



Safeguarding Adults at Risk

Policy and Procedure

Organisation Huntingdonshire Volunteer Centre

Address St Georges House. George Street, Huntingdon

Policy statement

Safeguarding is protecting a person's right to live in safety and free from abuse and neglect.

This policy aims to:

- Safeguard adults by preventing and reducing the risk of abuse or neglect to adults with care and support needs.
- Support all committee members, staff and volunteers in understanding their role and responsibilities regarding safeguarding.
- Equip all committee members, staff and volunteers to identify and respond appropriately to all incidents or concerns of abuse that may occur.

The Care Act 2014

The **Care Act 2014** is the legislation that sets out the legal framework for the protection of adults at risk of abuse or neglect. The Care Act includes the following six key principles that underpin the safeguarding of adults.

1. **Empowerment** – enabling others to make own decisions and informed consent
2. **Prevention** - better to act before harm occurs.
3. **Proportionality** - least intrusive response appropriate to the risk
4. **Protection** - support and representation for those in need.
5. **Partnership** - working closely with their communities to provide local solutions
6. **Accountability** - accountability and transparency in delivering safeguarding.

For further details on how these principles should be applied to your organisation and what they mean for an adult please refer to **Appendix A – key principles**.



The Mental Capacity Act 2005 (MCA)

The MCA is the legislation that provides the legal framework for making decisions on behalf of adults who lack capacity to make decisions for themselves. The Act outlines how to assess capacity, make decisions in the best interests of those who lack capacity, and the legal obligations of those acting on behalf of others.

Making Safeguarding Personal (MSP):

MSP is the national policy and practice framework developed to ensure safeguarding practices are person centred. The primary purpose is to protect adults from decisions being made for them where they can choose for themselves.

Huntingdonshire Volunteer Centre will assume all adults have the mental capacity to make their own decisions and will not assume that someone cannot decide for themselves just because they have a particular medical condition or disability.

If a safeguarding concern is raised Huntingdonshire Volunteer Centre will consider:

- The adult's wishes and preferred outcome.
- Whether the adult has mental capacity to make an informed decision about their own and others' safety.
- The safety or wellbeing of children or other adults with care and support needs.
- Whether there is a person in a position of trust involved.
- Whether a crime has been committed.

If any decisions must be made for or on behalf of a person who lacks mental capacity it will always be done in the best interests of the adult.

Safeguarding is everyone's responsibility

Safeguarding is the responsibility of everyone within Huntingdonshire Volunteer Centre that includes, committee members, staff, volunteers and service users. Huntingdonshire Volunteer Centre recognises that every organisation has a crucial role to play in the support, identification and reporting of adults who may be at risk of harm. **Doing nothing is never an option.**



Commitments

Huntingdonshire Volunteer Centre is committed to safeguarding and protecting Adults at Risk by implementing the following measures:

- Designating a named safeguarding lead and a senior board member with leadership responsibility for safeguarding.
- Adhering to safer recruitment and whistleblowing procedures.
- Providing information on potential indicators of abuse or neglect.
- Ensuring a prompt and appropriate response to all allegations of abuse and neglect.
- Offering suitable induction, supervision, and training for staff and volunteers relevant to their role.
- Facilitating effective collaboration between agencies and professional when required.

Definition of an adult at risk

The Care Act 2014 states that adult safeguarding duties apply to any person aged 18 years or older who are classed as adults at risk.

The definition for adults at risk:

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

Types of abuse and neglect

The Care Act guidance lists the following types of abuse

- Physical abuse
- Domestic violence
- Sexual abuse
- Psychological abuse



- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

For further types of abuse and definitions please refer to **Appendix B – definition of abuse and neglect.**

Staff and volunteers

This policy and procedure will be accessible and included as part of the initial induction process for all staff/volunteers.

Staff/volunteers will be given appropriate support, supervision and encouraged to attend training courses appropriate to their role, such as those run by Multi-Agency Safeguarding Training | Cambridgeshire and Peterborough Safeguarding Partnership Board (safeguardingcambspeterborough.org.uk)

All staff and volunteers will be recruited following the safer recruitment principles deter, reject, prevent and detect. Please refer to **Appendix C – safer recruitment.**

Designated safeguarding lead (DSL)

Huntingdonshire Volunteer Centre has appointed a designated safeguarding lead (DSL) who is the named person who coordinates and oversees safeguarding procedures on behalf of the organisation.

The DSL for Huntingdonshire Volunteer Centre is Marie Webb, General Manager who can be contacted on 07718 272524.

The deputy DSL and Trustee with responsibility for safeguarding for Huntingdonshire Volunteer Centre is Natalie Leigh-Brown who can be contacted on .



If the DSL may be implicated or you think may have a conflict of interest in any individual safeguarding concern, then report your concerns to the trustee responsible for safeguarding or another senior member of staff or trustee.

Procedures

What to do if you have concerns about an adult

Abuse is never acceptable, and Huntingdonshire Volunteer Centre trustees, staff, members, and service users all share the duty to prevent, detect, and report neglect, abuse, exploitation, and other criminal behaviours.

- If someone requires urgent medical care, dial 999 to call an ambulance.
- If you believe someone is in immediate danger or a serious crime is being committed, contact the police on 999.

At Huntingdonshire Volunteer Centre, we will focus on putting the person at risk at the centre of safeguarding by involving them in decisions about their safety and well-being, respecting their choices, and making sure their voice is heard.

If you have safeguarding concerns about an adult because of something you have seen, heard or been told by others:

- If you suspect that an adult may be experiencing abuse do not wait until they tell you directly, before acting.
- When it will not put the adult at further risk, discuss your safeguarding concerns with the adult.
- Ask them what they would like to happen next.



If an adult discloses that they are being harmed or abused:

- Listen calmly and attentively, allowing the adult to speak at their own pace.
- Limit your questions, asking only what is necessary to clarify or understand the information being shared.
- Reassure the person that they have done the right thing by coming forward.
- Ask them what they would like to happen next.

In either situation then:

- Explain that you will need to share the information with the DSL for your organisation.
- Seek their consent to share the information outside of the organisation if necessary.
- Confirm how you or the DSL can safely contact them.
- Document what was said in writing as soon as possible, using the adult's own words.
- Record when consent has been given or when it hasn't and the reason for that.
- Act promptly to report the information and take any necessary actions.

It is important not to:

- Dismiss, panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or come to your own conclusions.
- Probe for more information than is offered.
- Make promises that cannot be kept.
- Investigate the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.

If consent isn't given to share outside of the organisation:

Wherever possible, the person who the allegation has been shared with should seek the adult's views and attempt to gain informed consent. If consent is not given to sharing information, then alternative action will be considered to support the adult and reduce the risk i.e. GP, domestic abuse charities etc.



To share without consent:

To share, without consent from an adult with capacity, should only happen in circumstances where others are at risk, including children or a crime may have been committed, or the adult is being coerced, controlled, and intimidated.

When there are grounds to share information without consent this should be explained to the adult, unless it is considered dangerous to do so. For further information: [Safeguarding Adults Procedures | Cambridgeshire and Peterborough Safeguarding Partnership Board](#)
(safeguardingcambspeterborough.org.uk)

Where it is thought a safeguarding concern has identified a mental capacity issue, an assessment of capacity may need to be undertaken by an appropriate and competent person.

For further guidance <https://safeguardingcambspeterborough.org.uk/>

What information needed when making a referral

You will be asked to provide as much information as possible. This may include adults full name, date of birth, address, GP, language spoken, any disabilities the adult may have, details of carers, who else was present and what was said. Do not be concerned if you do not have all these details, you should still make the referral.

Where possible use the organisations record form, **Appendix D – record form**, and the body map to identify marks on the body is applicable, **Appendix E- body map**.

Where to refer

To refer directly online – online referral form: [Practitioner reporting of concerns about an Adult at Risk – Cambridgeshire County Council](#)

Telephone: 0345 045 5202 (Mon – Fri 9am – 5pm)

In urgent situations out of office hours the referral should be made to the emergency duty team (out of hours) on 01733 234724.

All telephone referrals need to be followed up in writing within 24 hours.



Managing a safeguarding allegation regarding a staff member or volunteer

Should a member of the public, staff or volunteer make a safeguarding allegation regarding a person in a position of trust (could be a staff member or volunteer) within the organisation this needs to be referred immediately to the DSL.

The DSL or the employer must inform the local authority designated officer (LADO) within one working day when a safeguarding allegation is made about a person in a position of trust and prior to any further investigation taking place.

For further guidance and contact details: [Procedure for Managing Allegations against People in Positions of Trust \(PiPoT\) | Cambridgeshire and Peterborough Safeguarding Partnership Board](#) (safeguardingcambspeterborough.org.uk)

Information sharing

GDPR emphasises the importance of asking for consent before sharing personal information. To balance privacy and safety of an adult at risk information can be shared to protect the person from harm.

When safeguarding actions require information to be shared, we will always consider:

- What is necessary and proportionate.
- What is relevant and adequate.
- Is it accurate and timely.
- Will it be secure and recorded.

Reviewing the Policy and Procedure

This policy and procedure will be reviewed annually or before if there are any changes in legislation, changes within the service or concerns raised. Any changes to the policies will then be shared and read by all staff and volunteers.



Signature of chair: *A. F. Clarke (Trustee, Vice-Chair)*

Date of signature/ ratification of policy (or what date was this policy adopted by the committee)

Date that next review is due: *01/05/26*

Date policy reviewed: *01/05/25*

This policy should be read alongside:

Complaints & Whistle Blowing policies