their own well-being, property, rights or other interests,

b) is at risk of harm, and

c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected.

Wales (Social Services and Well Being Act 2014)

An **adult at risk** is an individual aged 18 years and over who:

a) is experiencing or is at risk of abuse or neglect, AND;

b) has needs for care and support (whether or not the authority is meeting any of those needs) 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.

- **Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)**

An **adult at risk of harm** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their a) personal characteristics and/or b) life circumstances.

a) **Personal characteristics** may include, but are not limited to age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind

or brain.

b) **Life circumstances** may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

An **adult in need of protection** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

Personal characteristics *AND/OR* Life circumstances *AND;*

c) who is unable to protect their own well-being, property, assets, rights or other interests; *AND*

d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c), and (d)

The legislation for each nation includes detailed principles:

- **Wales (Social Services and Well Being Act 2014)**

The Act's principles are:

- **Responsibility -** Safeguarding is everyone's responsibility.
- **Well-being -** Any actions taken must safeguard the person's well-being.
- **Person-centred approach** - Understand what outcomes the adult wishes to achieve and what matters to them.
- **Voice and control -** Expect people to know what is best for them and support them to be involved in decision making about their lives.
- **Language -** Make an active offer of use of the Welsh language and use professional interpreters where other languages are needed.
- **Prevention** - It is better to take action before harm occurs.

- **Scotland (Adult Support and Protection Act 2007)**

The Act's principles are:

The overarching principle underlying Part 1 of the Act is that any intervention in an individual's affairs should provide benefit to the individual and should be the least restrictive option of those that are available which will meet the purpose of the intervention.

This is supported by a set of guiding principles which, together with the overarching principle, must be taken account of when performing functions under Part 1 of the Act. These are:

- The wishes and feelings of the adult at risk (past and present);
- The views of other significant individuals, such as the adult's nearest relative; their primary carer, guardian, or attorney; or any other person with an interest in the adult's well-being or property;
- The importance of the adult taking an active part in the performance of the function under the Act;
- Providing the adult with the relevant information and support to enable them to participate as fully as possible;
- The importance of ensuring that the adult is not treated less favourably than another adult in a comparable situation; and
- The adult's abilities, background and characteristics (including their age, sex, sexual orientation, gender, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage).

Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)

The Act's principles are:

- **A Rights-Based Approach –** To promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.
- **An Empowering Approach –** To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.
- **A Person-Centred Approach –** To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest safety and well-being.
- **A Consent-Driven Approach** – To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.

• **A Collaborative Approach** – To acknowledge that adult safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.
England (Care Act 2014)
The Act's principles are: • **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.

APPENDIX 3
Types of Abuse

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert practitioners to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviour are not exhaustive, and people may be subject to a number of abuse types at the same time. This list is relevant to all four nations. It is taken from the Social Care Institute for Excellence (SCIE) who identify the following ten types of abuse:

Physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Signs of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle

- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Domestic violence or abuse

- Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:
- psychological
- physical
- sexual
- financial
- emotional

Signs of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour'-based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse

Sexual Abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non-consensual masturbation of either or both persons
- Non-consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Signs of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Signs of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Signs of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA

- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Also see Gov.UK for further information around Modern Slavery

Signs of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Signs of discriminatory abuse

- the person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Signs of organisational or institutional abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care

- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Signs of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Signs of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury
- Trouble regulating everyday behaviour.

APPENDIX 4

Flow chart to report concerns about safety & welfare of an adult (summary of policy steps)

Please follow this guidance in conjunction with your local safeguarding procedures.

1. Is there a risk of imminent harm or has someone been injured?

- **Yes**- call the relevant emergency services and follow advice given
- **No**- report your concerns to your safeguarding lead staff member and/or trustee, who will work through the process outlined below.

2. Does the adult have children/care for children/have children living/staying in the household?

- **Yes**- Even if the children are not directly involved, they may still be at risk from harm. Do not investigate this yourself but instead follow your Safeguarding Children Policy to discuss/report concerns following your local process. Note that domestic abuse **is always** a child protection concern and must be reported for the safety/welfare of children in the home following your local procedure. Through this process, (e.g., in discussion with your local safeguarding team) discuss if you also need to make a safeguarding adult's referral and act on the guidance given.
- **No**- move to next stage

3. Does the adult have care and support needs (see definitions in this policy)?

- **Yes**- Inform the person of your intention to make a safeguarding referral for the protection and wellbeing of all concerned. It is best practice to make referrals with the knowledge, consent and participation of the person concerned, *where possible and safe to do so*. If the person consents to the referral, make the referral to your local safeguarding adults' team. If they don't consent, or it is not possible, safe to do so move to the next stage.
- **No**- move to next stage.

4. Are you and/or the person concerned located in Northern Ireland or Wales?

- **Yes**- you still have a duty to report your concerns to the local authority without consent; Make the safeguarding referral to your local authority.
- **No**- move to the next stage.

5. In England and Scotland, consider if any of the below points apply:

  - You believe they or someone else is at risk, **including children** (see step 2)
  - You believe the adult is being coerced or is under duress
  - It is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
  - The adult does not have mental capacity to consent to information being shared about them
  - The person allegedly causing harm has care and support needs
  - A person allegedly causing harm is in a position of power
  - The concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

- It is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk

- **Yes,** they do apply- Make the safeguarding referral to your local safeguarding team, explaining your reasoning and rationale for doing so.

- **No**, they don't apply- If these circumstances do not apply (England and Scotland only), then you should seek guidance from your local social care advice team, or, where this is not possible, contact a relevant support line for guidance (listed here): https://www.anncrafttrust.org/help-advice/friend-relative/

Follow the advice and guidance provided by the above agencies, and provide information about your local safeguarding adult's team/support agencies for the adult concerned to contact themselves.

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Throughout above the process, record all the information, decisions and rationale for these decisions on your Record of Concern and Action (RoCA). Ensure that this has been discussed and shared with your safeguarding lead staff member and safeguarding trustee. Review the situation regularly to see if information changes, you may need to follow this flow chart again if so.

If you feel that your concerns are not being taken seriously/addressed at any stage in the above process, discuss your concerns with your safeguarding trustee and follow your local escalation and/or the Whistleblowing Policy.

Safeguarding and Protecting Adults Policy 2025 V2.1

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