



SAFEGUARDING ADULTS POLICY

VERSION CONTROL

Reference Number	Version	Status	Sponsor(s)/Author(s)
SVAP1	6.0	Final	P Godbole
Amendments			
Document objectives: The purpose of this Policy is to direct all staff to the relevant documents to advise and support them in their response to concerns about vulnerable adults and abuse. This policy relates to all PH staff as well as agency staff and students.			
Intended Recipients: All staff			
Group/Persons Consulted: -			
Training/Resource Implications: Induction and Mandatory Training			
Approving Body and Date First Approved		Executive Board – 17 April 2011	
Review Date		March 2029	

The table below logs the history of the steps in development of the document.

Version	Date	Author	Comment
1.0	Apr 2011	P Godbole	
2.0	Dec 2013	P Godbole N Salkeld	Reviewed
3.0	Jan 2016	P Godbole N Salkeld	Reviewed
			Final
4.0	Jan 2018	P Godbole	Inclusion of Care Act 2014 Inclusion of Training Needs Analysis
4.0	Jan 2020	P Godbole	Reviewed and no changes required.
5.0	Jan 2022	P Godbole	Addition of Sheffield CC procedural document
6.0	March 2026	N Salkeld/ P Godbole	

1. Introduction

The [Care Act 2014](#) builds on recent reviews and reforms, replacing numerous previous laws, to provide a coherent approach to adult social care in England including Safeguarding Adults. Part 1 of Act (and its statutory guidance) consolidates and modernises the framework of care and support law; sets out new duties for local authorities and partners, and new rights for service users and carers.

The [Care and Support Statutory Guidance](#) issued under the [Care Act 2014](#) replaced 'No Secrets' from April 2015.

The following safeguarding principles have been incorporated into the [Care Act 2014](#). These are:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

- **Prevention** – It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

- **Proportionality** – The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”

- **Protection** – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- **Accountability** – Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

Another key principle throughout the safeguarding arrangements is a personalised approach to safeguarding. This signals a major change in practice with a move to a person centred approach.

This supports empowering people to speak out and to make informed choices with support where necessary and is inseparable from quality of life and dignity. Therefore, the primary focus / point of decision-making must be as close as possible to the adult and they must be supported to make their own choices.

This recognises that in safeguarding situations the adult must be involved at the earliest opportunity (unless doing so would put them at greater risk of harm) and they must be kept involved throughout the process to ensure that safeguarding is more person centred and more outcome focused.

The Care Act 2014 has placed adult safeguarding and adult safeguarding boards on a statutory basis, with duties to co-operate over the supply of information and rights to access to advocacy.

[Section 42 of the Care Act](#) requires Local Authorities on behalf of adults who fit the criteria, to carry out Statutory Enquiries. Local authorities may also **cause others to do so**, on their behalf. There is also provision for Non Statutory Enquiries in the Act.

The Care Act 2014 has also created a duty of candour on providers in respect of failings in hospital and care settings with a new offence for providers of supplying false or misleading information, in the case of information they are legally obliged to provide.

2. Purpose or aim

This overarching policy is to assist staff to effectively meet their statutory duty to protect and safeguard adults (particularly those who are vulnerable) from the age of eighteen years old onwards, working using Think Family principles to assess and manage risk in families.

The policy describes the support, advice, policies, and guidance available to staff, both internally and externally, in the effective safeguarding of adults within their practice.

3. Scope

This policy applies to all staff (including bank and agency staff) and volunteers working with adults in Pioneer Healthcare Limited (PHL).

4. Definitions

The adult experiencing, or at risk of abuse or neglect is now referred to as the adult.

The purpose of safeguarding adults is to prevent, detect and manage the risk of abuse or neglect of an adult, particularly where there is an increased level of vulnerability (either permanent or transitory).

Safeguarding enquiries carried out on behalf of adults who fit the criteria outlined in [S42 of the Care Act](#) or Statutory Safeguarding Enquiry. Local authorities are required by law to carry out safeguarding enquiries for these individuals or **cause others to do so**. The criteria for a section

42 enquiry are met if the adult:

- has needs for care and support (whether or not 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.

Non Statutory Safeguarding Enquiries carried out on behalf of adults who do not fit the criteria outlined in Section 42 of the Care Act 2014 can be carried out by local authorities at their discretion or **cause others to do so** but are not required by law to carry out. These enquiries can relate to an adult who:

- is believed to be experiencing, or is at risk of, abuse or neglect, and;
- does not have care and support needs (but might have just support needs) i.e. carers .
Types of abuse include:
- Physical – including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
- Domestic abuse - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence
- Sexual – including rape, sexual assault, sexual acts carried out without the consent of the individual or where the individual was pressured into consenting
- Psychological – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks
- Financial or material – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment
- Discriminatory abuse – including racist, sexist, that based on a person's impairment, and other forms of harassment, slurs, or similar treatment
- Organisational – can include any of the above. This may range from one off incidents to on-going ill-treatment sometimes intentional, but often unintentional and resulting from a lack of knowledge. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation
- Neglect and acts of omission – includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding of the necessities of life, such as medication, adequate nutrition and heating
- Self-neglect – covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

In addition to the types of abuse, there are also a range of related issues that may lead to abuse or neglect of an adult. These include:

- Prevent
- Forced marriage
- Female genital mutilation
- Adult sexual exploitation
- Modern Slavery

Whilst there are specific pathways to manage these issues, where the person at risk meets the criteria for adult safeguarding, an adult safeguarding referral should always be considered.

Advice on managing these complex cases should be sought from the Adult Safeguarding Lead.

5. Policy description

This policy sets out internal and multi-agency arrangements to safeguard adults and sets out general principles, processes to safeguard adults, reporting and performance arrangements, defines the training requirements to safeguard adults, and varying local multi agency procedures to safeguard adults.

5.1 General principles that underpin joint working with adults at risk

All people have the right to live their lives free from violence, exploitation, and abuse; this is underpinned by the duty on public agencies to intervene proportionately to protect the rights of citizens under the Human Rights Act (HRA) 1998.

Absolute rights under the HRA 1998 include Article 2: The Right to Life and Article 3: Freedom from Torture (including humiliating and degrading treatment)

As long as it does not conflict with Articles 2 and 3, Article 8: The Right to Family Life is also important to safeguarding adults decisions in supporting the principle that all people have the right to live an independent lifestyle and to make choices, even if some of those choices involve a degree of risk.

Therefore all staff and volunteers must be aware that the right of all adults to be protected from abuse or neglect.

You should assume that people, have mental capacity to make decisions about their own well-being and safeguarding and wherever possible obtain informed consent to share information should be obtained from the person, unless if there is a high risk of serious harm to the individual or another adult or child. Where the person may lack capacity, a capacity assessment should be undertaken.

Any person making a report of abuse should be listened to, their information acted upon, and wherever appropriate they should be informed about the outcome.

People who are subject to safeguarding procedures have the right to be involved as fully as possible in all aspects of the process. People should be given relevant information, assisted to identify and negotiate what outcomes they want as well as influence the process that professionals follow throughout the safeguarding process.

People should also be informed of their rights to advocacy (including potential access to IMCA/ IMHA where relevant) to assist them in being actively involved in leading their own safeguarding assessments and planning.

Service users have the right to advice, support for human rights, protection of the law, access to the civil and criminal justice system, and access to independent translation services (not family), victim support services and advocacy services, in order to support their voice being heard in the adult safeguarding process.

PHL **and** the relevant local multi agency policies, procedures and guidance must be followed when a safeguarding adult at risk concern is identified and managed.

The [Association of Adults Social Services](#) provides a range of guidance in relation to Safeguarding Adults thresholds guidance.

5.2 Supporting practice to safeguard adults

Pioneer Healthcare Limited has an Adult Safeguarding Lead for providing support and advice to staff and volunteers on safeguarding adults (including advice on specific cases).

The Adult Safeguarding Lead for Pioneer Healthcare is John McMullan, j.mcmullan2@nhs.net

All safeguarding concerns must be recorded and records maintained as per the Records Keeping policy.

The organisation provides a range of guidance and tools to support staff in their roles, whether are raising a safeguarding concern, making enquires, or manager of a referral.

5.3 Pioneer Healthcare safeguarding adult responsibilities

PHL has the following responsibilities in relation to adult safeguarding:

- All areas
 - Identifying concerns
 - Raising concerns
 - Making referrals
 - Working in partnership with the Local Safeguarding Adult Board
- Depending on local arrangements and procedures
 - Making enquiries
 - Chairing safeguarding meetings
 - Taking minutes of safeguarding meetings

5.4 Adverse incident reporting of a safeguarding adult concern

In addition to the safeguarding adult referral forms and other safeguarding case documents, some safeguarding events must be reported as an adverse incident in line with the organisation's Incident Policy.

If there is an allegation that a member of staff or volunteer has caused harm to a vulnerable adult this must also be reported immediately to the Lead of Adult Safeguarding who will notify the Local Authority Designated Manager.

There are a range of adult safeguarding events that must be reported as an adverse incident using the organisation's electronic adverse incident reporting form.

The final grading of any of the following incident types will be determined in discussion with the Medical Director, but should be initially graded as red and reported within 24 hours:

- Any allegation of abuse of a vulnerable adult or any service user by a member of Pioneer staff
- Any failure by Pioneer staff to follow procedure or acceptable practice which may have resulted in significant harm to or the death of a vulnerable adult

Further detail on adverse incident reporting is available in the Pioneer Incident Reporting policy.

5.5 Working with multi agency partnerships

The multi-agency Local Safeguarding Adult Boards in South Yorkshire, North Derbyshire, North West are:

- Sheffield
- Rotherham
- Doncaster
- Barnsley
- Chesterfield

- Manchester
- Cheshire East

Additionally it can link with local boards in other areas where Pioneer Healthcare provides services. The relevant local Multi Agency Safeguarding Adult Policies and Procedures set out what Pioneer as an organisation, and its staff must do to safeguard adults in that area.

The Multi Agency Safeguarding Adult Procedures and local authority contact details (including out of hours details) are available on the relevant local authority safeguarding adult page.

Please note that when the concern relates to an adult who is out of their normal area, the alert should use the local procedures covering the area where the abuse took place not where the person currently resides.

Where you identify safeguarding adult issues in a family or home, you should always check if there are other adults or children in the family or home, and consider further safeguarding adults alerts or child protection referrals.

6. Roles and responsibilities

6.1 Medical Director

The Medical Director is the responsible Executive Director for adult safeguarding and reports to the Pioneer Board in this area of responsibility.

6.2 Chief Executive Officer

The Chief Executive Officer provides organisation wide strategic leadership to ensure PHL meets its obligations to safeguard children and adults, as well as compliance with mental Health legislation including Mental Capacity Act and the Deprivation of Liberty Safeguards.

6.3 Pioneer Executive Board

The Board has responsibility for leadership in ensuring that practice in the organisation ensures effective safeguarding of adults, working in collaboration with a variety of healthcare professionals and other agencies to develop systems and frameworks to improve services for service users. Their role is to ensure the organisation provides safe effective and well led services which safeguard the vulnerable, and to ensure effective reporting to the Commissioners and the Local Safeguarding Adult Boards on safeguarding performance, including reporting and assurance on all relevant standards.

They are responsible for providing leadership, support and expert advice on safeguarding adults with regard to the Care Act 2014, Mental Capacity Act and Deprivation of Liberty Safeguards, Modern Slavery, MAPPA and Prevent.

The Head of Adult Safeguarding is expected to give robust, consistent expert advice in partnership with other specialist senior colleagues. Reinforcing the need to deliver high quality safe services in line with legislation and best practise

6.4 Director of Operations

The Director of Operations (or their delegated safeguarding champion) are responsible for acting as a team reference resource on safeguarding issues, provision of required data, implementation of audits and relevant training planning, cascade of information, safe recruitment and workforce issues, and support and supervision to their team on safeguarding issues.

6.5 All staff working with children and families

All staff working with children and families are responsible for ensuring that their practice is compliant with the organisation policy to safeguard adults and safeguard children, use Think Family principles, the relevant risk assessment and management elements of the organisation, and that they adhere to the local safeguarding procedures, including the duty to report and escalate concerns.

6.6 All staff and volunteers

All staff and volunteers are responsible for ensuring that they understand and comply with the organisation and local policy and procedures to safeguard adults.

7. Training

The organisation's overarching policy for training is the Staff Training and Development Policy and this should be read in conjunction with this policy.

Additionally the Pioneer Training Matrix describes the minimum statutory, mandatory and required training for all staff groups in respect of safeguarding adults at risk.

The Training and Development Policy also describes the arrangements for training and how these arrangements are further supported by management supervision and appraisal processes.

The Head of Adult Safeguarding has agreed the training standard and training standards have been informed by national and statutory requirements, professional standards and national best practice. This also takes into full account the training strategies and standards of the local Safeguarding Adult Boards in setting standards for training.

The Adult Safeguarding lead participates in a programme of continuous professional development to ensure they remain up to date and keep abreast of developments in this field.

8. Monitoring or audit

Compliance with the policy will be monitored through a variety of different mechanisms, as follows.

An annual assurance report on safeguarding adults will be provided to the Board.

The Board will make an annual declaration in respect of safeguarding adult compliance as part of its declaration on compliance with Care Quality Commission's Essential standards of quality and safety including Regulation 13 (Safeguarding) and other relevant statutory standards in relation to safeguarding adults.

Periodically Commissioners, Local Safeguarding Adult's Boards, and Multi agency CQC inspections may audit the arrangements for adult safeguarding adults or adult safeguarding adult reviews.

The Head of Adult Safeguarding will review patient and staff experience data on a rolling quarterly basis to assess feedback on the success of the implementation in practice of this policy.

The Senior Operational team will maintain records of safeguarding adult training and follow up non- attendees.

At practice level, it is recognised that dealing with safeguarding adults issues may be emotionally upsetting for staff and volunteers involved. Managers must therefore ensure that when considering safeguarding adults issues are a core part of each individual's supervision arrangements, as well as ensuring best practice in safeguarding adults in that they ensure support is provided when necessary to the staff or volunteers involved.

Managers should provide debriefing if required after any particular distressing incident, and consider the use of Occupational Health in relation to work related distress caused safeguarding issues and incidents.

9. References

[A Decade of Serious Case Reviews, Hull Safeguarding Adults Board, July 2014.](#)
[Anti – Social Behaviour, Crime and Policing Act 2014 Care Act 2014](#) , HMSO, June 2014.

[Care and Support Statutory Guidance](#) issued under [Care Act 2014](#), Department of Health, 2014

[Care Programme Approach and Risk Policy](#)

[Criminal Justice and Courts Act 2015](#)

[Criminal Justice and Courts Act 2015 Statutory Guidance](#) issued under [Criminal Justice and Courts Act 2015](#), Ministry of Justice, 2015

[Equalities Act 2010](#)

[Female Genital Mutilation Act 2003](#)

[Human Rights Act 1998](#) placed a positive duty on public bodies to act in compliance with the 1950 European Convention on Human Rights

[HM Government national guidance on FMG](#)

[HM Government: The Right to Choose: Multi-agency statutory guidance for dealing with forced marriage](#)

[Making Safeguarding Personal 2013/14](#), LGA and the Association of Directors of Social Services

[Mental Capacity Act 2005 including Deprivation of Liberty Safeguards Policy](#)

[MCA Code of Practice.](#)

[Modern Day Slavery Act 2015](#)

[SCIE: Think child, think parent, think family](#)

[National Competence Framework for Safeguarding Adults](#) , Bournemouth University (2010)

[Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work](#) , The Association of Directors of Social Services (2005)

[Safeguarding Adults and Domestic Abuse](#)

[Social Care Institute for Excellence has produced a variety of resources to support the introduction of the Care Act 2014](#)

[South West Safeguarding Adults Thresholds Guidance](#) (2011), The Association of Directors of Social Services

Other statutes relating to the this area of work, include the [Domestic Violence, Crime and Victims Act 2004](#), the [Sexual Offences Act 2003](#), the [Disability, Discrimination Act 1998](#) and the [Public Interest Disclosure Act 1998](#).

Care and Support statutory Guidance July 2025 <https://www.gov.uk/government/publications/care-act-statutory-guidance/>

[Domestic Abuse Act 2021 \[ww.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-abuse-bill-2020-overarching-factsheet\]\(https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-abuse-bill-2020-overarching-factsheet\)](https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-abuse-bill-2020-overarching-factsheet)

Mental Capacity Act Code of Practice

<https://assets.publishing.service.gov.uk/media/5f6cc6138fa8f541f6763295/Mental-capacity-act-code-of-practice.pdf>

10. Associated and Related Procedural Documents:

[Safeguarding Children Policy](#)

[Privacy & Dignity Policy](#)

[Prevent Strategy Policy](#)

[Sheffield City Council reporting of safeguarding concern form](#)

Provider Flowchart- Alerter/first person dealing with situation



