



Safeguarding Policy: Adults

1. INTRODUCTION

This Adult Safeguarding Policy for **STREETZ C.I.C** is based on the principles that underpin the Care Act 2014 (section 10 of this document) - those of promoting wellbeing and putting service users at the centre of all adult safeguarding by making it personal to each individual. This policy also acknowledges the need to support and minimise the risk to those that are providing the service (including staff, volunteers, contractors, and guests).

2. CONTEXT

For the purpose of this policy:

- 'Adult' means a person aged 18 years or over
- 'Safeguarding' is the multiagency approach of supporting individuals that have experienced harm or abuse. This applies to individuals with Care and Support Needs and are At Risk.
- 'Protection' is the defending and guarding of individuals through the coverage of support for the victims of crimes. This does not need to apply to individuals with Care and Support Needs and those At Risk.
- 'Safeguarding Concern' is the term for what was traditionally considered an 'allegation' or 'disclosure'. Concern is used as it covers more eventualities and situations.

3. OBJECTIVES

The objectives of this Adult Safeguarding Policy are:

- A. To explain the responsibilities the organisation and its volunteers have in respect of adult safeguarding.
- B. To provide volunteers with an overview of adult safeguarding
- C. To provide a clear procedure that will be implemented where adult safeguarding concerns arise.



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4. THE ROLE OF DIRECTORS AND VOLUNTEERS

All Directors and Volunteers performing tasks on behalf of the organisation have a duty to promote the welfare and safety of adults.

The Safeguarding Lead may receive Safeguarding Concerns and observe adults who are at risk. This policy will enable people to make an informed and confident response to specific adult safeguarding issues.

5. ROLE OF DESIGNATED ADULT SAFEGUARDING LEAD

The role of the designated lead is to deal with all instances involving adult protection that arise within the organisation. They will respond to all adult safeguarding concerns and enquiries.

The designated Adult Safeguarding Lead for the organisation is Jordan Johnson.

6. WHAT IS SAFEGUARDING?

The Care Act 2014 (Care and Support Statutory Guidance Chapter 14) defines safeguarding as 'protecting an adult's right to live in safety, free from abuse and neglect.'

People and organisations should work together to:

- Prevent and stop both the risks and experience of abuse and neglect
- Ensure that the adult's wellbeing is promoted
- Have regard to the adult's beliefs, feelings, wishes and views in deciding any action.
- It must be recognised that adults sometimes have complex interpersonal relationships and may be unrealistic, ambivalent or unclear about their personal circumstances.

7. AIMS OF SAFEGUARDING

The aims of Adult Safeguarding are to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs



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- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, contribute in preventing, identifying and responding to abuse and neglect
- Provide information, advice and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult

8. WHO DOES SAFEGUARDING APPLY TO?

The Statutory Safeguarding adults at risk duties apply to any adult who:

- Has needs for care and support
- Is experiencing, or at risk of, abuse or neglect
- Is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Defining what Care and Support means

‘Care and Support’ is the term used to describe person / internal characteristics which means that the individual may need more support to live a comfortable safe life, this can include:

- Lack of mental capacity
- Communication difficulties
- Physical dependency
- Low Self-esteem
- Previous experience of abuse
- Rejecting help
- Unusual offensive / aggressive behaviours

Defining what At Risk means

‘At Risk’ is the term used to describe the social / external situations which may put the individual in situations where the opportunity for harm or risk to happen is greater, these can include:



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- Being physically and financially dependent on others for care
- Living in families with multiple problems
- Isolation & Social Exclusion
- Discrimination and/or a target for crime

9. 'WELLBEING' PRINCIPLE

The Care Act 2014 introduces a duty to promote wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as “the wellbeing principle” because it is a guiding principle that puts wellbeing at the heart of care and support.

The wellbeing principle applies in all cases where carrying out any care and support function, or making a decision, or safeguarding. It applies equally to adults with care and support needs and their carers. “Wellbeing” is a broad concept, and it is described as relating to the following areas in particular:

- personal dignity (including treatment of the individual with respect);
- physical and mental health and emotional wellbeing;
- protection from abuse and neglect;
- control by the individual over day-to-day life (including over care and support provided and the way it is provided);
- participation in work, education, training or recreation;
- social and economic wellbeing;
- domestic, family and personal relationships;
- suitability of living accommodation;
- the individual's contribution to society.

10. PRINCIPLES OF THE CARE ACT 2014 AND CORRELATING “I” STATEMENTS

All adult safeguarding work should reflect the following key Principles of the Care Act 2014.

[Note: The Principles are not in order of priority; they are all equal importance.]

- **EMPOWERMENT** – People being supported and encouraged to make their own decisions and informed consent.

“I am consulted about the outcomes I want from the safeguarding process, and these directly inform what happens.”



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- **PREVENTION** – It is better to take action before harm occurs.

“I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help.”

- **PROPORTIONALITY** – The least intrusive response appropriate to the risk presented.

“I am confident that the responses to risk will take into account my preferred outcomes or best interests.”

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

“I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.”

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

“I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.”

- **ACCOUNTABILITY** – Accountability and transparency in delivering safeguarding.

“I am clear about the roles and responsibilities of all those involved in the solution to the problem.”

11. MAKING SAFEGUARDING PERSONAL

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them. It is a shift from a process supported by conversations to a series of conversations supported by a process.



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12. TYPES OF ABUSE AND NEGLECT

Abuse can occur in any relationship, and it may result in significant harm to, or exploitation of, the person subjected to it. Incidents of abuse may be one-off or multiple and affect one person or more. ***Volunteers & Committee Members??*** should look beyond single incidents or individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems. In order to see these patterns, it is important that information is recorded and appropriately shared. Abuse or neglect may be the result of deliberate intent, negligence or ignorance. Exploitation can be a common theme in the experience of abuse or neglect.

- **PHYSICAL ABUSE - using a weapon, body or environment to cause harm.** Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate physical sanctions or force-feeding, adaptations to environment (manipulating light, sound, temperature, comfort etc.) and inappropriate methods of restraint.
- **SEXUAL ABUSE – non-consensual acts or sexual behaviours.** Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **PSYCHOLOGICAL ABUSE - control and harm caused by behaviour, acts and messages.** Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **FINANCIAL OR MATERIAL ABUSE - exploitation or misuse of a person's assets.** Financial abuse includes 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.



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- **ORGANISATIONAL ABUSE - poor treatment and dehumanisation by an organisation.** Organisational abuse (previously known as Institutional abuse) includes, neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **NEGLECT AND ACTS OF OMISSION - removal / denial of basic and additional life needs.** Neglect and acts of omission include 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 - inability or unwillingness to exercise self-care.** Consider the criteria of neglect and apply to an individual not providing it for themselves.
- **DISCRIMINATORY ABUSE - harassment or deliberate exclusion based on a 'difference'.** Discriminatory abuse includes forms of harassment, slurs or similar treatment because of race, faith or religion (or absence of), age, disability, gender, sexual orientation and political views. It also includes racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability. Excluding a person from activities on the basis that they are 'not liked' is also discriminatory abuse.
- **DOMESTIC ABUSE - coercion and control within an intimate / close relationship.** The Home Office (March 2013) defines domestic abuse as: "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."



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- **MODERN SLAVERY** - Modern Slavery encompasses slavery, human trafficking, forced labour, sexual exploitation, debt bondage, organ harvesting and child criminal exploitation. 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.
- **HUMAN TRAFFICKING** - Trafficking is the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion. It can include abduction, fraud, deception, the abuse of power or of a position of trust or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.
- **FORCED LABOUR** - Forced Labour Convention No.29 (1930) of the International Labour Organisation (ILO) defines forced labour as: 'Any work or service exacted under the menace of any penalty, and for which the volunteer has not offered themselves voluntarily.' To better understand what forced labour constitutes in practice, the ILO initially developed a list of six forced labour indicators: threats or actual physical harm to the volunteer; restriction of movement or confinement to the workplace; debt bondages; withholding of wages or excessive wage reductions; retention of identity documents; threat of denunciations to the authorities.
- **SEXUAL EXPLOITATION** - Sexual exploitation involves exploitative situations, contexts and relationships where adults at risk (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. It affects men as well as women.
- **DEBT BONDAGE / DEBT SLAVERY** - Debt bondage occurs when a person is forced to work to pay off a debt. They are coerced or tricked into working for little or no pay, with no control over their debt. Most or all of the money they earn goes to pay off their loan. The value of their work invariably becomes greater than the original sum of money borrowed.



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- **ORGAN HARVESTING** – Trafficking or transportation of an individual with the intention to remove their organs for sale on the black market.
- **CRIMINAL EXPLOITATION / COUNTY LINES EXPLOITATION** – Criminal exploitation is increasingly used to describe this type of exploitation where anyone, but especially children are involved. Child Criminal Exploitation is common in county lines and occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim of whatever age may have been criminally exploited even if the activity appears consensual. Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology. Criminal exploitation is broader than just county lines, and includes for instance individuals forced to work on cannabis farms or to commit theft or other crimes.
- **VIOLENCE AGAINST WOMEN AND GIRLS (VAWG)** - Violence against women and girls (VAWG) is abuse that is targeted at women or girls because of their gender and it affects women and girls disproportionately but men can be abused too. It is important that VAWG is not seen as a series of incidents or assaults which a woman or girl experiences, but as a pattern of violent or controlling behaviour that seeks to achieve power and control over them.
- **SO-CALLED 'HONOUR' BASED VIOLENCE (HBV)** - a violent act as punishment for 'shame'. HBV is a crime or incident which has or may have been committed to protect or defend what is perceived to be the 'honour' of the family or community. HBV is a violation of human rights and may be a form of domestic and/or sexual violence. It can be used to control behaviour within families or other social groups to protect perceived cultural or religious beliefs.
- **FORCED MARRIAGE** - non-consensual pairing with another person. A forced marriage is a marriage in which one or both of the parties are married without their consent or against their will. It is recognised as a form of violence against women, men or children and is a serious abuse of human rights.



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- **HARMFUL PRACTISES** – Cultural / based practises that cause harm to the individual, these include: **FEMALE GENITAL MUTILATION (FGM)** - intentional alteration of the female genital organs for nonmedical reasons. This has no medical benefit for the girl. **BREAST IRONING** – the injuring of the breast tissue to prevent development. **SEX SELECTIVE ABORTION** – forcing termination based on the gender of the foetus.
 - **DOWRY-RELATED ABUSE** - Any act of violence or harassment associated with the giving or receiving of dowry at any time before, during or after the marriage. It can include all form of violence including: domestic violence, sexual violence, acid throwing, burning and other forms of violence. In extreme cases it involves murders which are often masked by the perpetrators as suicides or accidents – often through burning.
 - **PROSTITUTION** - Prostitution is not a crime in itself but there are a number of offences related to it. Prostitution is dangerous and unhealthy. Individuals involved in prostitution are often extremely vulnerable to sexual exploitation. Research has shown that many are poor, homeless and have already suffered violence and abuse throughout their life.
- **HATE CRIME** - targeting a person because of perceived difference. A hate crime is any incident or criminal offence that is motivated by hostility or prejudice based upon the victim's: Disability, Race, Religion or beliefs (or absence of), Sexual orientation, Transgender identity. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence. In addition, it includes incidents that do not constitute a criminal offence.
- **MATE CRIME** - false friendships to take advantage of a person's assets / situation. The Safety Net Project defines mate crime as the following: 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.'



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- **RADICALISATION** - process by which a person comes to support terrorism and. extremist ideologies associated with terrorist groups. Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups. There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

13.CHILDREN

It is essential that the needs of any child within an abusive or volatile situation where there is an adult safeguarding issue involved are considered and acted upon. Please contact the **Warrington Borough Council First Response Team – 01925 443322** (Option 2 – Social Care) or the **Police – 101**.

14.RESPONDING TO A SAFEGURDING CONCERN

Procedures following a safeguarding concern or suspicion of harm or abuse

It is important that adults are protected from abuse. All concerns or suspicions must be taken seriously.

This procedure must be followed whenever a concern is raised or when there is a suspicion that an adult has been abused.

If a concern is raised by an adult or a third party:

- 1) Do not clean or tamper with any evidence – if the person is in immediate danger or has just been affected – **CALL 999**
- 2) Listen carefully to what is being told and tell the person that you have a duty to pass this information on – **NEVER KEEP A SECRET**
- 3) Record only the facts, in the language/words used by the person making the allegation, and don't ask any questions which may seem to be 'leading'. Record any injuries on a body map.
- 4) Make a note of the time and date that the concern was raised, who raised the concern and who it was raised to (sign and date the report).



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- 5) Inform the Safeguarding Lead - **Jordan Johnson** who will then report using the numbers below.

If the person whom the concern was raised to isn't confident to report it or is unsure or needs further assistance, then they should consult the Safeguarding Lead. Otherwise, to minimise the number of people involved and to make for efficacy of reporting, that person will report the concern to the numbers below.

- 6) Report the concern to the following:

Warrington Borough Council First Response Team
01925 443322
(Option 2 – Social Care)

The Police
101

In the event **STREETZ C.I.C** is unsure of a situation or is seeking further advice, they will contact either the First Response Team or the Police.

STREETZ C.I.C is committed to protecting the people involved in the activities of the organisation and therefore will pass on concerns and ask questions of the First Response Team and the Police.

REMEMBER: DOING NOTHING IS NEVER AN OPTION

It is important to remember that **STREETZ C.I.C** and the *Volunteers & Committee Members??* within it is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies.

15. CONFIDENTIALITY

Adult safeguarding raises issues of confidentiality which must be clearly understood by all.

- All Directors and Volunteers have a professional responsibility to share relevant information about the protection of adults with other professionals, particularly investigative agencies and adult social services.



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- Clear boundaries of confidentiality will be communicated to all.
- All personal information regarding an adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.
- If an adult confides in a Director of Volunteer and requests that the information is kept secret, it is important that the Director of Volunteer tells the adult sensitively that they have a responsibility to refer cases of alleged abuse to the appropriate agencies.
- Within that context, the adult must, however, be assured that the matter will be disclosed only to people who need to know about it.
- Where possible, consent must be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the adult is the priority.
- Where a concern has been raised, Director of Volunteers must let the adult know the position regarding their role and what action they will have to take as a result.
- Director of Volunteer must assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information must be fully considered and their wishes and feelings taken into account.

This policy needs to be read in conjunction with other policies for the organisation including:

- Confidentiality
- Data Protection
- Privacy and Cookie Policy
- Safeguarding Policy: Children and Young People (CYP)



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16. TRAINING

Training will be provided, as appropriate, to ensure that Director of Volunteers are aware of these procedures. It is the responsibility of **Jordan Johnson** to ensure that the Director of Volunteers have the relevant and most up to date training and information.

Status / Version	Date Revised	Author	Review Date	Signed By
2		Kathryn Ozmaya	27.09.2026	Kathryn Ozmaya