



Oxted and District Link Association

P.O Box 4, Oxted, Surrey, RH8 0EF
Telephone: 01883 713333
Registered Charity No: 266988



Adult Safeguarding Policy

Introduction:

This policy aims to ensure Oxted and District Link Association, (hereinafter referred to as LINK) has all the right things in place to protect and safeguard adults.

LINK believes in protecting an adult's right to live in safety, free from abuse and neglect. This policy sets out the roles and responsibilities of LINK to work to promote an adult's welfare and safeguarding them from abuse and neglect. Employees, trustees and volunteers should be made aware of how this policy can be accessed.

This policy and related procedures are applicable to the trustees, employees and volunteers of LINK. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Care Act 2014 Definition of an Adult at Risk of Abuse:

An adult at risk is someone over 18 years old who;

- (a) has needs for care and support
- (b) is experiencing, or is at risk of, abuse or neglect,
- (c) as a result of their needs is unable to protect themselves from abuse, neglect or the risk of it.

Key Principles of Adult Safeguarding:

The safeguarding of adults, is guided by six key principles set out in The Care Act 2014.

LINK aims to demonstrate and promote these six principles in our work:

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

Recognising the signs of abuse:

Employees, trustees and volunteers are well-placed to identify abuse; the adult may say or do things that let you know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support and advice.

Types of Abuse:

The Care Act 2014 defines the following ten areas of abuse. LINK also includes self-neglect as an additional category. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. They include:

- **Physical abuse** - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic Violence/ Domestic Abuse** - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Exploitation**- including sexual and/or criminal exploitation.
- **Sexual abuse** - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **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 of misappropriation of property, possessions or benefits.
- **Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - including forms of harassment, slurs or similar treatment because you are, or are perceived to be different due to race, gender and gender identity, age, disability, sexual orientation or religion.
- **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 in relation to care provided in one's own home. This may range from one-off incidents to long-term ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **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.

Radicalisation to Terrorism:

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism. Signs and indicators of radicalisation may include:

- Being in contact with extremist recruiters.
- Articulating support for violent extremist causes or leaders.
- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Using extremist narratives to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations.
- Significant changes to appearance and/or behaviour.

Reporting Concerns:

Any employee, trustee or volunteer who becomes aware that an adult is, or is at risk of, being abused must raise the matter immediately with Link's Designated Safeguarding Lead or if unavailable, a Trustee. **If the adult requires immediate protection from harm, contact the police and Adult Social Care.**

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no one should assume that someone else will do it.

Safe Recruitment & Selection:

LINK is committed to safe employment and safe recruitment practices, that reduce the risk of harm to adults with care and support needs from people unsuitable to work with them. Enhanced DBS checks and reference requests are carried out on all drivers prior to recruitment and are rechecked at least every three years.

Basic DBS checks are carried out on all Duty Officers prior to recruitment.

Code of Conduct

All employees and volunteers should be aware of LINK'S code of conduct for behaviour towards the adults we support.

Is there a Person in a Position of Trust Involved?

In any instance of safeguarding, consideration must be given as to whether an allegation has been made against a person in a position of trust (PiPoT) and who may be a risk to others. This can be anyone from a formal employee or volunteer, to an informal carer.

Training and Awareness:

LINK will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors).

All personnel volunteering with adults at risk are required as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in Safeguarding Adults.
- Recognise an adult potentially in need of safeguarding.
- Know how to report a safeguarding alert.
- Understand the importance of dignity and respect when working with individuals.
- Have knowledge of the Safeguarding Adults Policy.

Mental Capacity:

The Mental Capacity Act defines someone as lacking capacity, because of an illness or disability such as a mental health problem, dementia or a learning disability, who cannot do one or more of the following four things:

- Understand information given to them about a particular decision
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision
- Communicate their decision. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>.
LINK will need to involve an advocate if the person lacks capacity to make decisions about a safeguarding concern.

Confidentiality and Information Sharing:

LINK expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection Act.

However, information should be shared with the Local Authority if an adult is deemed to be at risk of harm or **contact the police (999) if they are in immediate danger, or a crime has been committed.**

Recording and Record Keeping:

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR).

Whistleblowing:

LINK is committed to ensuring that employees and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

Important Contacts:

Designated Senior Lead for Safeguarding

Name: Charlotte Lippmann

Email address: lottielippmann@me.com

Telephone number: 07973 890906 or 01883 730123

Designated Trustee for Safeguarding

Name: Charlotte Lippmann

Email address: as above

Telephone number: as above

Police

Emergency – 999

(If you can't speak and are on a mobile press 55 to get transferred to police)

Non-emergency – 101

Adult Social Care at Surrey County Council

0300 200 1005

Refuge's National Domestic Abuse Helpline

0808 2000 247

East Surrey Domestic Abuse Services

01737 771350

Approved by LINK Council on 14th April 2026