

## Safeguarding Adults Policy

### 1. Introduction

Safeguarding is the practice of protecting individuals' health, wellbeing, and human rights, ensuring they live free from harm, abuse, and neglect. It is a fundamental component of delivering high-quality health and social care.

Southend Care are fully committed to meeting the safeguarding requirements outlined in the **Care Act 2014**, as detailed in the **statutory Care and Support Guidance**, including any future revisions.

This policy sets out our approach to fulfilling these responsibilities and maintaining a safe, respectful, and supportive environment for all.

### 2. Aims

This safeguarding adult's policy is designed to guide and support staff in recognizing, reporting, and managing concerns related to the abuse and neglect of adults at risk (individuals aged 18 years or older). The policy establishes a clear framework to ensure that all staff understand their responsibilities and obligations, as mandated by legislation and local procedures, in safeguarding vulnerable adults.

The aims of this policy are to:

- a. Prioritize the wellbeing of adults at all times.
- b. Maximize individuals' choice, control, and inclusion, while upholding their human rights.
- c. Collaborate with others to ensure the safety of adults.
- d. Implement safe and effective working practices.
- e. Provide support to staff within the organization, including guidance, training, and supervision.

### 3. Purpose

Adult safeguarding is a multifaceted process that encompasses various activities, ranging from preventative measures to collaborative responses aimed at preventing harm. Central to this process is the individual's well-being, which must always be prioritized.

According to Section 1 of the Care Act (2014), protection from abuse or neglect is a fundamental aspect of well-being. Individuals' lives can be complex, and safety is often a key desire for many. Therefore, it is essential to engage with adults to understand their personal definitions of safety and to identify the best methods to achieve it.

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

To ensure a comprehensive approach to adult safeguarding, Southend Care is firmly committed to promoting the well-being of all adults. This commitment is realized through strict adherence to the six principles of adult safeguarding as outlined in the Care Act (2014): **empowerment, prevention, proportionality, protection, partnership, and accountability.**

Each of these principles serves as a cornerstone in the development and implementation of safeguarding strategies that prioritize the individual's needs and rights.

1. **Empowerment**, presumption of person led decisions and informed consent. Ensuring the service users wishes and their aspired outcomes are at the heart of any decision-making process
2. **Protection**, support and representation for those in greatest need
3. **Prevention**, it is better to act before harm occurs
4. **Proportionality**, proportionate and least intrusive response appropriate to the risk presented
5. **Partnership**, local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse
6. **Accountability**, accountability and transparency in delivering safeguarding

## 1. Scope of policy

This policy applies to anyone who is employed by the Southend Care or who has a contractual relationship with the organisation. For example, permanent, seconded, temporary staff, contractors or volunteers and including agency staff, and they must comply with their roles and responsibilities.

The safeguarding duties apply to any adult who:

- has needs for care and support (whether 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 adult experiencing or at risk of abuse or neglect will hereafter be referred to as the adult throughout this policy document.

For the purposes of this policy an adult is a person, aged 18 years and over who is at a greater risk of suffering abuse or neglect because of physical, mental, sensory, learning or cognitive illnesses or disabilities; and substance misuse or brain injury, and includes:

- those in receipt of social care support (paid or unpaid service)
- those who purchase their care through personal budgets

Whilst every staff member has a duty to comply with this policy, The Operations Director is Southend Care's named lead for Safeguarding. This role includes ensuring that this policy is implemented across

all services, advising our services on best practice and ensuring that the company keeps abreast of new and development guidelines, regulations and legislation.

Peter Thompson (Managing Director) is responsible for monitoring this policy ensuring it is kept up to date.

This policy is approved by the company Board of Directors and will be reviewed as a minimum every 12 months or sooner depending on any changes to national or local guidelines, regulations and legislation.

## 2. Definitions

<b>Safeguarding:</b> Protecting a person’s right to live in safety, free from abuse and neglect.
<b>Adult at Risk:</b> A person aged 18 or over who has care and support needs and is unable to protect themselves from harm or exploitation.
<b>Abuse:</b> Includes physical, emotional, sexual, financial, discriminatory, institutional, and neglect.

## 3. Abuse Types

Abuse can manifest itself in many ways and all staff must be aware of the different types of abuse that can exist.

These are as follows:

**Physical abuse:** Inflicting physical harm such as hitting, slapping, burning, or restraining. It often leaves visible injuries but can also include misuse of medication or force-feeding.

**Sexual abuse:** Any non-consensual sexual activity, including rape, molestation, or sexual exploitation. It can affect both adults and children and often involves manipulation or coercion.

**Emotional or psychological abuse:** Includes threats, humiliation, intimidation, isolation, or controlling behaviour. This type of abuse can deeply affect a person’s mental health and self-esteem.

**Financial or material abuse:** Misuse or theft of money, property, or assets. Common in elder abuse cases, it includes fraud, coercion to change wills, or unauthorized use of bank accounts.

**Neglect:** Failing to meet a person’s basic needs such as food, shelter, medical care, or hygiene. It can be intentional or due to lack of awareness or resources.

**Domestic abuse:** Abuse occurring within intimate or family relationships. It can involve multiple forms—physical, emotional, sexual, or financial—and often includes patterns of coercive control.

**Discriminatory abuse:** Targeting someone based on race, gender, disability, religion, or sexual orientation. It includes harassment, slurs, or exclusion.

**Institutional abuse:** Occurs in care settings like hospitals or nursing homes. It involves poor practices, neglect, or lack of dignity and respect for individuals

**Modern slavery:** includes very little or no pay, excessively long and/or unusual working hours, poor physical health, not in control of own money, no financial records or ID documents.

**Self-neglect:** wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

#### **4. Organisation Responsibilities**

Southend Care in its policy to prevent and address abuse signs up to and accepts the principles set out within the Southend, Essex and Thurrock Safeguarding Adult Guidelines [set\\_safeguarding\\_adult\\_guidelines - v10 - may24.pdf](#)

It is committed to taking action to identify and prevent abuse from happening and will respond appropriately when abuse has or is suspected. In doing so it takes on the following responsibilities to:

- Ensure the safeguarding adults procedures are followed.
- Provide support, advice, information and resources to staff in responding to safeguarding adult issues.
- Inform staff of any local / national issues on safeguarding adults.
- Ensure staff are aware of their responsibilities to attend training and to support staff in accessing these events.
- Ensure the organisation has a dedicated staff member with an expertise in safeguarding adults.
- Ensure staff have access to appropriate consultation and supervision regarding safeguarding adults.
- Understand how diversity, beliefs and values of people who use services may influence the identification, prevention and response to safeguarding concerns.
- Ensure information (in accessible formats) is available for people that use services setting out what to do if they have a concern.
- Ensure all employees who come in contact with adults have appropriate safer recruitment employment checks in line with the requirements of the Disclosure and Barring Service, such as obtaining references.
- Ensure staff are supported if they make a disclosure under the Public Interest Disclosure Act.

#### **5. Staff Responsibilities**

All staff within the company are expected to adhere to the following responsibilities:

1. Follow the safeguarding policies and procedures at all times, particularly if concerns arise about the safety or welfare of an adult.
2. Participate in safeguarding adults training and maintain current working knowledge.
3. Ensure the adult (or their advocate) is involved in any decisions about them.
4. Become familiar with the SET Safeguarding Adults Guidelines. [set-safeguarding-handbook-final-290920-pdf-version.pdf \(essexsab.org.uk\)](#)
5. Discuss any concerns about the welfare of an adult with a line manager.
6. Contribute to actions required including information sharing and attending meetings.

7. Work collaboratively with other agencies to safeguard and protect the welfare of people who use services.
8. Remain alert to the possibility of abuse, neglect and self-neglect.
9. Recognise the impact that diversity, beliefs and values of people who use services can have

## **6. Recording and information sharing**

Southend Care is dedicated to complying with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR). It is crucial to understand that information related to allegations of abuse constitutes personal data. Therefore, clear grounds for processing and sharing such information must be established. Records associated with safeguarding concerns must be accurate, relevant, and stored confidentially, with access limited to those with a legitimate need to know.

Effective information sharing is essential for safeguarding adults, but it should only occur with individuals who have a defined 'need to know.' This does not automatically include spouses, partners, adult children, or caregivers. Information may only be shared with family or friends if the adult provides consent, or if the adult lacks the capacity to make that decision and the individuals need the information for the adult's safety.

The purpose of Data Protection legislation is to ensure appropriate sharing of personal information, not to inhibit it. Sharing may occur within the organization, for example, when:

- **Concerns about harm are reported to the appropriate personnel.**
- **Case management meetings are held to coordinate actions.**

There are instances when information can be legally shared outside the organization. It is essential to obtain consent from the adult; however, reluctance may arise due to fears of repercussions or loss of control. The adult's preferences should generally be honoured unless there are compelling reasons to share information, such as:

- **Risk to the adult or others.**
- **Suspected coercion or duress.**
- **Need to involve the police to prevent or report a crime.**
- **Lack of mental capacity to consent.**
- **Care needs of the person causing harm.**

When sharing information without consent, it is important to explain this to the adult when safe to do so, ensuring their continued involvement in subsequent actions.

If there is uncertainty regarding sharing information, seek guidance from a senior manager, obtain legal advice, or contact the Local Authority, ensuring personal details are not disclosed. Any decision regarding sharing information must be documented along with the reasons for the decision.

## **7. Training**

Southend Care will provide safeguarding training to all staff, ensuring they feel confident and capable of working safely with vulnerable individuals. This training will be part of each new staff member's induction and will be refreshed annually.

In addition to training, staff members' knowledge, understanding, and support needs regarding safeguarding practices will be regularly assessed. This will occur through supervision, appraisals, observation of practices, and reflective discussions.

Each service will have a process in place to regularly incorporate safeguarding discussions during supervision and team meetings. This may include collecting and sharing case studies and practice stories that demonstrate how staff should respond in various scenarios. When commissioning training, we will ensure that learning providers understand safeguarding from the perspective of adult social care and in the context of Southend Care's services.

This includes ensuring that the training meets the needs of the individuals who use our services. We will also collaborate with learning providers who can share knowledge across the entire organization, rather than limiting the learning experience to an online format.

### **8. Local Authority Designated Officer (LADO):**

The role of the Adult Local Authority Designated Officer (LADO) is to assess and ascertain whether something a worker has done or been involved with, within their personal life, could pose any transferable risk to the adults they are supporting through their paid or voluntary work. For example, an employee has been arrested for physically assaulting a member of the public, which could pose a transferable risk to the adults they are supporting in their day-to-day work.

Should you have concerns in relation to transferable risks to the adults you support, you should contact the LADO within your respective local authority for further advice. A online referral report should be completed. [Reporting concerns | Essex SAB](#)

### **9. Reporting Safeguarding's/Abuse**

When a safeguarding concern is identified, it is essential to follow a clear reporting process to ensure both internal accountability and external compliance.

The first step involves completing the **Safeguarding Incident Notification Form**, which captures key details such as the nature of the incident, actions taken, and individuals involved.

This form must then be submitted via email to the Operations Director and the Managing Director (MD).

Included within the form is a notification checklist designed to guide the reporting party through all necessary steps to meet external regulatory requirements, such as notifying the local authority, CQC, or other relevant bodies. This ensures that all safeguarding incidents are handled promptly, transparently, and in accordance with statutory obligations.

It is expected that all staff follow the SET Safeguarding Adults Guidelines for reporting safeguarding

For Southend – [www.safeguardingsouthend.co.uk](http://www.safeguardingsouthend.co.uk)

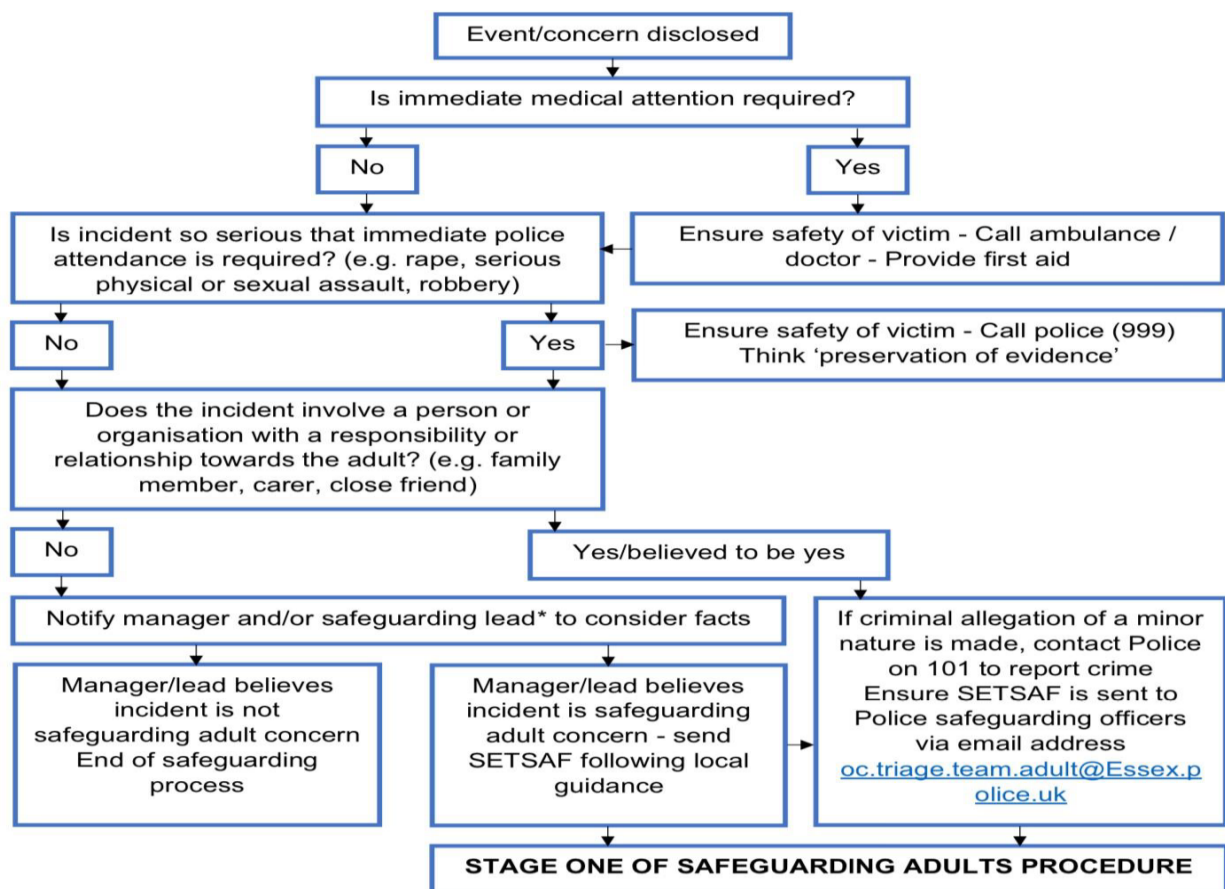
For Essex - [www.essexsab.org.uk](http://www.essexsab.org.uk)

For Thurrock – [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk)

There is also a demonstration video on how to raise a safeguarding concern with Essex Safeguarding adults board by clicking on the following link. [ASC Portal Demo Video | Essex SAB](#)

Where reference to SETSAF is made this is the Safeguarding form that must be sent to the relevant local authority. A copy of the form can be found in Appendix 1 of this policy and at [Essex Safeguarding Adults Board - Guidance, Policies & Protocols \(essexsab.org.uk\)](https://essexsafeguards.org.uk). Guidance on completion of the form can be found here [set-saf-guidance-information-v3.pdf \(essexsab.org.uk\)](https://essexsab.org.uk/set-saf-guidance-information-v3.pdf)

Details of the referral must always be recorded accurately and without delay. SET-Saf are now completed via an online portal, that is then directly dealt with by the duty desk to ensure they are picked up and addressed in a timely manner. Uploading the details to the platform must not delay immediate action being taken where necessary to ensure the safety of the adult and the preservation of evidence if it is suspected that a crime has been committed.



\* Unless manager/lead is alleged perpetrator or implicated in concern. If so, identify alternative manager or discuss directly with social care.

If a team member involved in safeguarding efforts does not receive a timely or adequate response from the relevant external agency, they must promptly seek guidance from the Operations Director. The Operations Director will advise on the appropriate escalation steps to ensure that safeguarding concerns are addressed without delay.

## 10. Learning reports

At Southend Care, we are proud to foster a learning culture in care—one that embraces a proactive and positive approach to indemnity, incident investigation, and trend reporting. By annually systematically analysing serious safeguarding incidents—particularly those involving abuse or neglect—we uncover root causes and implement meaningful changes to prevent recurrence. The benefits and purpose will include:

- Improving Multi-Agency Collaboration

Safeguarding is a shared responsibility across sectors including social services, health care, education, and law enforcement. Learning from past cases strengthens coordination, trust, and joint decision-making among these partners.

- Enhancing Professional Practice

Safeguarding reviews reveal gaps in training, communication, and judgment. Addressing these leads to more informed, responsive, and confident professionals who are better equipped to protect those in their care.

- Strengthening Accountability

Robust learning frameworks ensure that agencies are not only held accountable but also actively implement lessons learned—moving beyond documentation to real-world impact.

- Driving Policy and Systemic Change

Insights from safeguarding reviews can shape national policies, guidance documents, and legal frameworks, helping to build a safer, more resilient system for vulnerable populations.

## 11. Safeguarding Adults Review (SAR)

A Safeguarding Adults Review (SAR) is a process that must be agreed, in accordance to the criteria set out in the Care Act 2014:

- a) when an adult has died or been seriously harmed and abuse or neglect has been suspected
- b) where lessons learned can be identified from particularly complex or serious safeguarding adults cases and agencies could have worked better together to have prevented it.

As a result, a report containing findings and recommendations is drawn up, with organisational involvement and an independent author, to advise on improved practice, services and systems. It is important to note that the aim of a review is to learn lessons and make improvements, not to apportion blame to individual people or organisations. If culpability is an issue, organisational processes are in place to deal with this.

A SAR is therefore about promoting effective learning and improvement to prevent future deaths or serious harm from occurring again. It relies on a spirit of openness, candour and transparency from the agencies involved in relation to learning about what went well, as well as what could be improved.

### Criteria for a SAR

The Essex Safeguarding Adults Board must arrange a Safeguarding Adults Review (SAR) when:

An adult with care and support needs (whether or not those needs are being met by the local authority in the safeguarding adults board's (SAB) area) has died as a result of abuse or neglect, whether known or suspected and there is concern that partner agencies could have worked together more effectively to protect the adult.
An adult with care and support needs (whether or not those needs are being met by the local authority in the SAB's area) has not died, but the SAB knows or suspects the adult has experienced serious abuse or neglect* and there is concern the partner agencies could have worked together more effectively to protect the individual.
The SAB has discretion to undertake a SAR in other situations where it believes that there will be value in doing so. This may be where a case can provide useful insights into the way organisations are working together to prevent and reduce abuse and neglect of adults and can include exploring examples of good practice.
The SAB can also consider conducting a SAR into any incident(s) or case(s) involving adults(s) at risk of abuse or neglect, where it is believed to be in the public interest to conduct such a review.
In the context of SARs, something can be considered serious abuse or neglect where, for example the individual would have been likely to have died but for an intervention, or has suffered permanent harm or has/had reduced capacity, or the quality of their life was impacted upon (whether because of physical or psychological effects), but as a result of the abuse or neglect.

## 12. Policies & Legislation

- The Care Act 2014 [Care Act factsheets - GOV.UK](#)
- The Children Act 1989 and 2004 [The Children Act 1989 guidance and regulations](#)
- The Human Rights Act 1998 [The Human Rights Act 1998 - Citizens Advice](#)
- The Mental Capacity Act 2005 [Mental Capacity Act - Social care and support guide - NHS](#)
- The Equality Act 2010 [Equality Act 2010: guidance - GOV.UK](#)
- Local Safeguarding Adults Board (LSAB) procedures
- Deprivation of Liberty Safeguards 2009
- SET Safeguarding Adult Guidelines [Essex Safeguarding Adults Board - Guidance, Policies & Protocols \(essexsab.org.uk\)](#)
- Whistleblowing Policy
- Complaints Policy
- Information sharing /GDPR Policy
- Disciplinary Policy
- Recruitment Policy
- Equality and diversity Policy

Policy name:	<b>Adults Safeguarding Policy V4</b>		
Version number:	4	Date:	27th October 2025
Policy author:	Louise Bradley	Policy owner:	SCL
Related policies and guidance	Whistleblowing Policy Complaints Policy Disciplinary Policy Recruitment Policy		

Appendix 1

**SAFEGUARDING ADULT CONCERN FORM - SET SAF**

Adult reference no: (Swift/PRN/NHS - if known)	Date form completed:
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Please complete as much of the form as possible, if a question is not known put N/K

<b>1. Tell us if the concern is for an adult or an organisation</b>	
Name of adult you are concerned about:	
Organisation:	
Address of adult:	
Gender:	Ethnic origin and/or nationality:
Age:	DOB:
Telephone No: Is it safe to make contact? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please give details of how contact could be made safely. Safe time of day? / Would it be safe for the GP or another organisation to make contact?	
Does the adult have any communication needs? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please give brief details:	
Are they aware of this concern? <input type="checkbox"/> Yes <input type="checkbox"/> No If not, why not?	
Have they agreed to this concern being raised? <input type="checkbox"/> Yes <input type="checkbox"/> No If not, why not?	
Is the adult in receipt of any social or health care services? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please give brief details:	

<b>2. Current situation and details of the incident/concern(s) being raised</b>	
Does the adult continue to be at risk of harm? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there other adults who may be at risk of harm? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If the answer to either of the above is yes, please describe the risk that remains and the names of any others potentially at risk. A referral to <a href="#">children services</a> should also take place if there is a child at risk in the household.	



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4. Relative/name of main carer	
Name:	Relationship to adult:
Is relative/carer aware of this concern being raised? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Address:	
County:	Postcode:
Telephone No:	Mobile No:
Email:	

5. Details of person(s) alleged to have caused harm If self-neglect please move on to Q6.	
Name:	
Gender:	D.O.B.
Address:	
Do they live with the adult? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, in what capacity e.g. spouse, fellow resident, carer:	
What is the relationship between the person(s) alleged to have caused harm and the adult who is the subject of the concern?	
What is the occupation of the person alleged to have caused harm?	
Does this person hold any position of trust (paid or voluntary)?	

6. Details of the person raising the alert <i>(for professionals this information can only remain confidential in exceptional circumstances).</i>	
Can your details be shared with third parties? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you live with the adult you are concerned about? <input type="checkbox"/> Yes <input type="checkbox"/> No	
I would prefer to remain anonymous ? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please give your reasons for remaining anonymous:	
Name:	Date:
Job title and/or relationship to adult referred:	
Organisation (if applicable):	
Address:	
County:	Postcode:
Telephone No:	Mobile No:
Email:	

7. Details of person completing the form (add only if different to box 6)	
Name:	Date:
Job title and/or relationship to adult referred:	
Organisation (if applicable):	
Address:	
County:	Postcode:
Telephone No:	Mobile No:
Email:	
Name of safeguarding lead in your organisation:	
Email of safeguarding lead:	

Where appropriate have you informed your safeguarding lead of this concern?

For health staff only – Have you completed your local incident form prior to sending this form?

8. Please tick which form of abuse you suspect		
<input type="checkbox"/> Physical	<input type="checkbox"/> Organisational	<input type="checkbox"/> Self-neglect
<input type="checkbox"/> Sexual	<input type="checkbox"/> Modern slavery	<input type="checkbox"/> Domestic abuse
<input type="checkbox"/> Psychological	<input type="checkbox"/> Neglect	<input type="checkbox"/> Not determined
<input type="checkbox"/> Financial or material	<input type="checkbox"/> Discriminatory	<input type="checkbox"/> Vulnerable to radicalisation

### Completed forms should be sent to your relevant Local Authority.

<p><b>Southend</b></p> <p>Email: <a href="mailto:accessteam@southend.gov.uk">accessteam@southend.gov.uk</a>            Fax: 01702 534794</p>	<p><b>Raising a concern/enquiry by phone:</b> 01702 215008 (option 1)</p> <p><b>Out of hours:</b></p> <ul style="list-style-type: none"> <li>• General public - 0345 606 1212</li> <li>• Statutory organisations – 0300 123 0778</li> </ul>
<p><b>Essex</b></p> <p>Email: <a href="mailto:Socialcaredirect@essex.gov.uk">Socialcaredirect@essex.gov.uk</a>            Fax: 0345 601 6230</p>	<p><b>Raising a concern/enquiry by phone:</b> 0345 603 7630</p> <p><b>Out of hours:</b></p> <ul style="list-style-type: none"> <li>• General public - 0345 606 1212</li> <li>• Statutory organisations – 0300 123 0778</li> </ul> <p><b>By post to:</b> Social Care Connect, Essex House, 200 The Crescent, Colchester, Essex, CO4 9YQ</p>
<p><b>Thurrock</b></p> <p>Email: <a href="mailto:SafeGuardingAdults@thurrock.gov.uk">SafeGuardingAdults@thurrock.gov.uk</a>            Fax: 01375 652760</p>	<p><b>Raising a concern/enquiry by phone:</b> 01375 511000</p> <p><b>Out of hours:</b></p> <ul style="list-style-type: none"> <li>• Phone: 01375 372468</li> <li>• Fax: 01375 397080</li> </ul>