Love’s Farm House Safeguarding Adults Policy

Version: 2.0 Approved by Trustees: Sep 2026 Policy owner: Loves Farm House Community Centre Next review date: Sep 2027

1️⃣ Purpose and Scope

Love’s Farm House is committed to protecting adults at risk from abuse, neglect, or exploitation.

This policy applies to all trustees, staff, volunteers, contractors, and hirers. It sets out how safeguarding concerns are identified, reported, and managed in line with:

Safeguarding concerns relating specifically to children and young people are covered in Love’s Farm House’s separate Safeguarding Children Policy. References to children and young people in this policy are included where adult safeguarding concerns may overlap with the safety or wellbeing of children, young people, or other adults at risk.

- *Care Act 2014*
- *Safeguarding Vulnerable Groups Act 2006*
- *Charity Commission Guidance CC30: Safeguarding for Charities and Trustees*
- *Cambridgeshire County Council Adult Safeguarding Procedures*
- *Mental Capacity Act 2005*
- *UK GDPR and Data Protection Act 2018*

2️⃣ Definitions

Adult at Risk:

Any adult (18+) who:

- Has needs for care and support (whether those needs are being met); and
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those needs, they are unable to protect themselves.

Types of Abuse:

As defined in the *Care and Support Statutory Guidance*, as updated from time to time:

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

3️⃣ Principles

Love's Farm House follows the Making Safeguarding Personal (MSP) approach:

- Empower adults to make choices and have control over decisions.
- Focus on outcomes that improve safety and wellbeing.
- Collaborate with statutory partners.

Where there is doubt about an adult's ability to make a specific safeguarding decision, the Mental Capacity Act 2005 principles should be followed. Adults must be supported to make their own decisions wherever possible, and any action taken on their behalf must be necessary, proportionate, and in their best interests.

4️⃣ Roles and Responsibilities

- Trustees hold ultimate responsibility for safeguarding and will review this policy annually.
- Designated Safeguarding Lead (DSL): Chrissie Manly
  - Acts as the first point of contact for concerns.
  - Maintains confidential safeguarding records.
  - Consults with the local authority and other agencies.
- All staff and volunteers must complete safeguarding training and report any concerns immediately.

Where the Designated Safeguarding Lead is unavailable, concerns must be reported to the nominated deputy or the Chair of Trustees. Contact details for the Designated Safeguarding Lead, deputy, Chair of Trustees, and external safeguarding contacts are held in the separate contact information document and must be kept up to date.

Love's Farm House will follow safer recruitment practice for staff and volunteers, including appropriate role descriptions, references, induction, safeguarding training, and Disclosure and Barring Service checks where a role is eligible. DBS checks will not be used as the only safeguarding control, and supervision and ongoing awareness will remain part of the safeguarding approach.

5️⃣ Reporting and Referral Procedures

1. Immediate risk: Call 999.
2. Non-emergency concerns: Report the concern to the Designated Safeguarding Lead as soon as possible, and do not investigate the matter yourself.
3. External referral: The Designated Safeguarding Lead will decide whether to contact the Cambridgeshire County Council Adult Safeguarding Team, police, health services, or another appropriate agency, using the current contact details held in the separate contact information document. If there is immediate danger, a crime in progress, or urgent medical need, call 999.
4. Record keeping: All concerns must be documented securely and stored in line with GDPR and data protection law.
5. Whistleblowing: Staff and volunteers may raise concerns through the *Whistleblowing Policy* if internal reporting is not appropriate.

6️⃣ Confidentiality and Data Protection

Information will be shared only on a need-to-know basis to protect individuals.

Records will be kept securely and retained for the period specified in the *Data Protection Policy*.

Where possible, safeguarding concerns should be discussed with the adult and their wishes considered before information is shared. Information may be shared without consent where there is immediate risk of harm, others may be at risk, a crime may have been committed, or there is a legal or statutory safeguarding reason to do so.

The trustees will consider whether any safeguarding concern also requires notification to the Charity Commission as a serious incident, in line with current Charity Commission guidance. Any decision to report or not report must be recorded, together with the reasons for that decision.

7️⃣ Training and Awareness

All trustees, staff, and volunteers will receive safeguarding induction and refresher training every two years.

Training records will be maintained by the Designated Safeguarding Lead.
The Designated Safeguarding Lead, nominated deputy, General Manager, and trustees with safeguarding responsibilities should receive training appropriate to their role, including referral decision-making, record keeping, confidentiality, mental capacity, and escalation to statutory agencies.

8️⃣ Multi-Agency Working

Love's Farm House will cooperate with:

- Cambridgeshire County Council Adult Safeguarding Team
- Police and health services
- Other relevant statutory and voluntary organisations

9️⃣ Review and Learning

This policy will be reviewed:

- Annually by trustees, or
- After any safeguarding incident or legislative change.

The trustees will also review this policy promptly where relevant statutory guidance, local safeguarding procedures, or Charity Commission expectations change.

🔗 Related Policies

- Safeguarding Children Policy
- Whistleblowing Policy
- Complaints Policy
- Data Protection Policy
- Equality, Diversity & Inclusion Policy
- Photography, Filming and Social Media Policy

✳ Trustee Statement

The trustees of Love’s Farm House affirm their commitment to safeguarding adults at risk and ensuring that all activities are conducted in a safe, respectful, and inclusive environment.

Appendix 1 - Procedure in cases of abuse or neglect, or suspected abuse or neglect, involving someone who may be an Adult at Risk

Respond

Abuse may come to your notice in several ways:

- Someone tells you something has happened.
- A third party tells you of their concerns.
- You observe unexplained or unusual injury or changes in behaviour.
- An innocent remark or enquiry receives an unusual or aggressive response.
- You directly observe an incidence of abusive behaviour.

If someone is at immediate risk of harm or in need of urgent medical attention, call 999 and inform the Designated Safeguarding Lead of the action taken. If there is no immediate risk of harm, follow the Respond, Record, Report procedure in this Appendix 1. Do not investigate the situation yourself.

If an adult speaks to you in confidence:

React calmly. Allow the discloser to speak and do not interrupt, make sympathetic sounds, suggest words, or finish a sentence. Most particularly do not hug, cuddle, or make any kind of physical contact. However difficult this might be, in the eyes of the law, the information needs to be direct and free from contamination.

Do not attempt to investigate or seek confirmation of what has been disclosed.

Seek support from your line manager or the Designated Safeguarding Lead if you are distressed by the disclosure. Do not discuss what you have heard or seen with friends or family.

Record

Record the incident(s) which gave rise to your concern in the format set out at Appendix 2 and give this to the Designated Safeguarding Lead, along with your notes of any conversation with the Adult at Risk.

When your concerns arise from a conversation with or disclosure by the Adult at Risk, you should make notes as soon as possible after the disclosure. Ideally you should ask the person for permission to take notes during the conversation, so they are as contemporaneous as possible. Wherever possible you should record the exact words used in quotation marks. You should also record any non-verbal cues, body language, changes in behaviour or physical marks. Your notes should be kept securely and handed to the Designated Person when you make your report.

Report

Any disclosure or suspicion of abuse or neglect should be reported to the Designated Safeguarding Lead as soon as possible, who will then take appropriate action. If you believe that action has not been taken, the matter should be referred to the Chair of the Trustees. You should not investigate or act independently, except where urgent action is needed to protect someone from immediate harm, obtain medical assistance, contact the

police, or contact the local authority adult safeguarding team.

Refer

The Designated Safeguarding Lead should decide whether to make a referral to Cambridgeshire County Council and/or the police. In doing so, they should comply with the Making Safeguarding Personal approach and consider:

- the adult's wishes and preferred outcome.
- whether the adult has the mental capacity to decide.
- whether there is any risk to the safety or wellbeing of Children and Young People or other Adults at Risk.
- whether there is a person in a position of trust involved; and
- whether a crime may have been committed.

The Designated Safeguarding Lead should keep a record of their reasons for referring or not referring the concern.

Contact information.

Please refer to the separate contact information document.

Appendix 2 - Format for recording concerns or reports of suspected abuse

Date:

Name and role of person completing this form:

Name of adult at risk

Age/Date of birth (if known)

Home address (if known)

Relevant contact, representative, advocate, attorney, deputy, or carer, if known and appropriate

Is the person making the report expressing their own concerns or passing on those of someone else?

What has prompted the concern? If possible, record dates and times of specific incidents.
Immediate action taken, including any action to protect the adult or others from harm:

Has anyone else witnessed the abuse, heard the allegation, been consulted?

Has the adult at risk been spoken to? By whom? What was said?
Has consent been sought to share information? If not, record the reason for sharing without consent:

Who will this be passed on to? For example, the Designated Safeguarding Lead, police, or the local authority adult safeguarding team.

Date and time passed on:

Referral decision, outcome, and reasons:

Name/signature of person receiving the report:

Appendix 3 - Protecting staff, volunteers, and other users of Love's Farm House.

There may be occasions where an allegation is not substantiated or where events have been misunderstood. All concerns and allegations must still be taken seriously, recorded, and handled through the safeguarding procedure without prejudging the outcome.

Any allegation or concern involving staff, volunteers, trustees, contractors, hirers, or another person in a position of trust should be reported to the Centre Manager and the Designated Safeguarding Lead, or to the Chair of Trustees if either of those people is implicated. The matter must be managed through appropriate safeguarding and allegation management procedures. It is not the responsibility of Love's Farm House staff, volunteers, or trustees to investigate the allegation themselves.

Adults using Love's Farm House in any capacity should avoid being alone in a private space with any Child, Young Person, or Adult at Risk wherever reasonably practicable. Where one-to-one contact is unavoidable, it should take place in an appropriate setting, be visible or known to others where possible, and be consistent with the person's needs and dignity. An adult should never instigate unnecessary physical contact.

A report should be made to the Designated Safeguarding Lead if you accidentally hurt a Child, Young Person, or Adult at Risk, or if you believe that any of your actions or comments may have been misinterpreted.

Use of images

Activities at Love's Farm House may provide an opportunity for photographs, video, audio, or other images of Children, Young People, Adults at Risk, staff, volunteers, or visitors to be taken. Images must only be taken, stored, used, or shared where there is a clear purpose, appropriate consent has been obtained, and the person has been told how the image will be used. Consent should be recorded, can be withdrawn at any time, and must not be assumed from attendance at an event. Where an adult may lack capacity to consent, the Mental Capacity Act 2005 principles must be followed. Care must also be taken where publication could increase risk or where images may be shared online or through social media. Any concern about the taking or use of images must be reported to the Designated Safeguarding Lead.

Recruitment and Training of Staff and Volunteers

The Trustees acknowledge that they bear responsibility to staff, volunteers, and users of Love's Farm House to apply appropriate recruitment procedures.

Prior to taking up employment or a volunteer role at Love's Farm House, the employee or volunteer should be sent a copy of the Safeguarding Policy and the Equality Policy. All employees and volunteers should be asked to read these policies and sign to indicate that they understand and agree with the principles and procedures.

All staff and volunteers who work with Children, Young People, or Adults at Risk will be assessed to determine whether their role is eligible for a Disclosure and Barring Service check. Where a role is eligible, the appropriate DBS check will be obtained before unsupervised contact begins.

Appendix 4 - Definitions and Indicators of Abuse and Neglect

Abuse and neglect: There are several types and patterns of abuse and neglect and different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to safeguarding concern. Abuse and neglect can take many forms, and the circumstances of each individual case should always be considered.

Physical abuse, including:

- Assault
- Hitting
- Slapping
- Pushing
- Misuse of medication
- Restraint
- Inappropriate physical sanctions

Domestic abuse, including:

- Psychological
- Physical
- Sexual
- Economic
- Emotional
- Threatening
- Controlling, or coercive behaviour
- and honour-based abuse

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.
- Sexual assault
- 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
- 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.
- 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
    - 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 home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice because 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. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point where they are no longer able to do this, without external support.

Source - Care and Support Statutory Guidance, GOV.UK, current version to be checked at each policy review.
https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1