



Adult Safeguarding Policy & Procedure

Everyone has a right to be treated with respect and dignity.
Everyone deserves to be safe.

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Policy

Introduction

Space2Create works with vulnerable adults suffering with a variety of physical, mental, and social issues. The charity uses all forms of creative activity to support individuals in group activities to improve good mental health.

Purpose

The purpose of this policy is to demonstrate the commitment of Space2Create to safeguarding adults and to ensure that everyone involved in Space2Create 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.

Scope

This adult safeguarding policy and associated procedures apply to all individuals involved in Space2Create including service users, volunteers, staff, trustees, contractors and to all concerned about the safety of adults whilst taking part or representing our organisation and its activities.

Legislation

As an organisation we are guided by key acts of legislation.

The Equality Act 2010 plays a crucial role in safeguarding adults by prohibiting discrimination and ensuring individuals are treated with dignity and respect.

Space2Create upholds these principles of equality and inclusion, believing 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.

In **The Care Act 2014** we are guided by the key values, primarily:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to act 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.

And within **The Mental Capacity Act (MCA) 2005** by five key principles:

- **Presumption of capacity:** Every adult is presumed to have the capacity to make their own decisions unless it is proven otherwise.
- **Support to make decisions:** Individuals should be given all practicable help and support to enable them to make their own decisions before being considered lacking capacity.
- **Right to make unwise decisions:** A person cannot be deemed to lack capacity simply because they make a decision that others might consider unwise or eccentric.
- **Best interests:** When a person lacks capacity to make a decision, any action taken, or decision made on their behalf must be in their best interests.
- **Least restrictive option:** Any action or decision taken on behalf of a person who lacks capacity should be the least restrictive of their basic rights and freedoms.

Roles and Responsibilities

Trustees

- To ratify policy
- To have an awareness of the issues relating to service users and abuse
- To read and understand Charity Commission Guidance 'Safeguarding and Protecting People for Charities and Trustees 2017'

General Manager

- To review, and enforce, policy and procedures.
- To put in place procedures to ensure Safe Recruitment Practices are followed and appropriate DBS checks are made prior to appointment of staff, volunteers, and external personnel.
- To ensure all relevant personnel successfully attain adult safeguarding training at the level appropriate to their role.
- To embed a structured programme of induction for all new staff and relevant personnel that takes account of their level of knowledge about adult at risk.
- To ensure all activities include an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead for that event.
- To ensure all staff adhere to the code of conduct when working with adults.
- To ensure all personnel are aware of their role and responsibility and duty to report to the Designated Safeguarding Lead (DSL)/Centre Manager any safeguarding adult concerns.
- To create a culture where service users are confident in raising concerns or complaints.
- To ensure any alerted allegation or suspicion of abuse to the appropriate Single Point of Access (SPA) team and Police where appropriate
- To ensure those who have reported incidents are appropriately supported according to their individual needs.
- To ensure this policy and procedure is made available on our website and in hard copy.

Wellbeing Manager

- To undertake the duties of Designated Safeguarding Lead (DSL)
- To be responsible for the monitoring and recording of any safeguarding concerns and for ensuring that all concerns are shared with the appropriate authorities.

- To seek external guidance and advice as appropriate (this could include the Centre Manager, Single Point of Access Team)
- To share information with the people who need to know – such as the Single Point of Access Team or police.
- To ensure any information is processed in line with General Data Protection regulations. (UKGDPR)

All employees, contractors, and volunteers

- To be aware of abuse as a concern and follow the Safeguarding Reporting Process
- To always maintain a service user's safety and wellbeing
- To ensure their duty to alert overrides any desire to keep a confidence.
- To make clear and detailed written records when abuse is disclosed, witnessed, or alleged.

Procedures

Defining Safeguarding and Abuse

Safeguarding means protecting vulnerable individuals, such as children and adults, from harm, abuse, and neglect, ensuring their health, wellbeing, and human rights. It involves preventing and responding to risks of harm, promoting wellbeing, and enabling individuals to live free from abuse.

Abuse is a violation of someone's human and civil rights by another person or group of people. The person causing harm may be known to the person suffering abuse. They could be a friend, a relative or a neighbour. They may be in a position of trust and power.

Appendix 4 explains in more detail how you may identify types of abuse. Please note abuse and neglect can take many forms and you should always consider the circumstances of the individual case.

Duty to Report

However difficult it may seem; all staff have a duty to make known their suspicions of abuse.

Failure to do so is a failure in our duty of care. Remember, an individual may not be able to alert anyone themselves, through failure to understand that the activity is abusive or through poor communication skills or through fear.

Reporting is not easy and often takes a great deal of personal strength and courage. Staff who have reported incidents have already been exposed to disturbing information that could leave them feeling a range of emotions from sadness to anger and even guilt that they could not prevent the alleged abuse.

The Centre Manager will ensure that staff are appropriately supported according to their individual needs.

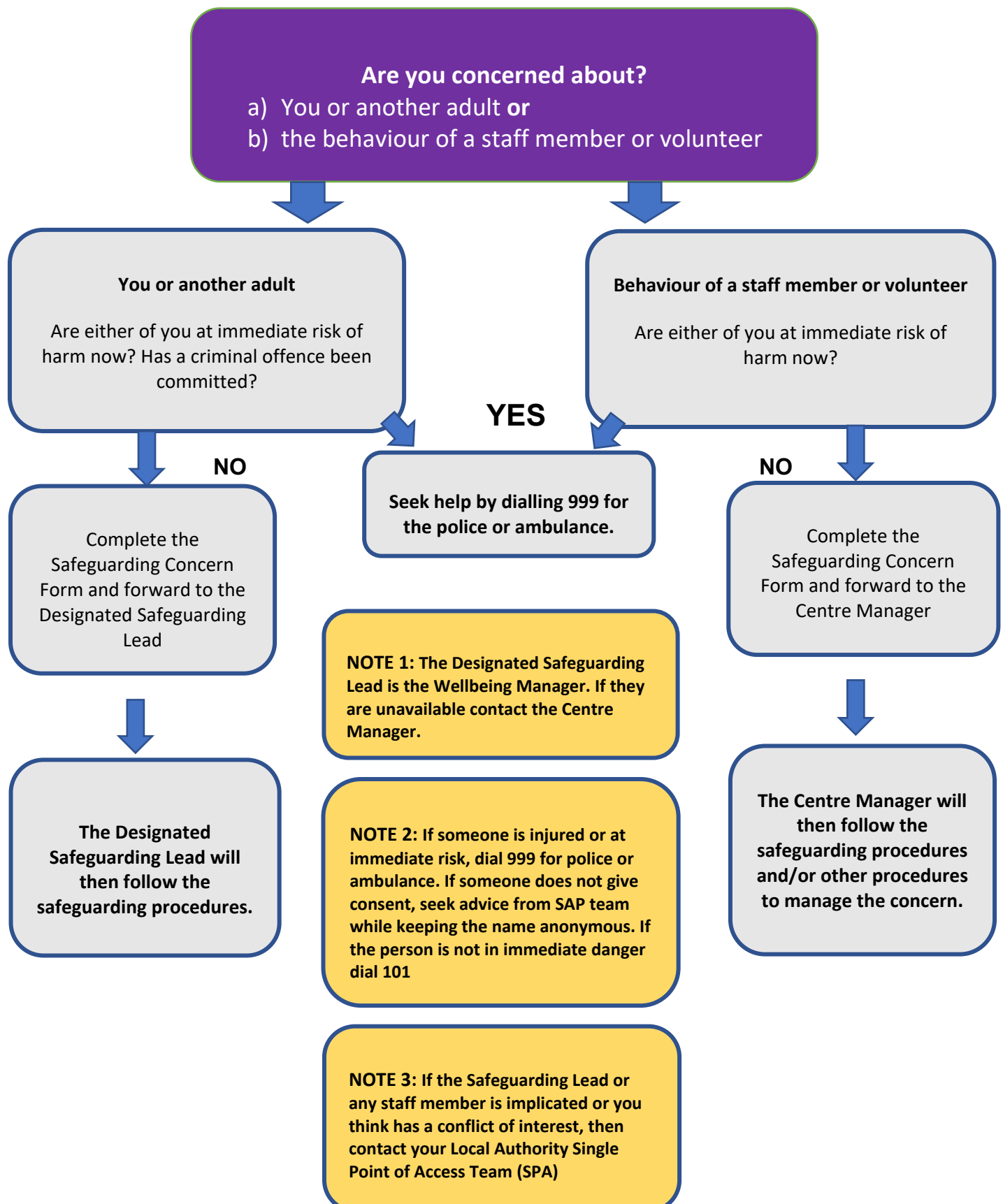
The Safeguarding Concern Form found at **Appendix 1** must be complete and forwarded to the Designated Safeguarding Lead or the Centre Manager.

Referrals

Any referrals or passing on of information will be done with the consent of the adult wherever possible. If consent is withheld, but information is still passed on, the DSL will clearly document this and the reasons why. They will also inform the adult of this action wherever possible.

Doing nothing is not an option.

Safeguarding Reporting Flowchart



External Safeguarding Referral Process

The following nominated posts will be responsible for or support the reporting of concerns to Adult Social Care:

- Wellbeing Manager
- Centre Manager
- Volunteer Manager

[Making a Safeguarding Adults referral](#)

Single Point of Access (SPA) teams

Open Monday to Thursday: 9 am to 5 pm and Friday: 9 am to 4.30 pm.

If you have a concern out of hours for all adults anywhere in Cumbria, please contact the Emergency Duty Team **01228 526690**

If the person lives In Barrow, Eden or South Lakeland contact Westmorland and Furness Council **0300 373 3301**



If the person lives in Allerdale, Carlisle or Copeland contact Cumberland Council **0300 373 3732**

Information to provide

If possible, provide the following details:

- why you are concerned.
- the name, age, and address of the adult at risk
- if anyone lives with the adult
- if the adult is receiving help from any organisation
- who may be responsible for the abuse or neglect?

Even if you are unsure about some details, you can still report the abuse or neglect.

If the person who you are concerned about does not live in Cumbria, you can contact the council for the area they live in to report a Safeguarding Concern to Adult Social Care, you can find the contact details of their local council on GOV.UK.

- [Find your local council - GOV.UK](#)

If you have Safeguarding concerns about a child in Cumbria, telephone **0333 240 1727**

Non-urgent advice

Non-urgent advice and guidance is also available for practitioners and managers from the Adult Social Care Safeguarding Teams **9am - 5pm Monday to Thursday, 9am - 4.30pm Friday** by emailing **Cumberland Council** safeguarding@cumbria.go.uk or **Westmorland and Furness council** safeguardingadults.WAF@cumbria.go.uk

Please note these email addresses should not be used to raise a safeguarding concern, this should be done by contacting the appropriate Single Point of Access (SPA) number above.

Recording and Information Sharing

Space2Create is committed to ensuring the security and protection of the personal information that we process and to provide a compliant and consistent approach to data protection in accordance with the General Data Protection Regulations.(UKGDPR)

Full details of our GDPR policy can be found on our website www.space2create.co.uk/our-policies.

Review

This policy and related guidance will be monitored by the Centre Manager and the Board of Trustees on a regular basis for compliance and will be reviewed annually.


Approval

Author:	Wellbeing Manager
Approved by:	Centre Manager
	Board of Trustees
Version No:	1.0
Created:	July 2025
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Version Log

Version	Date	Description of Change	Reason for Change	Pages affected
1.0	July 2025	Creation	-	-

Appendix 1: Safeguarding Concern Form

	<h1 style="margin: 0;">Safeguarding Concern Form</h1>		
<p><i>Use this form to record any safeguarding concern, however trivial. Forward it immediately to the Designated Safeguarding Lead or in their absence the Centre Manager. Answer every question.</i></p>			
Report ref no: (DSL to complete)			
Details of person at risk			
Name of person		DOB	
Home address			
Does anyone live with them? If YES, include name and relationship to person at risk.			
About You (the person filling in this form)			
Your name		Staff title:	
Date		Volunteer/Session Lead/Staff (please specify):	
About the safeguarding concern			
If this incident/concern has also been reported on an Accident Report, attach the report			
Are you reporting your own concern, or one raised by someone else?			
If you are raising a concern made by someone else, please provide their full name, status and contact details			
Please provide details of the concern you have including dates, times, description of events, full names and whether the information is first-hand accounts of others			

The person at risks account. Include the outcome they want.	
Provide details of the person causing harm (if known)	
Provide details of any witnesses to the concerns	
Provide details of any previous concerns relating to the person (if known)	
Actions: Please state the immediate actions you took in response to the concern	
People contacted	
<p><i>You must pass this form immediately to the Designated Safeguarding Lead or in their absence the Centre Manager. They will then inform external people as appropriate. You should only contact people outside Space2Create to deal with an immediate emergency (for example, police or ambulance service).</i></p> <p>Give details below of any people outside Space2Create that you have communicated this concern to – give name, position, contact details and the date and time you contacted them</p>	
Declaration: I have completed all sections of this form to the best of my knowledge	
Signature	PRINT NAME

Appendix 2: GUIDANCE NOTES for dealing with Disclosures.

Do:

- Stay calm and try not to show shock.
- Listen carefully.
- Be sympathetic.
- Tell the person that he/she did right to tell you.
- Treat the information seriously.
- Inform the Designated Safeguarding Lead or Centre Manager
- Take steps to protect and support the individual.
- Write down what was said by the person disclosing, noting date and time.

Don't:

- Do not press the person for more details.
- Do not promise to keep secrets.
- Do not make promises you cannot keep.
- Do not contact the alleged abuser.
- Do not be judgemental.

Points to Remember:

- In some circumstances it may be possible to take notes at the time the allegation is being made. Try and note down what the person says, using their own words and phrases.
- In some circumstances it would not be appropriate to be taking notes at the time the allegation is being made. Make a written report as soon as possible afterwards.
- Try to remember what the person said using his or her own words and phrases.
- In your written report information should be clearly separated from expression of opinion
- Sign and date your report
- Complete Accident/Incident report when necessary
- Be aware that your report and any written records may be required later as part of a legal action or disciplinary procedure.

Appendix 3: Self-Care – for working in safeguarding.

In your role, you'll come across challenges and may be exposed to stressful and traumatic circumstances. Sometimes you will hear stories which might make you feel shock, anger, sympathy, disbelief or sadness. It's normal to have an emotional response, however emotions can make it difficult for us to recognise or appropriately deal with certain situations.

Self-care is about actively looking after your own mental health and wellbeing, so that you can effectively support the people you work with.

Self-care looks different for everyone, but here are five tips to help you:

Take care of yourself

Getting good sleep, nutrition, and exercise matters. Take regular breaks. Pause and ask for help when you start feeling worn out either mentally or physically. Accepting your limits is not a sign of weakness.

Find your support network.

You need other people. Make sure you have time for the people who support you – close colleagues, family or close friends. Help each other to recognise how you behave when you're stressed and tell-tale signs to watch out for, so you can support each other.

Recognise your changing emotions.

Break with the tradition of hiding emotions. Pay attention to any changes in your feelings, attitudes and beliefs. If you spot changes to your personal motivations or feelings about what you can achieve or signs of personal stress, speak up.

Set boundaries and limits.

'No' can be a hard word to hear, and sometimes even harder to say. We need to respect our own boundaries of what we can and cannot take on. Don't be afraid to say 'no' when needed.

Ask for help.

You'll always be learning, so never be afraid to ask for help. It's one of the best strategies to keep yourself safe. You can always find others who can help or provide ideas and guidance you haven't considered.

Appendix 4: Types and signs of abuse

Staff/volunteers/contractors may be particularly well placed to spot abuse and neglect - the adult may say or do things that hint that all is not well. It may come in the form of a complaint, or an expression of concern.

Everyone within the organisation should understand what to do, and where to go locally to get help, support, and advice.

The main forms of abuse set out in the Care Act 2014 include:

Physical abuse – including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Signs and indicators

Over or under use of medication, burns in unusual places, hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

Signs and indicators

May include many of those indicators listed under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering, not being in control of finances, or decision making.

Sexual abuse – including rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts or indecent exposure.

Signs and indicators

Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or female, inappropriate sexual behaviour in presence of others, bruising to thighs, disclosure, and pregnancy.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Signs and indicators

Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self-esteem, someone may be frightened of other individuals, there may be changes in sleep patterns.

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.

Signs and indicators

This may include not allowing a person to access to their money, not spending allocated allowance on the individual, denying access to their money, theft from the individual, theft of property, misuse of benefits. There may be an over protection of money, money not available, forged signatures, disclosure, inability to pay bills, lack of money after payments of benefits or other, unexplained withdrawals. An abuser may be evasive when discussing finances, goods purchased may be in the possession of the abuser, there may be an over keenness in participating in activities involving individuals’ money.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude Discriminatory abuse – including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion

Signs and indicators

There may be signs of physical or psychological abuse, victims may look malnourished or unkempt or appear withdrawn. Victims may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.

Discriminatory abuse

This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.

Signs and indicators

There may be a withdrawal or rejection of culturally inappropriate services e.g., food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone may display low self-esteem. An abuser may react by saying “I treat everyone the same”, have inappropriate nick names, be uncooperative or use derogatory language.