

Reviewed: November 2024

SAFEGUARDING ADULTS POLICY & PROCEDURES

PURPOSE

Age UK Cambridgeshire & Peterborough (AUKCAP) provides services and represents a wide range of older people in Cambridgeshire and Peterborough and recognises that some may be vulnerable to abuse.

Care Act 2014

The Care Act 2014 emphasises the need for agencies to work together to ensure a coherent policy to protect vulnerable adults.

AUKCAP has made a commitment to sign up to and engage with local Safeguarding arrangements in Cambridgeshire and Peterborough.

All charities must comply with the Charities Act (2011) (as amended by the Charities Protection and Social Investment Act (2016)) and the guidelines of The Charity Commission.

The Charity Commission state "*Protecting people and safeguarding is a governance priority for all charities. It is a fundamental part of operations as a charity for the public benefit.*"

SCOPE

This policy and procedure document explains the responsibility of all trustees, staff and volunteers who represent AUKCAP.

Compliance with this policy is a mandatory requirement of AUKCAP.

POLICY

What is Safeguarding and to whom does the policy apply?

The 2014 Care Act defines Safeguarding as 'protecting an adult's right to live in safety, free from abuse and neglect'.

This policy applies to:

- An adult who has needs for care and support
- An adult who is experiencing, or is at risk of abuse or neglect

To meet our obligations we need to know two things:

- (1) how to identify and raise a concern
- (2) initial triage and response to a concern

The topics covered include:

1. What is abuse?
2. Alerting – What to do and who to tell
3. Confidentiality
4. Training
5. Contact details

1 What is abuse?

Abuse is defined as:

“...a violation of an individual’s human and civil rights by any person or persons” (Department of Health, No Secrets, March 2000). Abuse is when someone does or says something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

1.1 Abuse comes in many forms and the signs are not always obvious. There are ten common kinds of abusive acts:

- i. Physical abuse
- ii. Sexual abuse
- iii. Psychological or emotional abuse
- iv. Financial or material abuse
- v. Neglect or acts of omission
- vi. Discriminatory abuse
- vii. Organisational or institutional abuse
- viii. Modern Slavery
- ix. Domestic Violence or abuse
- x. Self Neglect

1.2 Who might abuse and where might abuse take place?:

ANYBODY

- A relative, friend or neighbour
- Care workers
- Professionals
- Volunteers
- Another adult at risk
- Children
- Strangers

ANYWHERE

- Residential or Nursing home
- Someone’s own home
- A hospital
- Day centre
- In the workplace
- Educational establishment
- Supported housing

PROCEDURE

2 How to raise a safeguarding concern

ALERTING

If you come across a suspicion, allegation or evidence of adult abuse, doing nothing is not an option.

NOTE: If there is a suspicion that the alleged perpetrator is a staff member, please see AUKCAP Whistleblowing Policy in addition.

If you come across a situation where there may be a vulnerable adult subject to, or at risk of abuse:

AUKCAP Employees must:

- Do their best to make the person safe, both physically and emotionally, if appropriate.
- If the person is in immediate danger, dial 999 and ask for the appropriate emergency service.
- Discuss with the individual the immediate situation, explain the possible next steps and potential outcomes, and ask if they give permission for you to take further action (see para 2.1 regarding capacity).
- Record as much information as possible including the date and time, what the adult said, your suspicion or details of the allegation and the appearance and behaviour of the victim.
- Not disturb or move articles that could be used in evidence and secure the scene.
- Inform your Line Manager (or member of the management team in their absence) immediately or as soon as reasonably possible by telephone.
- Not attempt to have further conversations with alleged perpetrators

NOTE: If a child/minor is involved AUKCAP Line Managers should be advised. The Safeguarding and/or Child Protection Team may need to be involved and further guidance sought from them.

AUKCAP Line Managers/Team Leaders will:

- Take immediate action as per the Safeguarding Flowchart: [SAFEGUARDING GUIDANCE - Flowchart \[07.2025\].pdf](#)
- Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger.
- Ascertain from the employee whether the individual consents to further action.
- In the case of an emergency situation where you suspect a criminal act is or may be taking place contact the Police. Any other contact with the Police should be made by a member of the management team.
- Complete further details as required, provide a written account of the situation to a Safeguarding Officer.
- If consent to share with the Safeguarding Team is not given by the adult against whom the potential abuse has occurred (see para 2.1 regarding capacity) discuss with a Safeguarding Officer to agree next steps.
- Report by telephone to a Safeguarding Officer.

AUKCAP Service or Senior Managers must:

- Validate, wherever possible, the facts relating to the suspicion or allegation of abuse.
- Report the facts to the Multi Agency Safeguarding Hub/Adult Safeguarding Teams using referral template form as soon as possible. This must be done within 24 hours of the suspicion being reported. (Alternatively, this can be done by telephone - Cambridgeshire Team 0345 0455202, Peterborough 01733 747474, outside of office hours contact emergency duty team on 01733 234724).
- Ensure feedback information is received from Adult Protection unit on the progress of the report and note any actions being pursued.
- Record outcome/feedback on the Service User contact sheet.

AUKCAP Safeguarding Lead must:

- Check if there is any doubt over compliance with AUKCAPs Data Protection and Confidentiality policies.

2.1 Mental Capacity

Mental Capacity Act 2005

The Mental Capacity Act (MCA) is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment.

The MCA says:

- Assume a person has the capacity to make a decision themselves, unless it's proved otherwise.
- Wherever possible, help people to make their own decisions
- Do not treat a person as lacking the capacity to make a decision just because they make an unwise decision
- If you make a decision for someone who does not have capacity, it must be in the best interests.

Exceptions to honouring the service user's wishes:

If the vulnerable adult does not want a safeguarding referral to be made, then their wishes should be honoured unless:

- They or others are in physical danger and/or
- It is the considered opinion of the GP or Mental Health professional that the individual is unable/incapable of making an informed decision for themselves, our Safeguarding Lead will determine this after consultation.
- They are not the only person affected and risk to others needs to be considered.

No consent given when service user has full mental capacity:

Where an individual does not give consent immediately, ensure this is recorded, agree further action to provide continuing support to the individual, may include discussions around consent for further action in the future.

Ensure the individual has adequate independent support:

Having gained the individual's consent it is important that they are kept informed about what is happening and informed of the choices and options available to them.

ESCALATION OF SAFEGUARDING CONCERN

If you are raising a Safeguarding concern on behalf of someone and you are not satisfied with the response that you are receiving from your Line Manager, other manager or the Safeguarding Lead, please contact the Chief Executive or Board of Trustees at the earliest opportunity.

3 Confidentiality

3.1 The General Data Protection Regulations (GDPR) allows disclosure of personal sensitive data without consent "to protect the vital interests" of the person or another person, where consent cannot be given, or you cannot reasonably be expected to obtain the consent or consent has been unreasonably withheld.

3.2 AUKCAPs Confidentiality Policy gives guidance to employees on proposals to divulge information to a third party against the wishes of a user. In these circumstances divulgence of information must be with the full permission of the Safeguarding Lead, a Senior Manager or the Chief Executive. (see AUKCAPs Confidentiality Policy)

Care Act 2014 recognises there maybe circumstances where it is necessary to share confidential information about individuals in relation to Safeguarding:

- The duty to protect individuals with care and support needs from abuse is paramount and will override obligations to confidentiality
- Once the situation has been identified that someone is at risk, staff have a duty of care to pass on that information to protect the adult and share the information with their line manager.

What and how data is used is based around the Caldicott principles which state:

- We must be able to justify the purpose of using confidential information
- Don't use personal confidential data unless absolutely necessary
- The minimum necessary information should be used
- Access to this is on a strictly need to know basis
- Everyone with access to this personal confidential information should be aware of their responsibilities.
- Understand and comply with the law
- The duty to share information can be as important as the duty to protect patient confidentiality
- Inform service users about how their confidential information is used.

4 Training

AUKCAPs Trustees, Chief Executive and Leadership Team are committed to the ongoing training of all employees both current and future.

4.1 All new AUKCAP employees are required to attend training on Safeguarding Adults as part of their induction process. This training may be delivered in-house or by an external trainer, even if this has recently been undertaken with a previous employer.

4.2 Existing AUKCAP employees who have received training on Safeguarding Adults will be asked to attend refresher training at such time as is deemed necessary by the Leadership Team or the Chief Executive.

5 Management Contact Details

Contact	Email	Telephone
Safeguarding Lead/CEO – Melanie Pittock		
Deputy CEO – Lynette Hurren		
Lynne Hayden		
Sarah Lees		
Other useful contact details	Hourglass (previously Action on Elder Abuse) www.wearehourglass.org Protect – Speak up, stop harm (whistleblowing) www.protect-advice.org.uk National Domestic Violence Freephone www.nationaldahelpline.org.uk	0808 8088 141 0203 1172 520 0808 2000 247
Peterborough Cambridgeshire Emergency duty team	Adult Social Care Contacts (in office hours) 	01733 747474 0345 0455202 01733 234724 <i>(out of hours)</i>
Police	Emergencies Non emergencies	999 101 / Live webchat: CCC 101 Online

A record of all Safeguarding issues is held securely by the Safeguarding Lead

The Safeguarding Lead reports quarterly to the Board of Trustees.

The Safeguarding Report identifies points of learning which are then discussed with the Board and Leadership Team.

Monitoring

This policy will be reviewed every 12 months.

Safeguarding Policy & Procedures approved: January 2025

A handwritten signature in black ink, appearing to read 'Hazel Williams', with a long horizontal flourish extending to the right.

Signed by Chair of Trustees