



# Safeguarding Adults at Risk Policy

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### 1. Statement of Purpose

Cartwheel Arts is committed to ensuring that all adults at risk, regardless of age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, who use our services are not abused and that working practices minimise the risk of such abuse. This policy should be used in conjunction with the Equality, Diversity and Inclusion Policy.

The Designated Safeguarding Lead for the organisation is Director:

Hebe Reilly - Tel: 01706 361300 - E-mail: [hebe@cartwheelarts.org.uk](mailto:hebe@cartwheelarts.org.uk)

The Safeguarding Lead for the Board of Trustees is Chair:

Alyson Malach - E-mail: [alyson@cartwheelarts.org.uk](mailto:alyson@cartwheelarts.org.uk)

### Objectives

- Working in a preventive manner to protect adults at risk from being abused.
- Responding sensitively, coherently and consistently to reported incidents of self-neglect and abuse.
- Co-ordinating action and services in order to best protect and assist adults at risk.
- Ensuring that Cartwheel's strategies, policies and services reflect legislation relevant to adults at risk.
- Ensuring that all those employed by or involved with the company fully adhere to this policy for the prevention of abuse or neglect for adults at risk.
- Ensuring that staff, trustees, volunteers and the freelance team have an up-to-date DBS check at the correct level.
- Conducting risk assessments that include relevant issues for all projects involving adults at risk.
- Providing opportunities for training on the protection of adults at risk issues for those employed by or involved with the company.
- Incorporating key elements of equality, diversity, and inclusion within our safeguarding policy as a crucial element of promoting the well-being and safety of adults at risk.
- Actively addressing issues of racism, sexism, homophobia, transphobia, and other forms of discrimination, organisations can create an environment where everyone feels valued, respected, and protected.
- Ensuring that our safeguarding policies are accessible to all individuals, including those with disabilities. An easy-read Safeguarding document is available and other formats can be developed based on individual needs.

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### 2. Legislative framework

- 2.1 The **Care Act 2014**, which was implemented 2015, was the most significant reform of care and support for 60 years. It put people and their carers in control of their care and support and it included a greater emphasis on protecting the most vulnerable people from abuse and neglect. The Care Act brought in a new statutory framework for safeguarding adults in England. It replaced the *No Secrets Guidance*, which was a UK Government publication from the Department of Health, published in 2000. It provided **guidance** on developing and implementing multi-agency policies and procedures to protect adults deemed "at risk" from harm and/or abuse. Although this was statutory guidance it wasn't the law itself. The Care Act is a Large document – about 500pages – and it provides guidance on the different sections of the Care Act. Chapter 14 relates to Safeguarding.
- 2.2 The Safeguarding Vulnerable Groups Act 2006 was passed as a result of the Bichard Inquiry arising from the Soham murders in 2002, when the schoolgirls Jessica Chapman and Holly Wells were murdered by Ian Huntley (their school caretaker). Recommendation 19 of the Inquiry Report highlighted the need for a single agency to vet all individuals who want to work or volunteer with children or vulnerable adults and to bar unsuitable people from doing so.
- 2.3 The Public Interest Disclosure Act 1998 protects whistleblowers from detrimental treatment from their employers.
- 2.4 The Domestic Violence, Crime and Victims Act 2004 extends provisions to combat DV and also created a new offence of causing or allowing the death of a child or adult at risk.
- 2.5 Health and Social Care Act 2008 was created to ensure that health and social care settings are safe and of quality, and so the Care Quality Commission was established to inspect these settings.
- 2.6 Mental Capacity Act 2005 has 5 key principles: ultimately, it's about not assuming a person is mentally incapable of making the best/safe decision for themselves and being given all practicable help before they are considered not to be able to make their own decisions. If it has been assessed and found that someone doesn't have the mental capacity to make a safe decision/choice, then the adult at risk is encouraged to be involved and participate as much as possible in the safeguarding process, informed at every stage of any process, and everything is carried out in the least intrusive way possible with their best interests at the forefront of any decision. Professionals and other staff have a responsibility to ensure they understand and always work in line with the Mental Capacity Act 2005.
- 2.7 Deprivation of Liberty Safeguards (DoLS) aims to make sure that people in care homes are looked after in a way that doesn't inappropriately restrict their freedom.

## **Safeguarding Adults at Risk Policy**

### **3. Definitions**

Adults at risk are people who are over 18 years of age and are getting or who may need help and services to live in the community. Adults at risk may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Adults at risk are those that may be at more risk of harm than others because they depend on others for care. This may be due to:

- age
- ill health
- mental ill health
- learning or physical disabilities
- sight or hearing impairment or loss
- dementia
- misuse of alcohol or drugs
- victim of domestic violence or other forms of control i.e. Modern-Day Slavery

It should be noted that age and/or disability alone do not mean that an adult is at risk.

Abuse can take place in any setting, public or private, and can be perpetrated by anyone. Volunteers, staff and Trustees have a duty to identify abuse and report it.

### **4. Responding to concerns about poor practice or abuse within the organisation**

Please refer to Appendix 3 and 4 for details and a Step-by-Step process for reporting.
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As a general rule, all concerns are to be discussed with your line manager. The concern may be easily resolved but it is important that safety issues are dealt with promptly. If you are not comfortable raising these with your manager, or your concerns relate to your manager, you should raise them with the Director (if they are not your manager) or a Board member.

If there are issues of unsafe practice or abuse that must be taken further the manager must ensure that Cartwheel Arts' policies and procedures are adhered to.

The volunteers and staff reporting incidents of suspected or potential abuse may find that the victim and/or the other responsible adult concerned is upset or angry. Cartwheel Arts Director will support the victim or responsible adult. Other action may take the form of support provided by work colleagues or support or counselling provided by an outside body if required.

#### **Suspicion of abuse by a Cartwheel staff member or volunteer**

Volunteers and staff themselves may also be the subject of an allegation of abuse. While support will be offered, Cartwheel will ensure that Social Services or any other appropriate

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body are given all assistance pursuing any investigation. Suspension and/or discipline may be implemented.

Where a member staff or volunteer is suspected of abuse the following action should be taken:

- The Director should interview the staff member or volunteer with a witness present.
- The Director should make arrangements for interviewing the suspected victim. This should be done with a Cartwheel Trustee or staff member with a supporter for the victim present.

The purpose of the meeting is not to investigate but to establish whether there are grounds for the allegation after which time we will employ the Company's policy on managing allegations.

### 5. Confidentiality

Confidentiality is crucial to all our work and relationships and the Cartwheel Arts confidentiality policy should normally be adhered to. However, the welfare of adults at risk is paramount and takes precedence over it. Staff should not keep concerns relating to potential abuse of adults at risk to themselves.

- We understand the importance of maintaining confidentiality when dealing with safeguarding concerns.
- All information regarding safeguarding concerns will be managed sensitively and shared only with individuals who have a legitimate need to know.
- Information will be stored and processed in accordance with Data Protection Act 1998 and the UK GDPR laws and guidelines. Further information about how Cartwheel processes data can be found in our Privacy Notice on our website:  
[www.cartwheelarts.org.uk/privacy-notice/](http://www.cartwheelarts.org.uk/privacy-notice/)

Confidentiality may NOT be maintained if the withholding of information will prejudice the welfare of the adult.
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### 6. Safer Selection and Recruitment

1. When recruiting staff for posts potentially working with adults at risk:
  - All interviewees will be asked about previous work with adults at risk
  - Posts offered will be dependent on satisfactory references and a DBS check where required
2. All freelance and volunteer project workers should:
  - provide where available appropriate references
  - provide a DBS check, or allow Cartwheel to obtain one as appropriate under the new rules

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### 3. When in employment:

- All staff and core workers for Cartwheel Arts will receive this policy and must agree to apply it in practice.
- This policy is deemed to be incorporated in the contract of employment. It is a condition of service with the company that staff understand and operate this policy.

*A person who is barred from working with children or adults at risk will be breaking the law if they work or volunteer, or try to work or volunteer, with those groups. An organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.*

## 7. Cartwheel Arts' Project Work

The company's work should be planned so as to minimise those situations where adults at risk could be harmed or abused.

1. All project workers including freelance artists and volunteers will be given:
  - guidelines for working with adults at risk (see appendix 1)
  - guidelines on identifying and reporting abuse (see appendices 2 & 3)
  - opportunities to attend training in relation to good practice when working with adults at risk and the protection of adults at risk.
2. Risk assessments that include the protection of vulnerable adults' issues should be conducted for each project involving vulnerable adults. The assessment should, in addition to other health and safety issues, consider:
  - How open the project venue is to non-project workers
  - How vulnerable adults get to and from the project venue
  - Supervision during workshops and or events
  - The clearance of project workers provided by Cartwheel Arts and any partner organisations
  - Where necessary, Cartwheel will ensure that a suitably qualified professional attends all sessions
3. The Project Manager will put in practice safeguards to minimise the risks highlighted by the assessment.
4. When on trips/days out a full address list and contact telephone numbers for all the vulnerable adults within the group travelling will be maintained along with the inclusion of special instructions, dietary requirements and allergies. This will allow nominated group leader to take the necessary action in the event of an emergency. The level of staffing, male and female, must be adequate to cope with any problems in terms of behaviour, anxiety and illness.

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### 8. Roles & Responsibilities

#### **All those who work on behalf of Cartwheel Arts are expected to:**

1. Undergo appropriate safeguarding training (including EDI related training) and familiarise themselves with this Policy and the guidelines provided in all appendices.
2. Treat all individuals with respect, dignity, and fairness, regardless of their age, gender, race, religion, or disability.
3. Be aware of and report any safeguarding concerns or incidents promptly to the designated safeguarding lead.
4. Maintain confidentiality and handle sensitive information appropriately.
5. Follow Cartwheels Arts' recruitment procedures, including thorough background checks (e.g. DBS) and reference checks, to ensure the suitability of staff working with vulnerable individuals and children.
6. Promote a zero-tolerance approach to racism and discrimination based on any of the protected characteristics as well as gender identity – See our EDI Policy for further guidance.

#### **Project Managers and Company Director Responsibilities:**

- Maintain awareness and openness with regard to the protection of adults at risk and provide awareness training when necessary to new project workers and volunteers.
- Ensure all project workers and volunteers are made aware of this policy (and any subsequent changes) and its implications through appropriate and effective communication methods i.e. training / induction.
- Initiate action when necessary, ensuring all appropriate persons have been contacted.
- Make a full report of any allegations or suspicions to the local Social Services vulnerable adults protection team immediately and make a record of this that is kept securely in line with GDPR legislation.
- Inform the Chair immediately and keep them up to date with any subsequent developments.

#### **Project Workers and Volunteers Responsibilities:**

- Maintain awareness and openness with regard to the safeguarding of adults at risk, to this policy and its implications.
- Act responsibly, appropriately and professionally at all times and particularly when charged with the care of adults at risk.
- Respond appropriately to any suspicions of abuse and report them to the appropriate person as detailed in appendix 4.
- Request extra support and training if it is required.

#### **Partnerships and Collaboration:**

Cartwheel Arts works closely with all project partners to ensure Safeguarding is a top priority by:

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- maintaining regular and open communication about concerns
- sharing information on a need-to-know basis
- being cooperative during and after investigations
- providing appropriate support to those involved
- reflecting and monitoring the concern and outcome collaboratively

### 9. 'Whistle blowing' policy

The company encourages employees and volunteers to voice any concerns they may have about abusive or unethical conduct by colleagues. It takes courage to challenge inappropriate behaviour by colleagues. In order to enable this policy and ensure the process is unbiased:

- All concerns are to be reported to the Company Director or the Chair if the Company Director is the subject of the concern.
- All concerns will be treated confidentially.
- All concerns will be investigated thoroughly and may lead to disciplinary action in accordance with Cartwheel Art's disciplinary policy.
- Feedback on the outcome of investigation will be given to all involved (while safeguarding confidentiality for the person raising the concern and the person about whom the concerns have been raised).
- An appeal process will be made available to those unhappy with the outcome of the investigation as detailed in the company's disciplinary policy.

### 10. Review

This policy is reviewed once per year or in response to changes in legislation and/or best practice.

Each Safeguarding Report Form (appendix 6) contains a section for review and monitoring each concern raised.

Signed:



Alyson Malach  
(Chair of Trustees and Safeguarding Officer)

Date: 2<sup>nd</sup> July 2024



Hebe Reilly  
(Director)

Date: 2<sup>nd</sup> July 2024



### Appendix 1: Guidelines for staff, freelancers and volunteers working with adults at risk

To ensure that all forms of abuse are prevented and to help protect people who work with adults at risk the following guidelines should be followed:

- Always be publicly open when working with adults at risk. Avoid situations where you and an individual are completely unobserved.
- If physical contact is necessary (i.e. during the playing of a sport, or taking part in group team building activities etc.), it should be done publicly. Care is needed.
- Respect the rights and dignity and worth of all and treat everyone equally.
- Place the wellbeing and safety of the adult at risk first.
- Ensure that the activities which they provide are appropriate to the age, maturity and ability of the person.
- Always promote the positive aspects of an activity and never condone cheating, rule violations or the use of foul and abusive language and/or behaviour towards a young person or another adult
- Consistently display high standards of personal behaviour.
- Never overtly criticise adults at risk or use sarcasm where it may cause the person to lose self-esteem or confidence.
- Discourage over enthusiastic kisses and embraces – even if the group has just won the dance battle, or whatever
- Manage expectations appropriately

Everyone should also be aware that as a general rule it does not make sense to:

- Spend amounts of time alone with adults at risk away from others
- Take adults at risk to your home if they will be alone with you
- If such situations are unavoidable they should only take place with the full knowledge of another worker.

If you accidentally hurt an adult at risk, or cause any distress, or the person appears to be sexually aroused by your actions, or misunderstands, or misinterprets something you have done, report the incident as soon as possible. You should:

- **NEVER** Engage in rough or sexually provocative games, including horseplay
- **NEVER** Share a room with an adult at risk
- **NEVER** Permit or engage in any form of inappropriate touching
- **NEVER** Make sexually suggestive comments to an adult at risk, even in fun
- **NEVER** Allow allegations made by an adult at risk to go unchallenged, unrecorded or not acted upon

- **NEVER** Do things of a personal nature that an adult at risk can do for themselves. However it may be necessary to do things of a personal nature for people particularly if they are disabled. There is also a need in these instances to be responsive to the person's reactions - if a person is fully dependant upon you, talk with them about what you are doing and give choices where possible.

### Appendix 2: Guidelines for Identifying Abuse

We hope that you will never have to deal with an issue of abuse during your work with Cartwheel. But if you are concerned about an adult at risk you are working with you will want to know what to do.

#### DEFINITIONS

The term adult at risk abuse is used to describe ways in which adults at risk are harmed, usually by adults and often by those they know and trust. There are different types of adult at risk abuse, and a person may experience more than one kind at any one time in their life.

#### What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a number of forms:

1. Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism
2. Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint, force-feeding, forcible administration of medication, neglect or abandonment
3. Emotional/psychological abuse e.g. intimidation or humiliation
4. Financial abuse e.g. theft or exerting improper pressure to sign over money from pensions or savings etc.
5. Neglect or acts of omission e.g. being left in wet or soiled clothing, or malnutrition
6. Self-neglect e.g. a person choosing not to or are unable to care for themselves
7. Discriminatory abuse e.g. racial, sexual or religious harassment
8. Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will
9. Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions
10. Organisational abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity
11. Modern Slavery – slavery, human trafficking, and forced labour and domestic servitude.
12. Radicalism – the Government through its PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement of terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity.
13. Domestic abuse

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**Abuse of trust** - where vulnerable adults are indoctrinated with attitudes to social, moral, political, ethical and religious views which are unacceptable to their family and community, or society at large.

**Use of computers** – in particular where there is Internet and e-mail access. Steps should be taken to ensure that inappropriate material is not viewed, shared, accessed, downloaded, copied, or printed and that vulnerable adults are properly supervised whilst using the computers. Care should be taken that vulnerable adults are not revealing personal details in chatrooms and forums.

**Bullying** – bullying can be verbal and physical, delivered by text message or through on-line messaging and via social networking sites, and is also a form of abuse and there is a requirement for all those associated with the company to ensure that vulnerable adults feel able to report instances of bullying.

### IDENTIFYING ABUSE

In some cases a person's disturbed behaviour, or an injury may suggest that the person has been abused. In many situations however, the signs will not be clear cut and decisions about what action to take can be difficult.

**Important note: It is not the responsibility of those working with an adult at risk to decide that abuse is occurring, but it is a responsibility to follow through on any concerns.**

Signs will vary widely from person to person, and with the degree of independence which the person enjoys, but may include:

- Uncharacteristic changes in the adult's behaviour, attitude and commitment e.g. becoming quiet and withdrawn, or displaying sudden outbursts of temper
- Bruises and injuries not typical of, for example, taking part in a sporting event or injury for which the explanation seems inconsistent
- Signs of discomfort and pain
- The person becomes increasingly dirty or unkempt
- The person loses weight for no apparent reason
- Nervousness when approached or touched
- Fear of particular persons - especially those with whom a close relationship would normally be expected
- The person wishes not to speak with or be near a particular person without a reasonable explanation
- Inappropriate sexual awareness
- Adults at risk who are always alone and unaccompanied and/or are prevented from socializing with other people
- Adults at risk who are reluctant to go home

**It must be recognised that the above list is not exhaustive, and the presence of one or more indicators is not proof that abuse is actually taking place.**

### **Appendix 3: Guidelines for responding to complaints and alleged or suspected incidents.**

Abuse may become apparent in a number of ways:

- An adult at risk may tell you
- A third party may report an incident, or may have a strong suspicion
- You may have a suspicion

#### *Step 1: Listen and Reassure*

- **DO** Stay calm - do not rush into inappropriate action
- **DO** Reassure the person that they are not to blame and confirm that you know how difficult it must be to confide
- **DO** Listen to what the person says and show that you take them seriously
- **DO** Keep questions to a minimum - in many cases it may be more appropriate to nod and acknowledge the person's account.
- **DO** Ensure that you clearly understand what the person said - so that you can pass it on to the appropriate agencies
- **DO** Inform the Project Co-ordinator or Director - ensuring that you communicate all the information accurately
- **DO** Maintain confidentiality
- **DO NOT** Make promises you cannot keep
- **DO NOT** Make the person repeat the story unnecessarily
- **DO NOT** Delay
- **DO NOT** Take sole responsibility for further action

#### *Step 2: Involve the appropriate people*

You must ensure that the Project Manager or the Company Director is informed so a decision can be made as to the most appropriate action. In all cases - do not delay. If you cannot contact the persons above immediately, you must contact the authorities (police and/or social services).

In all cases if you are not sure what to do you can gain help from:-

**Rochdale Adult Care Service Team on 0303 303 8886**

**Emergency Social Work Team (Out of Hours) 0303 303 8875**

**Greater Manchester Police 0161 872 5050**

**Care Quality Commission 03000 616161**

**<https://www.cqc.org.uk/contact-us> (if you have concerns about abuse occurring within a care setting)**

### *Step 3: Record*

Record what the adult at risk has said and/or your concerns legibly and accurately. You can download a copy of our Safeguarding Record Form from our website [Policies \(cartwheelarts.org.uk\)](https://www.cartwheelarts.org.uk) Details should include:

- The person's name, address and date of birth
- Date and time of the incidents and/or nature of allegations
- Your observations e.g. describe the behaviour and emotional state of the adult at risk and/or bruising or other injuries
- The person's account - if it can be given - of what has happened
- Any action that you took as a result of your concerns e.g. comments made to the adult at risk, whether the next of kin/carers have been contacted (where appropriate)
- Record whether you are expressing their own concerns, or passing on those of someone else
- Sign and date the report
- Keep a copy of the report

Please note that when a disclosure is made, it is the person to whom the disclosure is made that the authorities (police and/or social services) will come to for an account of what was said. This first hand account is of primary importance.

**Appendix 4: Reporting procedures**

Project Worker/ Volunteer	Project Manager/ Company Director	Project Worker/ Volunteer
Potential risk/concern re possible harm/abuse		<b>IMMEDIATE DANGER</b>
↓  Listen/reassure		↓  Contact the Adult Care Service Team on 0303 303 8886 Out of hours – 0303 303 8875 or get medical help (if necessary ring 999)
↓  <b>DO NOT</b> ‘grill’ or put words into a vulnerable adult’s mouth		↓  <b>DO NOT</b> ‘grill’ or put words into a vulnerable adult’s mouth
↓  satisfy yourself that the situation is safe		↓  As far as possible make situation safe for vulnerable adult
↓  Tell/share concerns with Project Manager or Director of Cartwheel	←  Ensure all appropriate persons have been contacted	←  Report immediately to Project Manager or Director of Cartwheel
↓  Compile written report	←  Forward reports to Social Services	↓  Compile written report

### Appendix 5:

#### Safeguarding and Information Sharing

In response to COVID-19, we began to offer over the phone emotional support to regular participants through an Emotional Support Worker and this has continued. This document acts as an extension to our Safeguarding and GDPR policies in the case of sharing information to keep people in the community safe.

Under normal circumstances our support to participants is face to face, where if someone does disclose a safeguarding concern, our practitioners are able to contact Cartwheel Arts. We have therefore contacted Rochdale Safeguarding Board for advice on how they are dealing with the potential need for sharing information when they are making shielded calls to vulnerable members of the community.

When making phone calls this procedure should be followed:

- At the beginning of a course of support the Emotional Support Worker should inform the participant that during the term of support they may need to share personal information with third parties (i.e. Adult Care or the emergency services) for safeguarding purposes only.
- The Emotional Support Worker should ask if this information has been understood and record acknowledgement of this understanding for Cartwheel's records.

If the Emotional Support Worker feels a person is at immediate risk they should:

- Ask if the participant will stay on the phone while they make another call to emergency services.
- They should stay on the phone as far as possible and follow Cartwheel Arts safeguarding procedures.



**Appendix 6 - Safeguarding Record Form**

Name of person filling in form	
Contact number and email address	
Date form filled in	

Details of disclosure or observation

Date of incident	
Name of person incident is about	
Age of person (if under 18 or write adult)	
Address of person	
Where disclosure or observation occurred	

Details as disclosed to you. Do not try to fill in the gaps or make assumptions about the meaning. Please try only to use the words as they were said to you. If your concern is something that you observed then please describe what you saw.

Was any further action taken at this time? If so, describe what and by who

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For office use only

Date form received	
Staff member	
Action required	
Action taken	
Authorised by	

Review and Monitoring

How did the concern arise?	
Was there anything the people who were present or the organisation could have done to prevent the issue from arising?	
Is further training needed in response to the concern?	
How will the organisation assess the outcomes of any training provided and whether it has been effective in minimising risk?	