

Effective Date(s)	Oct 2026 – Oct 2027
Approved By	Trustees
Approval Date	01 October 2026
Policy Owner/Dept	Caroline Reid
Policy Author	Caroline Reid - Manager , Gary Reid - Trustee
Review Date	October 2027
Version Number	1.0

Table of Contents

1. Purpose
2. Scope
3. Legislative and Regulatory Framework
4. Principles of Safeguarding
5. Safeguarding Adults
6. Safeguarding Children
7. Modern Slavery and Human Trafficking
8. Roles and Responsibilities
9. Reporting and Liaison with Agencies
10. Allegations Against Staff, Volunteers, Trustees or Others Acting for CSL
11. Record Keeping and Data Protection
12. Equality, Diversity and Human Rights
13. Training and Development
14. Monitoring, Performance and Review

1. Purpose

Cadrene Supported Living (CSL) is committed to protecting the safety, dignity, rights and wellbeing of all people who use its services. CSL has a zero-tolerance approach to abuse, neglect, exploitation, discrimination, degrading treatment and improper use of restraint.

This policy establishes the principles, responsibilities and procedures that CSL will follow to prevent, identify, report and respond to safeguarding concerns involving adults at risk and, where relevant to its services, children and young people.

The policy aims to:

- Protect people from abuse, neglect, exploitation and avoidable harm.
- Promote independence, dignity, choice, control and individual rights.
- Ensure safeguarding concerns are acted upon promptly and appropriately.
- Ensure staff, volunteers, trustees, contractors and other relevant people understand their safeguarding responsibilities.
- Ensure concerns are referred to the appropriate statutory authorities and safeguarding partners.
- Support people to participate in decisions about their safety and the outcomes they want, wherever possible.
- Learn from safeguarding incidents, complaints, near misses and investigations to improve the quality and safety of CSL's services.

Safeguarding is everyone's responsibility. No person should be disadvantaged, intimidated or treated unfairly because they have raised a concern or reported suspected abuse in good faith.

2. Scope

This policy applies to all CSL trustees, employees, agency workers, volunteers, contractors and other people working on behalf of CSL.

It applies to all relevant CSL activities, including supported living accommodation, personal care and support, community-based services, visits, activities and interactions with service users.

The policy covers concerns arising:

- Within CSL accommodation or services.
- In a person's own home or community.
- During contact with staff, volunteers, other service users or visitors.
- Through family relationships, friendships, online activity or other relationships.
- From suspected abuse or neglect by an individual, organisation or service.
- When a person may be at risk of exploitation, coercion, domestic abuse, modern slavery or other forms of harm.

Although CSL's principal service is for adults, staff must also respond appropriately to concerns about children, including children who visit CSL, children connected to service users, or any child whose safety may be affected by CSL's activities.

This policy must be read alongside CSL's Safeguarding Procedure, Protection from Abuse Policy, Whistleblowing Policy, Complaints Procedure, Mental Capacity Policy, Consent Policy, Medicines Management Policy, Recruitment Policy, Data Protection Policy and other relevant policies.

Where another policy sets out more detailed operational instructions, staff must follow that procedure as well as the safeguarding principles in this policy.

3. Legislative and Regulatory Framework

CSL will follow applicable legislation, regulations, statutory guidance and local safeguarding procedures, including the following.

3.1 Adult safeguarding

- Care Act 2014, particularly Sections 42–46.
- Care and Support Statutory Guidance, particularly Chapter 14 on safeguarding.
- Mental Capacity Act 2005 and its Code of Practice.
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, particularly Regulation 13: Safeguarding service users from abuse and improper treatment.
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).
- Domestic Abuse Act 2021.
- Modern Slavery Act 2015.
- Safeguarding Vulnerable Groups Act 2006, as applicable.
- Protection of Freedoms Act 2012, as applicable.
- Relevant legislation governing offences, criminal investigations and the protection of people from exploitation.

3.2 Children and young people

Where relevant to CSL's activities, the policy will also reflect:

- Children Act 1989.
- Children Act 2004.
- Children and Families Act 2014, where applicable.
- Female Genital Mutilation Act 2003, where applicable.
- Serious Crime Act 2015, where applicable.
- Counter-Terrorism and Security Act 2015 and the Prevent duty, where applicable.
- *Working Together to Safeguard Children 2026*, the current statutory guidance for England.
- Current local multi-agency safeguarding arrangements and procedures for children.

3.3 Deprivation of liberty and capacity

The Mental Capacity Act 2005, including the Deprivation of Liberty Safeguards provisions in Schedule A1 where applicable, must be followed. Any deprivation of liberty must have the required lawful authority. Staff must not assume that a person's placement in supported living authorises restrictions on their freedom.

CSL will review this framework when legislation, regulations or statutory guidance change. Staff must follow current local safeguarding procedures as well as this policy.

4. Principles of Safeguarding

CSL will apply the six adult safeguarding principles set out in the Care and Support Statutory Guidance.

1. **Empowerment:** People are supported to make their own decisions and give informed consent wherever possible.
2. **Prevention:** Action is taken to reduce the likelihood of abuse or neglect before harm occurs.
3. **Proportionality:** Responses are appropriate to the level of risk and use the least intrusive approach that is safe and lawful.
4. **Protection:** People who are experiencing, or are at risk of, abuse or neglect receive appropriate support and protection.
5. **Partnership:** CSL works with local authorities, the police, health professionals, safeguarding partners and other relevant agencies.
6. **Accountability:** Responsibilities, decisions and actions are clear, recorded and open to appropriate scrutiny.

CSL will also ensure that:

- People are treated with dignity, respect and compassion.
- Their views, wishes, feelings, beliefs and desired outcomes are considered.
- They are involved in safeguarding decisions as far as possible.
- Communication is accessible and appropriate to the person's needs.
- Information is shared lawfully and proportionately to protect people.
- Safeguarding action does not unnecessarily restrict a person's independence or choices.
- Staff challenge unsafe, abusive, discriminatory or degrading behaviour.
- Allegations are taken seriously and investigated promptly.
- People are protected from victimisation for raising concerns.

Where a person's wishes conflict with concerns about serious harm, staff must consider capacity, consent, the level of risk, legal duties and the relevant safeguarding procedures. Staff must seek advice from the appropriate safeguarding authority where necessary.

5. Safeguarding Adults

CSL will take reasonable and appropriate steps to protect adults who use its services from abuse, neglect and exploitation.

5.1 Who may be an adult at risk?

For the purposes of the Care Act 2014, the adult safeguarding duty applies where an adult:

- Has needs for care and support, whether or not the local authority is meeting those needs.
- Is experiencing, or is at risk of, abuse or neglect.
- As a result of those care and support needs, is unable to protect themselves from the abuse or neglect or the risk of it.

Staff must not assume that someone is at risk solely because they have a disability, mental health condition, learning disability or other support need. Each concern must be considered individually.

5.2 Recognising abuse and neglect

Abuse may be a single incident or repeated behaviour. It may be deliberate or arise through neglect, poor practice or a failure to act.

Concerns may involve:

- **Physical abuse:** hitting, pushing, assault, inappropriate restraint or misuse of medication.
- **Domestic abuse:** physical, sexual, emotional, psychological, financial or coercive behaviour within relevant personal relationships.
- **Sexual abuse:** sexual assault, harassment, exploitation or sexual activity without valid consent.
- **Psychological or emotional abuse:** threats, humiliation, intimidation, coercion, isolation or controlling behaviour.
- **Financial or material abuse:** theft, fraud, scams, misuse of money or pressure concerning a person's finances or property.
- **Modern slavery and human trafficking:** forced labour, servitude, trafficking or other forms of exploitation.
- **Discriminatory abuse:** harassment or unfair treatment linked to a protected characteristic or other discriminatory attitude.
- **Organisational abuse:** abuse, neglect or poor practice arising from the way a service is managed or delivered.
- **Neglect and acts of omission:** failure to meet essential care, health, nutrition, heating, medication or support needs.
- **Self-neglect:** serious neglect of a person's own health, hygiene or living conditions, including hoarding, where safeguarding action may be appropriate.

This list is not exhaustive. Staff must also consider exploitation, online abuse, financial coercion, hate crime, cuckooing, mate crime and other circumstances that may place a person at risk.

5.3 Immediate response

Where abuse or neglect is suspected or disclosed, staff must:

1. Take immediate steps to protect the person from further harm, where safe to do so.
2. Contact emergency services on 999 if there is immediate danger, a serious injury or an urgent threat to life.
3. Listen calmly and take the person's concerns seriously.
4. Reassure the person that they have done the right thing by speaking up.
5. Avoid promising absolute confidentiality.
6. Record the person's words as accurately as possible and distinguish facts from opinions.
7. Report the concern promptly to the Safeguarding Lead or an appropriate manager.
8. Refer the concern to the local authority, police or other relevant agency when required.
9. Preserve relevant evidence and avoid actions that could compromise a criminal investigation.
10. Record all decisions, referrals, advice received and follow-up actions.

Staff must not conduct their own formal investigation, question witnesses unnecessarily or confront an alleged perpetrator where this could increase risk or compromise an investigation.

5.4 Adult safeguarding referrals

Where the Care Act 2014 safeguarding criteria may be met, CSL will contact the relevant local authority safeguarding service and provide the information needed for it to decide what action is required.

Staff must not delay a referral while waiting for internal approval if doing so could place a person at risk. The Safeguarding Lead or manager should be informed as soon as possible, unless they are implicated in the concern or reporting to them would be unsafe.

Where a concern does not meet the statutory safeguarding threshold, CSL will still consider appropriate protective action, support, risk assessment, referral or service improvement.

5.5 Mental capacity, consent and choice

Staff must presume that an adult has capacity unless there is evidence to establish otherwise. Capacity is decision-specific and may change over time.

Where there is reason to doubt capacity, staff must follow the Mental Capacity Act 2005 and CSL's Mental Capacity Policy. Any assessment must relate to the specific decision and be carried out by an appropriately competent person.

Where an adult with capacity does not wish a safeguarding concern to be referred, staff must listen to their wishes, explain the options and consider the risks and relevant legal duties. A referral may still be necessary where, for example, other people may be at risk, a serious crime may have occurred or another legal duty applies. Advice should be sought from the local safeguarding authority where appropriate.

Any action taken on behalf of a person who lacks capacity must comply with the Mental Capacity Act 2005, including its best-interests requirements. Any restrictions must be necessary, proportionate and lawful.

6. Safeguarding Children

CSL recognises its responsibility to act when a child may be suffering, or may be at risk of, abuse or neglect.

A child is a person under 18 years of age.

Although CSL primarily provides services to adults, staff may become aware of safeguarding concerns involving children of service users, children visiting accommodation, or children encountered through CSL activities.

6.1 Recognising concerns

Concerns may include physical abuse, sexual abuse, emotional abuse, neglect, domestic abuse affecting a child, exploitation, trafficking, online abuse, criminal exploitation, radicalisation or other circumstances that may place a child at risk.

Staff must not dismiss a concern because it arises outside CSL's premises or because the child is not directly receiving a CSL service.

6.2 Responding to concerns

Staff must:

- Contact the police on 999 if a child is in immediate danger or urgent protection is required.
- Report concerns promptly to the appropriate local authority children's safeguarding service.
- Inform the CSL Safeguarding Lead or manager unless doing so could increase risk or compromise a response.
- Record factual information, the child's words where possible, the actions taken and the advice received.
- Avoid promising secrecy or attempting to investigate the allegation themselves.
- Follow the current statutory guidance *Working Together to Safeguard Children 2026* and local multi-agency procedures.

Where an allegation concerns a person working with children, CSL will contact the appropriate local authority designated officer or equivalent route, in accordance with local procedures, and any other relevant statutory authority.

CSL will cooperate with children's social care, police and other safeguarding partners as required.

7. Modern Slavery and Human Trafficking

CSL will take concerns about modern slavery, human trafficking, forced labour, servitude and exploitation seriously.

Staff must be alert to signs such as a person appearing controlled by another individual, being unable to speak freely, having no control over their money or identity documents, showing signs of coercion, or appearing to be exploited for work, housing, criminal activity or sexual purposes.

Where a concern arises, staff must:

- Consider the person's immediate safety and any urgent medical or protection needs.
- Contact the police on 999 if there is immediate danger.
- Report concerns to the Safeguarding Lead or appropriate manager, unless doing so would be unsafe.
- Refer to the appropriate statutory authority or specialist service in line with current procedures.
- Record the concern and actions taken securely.
- Avoid confronting a suspected trafficker or taking action that could increase the person's risk.

CSL expects staff, volunteers, contractors and relevant suppliers to act lawfully and ethically. Any suspected exploitation connected with CSL's services, workforce or supply arrangements must be reported and addressed.

CSL will comply with any legal reporting or statement requirements that apply to the organisation. It will not claim to publish an annual statutory Modern Slavery Statement unless it is required to do so or has chosen to publish one voluntarily.

8. Roles and Responsibilities

8.1 Board of Trustees

The Board of Trustees is responsible for ensuring that CSL has effective safeguarding arrangements, appropriate policies, clear accountability and sufficient oversight.

Trustees will:

- Approve and review this policy.
- Ensure safeguarding concerns and patterns of incidents are appropriately monitored.
- Review significant safeguarding incidents and resulting actions.
- Ensure staff and volunteers receive appropriate training and support.
- Address unsafe practices, organisational failures and lessons learned.
- Ensure that external notifications are made when required.

8.2 Safeguarding Lead

CSL will designate a Safeguarding Lead. The name and contact details must be recorded in the safeguarding contact information maintained by CSL and made available to staff.

The Safeguarding Lead will:

- Provide advice and guidance on safeguarding concerns.
- Ensure concerns are recorded, escalated and referred appropriately.
- Liaise with local safeguarding authorities and other agencies.
- Monitor follow-up actions and ensure records are maintained securely.
- Identify training needs and report safeguarding trends to management and trustees.
- Ensure that lessons learned are used to improve practice.

If the Safeguarding Lead is unavailable, implicated in a concern or otherwise inappropriate to contact, staff must report to another senior manager or trustee and contact the appropriate statutory authority directly where necessary.

8.3 Managers

Managers must ensure staff understand and follow this policy, safeguarding procedures are implemented, risks are assessed and appropriate action is taken without delay.

Managers must ensure that safeguarding concerns are not concealed, dismissed or dealt with solely as internal performance matters when external referral is required.

8.4 Employees, volunteers and contractors

All relevant personnel must:

- Read and follow this policy and associated procedures.
- Attend the safeguarding training required for their role.
- Recognise and report concerns promptly.
- Maintain appropriate professional boundaries.
- Treat people with dignity and respect.
- Keep accurate, factual and confidential records.
- Cooperate with safeguarding enquiries and investigations.
- Raise concerns about unsafe practice, including concerns involving colleagues or managers.

8.5 Service users

People using CSL's services will be given accessible information about safeguarding, their rights, how to raise concerns and where to seek independent help. They will be supported to participate in decisions about their safety wherever possible.

9. Reporting and Liaison with Agencies

CSL will ensure that safeguarding concerns are reported, assessed and escalated promptly and appropriately.

9.1 Reporting route

The normal internal reporting route is:

1. Protect the person and address any immediate danger.
2. Contact emergency services where required.
3. Report the concern to the Safeguarding Lead or an appropriate manager.
4. Refer to the relevant local authority safeguarding service, police or other statutory agency as required.
5. Complete a safeguarding record and document actions and decisions.
6. Review the person's immediate and ongoing safety, including any need for a risk assessment or support plan.
7. Monitor the outcome and complete any required follow-up actions.

Staff must not wait for internal authorisation where immediate external reporting is necessary to protect a person.

9.2 Local authority and police

CSL will follow the current Dudley Safeguarding People Partnership procedures and the relevant local authority reporting arrangements.

The current contact details and referral routes for adult safeguarding, children's safeguarding and out-of-hours services must be maintained in the safeguarding contact sheet or appendix. These details must be checked against official local sources and updated whenever they change.

The police must be contacted where a crime is suspected and reporting is necessary or appropriate. Emergency services must be contacted immediately where there is imminent danger.

9.3 Information sharing

CSL will share information with statutory agencies and other relevant professionals where it is lawful, necessary and proportionate to protect a person or meet a legal obligation.

Staff must not assume that confidentiality prevents information sharing for safeguarding purposes. Equally, information must not be shared indiscriminately. Decisions must be based on the person's safety, relevant legal requirements and current information-sharing guidance.

Where appropriate, staff should explain to the person what information will be shared and why, unless doing so could increase risk, prejudice an investigation or otherwise be inappropriate.

9.4 Recording decisions

All safeguarding concerns must be recorded, including:

- The date, time and circumstances of the concern.
- The person involved and any immediate risks identified.
- The facts observed and the person's own words where relevant.
- The actions taken and by whom.
- The agencies contacted, advice received and referrals made.
- Decisions not to refer externally and the reasons for those decisions.
- Agreed safety measures, follow-up actions and outcomes.

Records must be factual, timely, secure and accessible only to authorised people.

9.5 CQC notifications and other reporting duties

The registered person must consider whether a safeguarding incident or allegation requires notification to the Care Quality Commission (CQC) or another regulator under applicable legislation and guidance.

Required notifications must be made within the relevant timescales. The Safeguarding Lead or manager must not assume that a local authority referral automatically fulfils any separate CQC notification requirement.

CSL will cooperate with safeguarding enquiries, inspections and investigations and provide relevant information when lawfully required.

10. Allegations Against Staff, Volunteers, Trustees or Others Acting for CSL

CSL takes all allegations or evidence of abuse, neglect, exploitation or improper treatment seriously, regardless of the person's role or seniority.

10.1 Immediate action

Where an allegation concerns a member of staff, volunteer, trustee, contractor or other person acting for CSL, the concern must be reported promptly to a senior person who is not implicated.

Where a manager or Safeguarding Lead is implicated, the concern must be referred to another trustee or appropriate external authority. Staff must not report the matter solely to the person who is the subject of the allegation.

Immediate protective measures must be considered to prevent further harm, while ensuring that any action taken is fair, proportionate and consistent with relevant employment and safeguarding requirements.

10.2 External referrals

CSL will refer concerns to the local authority safeguarding service, police, local authority designated officer or other relevant body where required by the circumstances and current procedures.

The appropriate authority must be consulted where there is uncertainty about how an allegation should be handled. Internal disciplinary processes must not replace a statutory safeguarding or criminal investigation.

10.3 Internal investigation and disciplinary action

CSL may conduct an internal investigation or disciplinary process where appropriate, taking account of advice or directions from external agencies.

Records must distinguish between allegations, evidence, findings and decisions. Confidentiality must be maintained so far as possible, while allowing appropriate investigation and protection.

Allegations must not be dismissed as malicious without a proper and fair assessment. Deliberately false allegations, if established, may be addressed through the relevant procedures, but this must not discourage genuine reporting.

10.4 Recruitment and suitability

CSL will follow its safer recruitment procedures, including appropriate identity, reference, employment-history and right-to-work checks, and Disclosure and Barring Service (DBS) checks where legally eligible and required for the role.

Where the legal criteria are met, CSL will consider whether a referral to the DBS or another relevant body is required.

11. Record Keeping and Data Protection

CSL will maintain accurate, complete and secure records of safeguarding concerns, referrals, decisions, investigations, actions and outcomes.

Records must:

- Be made as soon as practicable after the event or disclosure.
- Distinguish clearly between fact, observation, reported information and professional opinion.
- Include dates, times, people involved, actions taken and the reasons for decisions.
- Be stored securely with access limited to authorised personnel.
- Be retained and disposed of in accordance with CSL's retention arrangements and applicable law.
- Be shared only where lawful, necessary and proportionate.
- Be made available to relevant authorities where required by law.

CSL will handle personal information in accordance with the Data Protection Act 2018, UK GDPR and its Data Protection and Confidentiality Policies.

Safeguarding information may need to be shared without consent where there is a lawful basis and sharing is necessary to protect a person or meet a legal duty. Staff should seek advice from the Safeguarding Lead or relevant authority if uncertain, but must not delay urgent protective action.

Any suspected loss, unauthorised access or inappropriate disclosure of safeguarding information must be reported in accordance with CSL's data breach procedures.

12. Equality, Diversity and Human Rights

CSL is committed to safeguarding all people fairly and without unlawful discrimination.

The organisation will have regard to the Equality Act 2010 and its nine protected characteristics:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race, including colour, nationality and ethnic or national origins.
- Religion or belief.
- Sex.
- Sexual orientation.

CSL will also respect the human rights of people using its services, including their dignity, privacy, autonomy, family life and freedom from degrading treatment.

Staff must consider communication, language, cultural, religious, sensory, cognitive and accessibility needs when responding to concerns. Reasonable adjustments must be made where required.

Safeguarding responses must not rely on stereotypes, assumptions or discriminatory attitudes. Concerns involving hate crime, discriminatory abuse or harassment must be taken seriously and referred appropriately.

People must not be excluded from safeguarding support because of disability, communication difficulties, immigration status, personal circumstances or their decision to decline a particular form of support. Staff must consider each situation individually and follow the relevant legal duties.

13. Training and Development

CSL will ensure that staff and volunteers receive safeguarding training appropriate to their responsibilities, level of contact with service users and the risks associated with their roles.

Training arrangements will include:

- Safeguarding awareness as part of induction before staff undertake duties independently.
- Role-appropriate adult safeguarding training.
- Children's safeguarding awareness where relevant to the role.
- Recognising signs of abuse, neglect, exploitation and discriminatory treatment.
- How to respond to disclosures and report concerns.
- Mental capacity, consent, confidentiality and information sharing.
- Whistleblowing and reporting concerns about colleagues or managers.
- Refresher training at appropriate intervals and when procedures or guidance change.
- Additional training for managers and designated safeguarding personnel according to their responsibilities.

CSL will maintain records of completed training and identify refresher or further training needs through supervision, appraisal, incident reviews and changes in role.

Managers will monitor whether staff understand how to apply the training in practice. Attendance alone will not be treated as proof of competence where additional guidance, supervision or assessment is necessary.

14. Monitoring, Performance and Review

The Safeguarding Lead and management will monitor the implementation and effectiveness of this policy. The Board of Trustees will maintain appropriate oversight of safeguarding arrangements.

Monitoring will include:

- The number and nature of safeguarding concerns and referrals.
- Whether concerns were reported and escalated promptly.
- Completion of required records, risk assessments and follow-up actions.
- Safeguarding training completion and identified training needs.
- Patterns of incidents, complaints or concerns that may indicate wider risks.
- Outcomes of investigations, recommendations and lessons learned.
- Compliance with applicable CQC notification and other reporting requirements.
- Feedback from service users and relevant professionals, where appropriate.

Significant safeguarding incidents will be reviewed to identify improvements, prevent recurrence and ensure appropriate support for the people affected. Any actions identified must be assigned to a responsible person and monitored to completion.

The Board of Trustees will receive safeguarding information at appropriate intervals, maintaining confidentiality and ensuring that urgent or serious matters are escalated without waiting for a routine report.

This policy will be reviewed annually, and sooner if required following changes to legislation, CQC requirements, statutory guidance, Dudley safeguarding procedures, organisational arrangements or lessons learned from an incident.

Any material amendments must be approved through CSL's governance arrangements. The current approved version must be made available to staff and relevant stakeholders.

15. Appendices

Appendix 1: Definitions (Abuse, Adults at Risk, Children, Modern Slavery, etc.) **Appendix 2:** Types of Abuse and Neglect **Appendix 3:** Principles of Adult Safeguarding

Related Policies:

- Safeguarding Procedure
- Disciplinary Policy
- Confidentiality & Data Protection Policy
- Equality, Diversity & Human Rights Policy
- Whistleblowing Policy

Dudley Safeguarding - Contact

Telephone No: 0300 555 0055 (Monday to Friday 9.00am- 5.00pm)

Secondary No: 0300 555 8574 (Out of Hours)

Website: <https://dudleysafeguarding.org.uk/>

Appendix 1: Definitions

Term	Description
Abuse or neglect	There is no statutory definition of abuse or neglect. It can be described as a violation of individuals' human and/or civil rights by any other person or persons who cause harm to a person in need of care and support. It may be a single or repeated acts or omissions occurring within a personal or close relationship where there is an expectation of trust.
Adult assurance statement	This is a self-audit tool that relevant agencies may be required to use to demonstrate compliance with adult safeguarding requirements. It was introduced by the Care Act 2014 and its supporting guidance which requires that the local authority assures itself that local safeguarding arrangements are in place.
Adult	An adult who: a) Has needs for care and support (whether or not the authority is meeting any of those needs), b) Is experiencing, or is at risk of abuse and neglect, and c) As a result of those needs is unable to protect himself or herself against abuse or neglect or the risk of it." Care Act 2014.
Child	A person up to 18 years old.
Staff	The term "Staff" is used to refer to staff working on behalf of Cadrene Supported Living whether paid or voluntary and that come into contact with, or are actually regularly working with, children (including unborn children) and adults at risk in our accommodation or services.
Modern slavery and human trafficking	This is a broad term used to encompass the offences of slavery, servitude and forced or compulsory labour and human trafficking. The term extends to slavery-like practices such as debt bondage, sale or exploitation of children and forced or servile marriage. While varied in nature, all involve one person depriving another person of their liberty, in order to exploit them for personal or commercial gain.
Perpetrator	The person or persons committing the abuse or causing neglect.
Person-centred approach	This means keeping the person in focus when making decisions about their lives and working in partnership with them, taking their views and wishes into account.
Safeguarding	The Care and Support statutory guidance 2014 issued under the Care Act 2014 defines safeguarding as "Protecting an adult's right to live in safety, free from abuse and neglect."

Safeguarding Adults Board (SAB)	SABs were established by the Care Act 2014. The main purpose of a SAB is to enable the local authority to assure itself local safeguarding arrangements are in place. In particular that action is taken to help and protect adults in its area who has needs for care and support. The adult may be experiencing, or at risk of abuse or neglect, and as a result of their care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. Each local authority must set up a SAB.
Safeguarding Children Board (SCB)	SCBs were established by the Children Act 2004. Local authorities are required to establish one in their area. They are multi-agency bodies involving agencies such as the police, health service and the probation service and others. Their role is to: • Co-ordinate what is done by everyone on the SCB to safeguard and promote the welfare of children in the area; and • Make sure that each organisation acts effectively when they are doing this. <i>SCBs also publish policies and procedures for child protection in their area.</i>
Section 11 audit	Section 11 of the Children Act 2004 places a range of duties on organisations and individuals to ensure their functions and any service that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.
Section 42 enquiry	Section 42 of the Care Act 2014 requires that each local authority must make enquiries, or cause others to do so, if it believes an adult has care and support needs, and believes the adult is experiencing or is at risk of, abuse or neglect and, as a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.
Domestic Homicide Review	A Domestic Homicide Review is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.
Serious case review	A serious case review in England is held after a child or vulnerable adult dies or is seriously injured under circumstances where abuse or neglect are thought to be involved. Its purpose is to learn lessons to help prevent future similar incidents.
Vulnerable adults	These are people at risk of safeguarding concerns. They include, but are not limited to, a person who: • Is elderly, with poor health, a physical disability or cognitive impairment. • Has a learning disability • Has a physical disability and/or sensory impairment • Has mental health needs including dementia or a personality disorder • Misuses substances or alcohol; and Is unable to demonstrate the capacity to make an informed decision as defined by the Mental Capacity Act 2005 and is in need of care and support.

Appendix 2: What constitutes abuse and neglect

This information is taken from the “Care and Support statutory guidance 2014” (updated October 2018) issued under the Care Act 2014.

This includes the different types of abuse and neglect. It is not an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical Abuse	Includes: Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.
Domestic abuse	Psychological, physical, sexual, financial, emotional abuse, so called “honour based” violence
Sexual abuse	Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.
Psychological abuse	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	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	Slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
Discriminatory abuse	Harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation; and religion.
Organisational abuse	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.
Neglect and acts of omission	Ignoring medical, emotional or physical care needs; failure to provide access to appropriate health care and support or educational services; and the withholding of the necessities of life, such as medication, adequate nutrition and heating
Self-neglect	This covers a 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 when they are no longer able to do this, without external support.

Appendix 3: The six principles of adult safeguarding defined in The Care Act

Principle	Outcome	Customer experience
Empowerment	People being supported and encouraged to make their own decisions and informed consent.	"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
Prevention	It's better to take action before harm occurs.	"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
Proportionality	The least intrusive response appropriate to the risk presented.	"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."
Protection	Support and representation for those in greatest need.	"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	"I know that employees treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
Accountability	Accountability and transparency in delivering safeguarding	"I understand the role of everyone involved in my life and so do they."

Related Documents

Document Type	Name
Connected Policies and Procedures	This policy is consistent and linked with CADRENE SUPPORTED LIVING's current policies, specifically: • Safeguarding Procedure. • Protection from Abuse Policy. • Complaints Procedure. • Whistleblowing Policy. • Mental Capacity Policy. • Consent Policy and Procedure. • Medicines Management Policy. • Recruitment Policy. • Disciplinary Procedure. • Equality, Diversity and Human Rights Policy. • Data Protection Policy. • Confidentiality Policy. • Risk Assessment and Needs Assessment Policy.
Forms and Letters	
Leaflets/Publicity Material	
Training Materials Available	
Intranet/ Website Page	