



## Safeguarding Policy -Adults

### Purpose:

The purpose of this policy is to protect people, at risk adults, beneficiaries, trustees, staff, members, volunteers and customers from any harm that may be caused due to or as a consequence of any activity or work undertaken whilst at Maslow's Community. This policy lays out the commitments made by Maslow's Community and informs staff, trustees, volunteers and members of their responsibilities in relation to safeguarding.

### Definitions:

#### Safeguarding

Safeguarding means protecting peoples' health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.

#### An adult at risk is any adult (aged 18 or over who:

- Has care, support and health needs
- Is experiencing, or is at risk of, abuse, neglect or
- Is unable to protect themselves because of their care, support and health needs

#### Protection of adults at risk:

Responding to concerns/disclosures about an adult at risk in line with national legislation and best practice. Examples of abuse include physical, sexual, psychological, financial, discriminatory, organisational, exploitation, radicalisation, hate crime, domestic abuse, trafficking, slavery, restraint and/or neglect.

(see Appendix A for a full list of definitions).

### Policy Statement:

Maslow's Community prioritises the safeguarding and protection of all adults at risk who we support or come into contact with through our work and activities in line with our values. Our policies and procedures, training and support empower Maslow's Community staff, trustees, members, volunteers, beneficiaries and customers to proactively work in partnership with adults at risk to empower them to make decisions about their own lives; and to respond to concerns and disclosures in line with best practice and UK legislation. Maslow's Community commits to addressing safeguarding through its work, training and support and through the three pillars of prevention, response and reporting.



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### Prevention

Maslow's Community will:

- Ensure all staff, trustees, volunteers and members have access to, and are familiar with, and know their responsibilities within this policy.
- Maintain an open, honest and transparent environment which prioritises the well-being of adults at risk and encourage those adults at risk and others who come into contact with Maslow's Community to raise any safeguarding concerns or disclosures.
- Communicate, implement and update our safeguarding policies in line with current legislation ensuring Maslow's Community personnel are empowered to uphold safeguarding best practice.
- Ensure an induction for personnel outlining Maslow's Community's safeguarding requirements and procedures.
- Enable and encourage 1-1 support with/for managers and trustees which includes opportunities to speak about any risks and disclosures.
- Ensure training and further learning opportunities about safeguarding are made available and reviewed regularly.
- Accurately record and confidentially store information in line with data protection regulations.

### Response

- It is important to use the information in this policy and safeguarding training to recognise a concern. This may be what is seen, heard or informed.
- Should concerns arise from direct disclosure or from witnessing an incident of concern it is important to –
  - a) Remain calm and listen to what they have to say.
  - b) Do not take notes when the adult is speaking to you so that you are able to listen carefully
  - c) Do not ask questions unless you need to clarify information, if you do need to do so, only ask open questions (who, what, where when, why)
  - d) Tell them they were right to speak up and are not to blame and provide reassurance.
  - e) Explain what you would like to do next to prioritise their safety and well-being (who you would like to inform and how they will be supported.
  - f) Confirm that they understand what you would like to do next.
  - g) Clarify they give consent for you to report the concern.



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### Reporting

Report the concern or disclosure to:

- a) The police if someone is in immediate danger – 999
- b) Maslow's Community Safeguarding Lead as soon as possible (within 24 hours) only if the adult has given informed consent for you to do so, or you are concerned that the adult or someone else is at serious risk of harm and/or the adult does not have the mental capacity to decide on whether consent will/not be given. If you require support to make the decision of whether to report or not, you may talk to the SL in confidence without identifying the adult at risk. For details of Safeguarding Lead please contact Maslow's at [maslowscommunity@gmail.com](mailto:maslowscommunity@gmail.com)
- c) If your concern is about the SL, you may contact Maslow's Community's Trustee. Please contact Maslow's at [maslowscommunity@gmail.com](mailto:maslowscommunity@gmail.com) for contact details.
- d) The SL will not report the concern to any external organisation unless the adult at risk gives informed consent to do so. The exception to this is if the adult or someone else is at serious risk of harm and/or the adult does not have the mental capacity to decide on whether consent will/not be given.
- e) Make a written record of your concerns and what actions have taken (if any) using Maslow's Community's Reporting a Safeguarding Incident Form. If the adult at risk has not given consent to share the concern, do not include names or identifying details in the form.

Maslow's Community may report concerns and disclosures to external third parties, including safeguarding authorities. Maslow's Community may seek advice from safeguarding authorities before reporting concerns to other organisations on a case-by-case basis, prioritising the well-being of the adult at risk at all times. Dependent upon the concern or disclosure, a referral may be made to:

- The police in an emergency 999
- Local Authority Social Care Services

Approved: 24/10/23

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