



Grapes Hill Community Garden Group (GHCGG). Registered Charity Number 1156616.

Grapes Hill Community Garden Group

Safeguarding Adults at Risk Policy & Procedures

Designated Safeguarding Officer: Caroline Fernandez | **Mobile:** 07876 777327 | **Email:** caroline.grapeshillcommunity@gmail.com

Deputy Safeguarding Officer: Richard Bearman (Chair) | **Email:** richard.bearman17@gmail.com

Grapes Hill Community Garden Group has a Designated Safeguarding Officer who is the person responsible for reporting concerns of abuse and neglect to the relevant authority. In their absence the Deputy Safeguarding Officer will take this action.

1. Who is this policy for?

This policy applies to all paid staff, volunteers, members, trustees and visitors of Grapes Hill Community Garden Group (GHCGG). It also applies to anyone working on behalf of Grapes Hill Community Garden Group.

2. Why do we have a policy?

GHCGG recognises that, under The Care Act 2014, it has a duty and responsibility to promote and ensure the welfare of adults at risk involved in GHCGG.

It is important that we have a policy because throughout the work of GHCGG, it is likely that staff, volunteers, members, trustees and visitors will come into contact with adults at risk. There are also situations where staff and volunteers at GHCGG provide services to adults at risk (such as gardening sessions, activities and events). GHCGG is therefore determined to ensure that all necessary steps are taken to protect adults at risk.

This policy is also based on the fact that carers remain responsible for the welfare of adults at risk whether visiting the garden or being involved in activities provided by GHCGG.

3. Aims (of GHCGG's safeguarding policy and procedures)

All adults have the right to be safe from harm and should be able to participate in the project in an enjoyable, safe environment with protection from abuse, neglect and exploitation.

GHCGG aims to keep adults at risk safe and prevent them from harm. GHCGG will ensure that:

- All allegations of abuse or safeguarding concerns will be taken seriously and responded to swiftly and appropriately
- All members, volunteers and staff have a responsibility to report concerns to the Designated Safeguarding Officer:
 - GHCGG will ensure that all staff and volunteers have an understanding and awareness of safeguarding

- GHCGG will ensure that all staff and volunteers know how to raise safeguarding concerns and feel confident in doing so
- Recruitment practices are sound
- Individuals are supported to make choices through person-led empowerment

4. Who is protected by this policy?

An adult at risk is defined (by NHS England and The Care Act 2014) as ‘any person aged 18 or over at risk of abuse or neglect because of their needs for care and/or support.’ Such needs for care and support include a substantial learning or physical disability; a physical or mental illness (including an addiction to alcohol or drugs); a significant reduction in physical or mental capacity; difficulties in making wishes and feelings known.

Throughout the work of GHCGG it is also likely that staff, volunteers, members, trustees and visitors will include or work with people seeking sanctuary. GHCGG recognises that the circumstances of people seeking sanctuary can result in particular risk from harm, exploitation and abuse. People seeking sanctuary may be at particular risk due to experiences in their country of origin, their journey to safety, the asylum system and experiences in a new country. This can be exacerbated by a range of factors including experiences of trauma, language barriers, lack of knowledge on available support, social isolation, racism and discrimination. The asylum system itself can make people particularly vulnerable by leaving sanctuary seekers with no right to work and a lack of adequate financial support leading to poverty. Women seeking sanctuary can face particularly complex needs, being at risk from abuse including forced marriage, female genital mutilation, domestic abuse, honour-based violence and trafficking.

GHCGG are committed to providing an approachable, safe, welcoming space alongside clear policies and procedures to promote safety, equality, respect and protection from harm. All adults at risk, whatever their age, culture, disability, gender, gender reassignment, marriage and civil partnership, pregnancy or maternity, language, racial heritage, religious beliefs and/or sexual orientation or identity, have the right to equal protection from harm and abuse.

5. What do we mean by safeguarding?

Safeguarding adults is defined in The Care Act 2014 as working with adults with care and support needs to keep them safe from abuse or neglect. This applies to an adult who:

- Has needs for care and support (whether the local authority is meeting any of those needs)
- Is experiencing or is at risk of abuse or neglect
- Is unable to protect themselves from either the risk of or experience of abuse or neglect due to support or care needs

Definitions of different types of abuse can be found in the Appendices of this policy (Appendix 1).

6. Responsibilities

GHCGG will take responsibility for:

- Respecting and promoting the rights, wishes and feelings of adults at risk (a person-centred approach)

- Abiding by appropriate codes of conduct and safeguarding policy and procedure outlined within this document
- Responding to any allegations appropriately
- Reviewing the policy annually
- Keeping up to date with relevant legislation and training. Those in regular contact with adults at risk will attend regular training and refreshers, including on the experiences of those seeking sanctuary.

It is the responsibility of every adult involved with GHCGG to abide by our policy and procedures for safeguarding adults at risk.

7. Good Practice and Codes of Conduct

Every adult at risk involved with GHCGG should be able to participate in an enjoyable and safe environment and be protected from abuse. Therefore those working or interacting with adults at risk through work (paid or unpaid) with GHCGG are expected to abide by this policy and procedures document, alongside the following good practice/code of conduct:

- Work in an open environment and where possible, avoid working in private or unobserved situations and encourage open communication
- Staff, volunteers and members will never transport an adult at risk in their car unless prior arrangements have been made or in exceptional circumstances such as a medical emergency
- Treat all adults at risk equally with respect and dignity
- No tolerance of prejudice and discrimination
- Always put the welfare of adults at risk first
- Maintain a safe and appropriate distance with service users (for example, it is not appropriate for staff or volunteers to have an intimate relationship with an adult at risk). If a person is distressed, offer comfort with words rather than by touching them
- Build balanced relationships based on mutual trust
- Empower adults at risk to share in decision-making
- Keep a written record of injuries and details of treatment
- Staff (paid or unpaid) will not take photographs of adults at risk unless they are given permission

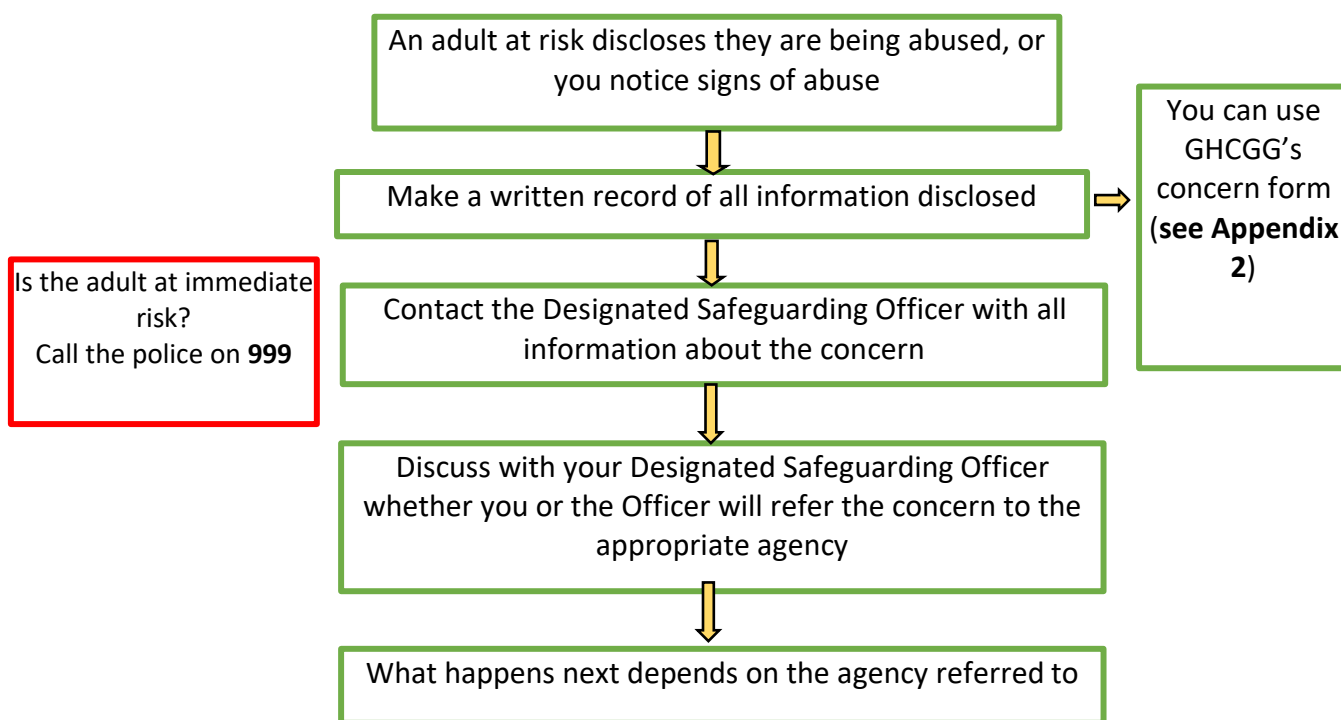
As an organisation:

- Ensure DBS checks to assess at least 2 main staff's suitability for positions of trust (paid or unpaid roles). GHCGG complies fully with the DBS Code of Practice and undertakes to treat all fairly. GHCGG commits to not discriminating unfairly against any subject of a disclosure on the basis of a conviction or any other information revealed
- Ensure we have a Designated Safeguarding Officer who has received appropriate training and support for this role
- Ensure every member of GHCGG knows the name and contact details of the Designated Safeguarding Officer

- Ensure all members of GHCGG understand their responsibilities in being alert to signs of safeguarding concerns and reporting concerns to the Designated Safeguarding Officer
- Keep written records of safeguarding concerns in a secure and locked location
- Develop and follow procedures where allegations are made against a member of staff or volunteer

8. The Procedure – what to do if you have a safeguarding concern

If you become aware that an adult is at risk of abuse or is being abused, you should raise the matter immediately with the Designated Safeguarding Officer.



If an adult at risk discloses that they are being abused or you think they are being abused, you should:

- React calmly
- Reassure them that they were right to tell you and that they are not to blame
- Take what they say seriously
- Keep questions open and to an absolute minimum to ensure a clear and accurate understanding of what has been said
- Don't ask about explicit details or physically examine the person
- Avoid judgement, giving advice, interrupting or jumping to conclusions
- Do not promise confidentiality
- Inform the person what you will do next
- Make a full and written record of what has been said or heard immediately and do not delay in passing on the information
- Talk to your Designated Safeguarding Officer as soon as possible – decide together whether you feel the person is an adult at risk (see Section 4)

What to record

- The adult at risk's name, age and contact details
- Location

- Date and time of observation
- Your name and role (including the names of others present)
- What you observed or were told (including descriptions of any injuries observed)
- Whether or not the person making the report is expressing their own concern or the concerns of someone else
- Any relevant context, for example what you were doing, anything you know about the adult's home life etc
- Record the exact words used and include quotes where relevant
- Record fact not opinion
- Include your signature, date and time

It is important that you inform the adult at risk what you are going to do and gain consent – for example, explain that you must tell the Designated Safeguarding Officer. Ensure they are informed and reassured about what will happen next.

Immediate Action:

- If you think a crime might have taken place, call the police and be careful not to remove or destroy any evidence. Your own safety is paramount – leave the situation if it is not safe for you.
- If the adult at risk displays physical injuries that are in immediate need of medical attention (including extreme neglect, emotional or sexual abuse), immediate action by calling emergency services is necessary.
- Do not confront the person you think is responsible for the abuse or begin to investigate the situation

The adult at risk has the right to:

- Be made aware of this policy
- Have alleged incidents recognised and taken seriously
- Receive fair and respectful treatment
- Be involved in any process
- Receive information about the outcome

9. What GHCGG will do next

It is not GHCGG's responsibility to decide whether abuse has taken place or not. However, if we have a concern or have received a concern about an adult at risk our Designated Safeguarding Officer or Deputy will:

1 Gain consent from the adult at risk unless to do so would place the adult at further risk or; undermine a criminal investigation or; the adult lacks the mental capacity to make a decision (**Appendix 3**) and a referral would be in their best interests. Ensure the adult at risk is safe and supported.

2 Discuss with the person reporting a concern whether the disclosure will be made by the Designated Safeguarding Officer or the person reporting a concern

3 Following the decision in Step 2, either the Designated Safeguarding Officer or the person initially reporting a concern will contact **Adult Social Services / Multi Agency Safeguarding Hub (MASH) on 0344 800 8020**

4 Disclose all relevant details and keep a record of the concern, actions and further process

5 Adult Social Services or MASH will send GHCGG a written record of the conversation – if not received request it

6 Outcomes and investigations will be led by Adult Social Services, MASH, the Police or other relevant agencies

The above procedure is based upon information provided by the [Norfolk Safeguarding Adults Board](#) and [Norfolk County Council](#).

GHCGG understands that if we are unhappy with a decision made by MASH or other agencies, we can use the Resolving Professional Disagreements policy and contact the Norfolk Safeguarding Adults Board or the Care Quality Commission (03000616161) for advice.

10. Confidentiality and Information Sharing

If adult expresses wish for confidentiality / concerns not to be pursued then this should be respected wherever possible – with regard to level of risk and capacity to understand decision in question.

The information of those involved with GHCGG is stored and shared in accordance with relevant legislation and confidentiality is maintained, especially regarding personal information.

However, if the welfare of an adult at risk is at stake, GHCGG cannot guarantee confidentiality. Safeguarding concerns must be shared with the Designated Safeguarding Lead and if necessary, the MASH and other relevant agencies. GHCGG are committed to seeking consent to share information with relevant agencies regarding safeguarding concerns *unless* seeking consent would place somebody at risk of harm, undermine a criminal investigation, or the adult at risk lacks mental capacity.

All safeguarding concern records will be stored individually (case-by-case) in a secure and locked location separate from any other records about the particular adult. Records will be kept accurate, relevant, up to date and auditable. GHCGG will also assess how long information needs to be kept for and ensure plans are in place for information destruction (incineration/shredding) if relevant.

11. Concerns about a staff member or volunteer

If you have a concern or allegation about an adult working with an adult at risk at GHCGG and you would like to report your concern, GHCGG will report this via MASH.

If your concern is not about the Designated Safeguarding Officer or Deputy, please contact the Designated Safeguarding Lead so that GHCGG can make a referral for you.

If you have a concern about the Designated Safeguarding Officer, please contact the Deputy or contact MASH directly.

12. Useful Contacts

Please see page 1 for contact detail of the Designated Safeguarding Lead.

Police Emergency Number: 999

Police Non-Emergency Number: 101

Adult Social Services / Multi Agency Safeguarding Hub (MASH): 0344 800 8020

13. Appendices

Appendix 1: Definitions of Abuse

Abuse is the violation of an individual's human and civil rights. It can be single or repeated acts. Abuse can include: physical, financial/material, sexual, psychological, discriminatory and emotional abuse and neglect or an omission to act. It may be something that is done to the person or something not done when it should have been.

Type of Abuse	Example
Physical	Including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions
Emotional / Psychological	Threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services/support
Sexual	Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent or was pressured into consenting
Neglect or acts of omission	Ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding of necessities such as medication, nutrition and heating
Domestic	Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse
Radicalisation	Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.
Modern slavery	This can include human trafficking, forced labour, sexual exploitation and debt bondage.
Self-neglect	Lack of self-care threatening personal health and safety.
Financial or material	Including theft, fraud, pressure in connection with wills, property and inheritance, misuse of property, possessions or benefits.
Discriminatory	Unequal treatment based on age, disability, gender reassignment, marriage, pregnancy, race, religion, sex and sexual orientation. This can include verbal abuse, harassment and aggression, denying basic rights to healthcare, education, employment and deliberate exclusion.
Institutional	Including rigid, insensitive routines, lack of privacy or comfort, discouraging involvement of relatives or friends, poor quality care.

More information about types and signs of abuse can be found via:
[Social Care Institute for Excellence \(reviewed in 2020\)](#)

See next page for Appendix 2, Record Form.

Appendix 2: Record Form

Your Name and Role	Date of Observation
Location of Observation	Time of Observation
Adult at Risk: Name and Contact Details	Adult at Risk: Age (if known)
What you observed or what the adult at risk/another person told you	
Are these your concerns or the concerns of someone else?	
Is there anything else we should know?	
Date of Record, Signature	

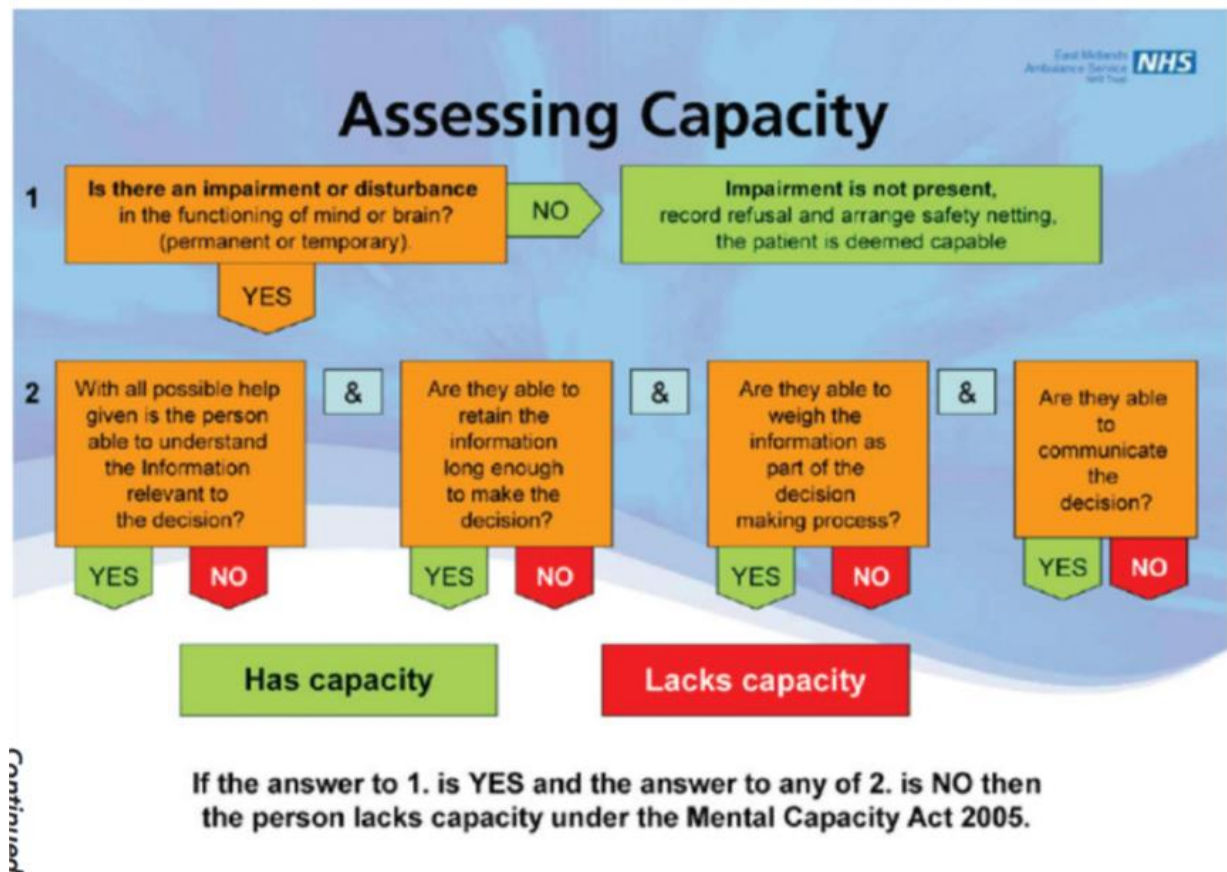
Designated Safeguarding Officer: Caroline Fernandez | **Mobile:** 07876 777327 | **Email:** caroline.grapeshillcommunity@gmail.com

Please do not share this information with anyone else but the Designated Safeguarding Lead, Deputy or relevant agencies (MASH/Adult Social Services, Police). Store this form in a secure, locked location (if electronic, please password protect). Send this form to the Designated Safeguarding Officer immediately via email or share via phone call. Once you have made the Designated Safeguarding Officer aware of your concern and shared this form, destroy your copy once the Designated Safeguarding Officer has all relevant information (incinerate/shred etc).

Appendix 3: Assessing Capacity

The Mental Capacity Act states that you must always assume a person has capacity unless it is proved otherwise. You must take all steps to enable people to make their own decisions and act for a person without capacity in their best interests by involving the person to the fullest extent possible and regarding past and present wishes.

Taken from the NHS Safeguarding Adults guide, the image shows a flow chart for assessing capacity. This can be viewed on pages 13 – 16 of the online guide. [Click here to view the guide](#) or search online for 'NHS Safeguarding Adults' and click on the PDF guide.



Review and Amendments

Policy reviewed and adopted on: 29 April 2022

Approved (on behalf of the committee): Richard Bearman (chair) 29 April 2022

Reviewed and updated on: 8 April 2026,

Signed: Richard Bearman (chair)

Date of next review due: April 2027