

Safeguarding and Adults at Risk Policy

Version:	10
Name & job title of policy owner	Nathan Singleton, Chief Executive
Date approved by Nathan Singleton, Chief Executive	13 th June 2024
Next review date:	June 2025

1. Introduction

LifeLine Community Projects (LifeLine) is committed to Safeguarding Adults in line with legislation and relevant national and local guidelines.

We will safeguard adults at risk by ensuring that our activities are delivered in a way which keeps all adults safe.

LifeLine is committed to creating a culture of zero-tolerance of harm to adults which necessitates:

- the recognition of adults who may be at risk and the circumstances which may increase risk
- knowing how adult abuse, exploitation or neglect manifests itself
- being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

LifeLine is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect.

2. Policy Statement

LifeLine believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

LifeLine is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

LifeLine acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

LifeLine recognises that health, wellbeing, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

LifeLine recognises that there is a legal framework for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by LifeLine will be consistent with the principles of adult safeguarding, ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

3. Purpose

The purpose of this policy is to demonstrate the commitment of LifeLine to safeguarding adults and to ensure that everyone involved in working with adults at risk is aware of:

- The legislation, policy and procedures for safeguarding adults
- Their role and responsibility for safeguarding adults
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

This safeguarding adult policy and associated procedures apply to all individuals including Trustees, staff, and volunteers and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

4. Commitments

LifeLine is committed to ensuring:

- Everyone involved with working with adults at risk is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with our Safeguarding Adults Policy and Procedures.
- The wellbeing of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see sections 10, 11 and 13).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.
- We will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All Trustees, staff and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- We use safe recruitment practices and assess the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation and within the sporting community.
- We share information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/Social Services.

5. Key safeguarding contacts at LifeLine Projects

Safeguarding contact details are shown below:

Designated Safeguarding Lead	Julia Ward Head of Support Services T: 020 8597 2900 M: 07843 156 288 juliaward@lifelineprojects.co.uk
Deputy Designated Safeguarding Lead (all other services)	Nathan Singleton CEO T: 020 8597 2900 M: 07843 156 288 nathansingleton@lifelineprojects.co.uk
Families Designated Safeguarding Officer	Tilishia Green T: 020 8597 2900 M: 07522 112 745
Healthwatch Designated Safeguarding Officer	Manisha Modhvadia T: 020 8597 2900 M: 07951 025 173
Trustee with Safeguarding Responsibility	Neil Jaques M: 07866 216 738 neil_and_christina@hotmail.com

These roles are designed to provide support and advice to staff about safeguarding and adult at risk concerns. Detailed descriptions of the role of the Designated Safeguarding Lead and Designated Safeguarding Officers are shown below in 20.1 to 20.6.

6. What is an Adult at Risk?

An Adult at risk is defined by the Care Act 2014 as:

- an individual aged 18 years and over 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.

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

7. Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational / Institutional
- Self-neglect
- Domestic Abuse (including coercive control)
- Modern slavery

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams.

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

8. Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, volunteer or another adult that they are experiencing abuse inside or outside of LifeLine. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant has
- been missing from sessions and is not responding to reminders to attend.
- Someone losing or gaining weight / an unkempt appearance.

- A change in the behaviour or confidence of a person.
- Self-harm.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure.

9. Wellbeing Principle

The concept of 'wellbeing' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Wellbeing includes mental and physical health, relationships, connection with communities and contribution to society.

Being able to live free from abuse and neglect is a key element of wellbeing.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby 'What good is it making someone safe when we merely make them miserable?' What Price Dignity? (2010).

For that reason any actions taken to safeguard an adult must take their whole wellbeing into account and be proportionate to the risk of harm.

10. Person Centred Safeguarding/Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our wellbeing suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, wellbeing and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

The principles of adult safeguarding from the Care Act 2014 are:

- Empowerment - People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

11. Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision
- A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support. However, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe or possible, wait until the person is able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

The law describes when and how we can make decisions for people who are unable to make decisions for themselves, as follows:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.

- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when decisions will need to be made on behalf of an individual in an emergency.

Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

12. Recording and Information Sharing

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

This does NOT automatically include the persons spouse, partner, adult, child, unpaid or paid carer.

Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example, anyone who has a concern about harm can make a report to the Designated Safeguarding Lead at LifeLine.

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside LifeLine. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. **Their wishes should be respected unless there are over-riding reasons for sharing information.**

The circumstances when we need to share information without the adult's consent include those where:

- **it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.**
- **you believe they or someone else is at risk, including children.**
- **you believe the adult is being coerced or is under duress.**
- **it is necessary to contact the Police to prevent a crime, or to report that a serious crime has been committed.**
- **the adult does not have mental capacity to consent to information being shared about them.**
- **the person causing harm has care and support needs.**

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

13. Referral procedures

13.1 Dealing with concerns or uncertainties

There may be occasions when concerns about an adult, do not appear to justify a referral of suspected abuse. This may leave staff feeling uncomfortable. In these circumstances, following consultation with the Designated Safeguarding Lead, we will contact Adult Social Care to talk through concerns and ask for advice.

13.2 What is an adult safeguarding concern?

An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, who may be at risk of, abuse and neglect and may be unable to protect themselves against this.

A concern may be raised by anyone, and can be:

- An active disclosure of abuse by the adult, where the adult tells a member of staff that they are experiencing abuse and/or neglect
- A passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example staff who notice unexplained injuries
- An allegation of abuse by a third party, for example a family/friend or neighbour who have observed abuse or neglect or have been told of it by the adult
- A complaint or concern raised by an adult or a third party who doesn't perceive that it is abuse or neglect. Staff should consider whether there are safeguarding matters
- A concern raised by staff or volunteers, others using the service, a carer or a member of the public
- An observation of the behaviour of the adult at risk
- An observation of the behaviour of another
- Patterns of concerns or risks that emerge through reviews, audits and complaints or regulatory inspections or monitoring visits.

Concerns can be raised in person, by telephone, email or letter.

Staff must follow LifeLine's child protection procedures if the concerns are about children.

Some concerns may not sit under adult safeguarding processes, but remain concerns that may require other action. All concerns should be reported to the Designated Safeguarding lead who should be satisfied that concerns are being addressed appropriately.

Immediate Action by the Person Raising the Concern

The person who raises the concern has a responsibility to first and foremost safeguard the adult at risk:

- a. Make an evaluation of the risk and take steps to ensure that the adult is in no immediate danger
- b. Arrange any medical treatment. (note that offences of a sexual nature will require expert advice from the Police)
- c. If a crime is in progress or life is at risk, dial emergency services – 999
- d. Encourage and support the adult to report the matter to the Police if a crime is suspected and is not an emergency situation
- e. Take steps to preserve any physical evidence if a crime may have been committed, and preserve evidence through recording
- f. Ensure that other people are not in danger

- g. Inform the Designated Safeguarding lead
- h. Record the information received, risk evaluation and all actions.

Action to be taken by the Designated Safeguarding Lead

Clarify that the adult at risk is safe, that their views have been clearly sought and recorded and that they are aware what action will be taken.

Address any gaps:

- a. Check that issues of consent and mental capacity have been addressed
- b. In the event that a person's wishes are being overridden, check that this is appropriate and that the adult understands why
- c. Contact the children and families department if a child or young person is also at risk
- d. If the person allegedly causing the harm is also an adult at risk, arrange appropriate care and support
- e. Make sure action is taken to safeguard other people
- f. Take any action in line with disciplinary procedures; including whether it is appropriate to suspend staff or move them to alternative duties
- g. In addition, if a criminal offence has occurred or may occur, contact the Police force if not already reported
- h. Preserve forensic evidence and consider a referral to specialist services
- i. Make a referral under Prevent if appropriate
- j. Record the information received and all actions and decisions.

13.3 Decision Making: Pre-Referral to the Local Authority

The Designated Safeguarding Lead will lead on decision making.

Staff should also take action without the immediate authority the Designated Safeguarding Lead if:

- discussion would involve delay in an apparently high-risk situation
- the person has raised concerns with the Designated Safeguarding Lead and they have not taken appropriate action (whistleblowing).

Decisions need to take into account all relevant information that is available, including the views of the adult in all circumstances where it is possible and safe to seek their views. If the adult does not want to pursue matters through safeguarding action, staff should be sure that the adult is fully aware of the consequences of their decisions, and that all options have been explored and that not proceeding further is consistent with legal duties.

There may be some occasions when the adult at risk does not want to pursue a referral to the Local Authority. Where it is a personal matter and may cause family disharmony, if possible the adult at risk's wishes should be respected and other ways of ensuring the adult's safety explored. Where there is a potentially high risk situation, staff should be vigilant of possible coercion and the emotional or psychological impact that the abuse may have had on the adult.

Decision makers also need to take account of whether or not there is a public or vital interest to refer the concern to the Local Authority. Where there is a risk to other adults, children or young people or there is a public interest to take action because a criminal offence had occurred and the view is that it is a safeguarding matter, the wishes of the individual may be overridden. Where the sharing of information to prevent harm is necessary, lack of consent to information sharing can also be overridden.

In the event that people lack the capacity to provide consent, action should be taken in line with the Mental Capacity Act 2005.

Where a possible crime has been committed people should always be encouraged to report the matter to the Police.

Good Practice Guidance - Disclosure

- Speak in a private and safe place
- Accept what the person is saying

- Don't 'interview' the person; but establish the basic facts avoiding asking the same questions more than once
- Ask them what they would like to happen and what they would like you to do
- Don't promise the person that you'll keep what they tell you confidential; explain who you will tell and why
- If there are grounds to override a person's consent to share information, explain what these are
- Explain how they will be involved and kept informed
- Provide information and advice on keeping safe and the safeguarding process
- Make a best interest decision about the risks and protection needed if the person is unable to provide informed consent.

Establish:

- The risks and what immediate steps to take
- Communication needs, whether an interpreter or other support is needed
- Whether it is likely that advocacy may be required
- Personal care and support arrangements
- Mental capacity to make decisions about whether the adult is able to protect themselves and understand the safeguarding process.

Concerns checklist

- Safety of adult and others made
- Initial conversation held with the adult
- Emergency services contacted and recorded
- Medical treatment sought
- Mental Capacity considered
- Consent sought
- Best Interest Decisions made and recorded
- Public and vital interest considered and recorded
- Police report made
- Evidence preserved
- Referrals to specialist agencies e.g. Channel
- Referral to children services if there are children and young people involved
- Action taken to remove/reduce risk where possible and recorded.
- Recorded clear rationales for decision making
- Referral to Local Authority.

13.4 Storing and retaining adult at risk records

Adult at risk records, and reports are kept in a separate confidential folder on the 'S' drive.

Access to this folder is restricted to the Designated Safeguarding Lead and Designated Safeguarding Officers. These records are stored away from the adult's main file.

LifeLine Projects will keep written records of concerns about adults, even where there is no need to refer the matter immediately. These records will be kept in a separate confidential folder on the 'S' drive.

Records will be kept up to date and reviewed regularly. A record of each and every episode/incident /concern /activity regarding an adult, including telephone calls to other professionals, must be recorded in chronological order and kept within the confidential folder.

The Designated Safeguarding Lead must be notified by telephone each time a record is updated. This phone call should be followed up by email.

Safeguarding records are retained in line with the advice given in the London Multi-Agency Adult Safeguarding Policy and Procedures.

14. Referral to the Local Authority

If, on the basis of the information available, it appears that the following three steps are met a referral **must** be made to the Local Authority:

1. A person has care and support needs
2. They may be experiencing or at risk of abuse and neglect
3. They are unable to protect themselves from that abuse and neglect because of those care and support needs.

The indicative timescales for making referrals are:

- Immediate action in cases of emergency
- Within one working day in other cases.

If there is immediate risk of serious harm, or an emergency, call the Police - Dial 999.

The concern **MUST** be raised immediately with the Safeguarding Adults Team if the person remains at risk or within 24 hours for all other cases.

14.1 LB Barking and Dagenham

- To ensure that an incident is reported as quickly as possible, LBBD has developed an online, secure concern form or you can download and complete the word version and email to the secure email address safeguardingadults@lbbd.gov.uk
- The telephone number for the Safeguarding Adults team is 020 8227 2915.

Access the online form on this link	https://www.lbbd.gov.uk/safeguarding-adults-at-risk-of-abuse-or-neglect
Downloadable form	https://www.lbbd.gov.uk/safeguarding-adults-at-risk-of-abuse-or-neglect
Email the completed concern form to the secure email address	safeguardingadults@lbbd.gov.uk

- If 'Out of Hours' contact the LBBD Emergency Duty Team on 0300 555 1249 or email adult.edt@nhs.net
- If children are thought to be at risk alert Child Protection on 020 8227 3852 / 82 / 60 or email Childrens@lbbd.gov.uk
- If you suspect that domestic abuse has taken place or you wish to seek advice on domestic abuse, contact the local domestic abuse service on 020 8591 3498.

14.2 LB Havering

Safeguarding Adults Team

Tel: 01708 433550

Fax: 01708 432497 (Safe Haven)

[The Havering Multi-Agency Safeguarding Adults Alert Form is downloadable on this link: Havering form](#)

Report abuse by emailing the Safeguarding Adults Form to: safeguarding_adults_team@haverling.gov.uk

14.3 LB Redbridge

Complete the Safeguarding Adult Referral Form and email it to adults.alert@redbridge.gov.uk. The form will be reviewed by the First Contact Team.

The link to the form is here: [Redbridge Adult Safeguarding Form](#)

If you need to speak to someone about your referral:

- Telephone Redbridge Health and Adult Social Services on 020 8708 7333 (Monday to Friday 9.00am to 5.00pm)

- Or telephone 0208 553 5825 outside of these hours (evenings and weekends)
- Or email: adults.alert@redbridge.gov.uk

15. Safer Recruitment

The safety and wellbeing of our children, young people and adults at risk is our top priority, and we take all reasonable and sensible measures to ensure they are kept safe from harm.

Safer recruitment policy statement

Our recruitment processes are the first steps we take to safeguard and promote the welfare of children, young people and adults at risk in our care.

LifeLine Projects is committed to:

- safeguarding and protecting all children, young people and adults at risk by implementing robust safer recruitment practices
- identifying and rejecting candidates who are unsuitable to work with children, young people and adults at risk
- responding to concerns about the suitability of candidates during the recruitment process
- responding to concerns about the suitability of employees and volunteers once they have begun their role
- ensuring all new staff and volunteers participate in an induction which includes child and adult at risk protection as appropriate.

As an employer, LifeLine Projects expects all staff and volunteers to share this commitment.

15.1 Pre-employment checks

Pre-employment checks will be undertaken on all adults working with children and young people aged 18 and under, as detailed below:

- an identify check
- a check to establish the person's right to work in the UK
- employment history (including the identification of gaps in work history)
- obtain two written references
- check on professional qualifications where required.

In addition to the above, LifeLine Projects will conduct further checks for candidates who have lived or worked outside the UK and medical fitness and verification of professional qualifications where applicable.

Any offer of appointment made to a successful candidate will be conditional on satisfactory completion of the necessary pre-employment checks.

15.2 Disclosure and Barring Service (DBS) checks

To ensure adults at risk are protected whilst accessing LifeLine Project's services, we will make sure our staff and volunteers are carefully selected, screened, trained and supervised.

LifeLine Projects obtains enhanced DBS checks for staff and volunteers who work with adults at risk. The enhanced DBS check also includes barred list information.

It is LifeLine Project's policy that staff and volunteers employed to work with adults at risk will work under supervision until the receipt of a clear DBS check. A written risk assessment will be completed by the relevant line manager to ensure that working and supervision arrangements are put in place until the receipt of a DBS. Staff and volunteers without a LifeLine Projects DBS are not permitted to work alone with adults at risk under any circumstance.

Decisions about whether or not to employ someone whose vetting checks raised concerns will be made on a case-by-case basis. A risk assessment will be completed to identify whether the person is suitable to work with adults at risk.

Staff are required to advise LifeLine Projects immediately where there have been changes to their DBS.

15.3 Volunteers

Volunteers who work with adults at risk, in whatever capacity, must follow safeguarding policies and procedures in the same way as paid staff. New volunteers will not work unsupervised with adults at risk.

Where a parent or other volunteer helps on a one-off basis, he/she will only work under the direct supervision of a member of staff. Regular volunteers will have an enhanced DBS check completed that includes a barred list check to ensure their suitability to work with adults at risk.

15.4 Single Central Register (SCR)

LifeLine Projects maintains a single central record. The SCR records the following checks:

- an identity check
- a barred list check
- an enhanced DBS check/certificate
- a check to establish the person's right to work in the United Kingdom.

The organisational SCR is maintained by the HR Officer.

The Deputy Designated Safeguarding Lead will periodically check the SCR for accuracy.

15.5 Actions we will take if vetting checks raise concerns

We will assess whether or not a candidate is suitable to work with children, young people and adults at risk if references, vetting, disclosure and barring checks reveal concerns about that candidate's history.

We will put a formal offer of employment on hold so that we can carry out a full assessment. This will include:

References:

- Following up references concerns directly by speaking with the referee to discuss issues raised. We will keep a written record of any telephone conversations.
- In the event of an issue being significant we will ask the referee to confirm the details to us in writing.
- We will not consider information about unsubstantiated concerns or allegations that have been proven to be false when deciding whether to employ a candidate.

Self-disclosure:

- If a candidate discloses a caution or conviction on their self-disclosure form, or at interview, we will carry out a risk assessment to determine if this is relevant to the post and make an employment decision based on the risk assessment.

Criminal record checks:

- We will not employ a candidate on the barred list in a role that requires them to work or volunteer with children or young people in regulated activity.
- We will notify the police if we find a barred candidate has applied to work with children or young people.
- We will not use 'spent' or 'protected' (certain old or minor offences) convictions as a reason not to employ a candidate, unless the conviction makes them unsuitable to work with children or young people.

Risk assessment:

- If a candidate has not been barred for working with children or young people but checks have raised concerns (for example if the candidate has a criminal record), we will carry out a risk assessment to make a decision about whether or not they are suitable to work with children and young people.
- We will only share information about a candidate's criminal record with those who need to know and will let a candidate know who this information is shared with at LifeLine.

- We will discuss any concerns with the candidate as part of the risk assessment process and will act with sensitivity and empathy during discussions. We will make sure a third party is present during discussions and will take notes.
- We will take the following factors into account when completing a risk assessment:
 - the nature of the offence and its seriousness
 - the relevance of the offence to other staff, volunteers, children and their families and adults at risk
 - the length of time since the offence took place
 - the length of the sentence
 - whether the offence was an isolated incident or part of a pattern or history of offending
 - the circumstances which led to the offence being committed
 - whether these circumstances have changed (if so, do these changes increase or reduce the likelihood of similar offences happening in future?)
 - whether the individual has changed since the offence (if so, what has led to the change and does this reduce or increase the likelihood of them committing further offences?)
 - the level of remorse expressed by the candidate and/or any efforts to change
 - whether the new role provides opportunities to re-offend
 - any legal constraints relevant to the role, for example if the person has lost their driving licence and the role requires driving.

16. Training

Staff and volunteers are trained to a level appropriate to their responsibilities. We ensure staff:

- are trained to understand our safeguarding policies and procedures
- are trained so that they are able to recognise the signs of all types abuse
- have an up-to-date knowledge of safeguarding issues.
- Receive regular safeguarding and adult at risk protection updates through training, being provided with updated guidance and at staff meetings, which periodically include testing knowledge through quizzes.
- New staff receive an induction that includes:
 - The systems that support safeguarding
 - The role and identity of the designated safeguarding lead.
- We ensure that staff and designated persons receive training in accordance with that recommended by the Local Safeguarding Children Board. Staff who work with adults at risk will receive level 2 Safeguarding training.
- We ensure staff are aware of our procedures for making referrals.
- We keep up to date records about staff qualifications and training.

The designated safeguarding lead and deputy undergo training to provide them with the knowledge and skills required to carry out their roles. This training is updated at least every two years.

17. Professional conduct

LifeLine has a duty to ensure that professional behaviour applies to relationships between staff (includes Trustees and volunteers) and adults at risk and that all staff are clear about what constitutes appropriate behaviour and professional boundaries.

At all times, staff are required to work in a professional way with adults at risk and follow the requirements of the relevant Staff Code of Conduct.

18. Concerns about safeguarding practice (Whistleblowing)

LifeLine Projects seeks to cultivate an ethos within LifeLine where all staff feel confident, competent, comfortable and supported to draw safeguarding issues to the attention of the relevant manager and/or Designated Safeguarding Lead, and are able to pose safeguarding questions with “respectful uncertainty” as part of their shared responsibility to safeguard adults at risk.

All staff and volunteers should feel able to raise concerns about poor or unsafe practice and potential failures in LifeLine Projects' safeguarding policy and adult protection procedures and know that such concerns will be taken seriously by the senior management team.

However, where a member of staff feels unable to raise an issue through normal routes, or feels that their genuine concerns are not being addressed, they can report a safeguarding concern using LifeLine Projects' [Whistleblowing policy](#), available to all staff on SharePoint.

Where a member of staff feels unable to raise an issue with LifeLine Projects, or feels that their genuine concerns are not being addressed, other whistleblowing channels may be open to them.

General guidance can be found at: <https://www.gov.uk/whistleblowing>

The NSPCC whistleblowing helpline is available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call 0800 028 0285 (lines are open from 8 a.m. to 8 pm Monday to Friday) or email help@nspcc.org.uk.

19. Responsibilities

An overview of board and committee duties are given below followed by individual job holder's responsibilities.

19.1 Board of Trustees

Trustees are responsible for ensuring they fulfil their responsibilities to protect people and provide a safe and trusted environment for everyone who comes into contact with LifeLine Community Projects.

19.2 Senior Management Team

The Senior Management Team are responsible for preventing people who pose a risk of harm from working with adults at risk by:

- ensuring procedures are in place for carrying out safer recruitment checks
- prioritising the welfare of participants
- who access LifeLine Projects services and programmes by creating a culture where staff are confident to challenge senior managers over any safeguarding concerns
- promoting to inter-agency working
- where relevant, making sure that adults are supported to keep themselves safe
- ensuring that volunteers are appropriately supervised
- ensuring that at least one member of staff on interview panels has completed safer recruitment training
- ensuring that there are procedures in place to handle allegations against members of staff and volunteers
- ensuring that allegations against members of staff and volunteers are referred to the Local Authority's designated officer.

19.3 Designated Safeguarding Lead

The designated safeguarding lead has responsibility to:

19.3.1 Manage referrals

- refer cases of suspected abuse to adult social care as required
- support staff who make referrals to adult social care
- refers cases to the Channel programme where there is a radicalisation concern as required
- supports staff who make referrals to the Channel programme
- refers cases to the relevant authority where a staff member is dismissed or left due to risk, or actual harm to an adult to adult social care
- ensure referrals are only be made with consent, unless satisfied an exception applies.

19.3.2 Work with others

The designated safeguarding lead will:

- liaise with managers to inform them of issues those involving Police investigations
- as required, liaise with the "case manager" and the designated officer(s) at the Local Authority for adult at risk concerns
- liaise with staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies. Act as a source of support, advice and expertise for staff.

19.3.3 Training

The designated safeguarding lead (and deputy) undergo training that is updated at least every two years to provide them with the knowledge and skills required to carry out their roles.

In addition to the formal training set out above, their knowledge and skills is refreshed via e-bulletins, meeting other designated safeguarding leads and taking time to read and digest safeguarding developments at regular intervals, as required, but at least annually, to allow them to understand and keep up with any developments relevant to their role so they:

- have a working knowledge of how local authorities conduct adult at risk case conferences and be able to attend and contribute to these effectively when required to do so
- ensure each member of staff has access to and understands the safeguarding and adult at risk policy and procedures, especially new and part-time staff
- are alert to the specific needs of adults at risk including those with a mental or physical disability, those who are ill or vulnerable due to their age
- are able to keep detailed, accurate, secure written records of concerns and referrals
- understand and support LifeLine Projects services with regards to the requirements of the Prevent duty and are able to provide advice and support to staff on protecting adults at risk from the risk of radicalisation
- obtain access to resources and attend any relevant or refresher training courses.

19.3.4 Raise Awareness

The designated safeguarding lead:

- ensures adult at risk policies are known, understood and used appropriately
- ensures the safeguarding policy and adult at risk procedures are reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with the senior management team in this
- ensure the safeguarding policy and adult at risk procedures are available publicly and people who access LifeLine Projects services are aware of the fact that referrals about suspected abuse or neglect may be made and the role of LifeLine Projects
- link with the local Safeguarding Adults Board to make sure staff are aware of training opportunities and the latest local policies on safeguarding.

19.4 Managers of LifeLine Project services for adult

Managers of services will ensure that:

- the safeguarding and adult at risk policies and procedures are fully implemented and followed by all staff so that everyone knows what to do if there is a concern about an adult at risk
- sufficient resources and time are allocated to enable staff to discharge their responsibilities, including taking part in strategy discussions and other inter-agency meetings, and contributing to the assessment of adults
- all staff and volunteers feel able to raise concerns about poor or unsafe practice in regard to adults, and such concerns are addressed sensitively and effectively in a timely manner in accordance with the Whistleblowing policy
- they undertake safer recruitment training in order to comply with statutory requirements to have a trained person on every recruitment panel
- allegations against a member of staff are investigated and referred to the Designated Safeguarding Lead.

19.5 Designated Safeguarding Officers

Designated safeguarding officers are responsible for:

- participating in training that provides the knowledge and skills required to carry out their roles
- co-ordinating concerns about adults at risk
- liaising with other agencies
- making referrals as necessary
- ensuring the locally established procedures are followed including reporting and referral processes
- acting as a source of advice for other staff to discuss concerns
- using the confidential record keeping system
- representing or ensuring there is representation at inter-agency meetings, in particular Strategy Discussions and adult protection conferences
- ensuring all staff have received appropriate and up to date adult protection training
- liaising with other professionals.

19.6 All staff (including Trustees, directors, managers and volunteers)

Are responsible for:

- safeguarding adults wellbeing
- taking appropriate action, working with other services as needed
- learning about adults at risk in accordance with and as appropriate to their roles and responsibilities including emerging issues e.g. e-Safety, domestic violence, forced marriage, female genital mutilation, race and racism and extremism.

20. Specialist and competent person advice

This policy was developed using specialist and expert advice from Clair Cooke, Director, Meliora Safeguarding and Wellbeing Limited in May 2022 – who was appointed to review organisational policies as part of the My London contract. The feedback from the review has been included in the update to this policy.

21. Implementation and monitoring

21.1 Implementation

Once approved, this policy will be available on SharePoint and the previous versions of the policy and associated documents removed. Lifeline Projects maintains an electronic archive of all policy documents.

21.2 Process for monitoring implementation and effectiveness

For this policy, the following monitoring processes are in place.

Standard	Monitoring process
Staff kept up to date with Local Authority safeguarding requirements and adults at risk protection procedures	Staff attend safeguarding training and cascade Local Authority requirements to relevant staff
Designated Safeguarding Lead maintains overview of the status of adults at risk protection referrals	Meetings held with key safeguarding staff reviews concerns/referrals
Designated Safeguarding Lead maintains overview of adults at risk and safeguarding across LifeLine Projects	Quarterly Safeguarding meeting held with relevant managers reviews adult at risk and safeguarding procedures.

22. References

- [Care Act 2014](#)
- [Protection of Freedoms Act 2012](#)
- <https://www.legislation.gov.uk/ukpga/2012/4/section/1>
- [The Equality Act 2010](#)
- [The Safeguarding Vulnerable Groups Act 2006](#)

- [Mental Capacity Act 2005](#)
- [Sexual Offences Act 2003](#)
- [The Human Rights Act 1998](#)
- [Data Protection Act 2018](#)
- [Care and Support Statutory Guidance 2014](#)
- [London Multiagency Safeguarding Policy and Procedures](#)

23. Related documents

This Policy must be read in conjunction with the policies relating to the safety and welfare of adults at risk. These together make up the suite of policies to safeguard and promote the welfare of adults at risk:

- General Data Protection Regulation
- Equality, Diversity and Inclusion
- Health and Safety
- Professional Conduct
- Safeguarding and Child Protection
- Whistleblowing
- Recruitment and Selection procedures.

24. Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000 Email: enquiries@elderabuse.org.uk www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400 Email: Ann-Craft-Trust@nottingham.ac.uk www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or 0808 808 0700 (Helpline) Email: services@respond.org.uk www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025
Text relay: 18001 0800 138 1625
By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

[Tel: 020 83921839](tel:02083921839)

[Fax: 020 8392 1830](tel:02083921830)

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111 www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

25. Version Control

Version	Date	Author(s)	Status	Comment
6	May 2012	Dave Gibbons	Approved	
7	06/06/2018	Julia Ward	Approved	
8	29/04/2021	Julia Ward	Approved	General update
9	25/08/22	Julia Ward	Approved	Update based on feedback received following policy review
10	17/05/2023	Julia Ward	Approved	More detail about safer recruitment processes Change to DSL and deputies during CEO's sabbatical
11	13/06/2024	Julia Ward	Approved	General update
12	04/02/25	Julia Ward	Approved	General refresh