

Safeguarding Adults at Risk Policy

Cambridge Acorn Project is committed to ensuring that adults (people over 18 years old) who use our services are not abused or exploited or put in a position where there is any risk of any form of abuse whatsoever. We believe that every adult regardless of background and any defining characteristic whatsoever (see **CAP Equality Policy**) have the right to a life free from abuse and exploitation as stated in the Human Rights Act 1998 articles 2,3 and 5 and The Care Act 2014 statutory guidance chapter 14, as well as, more positively, having opportunities for full well-being, as defined by the Care Act 2014. Our models of working are designed to promote wellbeing for all the adults and children we work with, as well as being designed to detect and prevent abuse.



We are committed to best practice, meaning a commitment to keeping adults safe from harm and exploitation and to upholding their rights; that is, always acting in their best interests and with their consent.

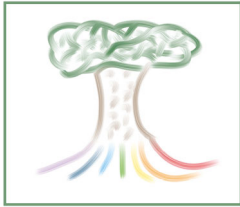
Safeguarding adult duties apply to an adult who;

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of abuse and neglect
- as a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse and neglect

The person responsible for this Guidance and Procedure is Matt Edge (Practitioner/CEO) [07507740047]. Matt is the designated safeguarding lead (DSL) responsible for all safeguarding in the organisation. This document is also related to our **Safeguarding Children Policy**.

The above person will:

- Ensure that the welfare of adults at risk is given the highest priority by our organisation, its Trustees and staff/volunteers
- Act as the main contact for sharing information around Safeguarding concerns
- Ensure that the concerns of Adults at Risk of Harm are heard and acted upon
- Be responsible for ensuring concerns are reported to the appropriate authorities
- Ensure training is provided for all staff/volunteers, and remain up to date with current practice and legislation
- Ensure all staff/volunteers service users and families have access to further appropriate information



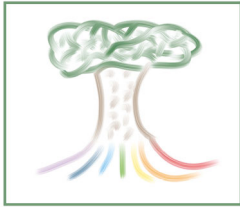
Definition:

Adults who use our services who are over 18 years of age. Some of the people we work with receive support due to their mental and physical health needs. They have also often received help from other services for example G.P, counselling, therapist and/or hospital.

Identifying abuse and neglect:

There are many forms of abuse and neglect, and instances can be one-off or multiple and affect one person or more. The list below is not exhaustive, but seeks to illustrate the sort of behaviour that could give rise to a safeguarding concern:

- **Physical abuse:**
 - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence:**
 - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Sexual abuse:**
 - including 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.
- **Psychological abuse:**
 - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse:**
 - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery:**
 - encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and 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.
- **Discriminatory abuse:**
 - including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or Religion.
- **Organisational abuse:**
 - including neglect and poor care practice within an Institution, or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own



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home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- Neglect and acts of omission:
 - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Self-neglect:
 - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Abuse can take place in any setting, public or private, and can be perpetuated by anyone. Staff and Trustees have a duty to identify abuse and report it.

Responsibilities of Cambridge Acorn Project's staff, Trustees and volunteers:

- To be familiar with this policy
- To take appropriate action in line with this policy
- To declare any existing or subsequent convictions
- To access appropriate supervision and support
- To undertake relevant safeguarding training internally or through the local authority as appropriate

Making a referral by staff or volunteers:

A referral should be made to the Local Authority and/or the Police when:

- The person is an adult at risk of harm and there is a concern that they are being, or are at risk of being, abused or neglected, and at risk of harm and they consent to a referral being made.
- The person is an adult at risk without mental capacity and there is a concern that they are being, or are at risk of being, abused or neglected, and at risk of harm.
- A crime has been or may have been committed against an adult at risk without mental capacity to report a crime and a 'best interests' decision is made.
- The abuse or neglect has been caused by a member of staff or a volunteer.
- Other adults or children are at risk from the person causing the harm.
- The concern is about institutional or systemic abuse away from Cambridge Acorn Project
- An adult at risk has been harmed and the person causing the harm is also an adult at risk, in which case a referral should be made for both people.

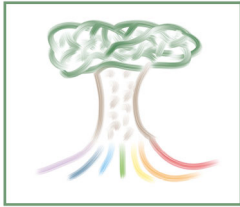
Factors to consider in making an Adult at risk of harm referral:

- How vulnerable is the adult at risk?

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- What is the nature and extent of the abuse?
- Is the abuse a real or potential crime?
- How long has it been happening?
- Is it a one-off incident or a pattern of repeated actions?
- What impact is this having on the individual?
- What physical and/or psychological harm is being caused?
- What impact is the abuse having on others?
- What is the risk of repeated or increasingly serious acts involving the person causing the harm?
- Is a child (under 18 years) at risk?
- Does the adult at risk have capacity to make decisions about their own safety and wants this to happen?
- Has the adult at risk been assessed as not having capacity to make a decision about their own safety, but a decision has been made in their best interests to make a referral?

Staff reporting incidents of suspected or potential abuse may find that the victim and/or the other responsible adult concerned are upset or angry. Support may take the form of support provided by CAP DSL, colleagues or counselling provided by an outside body if required.

Volunteers and staff themselves may also be the subject of an allegation of abuse. While support will be offered to the individual concerned, the Cambridge Acorn Project will ensure that relevant statutory agencies are given all assistance in pursuing any investigation.

Concerns of abuse or exploitation

Where an allegation and concern is in relation to a staff member or volunteer who works with adults at risk, staff should report their concern to the Designated Safeguarding Lead (Matt Edge, 07507740047). If the concern is about the Designated Person, the concern should be reported to CAP Safety and Compliance Officer, Mark Dalton [07503 169144; mark.dalton@live.co.uk]

Where it is believed that a staff member has harmed, or poses a risk of harm to an adult at risk, there is a duty to make a referral to the Disclosure and Barring Service (DBS).

Logging a Concern and Making a Referral for an Adult at Risk

Use MyConcern which asks for the information highlighted below:

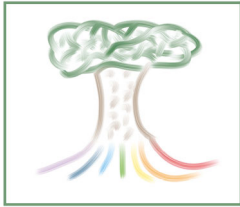
It is important that all concerns are properly recorded and shared and the following information must always be captured where available:

- Name and address of the adult, including any alternative spellings of the name or alternative name
- Age and date of birth if possible
- Name and address of adults involved, including any alternative spellings of names or alternative names
- Date and time of the alleged incident or date and time you were told/noticed.

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- Nature of concern – Physical, sexual, neglect, financial, emotional. Please provide as much detail as possible.
- MyConcern will make a note of date and time referral made.

The practitioner should fill in the concerns form on MyConcern as soon as is practically possible (and at the latest within 24 hours). It is the responsibility of the designated person [Matt Edge – 07507740047; matt@cambridgeacornproject.org.uk] to make a referral to the relevant local authority.

Please ring Matt on 07507 740047 if your concern is urgent or if you have any questions about a concern. Remember to dial 999 if a person is in immediate harm.

Confidentiality

Confidentiality is crucial to all our work and relationships.

Do not keep concerns relating to potential abuse of vulnerable adults to yourself. Confidentiality may NOT be maintained if withholding that information that will prejudice the welfare of the adult or place them at risk of harm.

All adults will know that information about them is managed appropriately and there is a clear understanding of confidentiality and its limits among staff/volunteers. This will be discussed with clients at the point of referral/first visit, as well as written information regarding complaints and record keeping.

All those making a complaint or allegation or expressing concern, should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk of harm

The adults we work with have the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

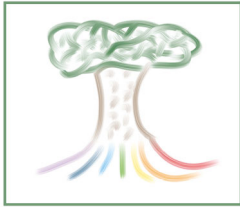
Contact information

If you suspect abuse or someone makes an allegation of abuse contact the:

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- Designated Safeguarding Lead: (Matt Edge – 07507740047; matt@cambridgeacornproject.org.uk)
- In the event of the designated person not being available you can make a direct referral yourself: <https://www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-an-adult-at-risk>
- If someone is in danger and unable to protect themselves or cannot remain in the community without immediate intervention contact: Emergency Duty Team: - Out of hours 01733 234724, or the Police or an Ambulance on 999.

Managing Risk in Sessions

If you feel that your client is at risk of serious self-harm or suicide, please follow the guidelines below. Firstly, ask them if they are able to keep themselves safe.

If they say Yes:

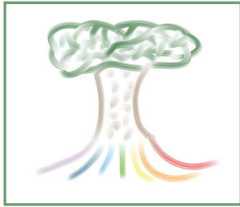
- Support your client in drawing up a safety plan which they can take away with them (take a photo of it so it can be added to their file for future reference) (see the back of this policy for a template safety plan)
- If they already have a safety plan, go through it with them as a reminder and to update as appropriate
- Highlight the crisis numbers they can call for support (on the safety plan)
- Encourage them to book an appointment with their GP to discuss their state of mind
- Contact CAP safeguarding lead as soon as you are able to after your session
- Log concern on MyConcern
- Upload copy of safety plan to 'Uploaded Docs' on Charitylog

Designated Safeguarding Lead: Matt Edge - matt@cambridgeacornproject.org.uk / 07507 740047 or Hannah Chapman - hannah.chapman@cambridgeacornproject.org.uk / 07947 855308

If they say No or if you believe that your client is at immediate risk of harming themselves after leaving the session:

- Support your client in contacting NHS First Response (111, option 2) during the session
- Encourage your client to use their mobile phone so the service can have direct contact with them
- You can then use your own phone to contact Hannah or Matt for support
- Make sure someone stays with the client until the First Response call has reached a conclusion and any action is taken by the First Response team, this maybe you or another CAP practitioner
- If appropriate, it may be helpful for your client to contact a friend or family member to collect them at the end of the session
- Log concern on MyConcern

If your client leaves the session and they have made a disclosure that they intend to harm themselves imminently, you should contact the Emergency Services immediately.



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WHISTLEBLOWING:

Practitioners must be aware of CAP's new Whistleblowing Procedure and should familiarise themselves with the accompanying Whistleblowing Policy.

We now have a Whistleblowing Consultant (Mark Dalton mark.dalton@live.co.uk 07305 169144) and a nominated Trustee in charge of receiving Whistleblowing complaints (Fiona Nolan fnolan@gmail.com trustees@cambridgeacornproject.org.uk) if any practitioner, employee or volunteer associated with CAP has a concern that senior staff, especially the C.E.O., are not responding appropriately to concerns or allegations, or the safeguarding concerns about children or adults at risk of harm are being minimised or ignored. Please email Mark Dalton and/or Fiona Nolan and they will respond to you.

Prevent Guidance

Prevent is one strand of the government's counterterrorism strategy focussed on vulnerability and safeguarding.

The aim of Prevent is to stop people becoming terrorists or supporting terrorism. It seeks to do this by identifying those individuals who may at some point in their life become vulnerable to supporting violent extremism and by providing effective joined up support across a range of public voluntary and community sector agencies and specialist support.

Prevent seeks to divert people from a path that might otherwise involve them entering the Criminal Justice system. Engagement with Prevent does not result in or rely upon a criminal record.

Safeguarding individuals who might be susceptible to radicalisation

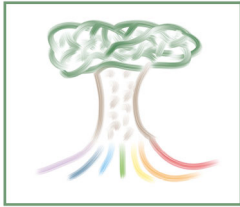
At a national, regional and local level agencies are working together to:

- Prevent people from becoming terrorists or supporting terrorism.
- Identify and provide support to individuals who are at risk of being drawn into extremist or terrorist related activity through Channel.

Channel

People working in the public sector, carrying out home visits, volunteering, working in Safeguarding roles are often in a position to identify those individuals who are susceptible to radicalisation at a very early stage so that they are not drawn into criminal activity which may affect their prospects in later life.

Channel is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into extremist or terrorist related activity whether it is Far-Right, Extreme-Right, Irish-Related, Al-Qaeda inspired, Animal Rights, Environmental or any other form. Channel is not about prosecuting or stigmatising individuals who have been referred. It is a multi-agency safeguarding process to protect a person and help them avoid a pathway to extremism and crime.



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What can put people at risk?

There is no single profile of a terrorist or violent extremist. Factors which may make people more vulnerable include:

[Substance & alcohol misuse](#), Peer pressure, Influence from older people or via the Internet, Bullying, [Crime & anti-social behaviour](#), [Domestic violence](#), Family tensions, [Race/hate crime](#), Mental Health Issues, Lack of self-esteem or identity, Grievances (personal or political), Migration

Channel assesses the nature and extent of the potential risk to an individual and, where necessary, provides an appropriate support package tailored to their needs. This decision is made by a multi-agency panel with representation from the police, education, health, housing, social care etc. Early intervention can help to keep our communities safe so if during the course of your work you are concerned about the welfare of an individual you should contact:

- your organisation's Safeguarding Lead [Matt Edge – 07507740047]
- the Prevent Engagement Team:
- Email: prevent@cambs.pnn.police.uk
 - Tel: 01480 42 2596
 - Source: <https://www.safeguardingcambspeterborough.org.uk/children-board/professionals/prevent/>

RELEVANT CONTACT NUMBERS:

CAP Designated Safeguarding Lead: Matt Edge, 07507740047 matt@cambridgeacornproject.org.uk

Hannah Chapman 07947 855308 hannah.chapman@cambridgeacornproject.org.uk

CAP Whistleblowing Consultant: Mark Dalton, mark.dalton@live.co.uk (07503 169144)

Cambridgeshire Adult Contact Centre: 0345 045 5202 (9am – 5pm Monday to Friday); Emergency Duty Line (Out of Hours) 01733 234724 referral.centre-adults@cambridgeshire.gov.uk

Local Authority Designated Officer (LADO): 01223 727967

(<https://www.cambridgeshire.gov.uk/council/contact-us/report-allegations-about-a-practitioner-or-volunteer>)

Latest revision: March 2024

To be revised: September 2024

SIGNED BY THE PERSON LEGALLY RESPONSIBLE FOR THIS POLICY:

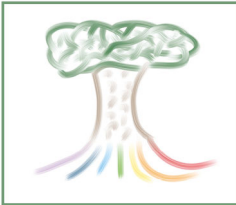
01/03/2024

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Safety Plan

Creating a safety plan can support you when you are struggling with thoughts of suicide or self-harm. Your CAP practitioner can help you to complete this so you can refer back to it when you are having these thoughts.

What I need to do to reduce the risk of me acting on the thoughts of suicidal or self-harm?

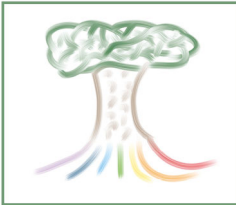
What warning signs or triggers are there that make me feel more out of control?

What have I done in the past that helped? What ways of coping do I have?

What I will do to help calm and soothe myself:

When I'm having harmful thoughts, what could I tell myself? (What might I say to a friend who was having these thoughts? What might my therapist say to me?)

What could others do that would help?



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Who can I call:

Friend or family member:

Health professional:

Telephone/online helplines:

NHS First Response 111 (Option 2)

Samaritans <https://www.samaritans.org/> Call 116 123 (24 hrs) Email jo@samaritans.org

CALM <https://www.thecalmzone.net/get-support> Call 0800 58 58 58 (5pm – midnight)
Webchat also available

Silence of Suicide <https://sossilenceofsuicide.org/> 0808 115 1505 (Mon – Fri 8pm – midnight,
Weekends 4pm – midnight)

A safe place I can go to:**If I still feel suicidal and out of control:**

- I will go to an A & E department
- If I can't get there safely, I will call 999

(Adapted with thanks from Safety Plan worksheet on www.getselfhelp.co.uk)