

Safeguarding adults at risk of harm policy



Purpose

Suffolk#WeMatter is committed to promoting the safety and wellbeing of children, young people, and vulnerable adults.

The purpose of this policy is to define how Suffolk # We Matter operates to safeguard adults at risk of harm in order to;

- protect them from harm.
- provide staff and volunteers with the overarching principles that guide our approach to safeguarding.

We recognise we have a duty of care, and we are committed to the protection and safety of everyone who comes in to contact with our organisation, including adults at risk as participants in all of our courses both on and off site. We also have a duty to safeguard and support our staff and volunteers.

This policy is a fundamental part of our governance responsibilities and priorities. Trustees' responsibilities include ensuring that the organisation provides a safe environment and protects staff, volunteers, and anyone who comes into contact with it from abuse or maltreatment of any kind.

We are committed to ensuring safeguarding practice reflects our legal responsibilities, government guidance and Suffolk Safeguarding Partnership requirements. The organisation recognises that it has responsibilities to safeguard Adults at Risk of Harm under the Care Act 2014. The organisation will act in accordance with all relevant legislation including the Domestic Abuse Act 2021, the Terrorism Act (2000) and the Modern Slavery Act 2015.

We will fulfil our duty to report Serious Incidents, including safeguarding, as part of our governance and reporting responsibilities to the Charity Commission.

This policy needs to be read in conjunction with the safeguarding procedures and the wider policies and procedures for the organisation which when combined develop a comprehensive and more robust framework and include the following policies and procedures, Lone working, Equality, Diversity and Inclusion.

Definitions

- **Adult at risk of abuse or neglect** defined by the Care Act 2014 as;
someone over 18 years old who,
 - has care and support needs
 - is experiencing, or is at risk of, abuse or neglect
 - as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.If someone has care and support needs but is not currently receiving care or support from a health or care service, they may still be an adult at risk

Persons affected

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This policy applies to everyone working/ volunteering on behalf of Suffolk#WeMatter including the board of trustees, paid staff, volunteers.

Safeguarding policy

- We believe everyone has a responsibility to promote the welfare of all adults at risk of harm, to keep them safe and to practise in a way that protects them.
- Within our courses we deliver at the beginning of each session that attendees will be reminded that any safeguarding concerns that they might uncover whether the child or an adult, they **MUST** inform their safeguarding lead of their organisation. If a concern is raised within the course of an attendee, Suffolk#WeMatter trainer will follow our procedure of reporting the concern.
- We recognise that while it is the responsibility of the relevant statutory agencies to determine whether or not abuse has taken place it is everyone's responsibility to report any concerns and all staff, volunteers, trustees will know how to recognise and report safeguarding concerns.
- We have a zero-tolerance approach to abuse. There are no excuses for not taking all reasonable actions to protect adults at risk of abuse, exploitation, radicalisation and mistreatment.
- We recognise that all adults at risk whatever their age, ability, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have equal rights to protection from abuse.
- We are committed to inter agency collaboration and information sharing to safeguard adults at risk of harm.
- We recognise the need to protect adults at risk of harm from harm both in person and/or from cyber/ virtual risks.
- We ensure all of the organisation's operations and activities are designed and delivered with effective safeguarding in mind to protect adults from abuse.

We will keep adults at risk of harm safe by.

- Valuing, listening to and respecting them
- Recognising.
 - The welfare of the adult at risk is paramount
 - All adults at risk have the right to protection from abuse
 - Safeguarding is everyone's responsibility
 - The importance of following information sharing procedures in safeguarding
- Providing effective management, safeguarding training, regular refresher training every 3 years, regular supervision and support is given to all staff, volunteers and trustees so they know about and how to follow our safeguarding policy and procedures for safeguarding adults at risk.
- Using our safeguarding policies and procedures to share and report all safeguarding concerns to the relevant internal staff and external authorities swiftly and appropriately

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If a concern is raised within our training our staff will encourage the attendee to contact their organisation safeguarding lead and our trainer will contact this person to make sure the concerns have been raised.

- Acting in an appropriate professional behaviour as set out in our Code of Conduct and Boundaries policies and procedures. Failure to maintain standards may be dealt with using our Disciplinary Procedures.
- Recruiting and selecting staff and volunteers safely; ensuring all necessary checks are made, including on when to obtain a DBS check.
 - Preventing and reporting extremism and radicalisation concerns
 - Recording, storing and using information professionally and securely, in line with data protection legislation and guidance and our IT policies and procedures
 - Having a culture that enables issues about safeguarding and promoting welfare to be addressed, and for staff/volunteers and trustees to feel able to raise concerns and feel supported in fulfilling their safeguarding role
 - Implementing effective safeguarding systems where.
 - The adult at risk of harm's needs is paramount: and staff, volunteers and trustees use their professional judgement to put the person's needs at the heart of the safeguarding system so that the right solution can be found for each individual.
 - Safeguarding for adults is person-led and outcome focused, engaging the adult at risk or raising the concern in a conversation about how best to respond to their safeguarding situation. Issues of capacity, consent and decision making; the six key adult principles of safeguarding adults and Making Safeguarding Personal in relation to safeguarding adults is taken into account.
- Practising Professional Curiosity, understanding what life is like for the individual and being alert to the needs of adults at risk of harm and any risks of harm that individual abusers, or potential abusers, may pose to children and adults at risk
- Ensuring a senior board trustee lead takes leadership responsibility for the organisation's safeguarding arrangements, contact details in the accompanying procedures.
- Having a Designated Safeguarding Lead and Deputy Designated Safeguarding Lead for the organisation. Contact details in the Safeguarding procedures and all members of Suffolk#WeMatter have contact details for these people.
- Making our safeguarding adults at risk of harm policy and procedures available on our website, and or on demand, for anyone using our services to know what to do if they have a concern.
- Ensuring that we have effective complaints, grievance and whistleblowing policies and procedures.

Review

This policy and related guidance will be monitored by the Development Manager and the Board of Trustees on a regular basis for compliance and will be reviewed at least annually.

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Date approved or amended	Signed by Designated Safeguarding lead	Signed by Chair of Trustee
20.10.2025	AMANDA JACQUES	ANDREA PITTOCK

WHAT TO DO IF YOU HAVE A SAFEGUARDING CONCERN



All staff and volunteers who are involved with Suffolk#WeMatter that have a safeguarding concern about a vulnerable adult, who makes a disclosure of abuse **MUST**



Inform the Designated **Safeguarding Lead**.

Amanda Jacques Lead Safeguarding trustee contact 07979 965638

Deputy Safeguarding lead Clare Hurren 07765 518742

In their absence of the Safeguarding Leads contact Adult Social care. In the case of a disclosure make it clear you cannot keep the information confidential.

If necessary, the Safeguarding Lead makes contact with local Adult social care for advice and guidance of the next procedure in keeping the person safe.

If you have a concern about a member of the Suffolk#WeMatter Team

Concern/allegation about a member of staff or someone working on Suffolk#WeMatter's behalf, abusing a vulnerable adult.



Inform the Safeguarding Lead, unless the allegation is about this person, in which case inform the Deputy Safeguarding Lead

The person to whom this information has been given makes contact with the lead will support the person with the phone call

Suffolk County Council – Customer First 0808 800 4005 anytime

Physical Abuse

Physical harm to an individual's body from, for example hitting, restrictive practices and medication

Sexual abuse

Sexual relationships or activities that an individual does not or cannot consent to.

Financial/material abuse

Use of an individual's money or possessions without permission. Includes theft, fraud, scamming, coercion, self-serving involvement in an individual's affairs

Self neglect

An individual being unable to see their own basic needs, such as nutrition or hygiene.

Neglect by others

People responsible for an individual not seeing to their basic needs such as nutrition or hygiene; deliberately or inadvertently

Modern Slavery

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

Domestic Abuse

This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called "honour" based violence.

Discrimination

Discrimination is abuse that centre on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

Organisational

This 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. Organisational abuse can 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

This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming,

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controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Grooming

Grooming is when a person engages in predatory conduct to prepare a child or young person for sexual activity at a later time.

Cyber- Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Mate Crime

“Mate crime” is when “vulnerable people are befriended by members of the community who go on to exploit and take advantage of them” (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media. See www.gov.uk/government/publications/prevent-duty-guidance. If there is concern FTS Safeguarding lead will contact Act Early website or call Act Early support line for advice 0800 011 3764 ,in an emergency dial 999

Female Genital Mutilation (FGM)

FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

Reporting

FGM is illegal. If it is ‘known’ a case of FGM has taken place then the Police must be notified immediately via the non-emergency number - 101.

If there is a belief there is a risk of FGM social care services must be notified immediately.

Suffolk County Council, Customer First – 0808 800 4005