# Safeguarding Adults Policy

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| **Document updated by:** | Rachel Pegrum, Chair of Trustees<br>Sam Walsh, Safeguarding Trustee |
| **Date of Implementation:** | October 2026 |
| **Version:** | V2 |
| **Changes made:** | Following safeguarding advice, the previous combined Safeguarding Children, Young People and Adults Policy has been separated into two distinct policies: a Safeguarding Adults Policy and a Child Protection and Safeguarding Children Policy. This policy now relates specifically to the safeguarding of adults aged 18 and over. It has also been updated to strengthen safeguarding leadership and accountability, consent and mental capacity, reporting and referral procedures, relevant legislation, associated organisational policies, record keeping and the recognition of adult abuse and neglect. An updated adult safeguarding referral form and flowchart have also been included. |
| **Date of Update:** | October 2026 |
| **Date of Next Review:** | November 2027 |
| **Approved by:** | RAG Committee |
| **Date of Approval:** | October 2026 |

Ratification and Review

This policy has been ratified for implementation by the Board of Trustees. It will be reviewed annually or sooner to ensure that it continues to comply with WAL's legal and other obligations and meets the needs of the Organisation.

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## 1. Introduction

**Everyone has the right to live in safety, free from abuse and neglect. All adults should be able to live free from fear and harm.**

This document sets out the approach of Women's Aid Luton (WAL) to dealing with the protection and safeguarding of adults at risk.

This policy covers safeguarding concerns relating to an adult of 18 years and over, even if still in education, and is not covered by Local Safeguarding Children's Boards or their procedures.

Local guidance for staff and volunteers who are concerned about an adult at risk can be found on Luton Borough Council webpages. [1]

This policy is reviewed on an annual basis or when legislation or the needs present to review and update. Safeguarding reporting is on the agenda for every Board Meeting, the Risk and Governance Group and at Refuge team meetings in addition to daily review of specific cases of clients causing concern.

This Policy should be read in conjunction with other organisational policies, procedures, and guidance documents that support safe practice, effective service delivery, and the protection of adults accessing WAL services.
These include, but are not limited to:

- Child Protection and Safeguarding Children Policy.
- Domestic Abuse Policy.
- Mental Capacity Policy.
- Data Protection Policy.
- Confidentiality Policy.
- Equality, Diversity and Inclusion Policy.
- Recruitment Policy and Procedure
- Complaints Policy.
- Health and Safety Policy.
- Risk Management and Risk Appetite Policy.
- Case Management Policy for Adults and Children
- Employee Handbook.
- Supervision and Appraisal Procedures.
- Incident Reporting Policy.
- Business Continuity and Emergency Planning Procedures.

[1] Understanding adult abuse and safeguarding | Luton Borough Council

These policies and procedures should be applied collectively to support effective safeguarding practice, good governance, legal compliance, and the delivery of safe, person-centred services.

## 2. Aims

Women's Aid Luton works with adults who may be at increased risk of abuse or neglect because of domestic abuse, trauma, mental ill-health, disability, substance misuse, homelessness, social isolation, exploitation, or other vulnerabilities.

WAL is committed to safeguarding adults, promoting wellbeing, protecting human rights, and supporting individuals to live free from abuse, neglect, exploitation and harm.

We recognise that the welfare, dignity, wellbeing and human rights of adults accessing our services are paramount.

Every adult has the right to:

- Live free from abuse and neglect.
- Be treated with dignity and respect.
- Make informed decisions.
- Receive support and protection when required.
- Have their voice heard.

WAL adopts a person-centred, strengths-based and trauma-informed approach to safeguarding and is committed to ensuring that adults remain at the centre of decision-making wherever possible.

**Safeguarding is everyone's responsibility.**

This policy outlines the duties placed upon WAL, its staff and volunteers, and the steps we will take to safeguard adults within our service. This policy sets out the roles and responsibilities of WAL in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect and is intended to support staff and volunteers within WAL to understand their role and responsibilities in safeguarding adults. All staff and volunteers are legally bound to follow this policy.

WAL will ensure that the identified adults at risk will make their own choices where possible and where this is not entirely possible, include them in any decision making following the guidance set out by the Mental Capacity Act 2005. WAL will also ensure that safe and effective working practices are in place.

## 3. Policy Statement

WAL believes that everyone has the right to live a life that is free from harm and abuse.

(a) WAL is committed to working with other agencies to ensure that safeguarding is a priority to manage the risk to all vulnerable people within our service.

(b) People who use our services have a right to live and work in environments free from abuse, neglect and discrimination.

(c) WAL is not an investigative agency. Any issues of concern in relation to adults at risk will be referred to Luton Borough Council's Adult Safeguarding Team, and, in cases where the concerns are urgent, the police or health services. The key objectives of this policy are for all employees and volunteers of WAL to:

- Have an understanding of adult safeguarding.
- Be clear about their responsibility to safeguard adults & children.
- Ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk.
- Inform women using our services of this policy and make it available, making clear our expectations of them, including in their rental agreements and rules for Outreach activities.

WAL is committed to the principles outlined in the Adult Safeguarding Board's Policies and Procedures in the areas in which WAL provides services.

WAL understands that they have the responsibility to follow the six safeguarding principles enshrined in the Care Act 2014. [2]

## 4. What is safeguarding adults?

Safeguarding adults describes a range of activities aimed at preventing or responding to harm and abuse. A focus is on those who are unable to protect themselves from harm or abuse. [3]

## 5. Definitions

This policy is based on The Care Act (2014) Section 42, which states that an enquiry will be carried out under the Safeguarding Adults from Abuse procedures when an adult:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of experiencing, abuse or neglect, and
- as a result of their care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect.

[2] What are the six principles of safeguarding? - SCIE

[3] https://www.legislation.gov.uk/ukpga/2014/23/section/42/enacted

The Care Act (2014) statutory guidance identifies ten categories of abuse, these are:

- Physical Abuse
- Sexual Abuse
- Financial Abuse
- Domestic Abuse
- Discrimination
- Neglect and acts of omission
- Self-neglect
- Modern slavery
- Psychological Abuse
- Organisational Abuse

Others forms of abuse are recognised including:

- Female genital mutilation (FGM)
- Extremism and Radicalisation
- Hate crime
- Mate crime
- Cyber abuse
- Honour Based Violence/Forced Marriage
- Allegations of spirit possession or witchcraft

It is not always easy to identify adult abuse as sometimes the nature of the abuse is not visible and/or often the person being abused is afraid to speak out. However, there are some more common signs of abuse which may suggest that abuse has occurred. These will be covered in regular training sessions and continuing professional development and a guide is included in Appendix One.

Abuse and neglect can happen anywhere and be carried out by anyone. Research identifies that most abuse and neglect occur when the adult at risk is known to the person alleged to have caused harm.

## 6. Procedures for responding to safeguarding concerns relating to adults at risk

At WAL we have strong links with Luton's Safeguarding Adults Board and other public protection and safety forums.

At WAL, the concerns regarding adult safeguarding will be often due to abuse by current or previous intimate partners or family members towards our clients or potential clients, therefore it comes under the category of domestic abuse. However, we must be aware of all categories of abuse, operating under openness and transparency, particularly in relation to organisational abuse and, be particularly aware of our responsibilities when a resident within the refuge has additional needs for care and support.

Under the Care Act 20014, Local Authorities have a duty to make enquiries or ask others to do so if they believe an adult is at risk of abuse or neglect because of their care and support needs. Any enquiry should establish whether any action needed to be taken to prevent or stop abuse and neglect.

We will be led by the local authority following a safeguarding alert. We must not make any enquiries or take any action, save for making the immediate situation safe, without consultation and direction from the local authority.

## 7. Dealing with a concern

WAL recognises that different levels of concern require different courses of action.

Concerns may be raised through:

- **Observed abuse** where the abuse is directly witnessed;
- **Disclosed abuse** where an adult says they are being or have been abused
- **Suspected abuse** where there are indicators that abuse is happening witnessed or disclosed.

If you have a concern you must:

- Ensure the immediate safety of the adult at risk
- If you feel the person is at immediate risk of harm or a crime has been committed, call the police
- Discuss your concerns with your line manager or the Designated Safeguarding Lead who will advise on the next course of action.
- Record all details of the concern and ensure you copy your line manager in when sending a safeguarding referral to Adult Social Care via email. See page 9 for more information.

## 8. Dealing with a disclosure

If you are working with a client and they disclose information which leads you to have a suspicion or concern you must:

- Let the person speak, do not interrupt or make comments - be comfortable with silences, watch for non-verbal communication.
- Follow the respond steps below

### Respond

If a member of WAL staff, volunteer, has concerns that an adult is in need of services for herself, that her capacity to provide adequate care to a child is affected by her vulnerability, or that she may be suffering abuse or exploitation, then the staff member should:

- Stop and concentrate on what is being observed
- Ensure the woman's immediate safety and that of any others
- Not ask leading questions
- Assume the adult is telling the truth and take what they say seriously
- Record all details of the disclosure. Avoid personal interpretations. When using professional judgement, it must be recorded in such a way as to make this clear.
- Not promise confidentiality or agree to keep something secret (Refer to WAL Confidentiality Policy
- Obtain consent to a safeguarding enquiry if necessary but remember a referral is not optional
- Not undertake any investigation
- Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
- If there is danger to life, risk of injury or a crime is taking place, call the police on 999
- If there is no immediate risk but a police response is required due to a serious incident and/or the potential loss of evidence, then dial 101.

**Report and Record**

Make and keep a detailed record of the incident, conversation and actions taken on an Incident Report Form and promptly refer to the Adult Designated Safeguarding Lead (DSL) (see section nine). If the Adult DSL is implicated in the incident/abuse, refer directly to the CEO. If the CEO is implicated, refer to the Board Advisor.

Good case recording is essential to ensuring the safety and wellbeing of adults in situations where abuse or neglect are of concern. A copy of the safeguarding adult concern form (see appendix 2) should be kept in the adults WAL file and uploaded onto the case management system.

Records should be completed at the time or as soon as possible after the event. All records must be signed, timed, and dated if handwritten. If digital, they must be traceable to the person who provided the care that is being documented.

When completing the Incident report, the designated safeguarding lead or programme area on duty should take into account:

- The adults wishes and preferred outcome
- Whether the adult has mental capacity to make an informed decision about their own and others' safety
- The safety or wellbeing of children or other adults with care and support needs
- Whether there is a person in a position of trust involved
- Whether a crime has been committed.

On receipt of a completed Incident Report form the Adult DSL will inform the CEO and if applicable the CEO informs the Board of Trustees and will liaise with Adult Safeguarding.

Referrals to Adult Safeguarding must be made using the appropriate referral form (Appendix 2) and emailed to adultsafeguarding@luton.gov.uk.

## 9. Responsibilities of the designated safeguarding leads

### Chief Executive Officer

The CEO of WAL is responsible for the operation implementation of WAL's Safeguarding Adults Policy & Procedures. The CEO may delegate duties and responsibilities to the DSL and senior staff to ensure full implementation of the policy within their respective areas.

The CEO will ensure that:

- Safeguarding systems are established and maintained to report safeguarding concern(s)
- Effective training is identified, programmed and carried out regularly
- Persons designated with specific responsibilities for safeguarding are trained and competent and are provided with the resources to ensure the implementation of this policy
- They are personally aware of their safeguarding duties and responsibilities not only as the CEO, but as a manager and employee and that these obligations are fulfilled.
- They alert the trustees and/or commissioners to any safeguarding allegations relating to employees, volunteers, or any closely connected with activities of WAL
- They alert trustees if there is a breach of procedures which puts beneficiaries at risk, including a failure to carry out DBS checks which would have identified an individual that was prohibited from working with children or adults.

### Designated Safeguarding Lead

The DSL has overall responsibility for safeguarding across the organisation, ensuring that concerns are reported and managed appropriately. The DSL will support staff to understand and fulfil their safeguarding responsibilities and promote a culture where safeguarding is recognised as everyone's business.

The DSL will ensure that:

- That all employees and volunteers are provided with necessary and appropriate information, instruction, training and supervision to ensure that they can effectively safeguard the people they support.
- That all employees follow adult safeguarding arrangements and procedures.
- Effective reporting and appropriate training and level of investigation into any safeguarding incidents and allegations, ensuring appropriate action and follow up.

- They are aware of their safeguarding responsibilities and duties as individuals and employees
- That any breach of procedure or allegation against a staff member is reported to the CEO or Safeguarding Advisor to the Board.

The Designated Safeguarding Lead must:

- Ensure that the staff and volunteers follow this policy and procedure and understand our policies on how we deal with data (Privacy Standard Policy and Whistleblowing Policies) to support our commitment to keep adults at risk safe.

- Be responsible for ensuring that the contact details for the Chair of the Board of Trustees and Board Advisor for Safeguarding are available.

- Provide guidance and supervision to staff and volunteers to promote their safe working practices and to support staff in dealing appropriately with any concerns on the welfare of the other adults.

**Safeguarding Personnel**

**Lead and Deputy for Safeguarding**

The responsibility for adult safeguarding is demanding and requires appropriately experienced personnel who are available to provide advice, support and decision-making.

**Lead for Safeguarding**
**Name: Claire Holcombe**
**Job Title: Service Manager**
**Email: Claire@womensaidinluton.org**
**Mobile: 07772 697391**

**Deputies for Safeguarding**
**Name: Gaby Price**
**Job Title: Chief Executive Officer**
**Email: gaby@womensaidinluton.org**
**Mobile: 07525 595982**

**Name: Clare Edwards**
**Job Title: Refuge Team Leader**
**Email: clare.e@womensaidinluton.org**
**Mobile: 07984233954**

**Responsibilities**
**The Lead and Deputies are responsible for:**
- Monitoring and recording safeguarding concerns.
- Receiving and responding to safeguarding reports.
- Making referrals to Adult Social Care and Police.

- Liaising with partner agencies.
- Supporting staff and volunteers.
- Maintaining safeguarding records.
- Monitoring safeguarding activity.
- Arranging safeguarding training and updates.

The Deputy Safeguarding Lead will support and deputise for the Lead when required.
**Line of Accountability for Safeguarding**

Responsibility for safeguarding at Board level rests with the Board of Trustees.

Safeguarding forms part of the organisational governance structure and risk management processes and is represented within the organisational risk register. The Safeguarding Trustee provides strategic oversight and assurance to the Board regarding safeguarding arrangements.

**Name: Sam Walsh**
**Role: Safeguarding Trustee**
**Email: sam@womensaidinluton.org**

**Name: Rachel Pegrum**
**Role: Chair of Trustees**
**Email: rachel@womensaidinluton.org**

**Staff and Volunteers**

All staff, including relief, casual and temporary employees and volunteers have an obligation to help safeguard adults, children and young people we support.

Employees should:

- Ensure they are familiar with all safeguarding procedures.
- Follow all safeguarding and concerns in accordance with this policy
- Advise their manager of any incidents and concerns in accordance with this policy.
- Attend and participate in any training courses and updates arranged for them.
- Attend and participate in any training course and updated arranged for them.

## 10. Confidentiality and Record Keeping

It is essential that our limits to confidentiality are explained to all clients and that they understand the situations when confidentiality would need to be breached. They must also be aware of the personal information we need to hold about them to provide them with a safe service and when we may need to share this.

## 11. Storing Information relating to safeguarding concerns

All concerns must be recorded on WAL's Case Management System, this applies regardless of whether the concern is shared with the police or Adult's or Child Social Care. A flag should be raised on the client's record indicating a safeguarding concern and all records will be kept in accordance with WAL policy and in line with GDPR.

## 12. Dealing with complaints

Due to the sensitive nature safeguarding concerns, you may receive concerns or complaints from clients, their family members or partner agencies who may question our procedures and processes. All concerns and complaints should be reported to your line manager initially and from thereon will be dealt with through our Comments and Complaints Procedures.

## 13. Training, awareness raising and supervision

All staff and volunteers including Trustees must attend safeguarding training. This is set at Level one for non-operational staff and Level three for operational staff. They must also participate in appropriate refresher training identified by the operations manager to ensure the practice remains safe.

The CEO and Adult DSL, and any other members of staff who will act as Deputy DSL, must also participate in level three and four training.

The DSLs are expected to keep up with national developments relating to the welfare and safeguarding of adults at risk.

### Our learning and development commitment

All staff, volunteers and Trustees will receive training that is appropriate for their role and will be expected to act in accordance with these procedures. Online and face to face training is available through local Safeguarding Adult Board & Partnerships and will be arranged via the DSL.

All staff and volunteers are required to attend training to complete local safeguarding training. Staff may be required to attend training regarding specific safeguarding issues. Staff will be informed when this is available and may be requested to attend if appropriate to their role.

Safeguarding refresher training should be undertaken annually in accordance with local Adult Safeguarding Board/Partnership recommendations.

To ensure the most appropriate response to safeguarding issues, staff and volunteers should discuss all safeguarding concerns with their line manager or in the absence, another manager or member of the Senior Leadership team.

## Appendix One - Recognising Abuse and Neglect in Adults at Risk

Abuse and neglect can take many forms and may occur as a single incident or as a pattern of behaviour over time. Staff and volunteers should remain vigilant, exercise professional curiosity, and be alert to signs that an adult may be experiencing abuse, neglect, exploitation, or harm.

The indicators outlined below are not exhaustive and should be used as guidance only. The presence of one or more indicators does not necessarily mean that abuse has occurred; however, all concerns should be taken seriously, appropriately recorded, and discussed with the Lead or Deputy Safeguarding Lead.

**Adult Safeguarding Recognition Matrix**

| Type of Abuse | Description | Possible Indicators |
|---|---|---|
| Physical Abuse | The use of force causing pain, injury, impairment, or distress. | Unexplained injuries, bruises, burns, fractures, repeated injuries, inconsistent explanations, fear of certain individuals, delayed access to treatment. |
| Sexual Abuse | Any sexual activity that a person has not consented to or lacks capacity to consent to. | Unexplained sexual injuries, sexually transmitted infections, reluctance to be examined, inappropriate sexualised behaviour, distress around specific people. |
| Psychological Abuse | Behaviour causing mental distress, fear, loss of self-esteem, or emotional harm. | Withdrawal, anxiety, depression, low confidence, fearfulness, changes in behaviour, excessive dependence on another person. |
| Emotional Abuse | Persistent emotional ill-treatment, humiliation, intimidation, coercion, or control. | Social isolation, loss of confidence, agitation, distress, feelings of worthlessness, reluctance to speak openly. |
| Financial or Material Abuse | Unauthorised or improper use of a person's money, property, benefits, or possessions. | Unexplained financial difficulties, unpaid bills, sudden changes to finances, missing possessions, unusual bank transactions. |
| Domestic Abuse | Physical, sexual, emotional, psychological, financial, technological, or coercive and | Injuries, fear of a partner, restricted access to finances, |

| Type of Abuse | Description | Possible Indicators |
|---|---|---|
| | controlling behaviour by a partner, ex-partner, or family member. | isolation from friends or family, excessive monitoring or control. |
| Neglect and Acts of Omission | Failure to meet care, support, medical, or personal needs. | Poor hygiene, weight loss, untreated medical issues, inadequate clothing, medication concerns, unsafe living conditions. |
| Self-Neglect | Failure to care for personal health, hygiene, environment, or wellbeing. | Poor nutrition, hoarding, refusal of essential services, unmanaged health conditions, unsafe home environment. |
| Organisational Abuse | Poor practice, neglect, abuse, or practices within a service, institution, or care setting. | Unsafe practices, lack of dignity or privacy, poor care standards, restrictive routines, repeated complaints. |
| Discriminatory Abuse | Harassment, exclusion, or abuse based on protected characteristics. | Derogatory language, exclusion, bullying, hate incidents, unequal treatment linked to race, religion, disability, gender, sexuality, or age. |
| Modern Slavery | Holding a person in slavery, servitude, forced labour, or exploitation. | Signs of control, restricted freedom, poor living conditions, fear of authorities, unexplained work arrangements. |
| Human Trafficking | Recruitment, transportation, transfer, harbouring, or receipt of persons for exploitation. | Lack of identity documents, signs of control by others, limited freedom of movement, fear, inconsistent personal history. |
| Radicalisation | The process through which individuals come to support extremist ideologies or activities. | Expressing extremist views, sudden behavioural changes, isolation, accessing extremist content, rejection of previously held values. |
| Online Abuse | Abuse, harassment, exploitation, fraud, or coercion | Distress following online activity, financial loss, online threats, obsessive online relationships, |

| Type of Abuse | Description | Possible Indicators |
|---|---|---|
| | facilitated through technology or online platforms. | sharing of personal information under pressure. |
| Hate Crime | Criminal acts motivated by hostility or prejudice towards a person's protected characteristics. | Threats, intimidation, harassment, offensive language, property damage, fear linked to identity characteristics. |
| Mate Crime | Abuse or exploitation by someone who claims to be a friend. | Financial exploitation, coercion, manipulation, inappropriate dependence, pressure to engage in criminal or unwanted activities. |
| Forced Marriage | A marriage where one or both individuals do not consent and duress is involved. | Fear of travel abroad, anxiety regarding marriage discussions, restrictions on personal freedom, withdrawal from services. |
| Honour-Based Abuse | Abuse committed to protect or defend perceived family or community honour. | Excessive family control, restrictions on freedom, threats, fear of family members, concerns regarding forced marriage or relationships. |
| Hoarding | Persistent difficulty discarding possessions, creating unsafe living environments and increased risks. | Excessive accumulation of possessions, blocked exits, fire risks, poor living conditions, reluctance to allow access to the property. |
| Exploitation | Taking unfair advantage of an individual for personal, financial, sexual, criminal, or other gain. | Manipulation, coercion, unexplained gifts, involvement in criminal activity, loss of independence, fear of another person. |

## Appendix Two – Safeguarding Referral Form

**Social Services ID No:**

**Crime Reference No:**

**NHS No:**

**1. Details of the person at risk of harm and abuse (The Relevant Person):**

| | |
|---|---|
| Name: | |
| Address: | |
| Telephone: | |
| Email address: | |
| Date of Birth: | |
| Date of alleged abuse: | |
| Time of alleged abuse: | |
| Known Advocate, Family or Representative - provide contact details: | |
| Responsible or funding authority? (Local authority, Self, NHS, please state all that apply): | |
| GP contact details: | |
| Referrer – date of last contact: | |

**1.1. Gender[4]:**

| | |
|---|---|
| Male | |

[4] https://www.equalityhumanrights.com/en/publication-download/research-report-75-monitoring-equality-developing-gender-identity-question

| | |
|---|---|
| Female | |
| In another way | |
| Prefers not to say | |

**1.2. Ethnicity[5]:**

| | |
|---|---|
| Asian or Asian British[6] | |
| Black, Black British, Caribbean, or African[7] | |
| Mixed or multiple ethnic groups[8] | |
| White[9] | |
| Other ethnic groups[10] | |

**Does the person have care and support needs arising from:**

| | | | |
|---|---|---|---|
| Physical Disability, Frailty | | Learning Disability | |
| Sensory Impairment | | Substance/Alcohol Misuse | |
| Mental Health | | Dementia | |
| Neurodiversity *(Autism, Autistic Spectrum, Attention Deficit Hyperactive Disorder, Tourette Syndrome, etc)* | | Medical or Health issues | |
| Other (Please describe): | | | |

[5] https://www.ethnicity-facts-figures.service.gov.uk/style-guide/ethnic-groups
[6] Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background
[7] Caribbean, African, Any other Black, Black British, or Caribbean background
[8] White and Black Caribbean, White and Black African, White and Asian, Any other Mixed or multiple ethnic background
[9] English, Welsh, Scottish, Northern Irish or British, Irish Gypsy or Irish Traveller, Roma, Any other White background
[10] Arab, Any other ethnic group

**Communication, consent, and capacity**

| | | | | |
|---|---|---|---|---|
| Preferred language and communication method: | | | | |
| If you are raising this on behalf of the relevant person, have you discussed the concern with them? | Yes | | No | |
| If not, why not? | | | | |
| Has the Relevant Person given consent? | Yes | | No | |
| Does the Relevant Person have an impairment of brain? | Yes | | No | |
| Because of that impairment does the person lack mental capacity to *consent to this alert*? | Yes | | No | |
| If 'yes', please enter date of mental capacity assessment? | | | | |

**Agencies and professionals involved:**

| Agency: | Yes/No | Name: | Contact e-mail | Contact Telephone |
|---|---|---|---|---|
| CQC | | | | |
| Local Authority: Care Quality/Care Standards Team | | | | |
| BLMK/ICB | | | | |
| ELFT P2R (Drug and Alcohol services) | | | | |
| ELFT Community Nursing | | | | |
| ELFT Mental Health Team | | | | |
| CCS/Community Nursing Services | | | | |
| Bedfordshire Police | | | | |
| GP | | | | |
| Bedfordshire Fire and Rescue | | | | |
| DoLS: The Relevant Person Representative | | | | |
| Service/Care Provider | | | | |

| | | | | |
|---|---|---|---|---|
| Other: Specify | | | | |
| Other: Specify | | | | |
| Other: Specify | | | | |

Statutory Type of alleged abuse, maltreatment, or neglect

| | | | |
|---|---|---|---|
| Discriminatory (including hate crime) | | Domestic abuse/violence | |
| Emotional/Psychological | | Financial/Material | |
| Institutional/Organisational | | Neglect and acts of omission | |
| Physical Abuse | | Modern Slavery | |
| Self-neglect | | Sexual Abuse | |

Additional Type of harm and abuse:

| | |
|---|---|
| Suicide | |
| Hoarding | |
| Cuckooing | |
| Honour base/forced marriage | |
| Exploitation | |

Location of suspected abuse, maltreatment, or neglect

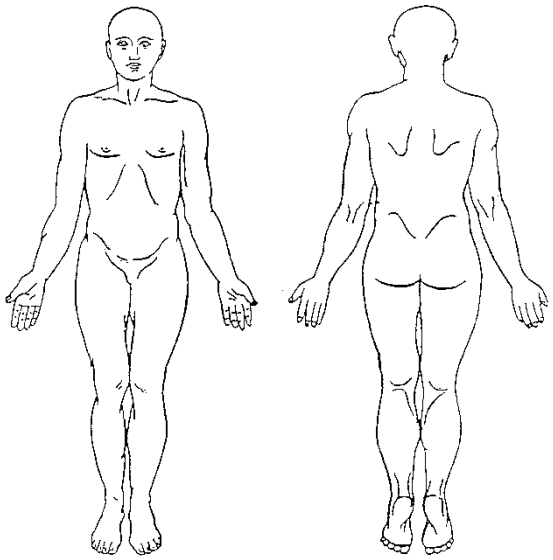
| | |
|---|---|
| Address (Place of alleged abuse): | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Own Home | | Care Home / Nursing Home | | Public Place | | Mental Health Inpatient Setting/hospital | |
| Other persons home | | Supported Accommodation | | Education/Training/Workplace Establishment | | Hospital (Medical) | |
| Day Centre/Service | | Other Health Setting | | Not know | | Other | |
| Describe if other: | | | | | | | |

**Description of alleged abuse, maltreatment, or neglect:**

| |
|---|
| Please provide as much detail as possible, including known events leading up to and following the alleged abuse. |

**Record of injuries**

| | |
|---|---|
|  <br>Date: | Observation/Description/Size/colour:<br><br>Signature: |

**3. Action taken**

| |
|---|
| Action taken to minimise immediate risk: |
| |
| What does the person with care and support needs want to happen, or what is their view of the situation? (Please also consider their representatives if appropriate) |
| |
| Is there a risk to the adult at risk/ vulnerable adult, a witness or referrer should the person causing harm to know that a referral has been made? |

| |
|---|
| |
| Has there been a delay in reporting this alert (24 hours of the incident)? If so, please state the reasons for this. |
| |

| | | | | |
|---|---|---|---|---|
| Has a manager been alerted? | Yes | | No | |
| Reported to CQC or other regulatory body? | Yes | | No | |
| Reported under RIDDOR? | Yes | | No | |
| Reported to GP or other health care professional? | Yes | | No | |
| Emergency services alerted? | Yes | | No | |

**4. About the person causing harm (source of harm)**

| | |
|---|---|
| Name | |
| Address | |
| Telephone: | |
| Date of Birth | |
| Role/Title/relationship to person with care and support needs | |
| Does the person causing harm live with the person with care and support needs? | |
| Ethnicity/Origin? | |
| Preferred language or communication method? | |
| If using services - Funding authority? (Local authority, Self, NHS, please state all that apply) | |
| If an employee, organisation or a paid carer please state name of employer/organisation? | |

| | | | | |
|---|---|---|---|---|
| The person causing harm is aware of the referral? | Yes | | No | |
| Do you consider that the person causing harm has capacity to understand whether their alleged actions were wrong? | Yes | | No | |
| Do you consider that the person causing harm has capacity to understand the consequences of their alleged actions? | Yes | | No | |

**Other agencies involved:**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Children's Services | | Mental Health Services | | Drug and Alcohol Services | | Community Nursing | |
| Specialist dementia services | | Housing or homelessness | | Domestic abuse victim support | | Domestic abuse perpetrator support | |
| Advocacy | | Interpreting | | Police | | Other | |
| Other? What? Who? | | | | | | | |

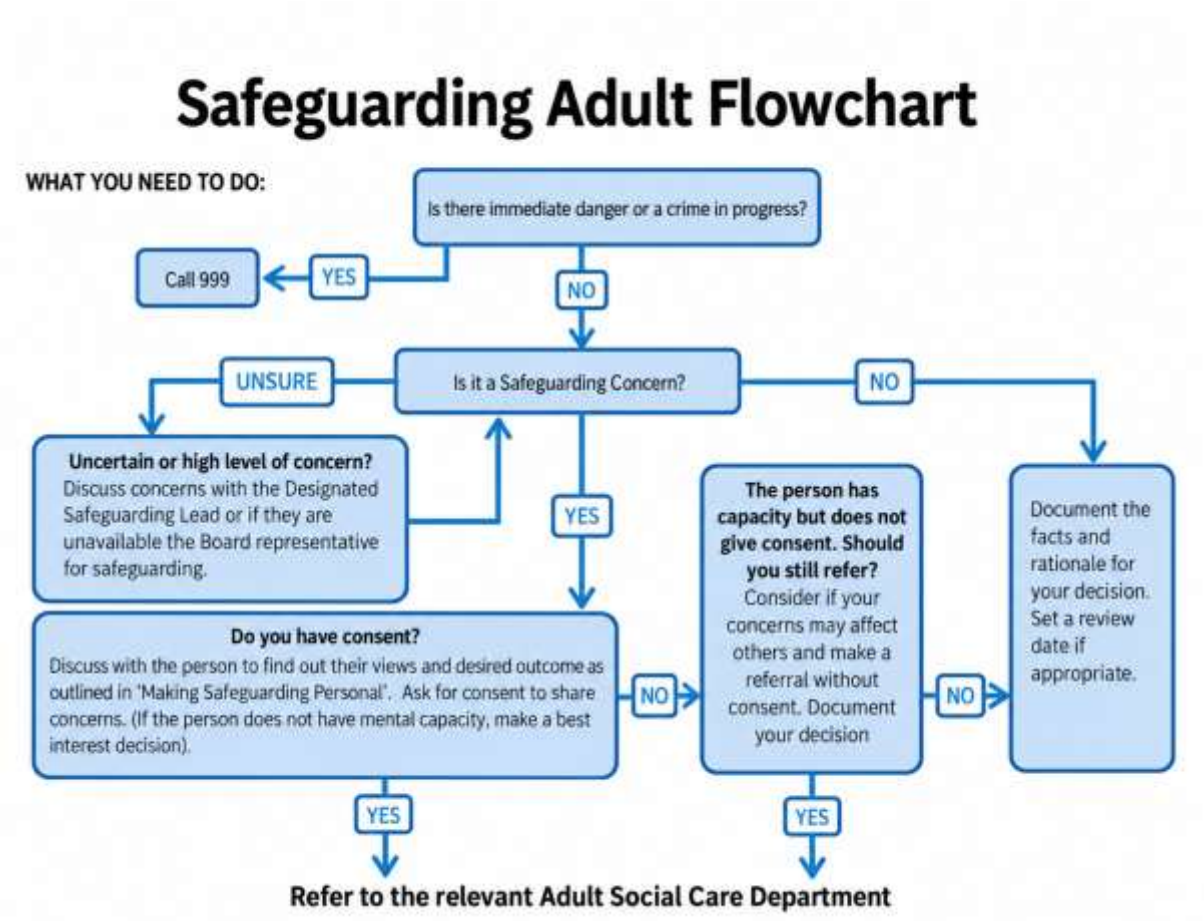
**Details of the person making the referral**

| | |
|---|---|
| Form completed by | |
| Date of last contact with the person at risk | |
| Organisation/agency | |
| Role/relationship to adult at risk/ vulnerable adult | |
| Contact Address | |
| E-mail | |
| Telephone | |

| | | |
|---|---|---|
| | | |
| Signed | Role/Title | Date |

**6. Who to notify**

*Please send this alert to the local authority where the alleged abuse took place.*

| Local Authority | Contact details | Please tick where sent |
|---|---|---|
| Luton Borough Council | Email: adultsafeguarding@luton.gov.uk<br>Phone: 01582 547730/547563 | |
| Central Bedfordshire Council | Email: adult.protection@centralbedfordshire.gov.uk<br>Phone: 0300 300 8122<br>Fax: 0300 300 8239 | |
| Bedford Borough Council | Email: adult.protection@bedford.gov.uk<br>Phone: 01234 276222<br>Fax: 01234 276076 | |

## Appendix Three - Adult Safeguarding Flowchart