



Safeguarding Adults Policy

File Location: CC Shared Resources / Policies and Procedures	Issued By: Organisational Safeguarding Lead
Approved by: Executive Team / Board	Date Issued: March 2025 Next Review Date: 3 years from date of issue: March 2028

1. Introduction & Purpose

Community Connex's Safeguarding Policy is under pinned by Harrow Council's Safeguarding Children Guidance 2013 and other procedures for keeping children and Adults at risk safe from abuse; including the Children Act 1989 and The Children Act 2004. Safeguarding Vulnerable Groups Act 2006, Mental Capacity Act 2005, Care Act 2014. We will also follow the Working Together to Safeguard Children 2013 and Harrow Multi-Agency safeguarding Adults Policy and Procedures.

The objective of our safeguarding policy is to contribute to the personal safety and welfare of all Adults at risk attending our activities and using our services, through actively promoting awareness, good practice and sound procedures.

This policy applies to all activities of Community Connex where Adults at risk attend, and to all working in such activities, whether as an employee, trustee, volunteer, advocate, management representative, students or otherwise. This policy does not cover health and safety matters.

Community ConneX's mission is to work with people with a learning disability, autistic people, those experiencing disadvantages, and their families to help them live healthier, happier and inclusive lives.

Safeguarding means protecting an adult's right to live safely, free from abuse and neglect.

All Community ConneX staff must complete the Local Authority Online Safeguarding Training, the organisation's Induction Programme when they join and quarterly in-house training to ensure they understand:

- what safeguarding is
- the legislation around safeguarding
- what to do if you are concerned about suspected abuse
- the process of raising an alert.

Statement of Commitment

Safeguarding is the responsibility of everyone.

Every individual we work with, and support should be treated with dignity and respect. We believe this is a basic human right therefore, all our services must be compassionate, responsive and person centred on the individual's needs, aspirations, and be provided in a safe environment.

Six Safeguarding Principles

1. Empowerment

People being supported and encouraged to make their own decisions and informed consent.

2. Prevention

It is better to act before harm occurs.

3. Proportionality

The least intrusive response appropriate to the risk presented.

4. Protection

Support and representation for those in greatest need.

5. Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

6. Accountability

Accountability and transparency in safeguarding practice.

Care Act Compliance

Community ConneX is fully committed to compliance with the Care Act 2014. All employees must act in accordance with the key principles of the Care Act, which are noted below:

- The person knows best
- Person's views, wishes, feelings and beliefs should always be considered
- The focus is on well-being, prevention or delaying the development of the need for care and support and reducing needs
- Decisions should be made taking all circumstances into consideration
- Decisions with the person's participation
- The need to balance the person's wellbeing with that of the family and friends involved with the person
- The need to protect people from abuse and neglect
- The need to minimise the restriction of rights or freedom of action
- A strength-based approach is critical to assessment and promoting independence

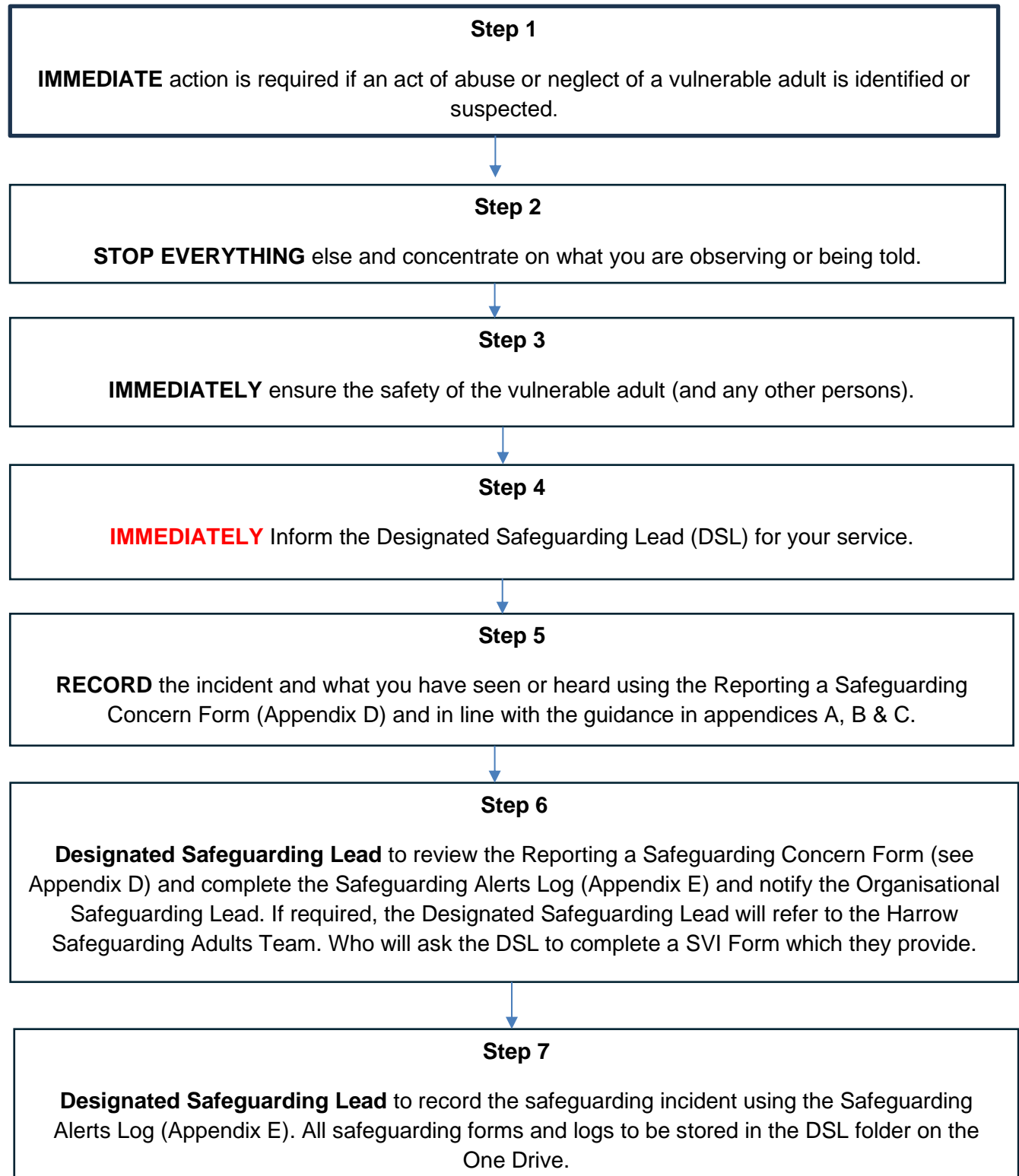
- The need to consider risk and proportionality when deciding how best to respond to safeguarding concerns.

6C's in Social Care:

The 6C's are immediately identifiable as values which underpin quality social care provision and are aligned with Community ConneX's core values.

- ✓ Care
- ✓ Compassion
- ✓ Competence
- ✓ Communication
- ✓ Courage
- ✓ Commitment.

2. Safeguarding Procedure Flowchart



3. Responsibilities

Staff

All staff must comply with the Staff Code of Conduct. They should always:

- Be aware that their main priority is the adult in their care.
- Listen to the person and talk to them about their right to be kept safe from harm.
- Be respectful towards the adults in their care, their parents/carers and fellow workers.
- Seek advice and support from the Designated Safeguarding Lead for your service.
- Be aware that for each adult with care and support needs:
 - Their chosen outcomes are at the heart of safeguarding
 - Safeguarding is always more focused on the individual than on the processes
 - Their dignity and respect towards them is central to all professional practice.

All Community Connex's staff and volunteers are expected to adhere to this approach through their behaviour and work practices. Additionally, they are expected to challenge colleagues and inform the Chief executive when services do not meet these requirements. (Also see Whistle-blowing Policy).

Advocates

In relation to safeguarding there are particular issues that staff undertaking the role of an advocate needs to be aware of. These include supporting a person to:

- a) Decide what outcomes/changes they want.

- b) Understand which actions of their own may expose them to avoidable abuse or neglect.
- c) Understand what actions they can take to safeguard themselves.
- d) Understand what advice and help they can expect from others including the criminal justice system.
- e) Understand what parts of the process are completely or partially within their control.
- f) Explain what help they want to avoid recurrence and to recover from their experience.
- g) There are circumstances where the advocate can contact statutory services without the individual's consent in the event of an emergency or when it is suspected a crime has been committed (**please refer to Community Connex Confidentiality Policy**).

Designated Safeguarding Leads

Designated Safeguarding Leads (DSLs) are the first point of contact in the event of an act of abuse or neglect of a vulnerable adult being identified. They must:

- Take immediate action to safeguard anyone at immediate risk of harm including calling emergency services or summoning medical assistance.
- If a criminal offence has occurred or is about to occur, call the police.
- Details of the safeguarding incident should be captured using the Safeguarding Form.
- The DSL will then review the Reporting a Safeguarding Concern Form and complete the Safeguarding Alerts Log (Appendix E) and notify the Organisational Safeguarding Lead.
- The Safeguarding Alerts Log is used to capture all details and actions and monitor progress.
- If abuse is suspected, it is the responsibility of the DSL to inform the Duty Manager at HAST within 24hrs. At all times consideration must be given to the safety of the individual – and whether immediate action is needed to keep the person safe from further abuse and what action needs to be taken regarding the alleged perpetrator, if a member of staff.

- Consider support needs for the member of staff.
- In consultation with HSAT and/or police determine route for further action to be taken and agree process of investigation.
- Record actions and plans agreed.
- Attend case conference/strategy meetings as required.

Safeguarding Leads

Name and position of Safeguarding Leads	Phone and email details
Hazel Paterson Board Safeguarding Lead	Hazel.paterson@communityconnex.co.uk
Deven Pillay Executive Safeguarding Lead	Deven.Pillay@communityconnex.co.uk 020 8869 8487
Asimah Naseem Organisational Safeguarding Lead	Asimah.Naseem@communityconnex.co.uk 07827 109604
Abigail Ezimako Care ConneX Designated Safeguarding Lead	Abigail.Ezimako@communityconnex.co.uk 07951 147 905
Francesca Silvester Together & Youth ConneX Designated Safeguarding Lead	Francesca.Silvester@communityconnex.co.uk 020 869 8487

Ronita Pascal Advocacy 1 st – Harrow Designated Safeguarding Lead	ronita.pascal@communityconnex.co.uk 07483 106072
Rachael Griffiths Advocacy 1 st – Luton & Oxford Designated Safeguarding Lead	rachael.griffiths@advocacy1st.co.uk 07990 047099
Jeremy Child People ConneX Designated Safeguarding Lead	jeremy.child@communityconnex.co.uk 07734 955115

The Designated Safeguarding Leads are responsible for leading on all safeguarding matters within their service. They will work with the line managers and agree which incidents should be reported to the HSAT. They will:

- Complete the Safeguarding Alerts Log for their service, this is found here: Community **Connex\Designated Safeguarding Leads**.
- Monitor progress and reporting of all safeguarding incidents.
- Inform the Organisational Safeguarding Lead of any new incidents and progress against action plans.
- Meet as a group throughout the year and carry out critical reviews of referrals/incidents.
- Deliver Safeguarding training to all staff working in our services on a quarterly basis.
- Offer advice and support to their designated teams as well as having a preventative function which includes implementing and reviewing policy, making recommendations around training and development, maintaining links with local safeguarding boards, providing advice and

guidance to the wider organisation, ensuring the organisation is compliant and up to date with legislation and best practice, appropriate storage of any associated records, consent and storage of images.

The Organisational Safeguarding Lead and Executive Safeguarding Lead will be available to support all line managers and staff in the event of an incident if their Designated Safeguarding Lead is not available. In addition, they will:

- Provide support and guidance to all Designated Safeguarding Leads
- Monitor progress of all safeguarding incidents
- Provide a quarterly report to the Board on safeguarding
- Monitor the effectiveness of our safeguarding processes, training and resolution of incidents.

Board of Trustees

Our board of trustees make sure that the organisation has an effective safeguarding policy and procedures in place and monitors that the organisation complies with them. The Board has a Board Safeguarding Lead who meets with the Organisational Safeguarding Lead on a regular basis.

4. Safeguarding

Abuse is a violation of an individual's human and civil rights by other person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission to act, or it may occur when a person at risk is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

IS ABUSE ALWAYS INTENTIONAL?

No, abuse is not always intentional. It can be the result of negligence, ignorance or accidental.

Sometimes it can be the result of well-intentioned actions but remember that ABUSE is the IMPACT of the act on the individual, not the intent.

Within this context abuse can take the form of:

Abuse in adults is defined under the below categories:

- Psychological
- Sexual
- Discriminatory
- Organisations (institutional abuse)
- Financial or material
- Physical
- Self-neglect
- Neglect or acts or omission
- Modern Slavery
- Domestic Abuse

In addition, there is domestic violence - An incident or a pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse. It concerns people aged 16 or over who are or have been intimate partners or family members and it can happen regardless of your gender or sexuality.

For further information for details information around safeguarding please refer to <https://www.harrow.gov.uk/adult-social-care/staying-safe/6>.

Our services should be of high quality and in respecting people's dignity they should:

- Not tolerate any forms of abuse – zero tolerance
- Treat people with the same respect they or their family would expect
- Treat each person as an individual – personalising services
- Provide the right to advocacy to individual and carers, if required

- Enable people to develop and maintain the maximum level of independence, choice and control
- Listen and support people to express their needs, wants and wishes
- Respect people's right to privacy
- Ensure that people can complain without fear
- Engage with family members and carers as care partners
- Assist people to maintain confidence and self-esteem
- Act to alleviate loneliness and isolation.

5. Safeguarding Checklist

Please see Appendix F for the Safeguarding Procedures Checklist.

All staff need to follow the checklist if there is a safeguarding concern for an Adult or Child.

6. Harrow Council Safeguarding Adults Services

The Harrow Safeguarding Adults Team manage all safeguarding concerns and enquiries for Adults within Harrow. They provide support and guidance.

Safeguarding Adults Services

PO BOX 1358

Harrow

HA3 3QN

Tel: 020 8420 9453

Fax: 020 8416 8269

Email: safeguardingadults@harrow.gov.uk

Website: <https://www.harrow.gov.uk/adult-social-care/staying-safe>

For services in Luton, the Luton Safeguarding Adults Team manage all safeguarding concerns and enquiries for Adults within Luton. They provide support and guidance.

Adults safeguarding team

Tel: 01582 547730

Website: [Safeguarding adults](#)

Email: adultsafeguarding@luton.gov.uk

If a crime has been committed or you have immediate concerns about the safety of any adults at risk, please call the Police on 999 for an emergency response 101 for non-emergency responses.

7. Templates

All templates can be found here in the OneDrive:

Community Connex\Shared Resources - General\ - TEMPLATES

- Safeguarding Form and alerts log
- Safeguarding Procedures Checklist

8. Appendices

Appendix A – Good Practice Guide – Responding to Disclosure

Appendix B – Good Practice – Preserving Physical Evidence

Appendix C – Good Practice – Recording

Appendix D – Reporting a Safeguarding Concern Form

Appendix E – Safeguarding Alerts Log

Appendix F – Safeguarding Procedures Checklist

Appendix A – Good Practice Guide – Responding to Disclosures

It is often difficult to believe that abuse or neglect can occur. Remember, it may have taken a great amount of courage for the person to tell you that something has happened and fear of not being believed can cause people not to tell.

- Accept what the person is saying – do not question the person or get them to justify what they are saying – reassure the person that you take what they have said seriously.
- Don't 'interview' the person; just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, let them. Try to remember what the person is saying in their own words so that you can record it later.
- You can ask questions to establish the basic facts but try to avoid asking the same questions more than once or ask the person to repeat what they have said- this can make them feel they are not being believed.
- Don't promise the person that you'll keep what they tell you confidential or "secret". Explain that you will need to tell another person, but you'll only tell people who need to know so that they can help.
- Reassure the person that they will be involved in decisions about what will happen.
- Do not be judgmental or jump to conclusions.
- If the person has specific communication needs, provide support and information in a way that is most appropriate to them.

Appendix B – Good Practice – Preserving Physical Evidence

What to do?

In cases where there may be physical evidence of crimes (e.g. physical or sexual assault), **contact the Police immediately**. Ask their advice about what to do to preserve evidence.

As a guide-

- Where possible leave things as and where they are. If anything must be handled, keep this to an absolute minimum.
- Do not clean up. Do not touch anything you do not have to. Do not throw anything away which could be evidence.
- Do not wash anything or in any way remove fibers, blood etc.; Preserve the clothing and footwear of the victim.
- Preserve anything used to comfort or warm the victim, e.g. a blanket.
- Note in writing the state of clothing of both the victim and person alleged to have caused the harm. Note injuries in writing. As soon as possible, make full written notes on the conditions and attitudes of the people involved in the incident.
- Take steps to secure the room or area where the incident took place. Do not allow anyone to enter until the Police arrive.
- In addition, in cases of sexual assault –
- Preserve bedding and clothing where appropriate, do not wash.

Try not to have any personal or physical contact with either the victim or the person alleged to have caused the harm. Offer reassurance and comfort as needed but be aware that anyone touching the victim or source of risk can cross contaminate evidence.

Appendix C – Good Practice Guide - Recording

As soon as possible on the same day, make a written record of what you have seen, been told or have concerns about. Try to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

The written report will need to include:

- the date and time when the disclosure was made, or when you were told about / witnessed the incident/s,
- who was involved, any other witnesses including service-users and other staff,
- exactly what happened or what you were told, in the person's own words, keeping it factual and not interpreting what you saw or were told,
- the views and wishes of the adult,
- the appearance and behaviour of the adult and/or the person making the disclosure,
- any injuries observed,
- any actions and decisions taken at this point,
- any other relevant information, e.g. previous incidents that have caused you concern.

Remember to:

- include as much detail as possible,
- make sure the written report is legible, written or printed in black ink, and is of a quality that can be photocopied,
- make sure you have printed your name on the report and that it is signed and dated,
- keep the report factual as far as possible. However, if it contains your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them.
- keep the report/s confidential, storing them in a safe & secure place until needed.

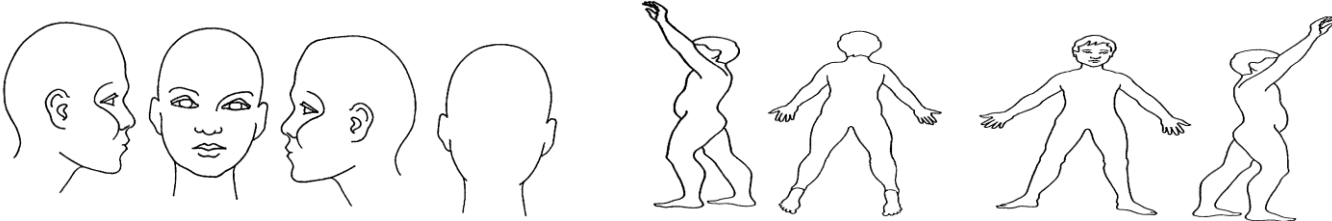
Appendix D – Reporting a Safeguarding Concern Form

Reporting a Safeguarding Concern

All safeguarding concerns should be recorded and reported without delay to the Community Connex Designated Safeguarding Lead for the relevant department. Further advice can be provided from the Designated Safeguarding Lead.

Name of staff member completing the form:	
Job title:	
Community Connex Department:	

Safeguarding Concern Form	
Name of client the concern is regarding	
Address of client	
Date of Birth of client:	
Gender:	
Disability:	
Communication needs:	
Service attended by client:	
Address where suspected abuse occurred:	
Date and time of alleged abuse:	
Detail of what happened or was witnessed: <i>Please include as much detail as possible.</i>	

What does the vulnerable person want to happen? <i>(what are their views of the situation?)</i>	
Type of alleged abuse:	
Body map <i>Please circle injuries you have witnessed</i>	
	
Have the emergency services been contacted?	
What actions have taken place following the alert?	

Date and time the safeguarding concern was reported to the DSL	
DSL Comments (include subsequent action i.e. advice, training etc):	
Date Designated Safeguarding Leads agree if the incident needs reporting to the Safeguarding Team	
Date DSL completed the safeguarding action log	
Signed	
Date completed	

Appendix E – Safeguarding Alerts Log

Safeguarding Alerts Log								
Responsible Manager	Department	Address	Type of Abuse Raised	Has an alert been raised to the relevant Local Authority Team?	Where was the alert raised? Please give details.	Date alert raised	Outcome	Any further action completed by Service Manager

Appendix F – Safeguarding Procedures Checklist

All staff need to follow the checklist if there is a safeguarding concern for an Adult of Child.

Safeguarding Checklist	Yes	No	Action
Has a safeguarding concern been identified by staff?	<input type="checkbox"/>	<input type="checkbox"/>	YES: Complete the steps in the checklist
			NO: No further action
Has the staff member ensured the immediate safety of the individual at risk?	<input type="checkbox"/>	<input type="checkbox"/>	YES: Complete the steps in the checklist
			NO: No further action
Has the line manager been informed?	<input type="checkbox"/>	<input type="checkbox"/>	YES: The Manager will provide guidance on next steps
			NO: The manager needs to be informed immediately
If there is a risk to life or a criminal act involved in the abuse, do the emergency Services need to be contacted (Ambulance or police)	<input type="checkbox"/>		YES: Call the emergency services immediately
			NO: Follow the next steps in the checklist
Has the incident been recorded in the internal safeguarding form?	<input type="checkbox"/>	<input type="checkbox"/>	YES: Follow next steps
			NO: the safeguarding form must be completed immediately
If appropriate, has the line manager raised the alert to the local authority?	<input type="checkbox"/>	<input type="checkbox"/>	YES: The DSL to complete the Safeguarding alert form to the appropriate council
			NO: DSL and Line manager to decide next steps
Has the safeguarding alerts log been updated?	<input type="checkbox"/>	<input type="checkbox"/>	YES: Follow next steps
			NO: The DSL needs to complete the safeguarding log
Has the Designated Safeguarding Lead for	<input type="checkbox"/>	<input type="checkbox"/>	YES: Safeguarding lead will track alerts for the organisation

Community Connex been notified			NO: All alerts need to be forwarded to the safeguarding lead promptly.
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