



Safeguarding Adults Policy

Introduction

This policy is for all staff, volunteers and members. It explains how **Include.org** (which includes **The Include Choir**) must try to make sure that every adult at risk that they meet in person or online is safe.

Include.org has a responsibility to create a strong, safe and positive community and recognises the right of every individual to stay safe, in line with the Care Act 2014.

Include.org will encourage and support all partner organisations to show their commitment to principles and practice of safeguarding and equality.



Our Promise

- We believe that all adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to take part in an enjoyable and safe environment.
- **Include.org** will make sure we are inclusive and make reasonable adjustments (changes to help people) for any disability or difficulty. We commit to continuous development, monitoring and review.
- We will always respect the rights, dignity and worth of all adults.
- We understand that ability and disability can change over time, so some people may be more vulnerable to abuse, especially people with care and support needs.
- Everybody in **Include.org** has a responsibility to ensure the safety and well-being of all adults and will act appropriately and report any concerns, wherever and whenever they arise.
- We will provide training for all volunteers and staff so that they are confident they can recognise potential signs of abuse and are clear what actions need to be taken
 - Safeguarding Leads will undertake Level 4 Safeguarding Training every 2 years

- o All staff and volunteers will undertake appropriate level training every 3 years, and be available annually through external training providers
- o Basic safeguarding information will be included in our induction
- All allegations will be taken seriously and responded to quickly in line with **Include.org** Safeguarding Adults Policy and Procedures.
- **Include.org** recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to following the procedures of the Local Safeguarding Adults Boards.



1. Principles

Include.org believes in and follows the 6 principles of Safeguarding which are set out in The Care Act (2014):



- **Empowerment:** Putting people first. People are supported and encouraged to understand risks and processes and to make their own decisions (informed consent)

'I am asked what I want to happen from the safeguarding process and people act on my wishes, as long as I understand the risks.'



- **Prevention:** It is better to take action before harm occurs.

'I am given clear and simple information about what abuse is, how to recognise the signs and how I can get help.'



- **Proportionality:** Make sure what we do is appropriate for the person and risk

'I am sure that people will work to do what's best for me, and they will only get involved as much as needed.'



- **Protection** – Support and representation for those who need it

'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 as much as I want.'



- **Partnership:** Working with organisations and local people as well as the individual. Communities have a part to play in stopping, finding and reporting neglect and abuse. We share information the right way.

'I know that all staff and volunteers treat 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:** Making sure that all agencies have a clear role and everything is made as clear as possible to the person and the people they want to involve.

'People talk to me about the safeguarding process, report worries to the right people and explain what will happen.'



2. Inclusive Communication and Making Safeguarding personal

Every member of **Include.org** must always try to involve the individual at the centre of any safeguarding process. This means that wherever possible we will use inclusive communication techniques, including

- extra time to talk and listen
- easy words
- Makaton signing
- Talking Mats
- accessible information
- objects of reference
- intensive interaction

or anything else that is appropriate, to talk to people about any concerns, whether in person, or when judged safe to do so online or over the phone.

We will always aim to get the person's informed consent to share information where possible and appropriate – however, we cannot promise not to share information when necessary to safeguard the individual.



3. The Law

This policy and procedures are based on the principles contained within UK Law and Government Guidance. The following laws are important to follow in any Safeguarding process.

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998
- The Data Protection Act 1998



4. Definitions

It is important to understand these words used in this policy:

Abuse is a violation of an individual's human and civil rights by another person or persons. It can take many forms. See section 5 for further explanations.

Adult is anyone aged 18 or over.

Adult at Risk is a person aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of 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 either the risk of, or the experience of, abuse or neglect.

Adult in need of care and support means anyone who needs support to carry out aspects of their life. This may be temporary or permanent. It may be any combination of physical, mental or emotional needs, or their environment or social needs.

Adult safeguarding is protecting a person's right to live in safety, free from abuse and neglect.

Capacity means a person's ability to make a decision at a particular time, for example when under considerable stress. We always start by assuming that a person has the capacity to make a decision, unless there is evidence that they are not able to understand, remember and weigh up information and communicate their decision (MCA 2005). (See Appendix 2)

Vulnerable Adult – this is another, older term for Adult at risk or Adult in need of care and support



5. Types of Abuse and Neglect

There are different types of abuse and neglect. The Care Act gives the following list, but other types of behaviour could also be a safeguarding concern

- **Physical Abuse** – including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions
Physical abuse means physically hurting someone in some way.
- **Emotional or Psychological Abuse** – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
Emotional or Psychological abuse means hurting someone through their words or if they act in a way that makes a person feel bad

- **Financial or Material Abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements (persuading someone to give another person money or things), including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Financial or Material Abuse means using someone's money or things when they have not agreed to it or understood the outcome
- **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.
Sexual Abuse means being touched or talked to in a sexual way that the person did not consent to
- **Neglect** – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
Neglect means not caring for a person the way that we should
- **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 to do with 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.
Organisational Abuse is people within an organisation treating a person badly because of the way the organisation is run
- **Domestic Abuse and coercive control** – including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. It can occur between any family members.
Domestic Abuse is when a person is physically or emotionally hurt by a member of their family

- **Discriminatory Abuse** – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.
Discriminatory Abuse or Discrimination is treating someone differently because they are different from other people in some way (e.g. because of disability or colour)
- **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.
Self neglect is when you don't look after yourself
- **Modern Slavery** – any form of 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
Modern slavery means making people work in a way they don't want to without pay

The following may also be Safeguarding Concerns

- **Cyber Bullying** – cyber bullying is when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person.
Cyber Bullying can be any type of abuse which happens online instead of face-to-face
- **Forced Marriage** – forced marriage is when one or other person is made to get married without their consent or against their will. The Anti-social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.
Forced marriage of adults with learning disabilities happens when an adult does not have the capacity to consent to the marriage

- **Mate Crime** – a ‘mate crime’ as defined by the Safety Net Project as ‘when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.’ Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Mate crime is when a person is hurt in some way by someone who pretends to be their friend. This may include making the person give them money or do things they don't want to do

- **Radicalisation** – the aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Radicalisation means making people think that it is right to do things that hurt people or property for their beliefs.



You can find Easy Read information about safeguarding and possible signs of abuse here:

Surrey & Borders Partnership Safeguarding Easy Read

<https://www.sabp.nhs.uk/application/files/1215/1721/9064/SafeguardingEasyRead.pdf>



6. How do you know if a person is being abused

It can be very difficult to tell if someone is being abused. Abuse can happen anywhere and anyone can be an abuser. The most important thing is to pay attention to any concerns or changes and not ignore them.

Signs may be noticed in person or on an online call.

Some possible signs might be:

- 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 choir or activity sessions and is not responding to reminders
- A person is losing or gaining weight / an unkempt appearance / poor personal hygiene
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions, in contrast to their personal assistant whom they greet with a smile.
- The person may self-harm.
- The person may have a fear of a particular group or individual.
- A person may tell you or another person they are being abused – *this is called a disclosure*.
- You might see a person being harassed because they re different in some way
- You may see someone not meeting the needs of the person. E.g. this could be not allowing them to go for a break.
- You may see someone pulling or holding the person tightly.
- A person could receive sexually explicit text messages they did not consent to
- A person could be threatened with physical harm
- A person could be spoken to roughly, rudely or in a way which is hurtful by someone who is supporting them

This is not a complete list, there are many other possible signs.



You can find more information about Safeguarding and possible signs of abuse here:

Social Care Institute for Excellence

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>



Safeguarding Procedures



1. What to do if you have a concern or someone raises concerns with you.

- It is **not** your responsibility to decide whether or not an adult has been abused. It is, however everyone's responsibility to **respond to and report** concerns.
- If you are concerned someone is in **immediate danger**, **contact the police on 999 straight away**. Where you suspect that a crime is being committed, you must involve the police.
- If you have concerns and / or you are told about:
 - possible or alleged abuse (*abuse you think might have happened or have been told has happened, whether or not you know it is true*)
 - poor practice (*people not doing their caring jobs well*)
 - wider welfare issues (*any worries that the person may be at risk in their lives*)
 - You must report this to the **Include.org** Safeguarding Lead. If the Safeguarding Lead is implicated (*the safeguarding concern is about the Safeguarding Lead*) then report to the **Include.org Board of Trustees**
- When raising your concern with the Safeguarding Lead, remember Making Safeguarding Personal. You should always try to seek the adult's views on what they would like to happen next and tell the adult you will be passing on your concern
- It is important when considering your concern that you also ensure that keep the person informed about any decisions and action taken about them and always consider their needs and wishes

Safeguarding Lead: Alix Lewer – 07446 897835 / Alix.Lewer@include.org

Trustee Safeguarding Lead: Harriet Ayhan – Harriet.Kalkan@include.org

Main Include Telephone number: 07918 470190

If, for any reason, you are not able to contact the Safeguarding or Deputy Safeguarding Leads, contact Surrey Multi-Agency Safeguarding Hub directly for further guidance

- **Telephone:** [0300 470 9100](tel:03004709100)
- **Online:** [Safeguarding Public Referral](#) (if reporting outside of Include or your professional role)
- [Safeguarding Professional Referral](#) (for use by professionals)
- **Email:** ascmash@surreycc.gov.uk (available 9am to 5pm, Monday to Friday)
- **Textphone (via Text Relay):** 18001 0300 200 1005 (not yet clear if this still works after March 26)
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)

*** NB As of March 2026 - Surrey County Council has a new Safeguarding Process - all referrals made on behalf of the charity must be made online via this link.**
[Safeguarding Professional Referral](#)

You must create an account to make the referral. Information on how to do this is included on the webpage.

Surrey County Council has also provided this updated advice

Our contact details for emergency situations* outside our standard hours remains the same:

- **Telephone:** [01483 517 898](tel:01483517898)
- **Textphone (via Relay UK):** 18001 01483 517898
- **Text (SMS):** 07800 000 388 (for the deaf or hard of hearing)
- **Email:** edt.ssd@surreycc.gov.uk

Further information about Surrey County Council's new Safeguarding Processes can be found here - [Guidance - online professional safeguarding referrals](#)

If you need to speak to someone before submitting a new referral please contact the Information and Advice Service on 0300 200 1005.



The Include Project: Registered Charity number - 1177785

2. How to respond to a concern

- Make a written record of your concerns
- Make a note of what the person has said using his or her own words as soon as you can – it's easy to forget details
- If possible, use the safeguarding or incident reporting paperwork available at all sessions.
- Complete a **Safeguarding Referral Form** and submit to the **Include.org Safeguarding Lead** or Deputy (**Appendix 1 – pp 15-18**)
- Forms sent by e-mail should be password protected to preserve confidentiality
- Remember to make safeguarding personal. Discuss your safeguarding concerns with the adult, find out what they would like to happen, but tell them it's your duty to pass on your concerns to your Safeguarding Lead
- Describe what was happening and where you were when you became concerned or someone told you about a safeguarding concern
- Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate. *Make sure you write down if it is something that you were told or something that you saw. Only write down what you were told or what you saw, not what you think might be happening*
- Remember that these concerns must be kept confidential at all times, this information must only be shared with your Safeguarding Lead and any others on a need to know basis.
- If the matter is urgent and relates to the immediate safety of an adult at risk then contact the emergency services immediately

You can find more information about adult safeguarding on the Surrey Safeguarding Adults Website:

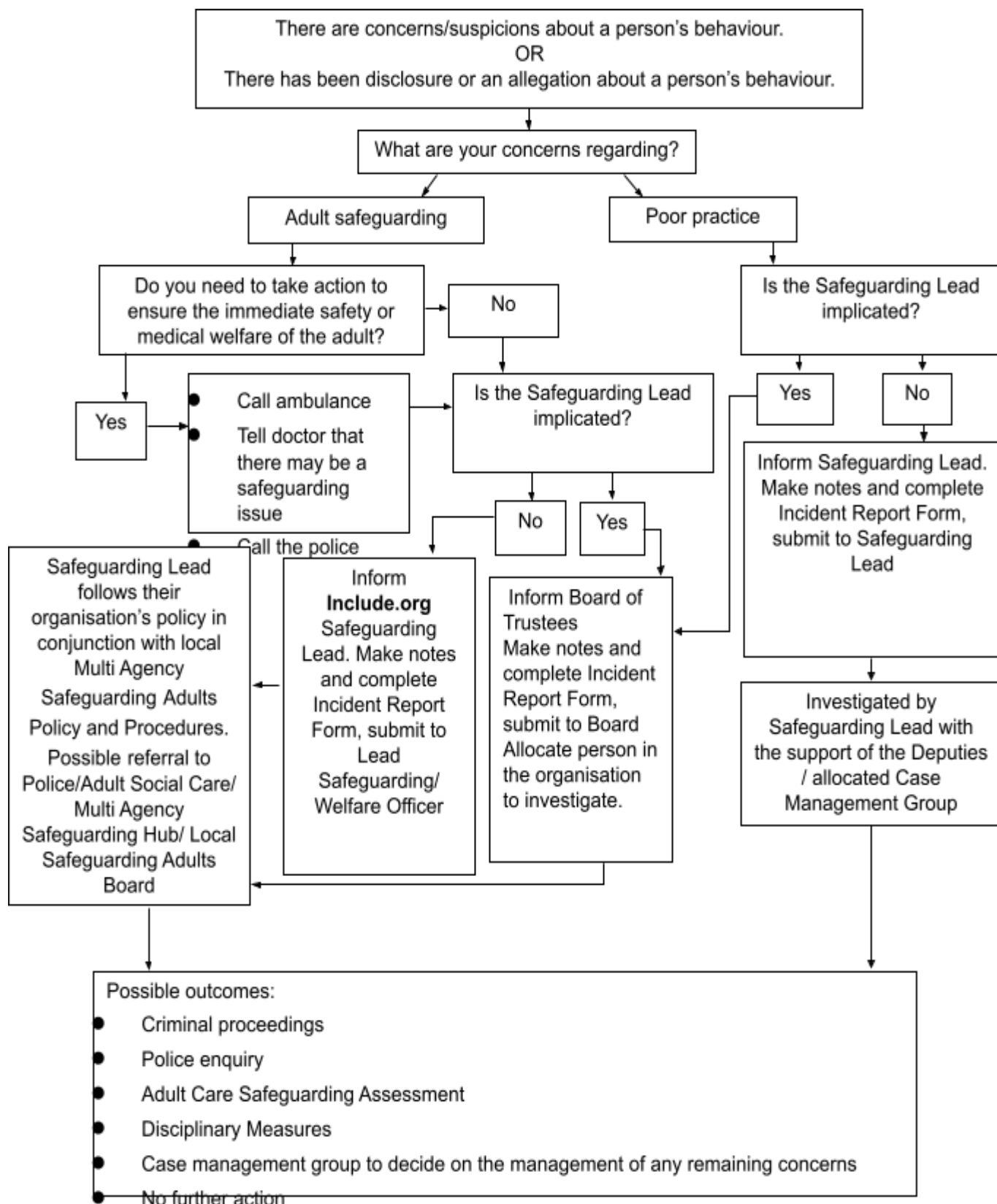
<https://www.surreycc.gov.uk/adults/care-and-support/concerns>

or the Surrey Safeguarding Board Website

[Surrey Safeguarding Adults Board \(surreysab.org.uk\)](https://surreysab.org.uk)

3. Safeguarding Adults Flowchart

Dealing with Concerns, Suspicions or Disclosure



Remember to involve the adult at risk throughout the process wherever possible and gain
 co The Include Project: Registered Charity number - 1177785

4. Roles and responsibilities of those within Include.org

- **Include.org** is committed to having the following in place:
- A **Safeguarding Lead** to produce and disseminate guidance and resources to support the policy and procedures.
- A clear line of accountability within the organisation for work on promoting the welfare of all adults.
- Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.
- A Steering Group or Case Management or Case Referral Group that effectively deals with issues, manages concerns and refers to a disciplinary panel where necessary (i.e. where concerns arise about the behaviour of someone within **Include.org** (this will normally be made of Deputy Safeguarding Leads, and allocated welfare officers, overseen by allocated Trustee)
- A **Disciplinary Panel** will be formed as required for a given incident, if appropriate and should a threshold be met.
- Arrangements to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.
- Clear codes of conduct for staff members, volunteers, participants and other relevant individuals.



5. Good practice, poor practice and abuse

Introduction

It can be difficult to tell the difference between poor practice from abuse, whether intentional or accidental.

It is not the responsibility of any individual involved in **Include.org** decide whether or not abuse is taking place, however, all **Include.org** personnel have the responsibility

to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

Good practice

Include.org expects that all staff, whether permanent or contracted, volunteers, Trustees and other relevant individuals:

- Adopt and endorse the **Include.org** Codes of Conduct.
- Have completed basic awareness training in working with and safeguarding adults.

Everyone should:

- Aim to make the experience of **Include.org** fun and enjoyable.
- Promote fairness and playing by the rules.
- Not tolerate the use of prohibited or illegal substances.
- Treat all adults equally and preserve their dignity;
- Adopt the principles of Wellbeing as outlined in the Care Act 2014



6. Relevant Policies

This policy should be read together with the following policies:

- Whistle Blowing
- Social media
- Complaints
- Disciplinary
- Inclusive Communication
- Codes of Conduct



7. Further Information

See Appendices

Policies, procedures and supporting information are available on request from info@include.org and will become available on the **Include.org** website: www.include.org

Safeguarding Lead:

Alix Lewer

Alix.Lewer@include.org

07446 897835

Review date

This policy will be reviewed every year or sooner in the event of legislative changes or revised policies and best practice.

Name: Alix Lewer

Safeguarding Lead



Signed:

Approved on behalf of the Board of Trustees

Name: Harriet Ayhan



Signed:



Adult Safeguarding Referral

If you have a concern that an adult who has care and support needs is experiencing, or is at risk of abuse or neglect, please refer this to the Adult Social Care team in the Multi-Agency Safeguarding Hub (**MASH**). If you wish to use it, this form can help you give the information needed, but we are happy to receive referrals that do not use this form. Anyone can use this form, including members of the public.

[You can find more information about referring an adult safeguarding concern to us, including an online referral form, on our website.](#)

Contacting the MASH

In an emergency, always dial 999 for the police.

- Email: ascmash@surreycc.gov.uk
- Telephone: 0300 470 9100 (available 9am to 5pm, Monday to Friday)

- SMS: 07527 182 861 (for people with impaired hearing) (your message will come to the MASH via the Adult Social Care Contact Centre)
- Post: Surrey MASH for Adults, Quadrant Court, 35 Guildford Road, Woking, GU22 7QQ

Emails will be sent to the MASH securely if your email service uses Transport Layer Security.

Out of hours

- Call the Adult Social Care emergency duty team on 01483 517898

What will happen next?

What will happen next will depend on the views and wishes of the person the concern is about, the nature and seriousness of the abuse or neglect and any possible risk to others. Where necessary, we will work with the person, and with any other organisations that need to be involved, to find out what is happening and to protect the person from further abuse.

Section A: Self-neglect

The policy of Surrey Safeguarding Adults Board is that we start with the presumption that concerns that someone with care and support needs may be neglecting themselves are often better dealt with through a referral [for an assessment of their care and support needs](#) rather than being dealt with as an adult safeguarding concern. In the process of dealing with that referral for an assessment we can consider if there are any adult safeguarding concerns, so there is no need to refer an adult safeguarding concern if there has already been a referral for an assessment of care and support needs.

There are some occasions where an adult safeguarding referral about self-neglect should be made, such as when there is a concern that people or organisations who ought to have supported the person have failed to, or where someone is blocking the person from getting the support they need.

Question	Your answer
Is your concern about someone who may be neglecting themselves? (answer “Yes” or “No”)	

Question	Your answer
If you have answered “Yes”, please tell us why you think the concern about self-neglect should be treated as an adult safeguarding concern rather than a referral for an assessment of care and support needs	

Section B: About you

Confidentiality

We will try to meet any requests regarding confidentiality but there may be times when we cannot: For example, we might not be able to maintain anonymity if you tell us about things like a serious risk to others, or a possible crime. When people wish to remain anonymous, it can have an impact on how effective we can be in responding to adult safeguarding concerns. If you have any worries about this, we would be happy to talk them through. Please contact the Adult Social Care MASH team about this.

Question	Your answer
Do you wish for your identity to remain confidential? (Delete as applicable)	No / Yes: I do not want to share my identity with Surrey County Council / Yes: I do not want Surrey County Council to share my identity with others
Please tell us about what restrictions you want there to be on us sharing your identity	

About you

Question	Your answer
Your name	
Your address	
Your telephone number	
Your email address	

Is this referral about you?

Question	Your answer
Are you making a referral about yourself? (answer “Yes” or “No”)	

If you answered “Yes”, please go to Section C

If you answered “No”, please go to Section D

Section C: About what is happening to you

About the abuse or neglect that you are at risk of

Information that can be useful for us might be things like

- a description of the abuse or neglect, including things like when, where and how it happened
- information about the person or organisation that poses a risk of abuse or neglect
- whether a crime has been committed and, if so, if the police are aware
- whether you have told others about this issue, and if so who they are, or if you have reported it to an organisation such as the Care Quality Commission, or a provider of health or social care services
- whether anyone else might be at risk
- any other information you think may be relevant for us to know, such as whether there have been any previous incidents or issues

Question	Your answer
Please tell us about the abuse or neglect that you are at risk of	

About your care and support needs

Care and support is any mixture of practical, financial, and emotional support for adults who need extra help to manage their lives and be independent - including people with a physical disability or long-term illness, people with a learning disability, people with mental health problems, and people experiencing frailty or conditions associated with older age.

The answer to this question helps us understand what role we might have in supporting you with this issue. It does not matter whether you are receiving any help from Surrey County Council or anyone else with your care and support needs.

Question	Your answer
Do you have care and support needs? (answer “Yes” or “No”)	

If you answered “Yes”, tell us about your care and support needs and the impact they have on you.

If your care and support needs limit your ability to protect yourself from the risk of the abuse or neglect, please include information about that.

Question	Your answer
Please tell us about your care and support needs	

What do you want to happen?

Question	Your answer
What do you hope we or others may be able to do to help you with this situation?	

You have completed the form. Please post or email it to the Adult Social Care MASH team (see front page)

Section D: Who the person is and what is happening to them

Your relationship to the person you are telling us about

If you are completing this form in connection with your work, please include your job title and the name of the organisation you work for

Question	Your answer
What is your relationship to the person you are telling us about?	

Details of the person

Question	Your answer
Their name	
Their address	
Their telephone number	
Their email address	

Getting in touch with the person

Please tell us about anything we need to know about getting in touch with the person. This might be things such as particular communication needs, times when it is may be best to make contact or to avoid contact, risks we might need to be aware of when planning on making contact.

Question	Your answer
Is there anything we need to know about getting in touch with the person?	

Is the person aware that you are contacting us about them?

Question	Your answer
Is the person aware that you are contacting us about them? (answer "Yes" or "No")	
If they are not aware, please tell us why they are not.	

About the abuse or neglect

Information that can be useful for us might be things like

- a description of the abuse or neglect, including things like when, where and how it happened
- how you came to be aware of this issue
- information about the person or organisation that poses a risk of abuse or neglect
- whether a crime has been committed and, if so, if the police are aware
- whether you have told others about this issue, and if so who they are, or if you have reported it to an organisation such as the Care Quality Commission, or a provider of health or social care services
- whether anyone else might be at risk
- any other information you think may be relevant for us to know, such as whether there have been any previous incidents or issues

Question	Your answer
Please tell us about the abuse or neglect that you are concerned about	

About the person's care and support needs

Care and support is any mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent - including people with a physical disability or long-term illness, people with a learning disability, people with mental health problems, and people experiencing frailty or conditions associated with older age.

It does not matter whether the person is receiving any help from Surrey County Council or anyone else with their care and support needs.

Please give a summary of what their care and support needs are and any impact these have on them. If their care and support needs limit their ability to protect themselves from the risk of abuse or neglect, please include information about that.

Question	Your answer
Does the person have care and support needs? (answer "Yes" or "No")	
If they have care and support needs, please tell us about these	

What the person wants to have happen

Question	Your answer
Have you asked the adult with care and support needs what outcomes they would want from our involvement? (answer “Yes” or “No”)	
What outcomes have they said they want from our involvement? If they have not been asked, please explain why.	

Responding to risk

Please tell us anything we should know about what risks there are in this situation, anything that has been done to manage those risks, and anything that might still need to be done.

If there is any relevant contextual information that helps us understand the situation, please let us know about it here.

Question	Your answer
Please tell us anything we need to know about any risks and any other relevant information	

Please send this referral to the Adult Social Care MASH team (see front page)

The Surrey Safeguarding Referral form must be completed and sent within 24 Hours of the perceived / possible / alleged abuse being noted.

Once completed: contact

- **Telephone:** [0300 470 9100](tel:03004709100)
- **Online:** [Adult Safeguarding Referral online form](#). If you would like a Microsoft Word version of this form, please email us using the following address:
- **Email:** ascmash@surreycc.gov.uk (available 9am to 5pm, Monday to Friday)
- **Textphone (via Text Relay):** 18001 0300 200 1005
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)

for advice about how to best send referral securely.

If form is sent via email it must be password protected and the password sent to the MASH separately.

A Record should be kept on file by the Safeguarding Lead and kept securely according to Confidentiality and Data Protection policies.

Appendix 2 : Guidance and information



Making Safeguarding Personal

There has been a cultural shift towards Making Safeguarding Personal within the safeguarding process. This is a move from prioritising outcomes demanded by bureaucratic systems. The safeguarding process used to involve gathering a detailed account of what happened and determining who did what to whom. Now the outcomes are defined by the person at the centre of the safeguarding process.

The safeguarding process places a stronger emphasis on achieving satisfactory outcomes that take into account the individual choices and requirements of everyone involved.

“What good is it making someone safer if it merely makes them miserable?” – Lord Justice Mundy, “What Price Dignity?” (2010)

What this means in practice is that adults should be more involved in the safeguarding process. Their views, wishes, feelings and beliefs must be taken into account when decisions are made.

The Care Act 2014 builds on the concept, stating that “We all have different preferences, histories, circumstances and lifestyles so it is unhelpful to prescribe a process that must be followed whenever a concern is raised.”

However, the Act is also clear that there are key issues that should be taken into account when abuse or neglect are suspected, and that there should be clear guidelines regarding this.

<https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal>

Wellbeing Principle

The Include Project: Registered Charity number - 1177785

The concept of wellbeing is threaded throughout the Care Act and it is one that is relevant to adult safeguarding. Wellbeing is different for each of us however the Act sets out broad categories that contribute to our sense of wellbeing. These themes are central to all activities of **Include.org**

- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over their day-to-day life (including over care and support provided and the way they are provided)
- Participation in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal domains
- Suitability of the individual's living accommodation
- The individual's contribution to society.

Appendix 3: Mental Capacity Act



Capacity – Guidance on Making Decisions

The issue of capacity or decision making is a key one in safeguarding adults. It is useful for organisations to have an overview of the concept of capacity.

We make many decisions every day, often without realising. We make so many decisions that it's easy to take this ability for granted.

But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

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 like learning disability, dementia, mental health needs, acquired brain injury, and physical ill health.

The Mental Capacity Act 2005 (MCA) states that every individual has the right to make their own decisions and provides the framework for this to happen.

The MCA is about making sure that people over the age of 16 have the support they need to make as many decisions as possible.

The MCA also protects people who need family, friends, or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Our ability to make decisions can change over the course of a day.

Here are some examples that demonstrate how the timing of a question can affect the response:

- 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.

In each of these examples, it may appear as though the person cannot make a decision. But later in the day, presented with the same decision, they may be able to at least be involved.

The MCA recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity. The MCA also recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

To help you to understand the MCA, consider the following five points:

1. **Assume that people are able to make decisions**, unless it is shown that they are not. If you have concerns about a person's level of understanding, you should check this with them, and if applicable, with the people supporting them.
2. Give people **as much support as they need to make decisions**. You may be involved in this – you might need to think about the way you communicate or provide information, and you may be asked your opinion.
3. People have the **right to make unwise decisions**. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised.

4. If someone is not able to make a decision, then the person helping them must only make decisions in their “**best interests**”. This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
5. Find the **least restrictive** way of doing what needs to be done.

Remember:

- You should not discriminate or make assumptions about someone's ability to make decisions, and you should not pre-empt a best-interest's decision merely on the basis of a person's age, appearance, condition, or behaviour.
- When it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way you provide information might influence a person's ultimate decision. A person may be receiving support that is not in-line with the MCA, so you must be prepared to address this.

Appendix 3: Legislation and Government Initiatives



Sexual Offences Act 2003

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children. www.opsi.gov.uk

Mental Capacity Act 2005

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention. www.dca.gov.uk

Safeguarding Vulnerable Groups Act 2006

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance. www.opsi.gov.uk

Deprivation of Liberty Safeguards

<https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

Introduced into the Mental Capacity Act 2005 and came into force in April 2009. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

Disclosure & Barring Service 2013

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS). www.gov.uk/dbs-update-service

The Care Act 2014 – statutory guidance

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

Making Safeguarding Personal Guide 2014

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.

Appendix 4: Useful contacts



Include.org Safeguarding Lead:

Alix Lewer – 07446 897835 / Alix.Lewer@include.org

- **Telephone:** [0300 470 9100](tel:03004709100)
- **Online:** [Safeguarding Public Referral](#)
- **Email:** ascmarsh@surreycc.gov.uk (available 9am to 5pm, Monday to Friday)
- **Textphone (via Text Relay):** 18001 0300 200 1005
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)

Police contact:

Emergency: 999

For Surrey:

Non-emergency: 1010 / 01483 571212

Textphone: 18001 101

Police Link for Officers for Deaf People (PLOD) SMS: 07860 097227

Further Useful Information

[The Include Project: Registered Charity number - 1177785](#)

Social Care Institute for Excellence

<https://www.scie.org.uk/safeguarding/adults>

Ann Craft Trust - Safeguarding Adults in Sport and Activity:

Website: www.anncrafttrust.org

Email: Ann-Craft-Trust@nottingham.ac.uk

Telephone: 0115 951 5400