



## Sufra NW London

# Adults at Risk Safeguarding Policy

Procedure Owner:	Programmes Manager	To be approved by:	Board of Trustees
Last reviewed by owner on:	30/04/2025	Approved on:	04/06/2025
Next Review Date:	May 2026	Review frequency:	Every 1 years

## 1 Introduction and Statement

**Sufra NW London** will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

**Sufra NW London** believes all adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

Everyone who participates in activities at Sufra NW London is entitled to do so in an enjoyable and safe environment. Sufra NW London has a moral and legal obligation to ensure that when given responsibility for adults at risk, we provide them with the highest possible standard of care.

**Sufra NW London** adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

**Sufra NW London** is committed to implementing policies that ensure that all responsible persons accept their responsibilities to safeguard adults at risk from harm and abuse. This means to follow procedures to protect adults at risk and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing adults at risk with appropriate safety/protection whilst in the care of Sufra NW London and to allow staff and volunteers to make informed and confident responses to specific safeguarding issues. Sufra is committed to making safeguarding personal and that procedures are informed by the guest and what desired outcomes they want to achieve.

## **2 Purpose**

This policy outlines the steps Sufra NW London will make to safeguard an adult with care and support needs if they are deemed to be at risk or a risk.

The purpose of this policy is to:

- Effectively safeguard adults at risk and promote their rights and welfare;
- Provide all staff and volunteers with clear rules to follow;
- Make all staff and volunteers aware of what is expected of them in terms of their approach, behaviour, and actions; and
- Provide evidence to Sufra NW London users, parents and carers, the local community, partner organisations, the local authority, and funding and commissioning bodies that it is committed to promoting the adult's welfare and safeguarding them from abuse and neglect.

Sufra NW London will ensure that decisions made will allow adults to make their own choices and include them in any decision making.

## **3 Scope**

This policy applies to all Sufra NW London staff and volunteers, including trustees, sessional workers, students on work placements, and anyone working on behalf of the organisation.

## **4 Definitions**

The broad definition of a **'adult at risk'** is a person: 'who is eighteen years of age or over, and who may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be at an increased risk of abuse and neglect, unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.' (Department of Health.)

**Abuse** may be defined as the wrongful application of power by someone in a position of trust. It involves an imbalance of power and exploitation without a full and informed consent. Abuse can take several different forms and may be a single act or repeated acts.

#### **4.1 Types of abuse**

State guidance identifies types of abuse, but also emphasises that organisations should not limit their view of what constitutes abuse or neglect.

Examples of types of abuse include:

- Disability hate crime;
- Discriminatory abuse;
- Domestic abuse;
- Female genital mutilation;
- Financial or material abuse;
- Forced marriage;
- Hate crime;
- Honour-based violence;
- Human trafficking;
- Mate crime;
- Modern slavery;
- Neglect and acts of omission;
- Organisational abuse;
- Physical abuse;
- Psychological abuse;
- Restraint;
- Sexual abuse;
- Sexual exploitation.

## **5 Objectives**

- To provide an environment in which vulnerable adults feel safe and valued;
- To ensure that trustees, staff, and volunteers take responsibility to protect adults at risk from harm at all times;
- To appoint a member of staff as the designated representative for all vulnerable adult matters, and to identify appropriate training opportunities for that member;

- To develop and adopt a set of guidelines for working with adults at risk, which all members, staff and volunteers are aware of and adhere to;
- To exercise a duty of care and, when necessary, share information and/or concerns in a confidential manner with the appropriate outside agency e.g. social services;
- To ensure that all unsupervised staff and volunteers who work with, or have responsibility for, adults at risk are checked by way of a DBS Enhanced Disclosure;
- To develop a time specific induction period when all new staff and volunteers are introduced to guidelines for working with adults at risk and relevant policies and procedures;
- To ensure volunteers are supervised during a designated introductory period with ongoing regular supervision opportunities; and
- To review and update this policy and practice annually, or more frequently if necessary.

## **6 Code of Conduct**

- Staff and volunteers must treat adults at risk with respect and sensitivity at all times;
- Staff and volunteers must ensure that the safety and dignity of those adults at risk in their care is maintained at all times;
- It is the duty of staff and volunteers to ensure that adults at risk in their care are aware that there are designated members of staff to help them with any worries and/or difficulties; and
- All staff and volunteers will be made aware of this policy during induction and of the procedure to follow for reporting alleged cases of abuse or harm.

## **7 Legislative framework**

At Sufra NW London we recognise our legal responsibility to safeguard adults at risk and promote their welfare.

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- OSAB Safeguarding Adults policy and procedure
- Equality Act 2010
- Care and Support Statutory Guidance, Department of Health, updated February 2022

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>.

## **8 Procedure for dealing with a safeguarding concern for an adult at risk**

If an employee or volunteer thinks an adult at risk is or may be at risk of abuse or face any other safeguarding concern, they must listen to the adult at risk carefully, in a private space and take the concern seriously in order to assess the risk of abuse or harm. If there is immediate danger, respond accordingly by calling 999 or removing the risk of danger (if feasible) without putting yourself at risk. If you have confirmed a concern of abuse or harm, record the details of the concern and where possible agree a safety plan and signpost as needed. The details of the concern and any actions taken should be logged on the [Safeguarding Incident Form](#) **(or see Appendix A)**. The Nominated Safeguarding Person and Deputy are alerted immediately by the form submitted who will subsequently discuss the case with the individual reporting the concern to determine the most appropriate course of action.

Please refer to the flowchart in **Appendix C** for further guidance.

Different outcomes could come out of the discussion such as:

- Decision to call emergency services;
- Decision to provide support directly or to signpost to specialist services;
- Decision to monitor the concern;
- Decision made to discuss concern informally with a case worker or support worker in case of adults at risk;
- Decision to report directly to Safeguarding Adults Team on or 02089374099 or 02089374098
- Decision to refer to the Single Point of Access for a referral to secondary mental health support on 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

- Decision to discuss the case on a no-names basis with Local Authority Designated Officer.

If it is determined that a referral to Brent Adult Safeguarding team is needed, this will be completed by the Nominated Safeguarding Person or Deputy. All other referrals and actions are completed by the individual who identified the concern.

If the Nominated Safeguarding Person and Deputy are unavailable, the individual raising the concern should contact the above her/himself.

However, it is crucial to remember that if an employee thinks the matter is an emergency, she/he must contact the **police** on **999** immediately.

## **9 Nominated Safeguarding Person (NSP)**

The Nominated Safeguarding Person has a specific responsibility for safeguarding matters within the organisation. The NSP's role includes:

- Overseeing the preparation and implementation of the safeguarding policy and ensuring that it is regularly reviewed, and that the policies and procedures are followed;
- Liaising with the Council and other social care agencies and making referrals;
- Reporting any concerns to Brent Adult Social Services or the police (urgent concerns must be reported immediately even if the NSP is not available);
- Acting as the lead person in circumstances where an allegation has been made against a member of staff/volunteer within the organisation;
- Acting as a source of advice on all safeguarding matters within their organisation and seeking further advice and guidance from other agencies as needed;
- Ensuring that confidential records (Safeguarding Incident Log) are kept of any concerns about a vulnerable adult and of any conversation or referrals to statutory agencies;
- Ensuring that any such records are kept safely and securely;
- Making sure that staff/volunteers receive adequate safeguarding training;

- Promoting the needs of adults at risk in the workplace and keeping the staff and volunteers informed on good practice; and
- Attending meetings following disclosures or investigations, including case conferences, giving any necessary support to individuals and their families if applicable.

**The NSP at Sufra NW London is the Programmes Manager, Jo Kay. She may be contacted on 020 3441 1335 or via email ([jo@sufra-nwlondon.org.uk](mailto:jo@sufra-nwlondon.org.uk)).**

**The Deputy Safeguarding Person is the Deputy Director, Gill Carter. She may be contacted on 077 245 18 206 or via email ([gill@sufra-nwlondon.org.uk](mailto:gill@sufra-nwlondon.org.uk)).**

**Alternatively, contact the Chair of Board of Trustees, Susan Crane via email ([susanfcrane@gmail.com](mailto:susanfcrane@gmail.com)).**

## **9.1 Incident recording**

All incidents and concerns raised by staff and volunteers via the safeguarding form relating to the safeguarding of adults at risk must be recorded by the Nominated Safeguarding Person in the Safeguarding Incident Log. The Safeguarding Incident Log outlines the last actions taken by the individual who reported the concern, agreed next steps, the justification for the next steps and the status of the concern (if it is open or closed).

***It is important for staff and volunteers to avoid making assumptions and discussing concerns indiscriminately. Confidentiality and respect for the vulnerable adult(s) involved is of the utmost importance.***

## **10 Information sharing**

Sufra NW London requires all staff, volunteers, and trustees to always maintain confidentiality. In line with Data Protection law, Sufra NW London does not share information if not required.

It should, however, be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act2014/safeguarding-adults/sharing-information/keymessages.asp>

## **10.1 What are the Seven golden rules for information sharing?**

Regarding the welfare of adults at risk, information sharing is key to enabling early intervention and preventative work. The following rules should be followed. The individual raising the concern should:

- 1) Remember that the Data Protection Act 1998 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately (see the Data Protection Policy);
- 2) Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how, and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so;
- 3) Seek advice if in any doubt, without disclosing the identity of the person where possible;
- 4) Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. She/he may still share information without consent if, in her/his judgement, that lack of consent can be overridden in the public interest. She/he will need to base judgement on the facts of the case;
- 5) Consider safety and well-being: base information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions;
- 6) Ensure that the information shared is necessary, proportionate, relevant, accurate, timely, and secure, i.e. the information an employee shares is necessary for the purpose for which the employee is sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely; and
- 7) Keep a record of her/his decision and the reasons why it has or has not been shared. If the employee decides to share, then record what was shared, with whom and for what purpose.

## **11 Complaints procedure**

Sufra NW London promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things may go wrong. If a staff or volunteer or any other member of the organisation is unhappy with Sufra NW London's decision about the safeguarding concern, refer them to the complaints policy.

Sufra NW London is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

## **12 Staff and volunteer recruitment and training**

### **12.1 Interview and induction**

Safe recruitment is central to the safeguarding of adults at risk. All organisations which employ people to work with adults at risk in a position of trust have a duty to safeguard and promote their welfare. This includes ensuring that the organisation adopts safe recruitment and selection procedures which prevent unsuitable persons from gaining access to adults at risk.

All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations.

All employees and volunteers should receive a formal or an informal induction during which:

- A check should be made that the application form has been completed in full, including sections on criminal records and self-disclosures;
- Their qualifications should be substantiated;
- The job requirements and responsibilities should be clarified;
- They should sign up to the charity's Code of Conduct; and
- Safeguarding policies and procedures are explained and training needs identified.

All staff will require submission of two references.

### **12.2 Enhanced DBS for all staff and unsupervised volunteers**

All staff and volunteers who are in contact with children and adults at risk without supervision will require an Enhanced DBS Disclosure.



## Appendix A – Safeguarding incident log

# Sufra NW London

Registered Charity No. 1151911

### Safeguarding incident form

Details of the child / vulnerable adult, and their parent/carer if applicable:		
Name of child / vulnerable adult:		
Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>	Age:	Date of birth:
If applicable, parent's/carer's name(s):		
Home address:		
Your details		
Name:	Position:	Date and time of incident:
Your report		
Are you reporting your own concerns or those raised by somebody else? <input type="checkbox"/> Responding to my own concerns <input type="checkbox"/> Responding to concerns raised by somebody else		

If responding to concerns raised by somebody else, please provide their name and position in the organisation, if applicable:

Please provide details of the incident/concern, including time, date, and any other relevant information (e.g. **Who, what, where, when**. Description of injuries, whether you are recording fact, opinion, hearsay):

The child / vulnerable adult's account, if it can be given, of what has happened and how:

Please provide details of the person alleged to have caused the incident/injury, including where possible their name, address, and date of birth:

Please provide details of any witnesses to the incident:

Please provide details of the action taken (external organisation reported or referred to):

Please provide details whether the individual has made their own choices in any of the decision making.

Please provide whether the individual has given consent for the information to be shared with an external organisation:

Signature:	<b>NSP received information on:</b>	
	<b>Date:</b>	<b>Time:</b>
Date:	<b>Signature of NSP:</b>	



## Appendix B – Definitions and Indicators of Abuse

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic abuse
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

**a) Domestic Abuse** is defined 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. This can encompass but is not limited to the following types of abuse: psychological, physical, sexual, financial or emotional”.

**b) Forced marriage:** a forced marriage (FM) is a marriage conducted without the valid consent of one or both parties and where duress is a factor. Forced marriage is now a specific offence under s121 of the Anti-Social Behaviour, Crime and Policing Act 2014 that came into force on 16 June 2014. FM is very different to an arranged marriage where both parties give consent. \*\*

**c) Modern Slavery and Human Trafficking:** modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery. Victims can include adults and children and come from all walks of life and backgrounds. A quarter of all victims are children. The Modern Slavery Act 2015

places a duty on specified public authorities to report details of suspected cases of modern slavery to the National Crime Agency.

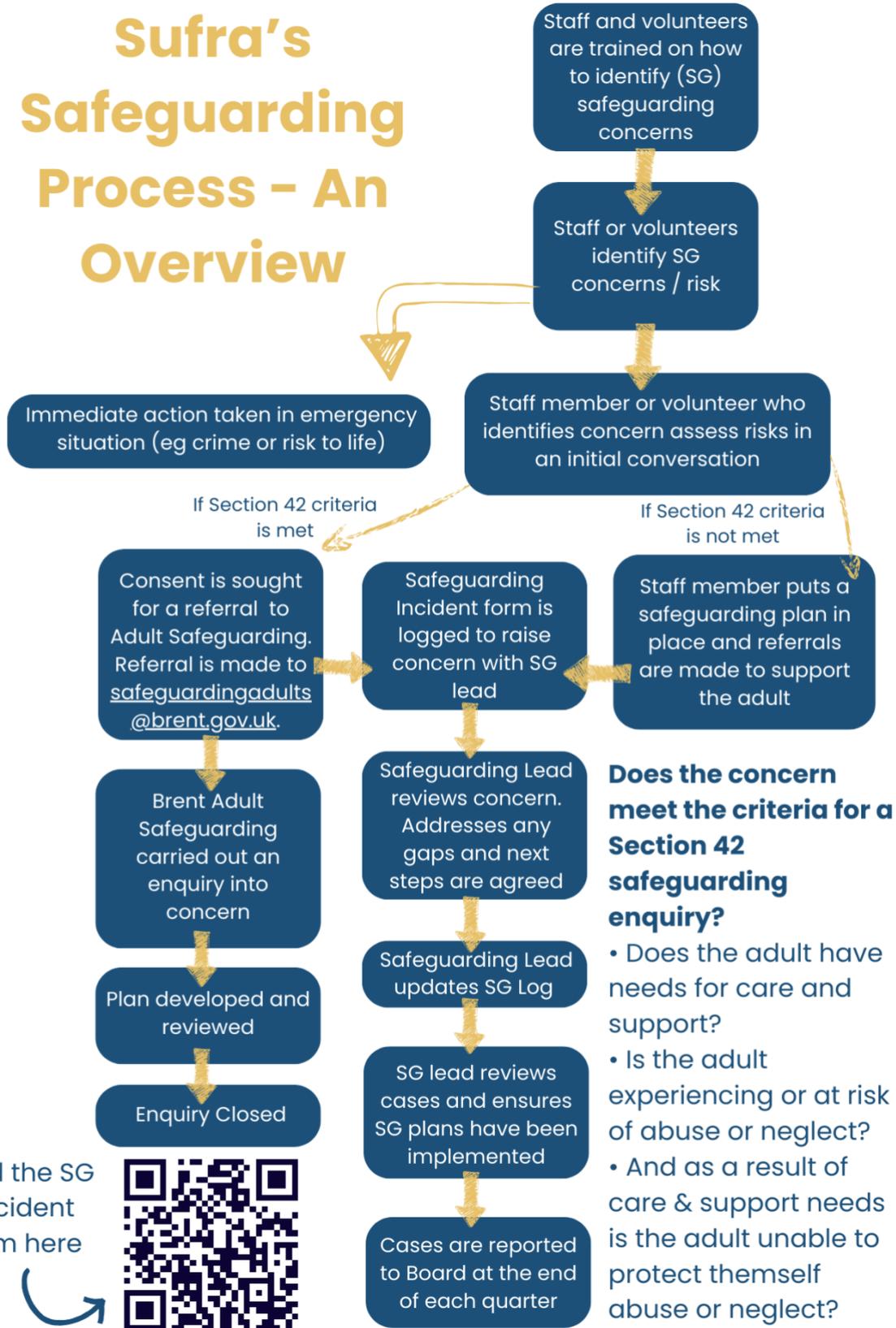
**d) Female Genital Mutilation** Female genital mutilation (FGM), sometimes referred to as female circumcision, refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. There are no health benefits to FGM, it is carried out for cultural and social reasons within families and communities. The procedure is traditionally carried out by an older woman with no medical training. Anaesthetics and antiseptic treatment are not generally used and the practice is usually carried out using basic tools such as knives, scissors, scalpels, pieces of glass and razor blades.

**e) Self Harm:** deliberate self-harm is intentional self-poisoning or injury, irrespective of the apparent purpose of the act, ([www.nice.org.uk](http://www.nice.org.uk)). Self-harm is an expression of personal distress, not an illness. Self-harm can involve: cutting, burning, biting; picking and scratching; substance misuse.

## **Appendix C Safeguarding Flowchart**

The flowchart below provides some guidance on how safeguarding concerns should be addressed, recorded and reported at Sufra.

# Sufra's Safeguarding Process - An Overview



Find the SG Incident form here



## **Monitoring and Reviewing**

This policy will be reviewed annually to ensure it remains fit for purpose. All individuals in a position of trust will have access to this policy and confirm that they have read and understood its contents.

BOARD APPROVED 04.06.2025

Reviewed April 2025

Revised May 2024 (GC and JK)

Revised November 2023 (JK)

Revised on 16<sup>th</sup> November 2022