

Safeguarding Adults Policy

1. Purpose

- 1.1.** The aim of Stoll's Safeguarding policy is to recognise and respond to suspected or actual abuse or neglect of adults at risk. Stoll is committed to providing a service delivery environment which is free from abuse and neglect, encouraging greater self-determination so people maintain independence and have real choice putting the adult at risk at the centre of their own safeguarding.
- 1.2.** Soll's Adult Safeguarding policy and procedures are built on London's multi agency adult safeguarding procedures and reflect statutory guidance to ensure there is a consistent approach when responding to a safeguarding concern.
- 1.3.** This policy also reflects the requirements and best practice guidelines issued from The Charity Commission following several high profile safeguarding cases within the charity sector.

2. Six Principles Guiding Intervention

- 2.1.** The following Six key principles (Care Act 2014) underpin all adult safeguarding work and apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system. The principles should inform the ways in which Stoll work with adults.

Stoll aims to make sure that the six principles of safeguarding adults inform all safeguarding concerns and enquiries.

- Empowerment – people being encouraged to make their own decisions and informed consent
- Prevention – it is better to take action before harm occurs
- Proportionality – proportionate and least intrusive response appropriate to the risk presented
- Protection – support and representations for those in greatest need
- Partnerships – local solutions through services working with their communities
- Accountability – accountability and transparency in delivering safeguarding activities.

3. Making safeguarding personal

- 3.1.** In addition to the six key principles, Stoll understands the importance of recognising that adult safeguarding arrangements are there to protect individuals. The adults at risk will have different preferences, histories, circumstances and life-styles, so processes will differ when raising a concern depending on individual need.
- 3.2.** Making safeguarding personal means that the process should be person-led and outcome focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

4. Objectives

- 4.1.** We will:
- Embed the six principles of Safeguarding adults at risk to underpin Stoll's work when confronted with possible abuse or neglect to shape the way staff deal with safeguarding.
 - Ensure Stoll's Safeguarding policy & procedures reflect the statutory guidance of The Care Act 2014 and any further statutory guidance.
 - Meet the MSP standards by working in conjunction with the London multi-agency Safeguarding Adults policy and procedures following the 'Making Safeguarding Personal' (MSP) agenda.
 - Ensure Stoll's procedures and guidelines are consistent with the London's Multi-Agency Safeguarding Adults policy and procedures
 - Define abuse or neglect and inadequate care and support of vulnerable adults.
 - Identify risk factors associated with abuse to enable staff to identify cases of abuse or neglect.
 - Establish a standard procedure that should be followed when someone suspects abuse has taken place.
 - Clarify the roles and responsibilities of staff and volunteers when faced with suspected abuse or neglect of an adult at risk.
 - Ensure all staff and volunteers have access to appropriate training. This includes yearly training for frontline staff .
 - Be instrumental in supporting prevention strategies and ready to manage and lead on enquiries if Stoll is considered the best organisation to do so.
 - Always promote the adult's wellbeing in their safeguarding arrangements.
 - Ensure timely, proportionate and professional responses to all safeguarding issues.

5. Statement of Rights

5.1. In dealing with incidents of potential abuse or neglect, adults at risk have the following rights should be respected:

- The right to live without fear and free from abuse or neglect from their families, care-givers, professionals, volunteers or fellow customers.
- The right to be safe and receive adequate care and protection. This includes protection from all forms of violence including physical punishment, intimidation, belittling, and lack of respect, harassment, and sexual assault.
- The right to be given appropriate information about keeping themselves safe and exercising their rights.
- The right to be involved in making decisions that affect them, and to be supported in making their own decisions about how they wish to proceed in the event of abuse or neglect, and in whom they wish to confide. Their wishes should only be overridden if considered necessary in the interests of their own safety or the safety of others.
- The right to report violence and have their report taken seriously, including the right to have the Police called, if a crime could have been committed.
- People with a disability have a right to be enabled to take an active, full part in everyday life and become as independent as possible. They are entitled to take part in activities that include an element of risk.
- The right to make informed choices about intimate relationships without being exposed to exploitation or sexual abuse.
- The right to the money and property that is legally theirs, and for these to be treated with respect.
- The right not to be discriminated against because of their ethnic origin, culture or religion, their gender or sexuality, their age or disability.
- The right to the assessment of their needs should they be a victim of abuse.

6. What is meant by safeguarding an adult at risk?

6.1. In this guidance 'adult' means a person aged 18 years or over. Anyone below this age who is vulnerable to abuse or neglect should be responded to using Stoll's Safeguarding Children policy and procedures in conjunction with the local authority's Safeguarding Children policy & procedures where the family/child resides.

6.2. The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

6.3. The aims of adult safeguarding are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what has caused the abuse or neglect.

6.4. The different types and patterns of abuse and neglect and the different circumstances in which they may take place, are not intended to be an exhaustive guide but are illustrative as to the sort of behaviour which could give rise to a safeguarding concern.

6.5. Stoll does not hold a limited staff view of what constitutes abuse or neglect. This can take many forms and the circumstances of the individual case will always be considered alongside the criteria for safeguarding duties. Exploitation, in particular, is a common theme in the following list of the types of abuse and neglect.

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

6.6. Incidents of abuse may be one-off or multiple, and affect one person or more. Patterns of abuse vary and include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

6.7. Who abuses and neglects adults?

Anyone can carry out abuse or neglect, including:

- spouses/partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers.

Any concerns about the abuse or inadequate care of children should refer to Stoll's Safeguarding Children Policy & Procedures.

7. Monitoring and Review

7.1 Stoll's Trustee Board and Sub-Committees look to the support and professionalism of staff at all levels in making this policy truly effective. The effectiveness of this general statement of intent and other specific policies and procedures in use will be regularly reviewed and revised as a minimum every 3 years

7.2 Relevant employees are required to complete basic safeguarding adults training. Training will be provided for staff on induction to their role and then on a continuous basis for updating staff. Front line staff to have annual refresher training as a minimum. Specific training will be provided for those with lead or named responsibility for child protection.

7.3 Stoll will continue to have a nominated member of the Senior Management Team as the lead for Safeguarding across Children and Adults.

7.4 It is advised that there is a lead Trustee Member for Safeguarding, and it is recommended that this rest with the Chair of the Housing and Services Committee.

<u>Policy:</u>	<u>Safeguarding Adults Policy</u>
Date of last review:	Date: July 2026
Date of next review:	Date: June 2029
Approved by EMT on:	June 2026
Approved by SMT on:	June 2026
Approved by Residents' Policy Group:	July 2026
Approval by HSC:	Date: 27 th August 2026