

# Safeguarding Adults Policy



## 1. Purpose

This policy outlines how disAbility Cornwall & Isles of Scilly protects adults at risk, in line with the Care Act 2014. It applies to all staff, volunteers, and directors.

## 2. Scope

This policy applies to adults aged 18 and over who:

- Have care and support needs (regardless of whether those needs are met),
- Are experiencing or at risk of abuse or neglect, and
- Cannot protect themselves from harm.

In addition, disAbility Cornwall & the Isles of Scilly recognises its duty to support individual employer clients to follow safeguarding processes where they are unable to do so independently.

The organisation ensures that any subcontractors or partners engaged in service delivery have safeguarding arrangements in place that meet equivalent standards or adopt this organisation's safeguarding policies for the duration of their work.

## 3. Safeguarding Principles

We follow six core principles:

- **Empowerment** – Choice and control
- **Prevention** – Stop harm before it happens
- **Proportionality** – The least intrusive response
- **Protection** – Help for those most at risk
- **Partnership** – Working together
- **Accountability** – Clear roles and actions

All safeguarding decisions should reflect these principles in practice.

## 4. Types of Abuse

These are defined by the Care Act 2014.

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological/emotional abuse
- Financial or material abuse
- Modern slavery

- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission
- Self-neglect
- Cyber or online abuse
- Forced marriage
- Honour-based abuse/violence
- Female Genital Mutilation (FGM)
- Radicalisation and extremism

## 5. Spotting Abuse and Keeping People Safe

We all have a role in keeping people safe.

Staff receive regular (at least annual) training in safeguarding and PREVENT to help recognise when something might not be right.

These signs don't always mean abuse is happening, but they are a reason to check in, be curious, and take concerns seriously.

Sometimes concerns come from what someone says, does, or even what they don't say.

If something doesn't feel right, don't ignore it. Speak to your line manager or designated safeguarding lead, they are there to help you decide what to do next.

## 6. Responsibilities

All staff will maintain safeguarding training appropriate to their role. Frontline staff are required to complete Level 2 training, and Designated Safeguarding Leads are required to complete Level 3 training.

### Staff/Volunteers

- All staff and volunteers are required to read and understand safeguarding policies, procedures, and the Code of Conduct as part of induction.  
Records are maintained to evidence that policies have been issued, read, and understood.
- Must raise concerns immediately to their manager
- Must record concerns the same day.
- Must follow instructions from their Manager and a Designated Safeguarding Lead.

- Must complete the internal template and gain consent from the line manager prior to submitting.
- Raise safeguarding via the Cornwall Council Safeguarding portal or relevant pathway.
- Provide progress updates for the referral to the Manager.

### **Managers**

- Must support staff to raise concerns.
- Ensure safeguarding records are accurate and completed.
- Ensure staff understand how to escalate urgent issues.
- Must report all Safeguarding concerns to a Designated Safeguarding Lead.
- Provide progress updates for the referral to the Designated Safeguarding Lead.
- Safeguarding is embedded within regular supervision. Managers provide oversight, guidance, and reflective discussion to ensure staff are confident and competent in identifying and responding to safeguarding concerns.

### **DSL's**

- Lead decision making on referrals.
- Liaise with Cornwall Council Safeguarding Team when appropriate.
- Oversee record keeping and evidence.
- Provide advice to staff on next steps.
- Authorise a DBS or PIPoT referral where required.

### **Governance & Compliance Officer**

- Works with DSLs and managers to ensure safeguarding records meet required standards.
- Provides oversight of safeguarding record keeping and evidence management across the charity.
- Ensures the organisation's safeguarding recording practices comply with internal policies, legal obligations, and data protection requirements.

### **CEO**

- Holds ultimate accountability for safeguarding within the organisation.

## **7. Reporting & Records**

- Concerns must be recorded even if the adult does not give consent, when there is risk of harm.
- Records must be factual, timely and stored securely within the CRM system.

All concerns must be logged in:

- The relevant client case system (service-specific)

Each report must include:

- Date and time
- Name and details of the adult at risk
- Facts only (no opinions)
- Actions taken
- Who received the disclosure

## 8. Safeguarding Process

1. See flowchart (Appendix 1). Steps:
2. Call 999 if someone is in immediate danger
3. Raise concern to your line manager
4. Manager inform DSL and discussion on next steps
5. Record in CRM system.
6. Refer to Cornwall Council (online form) if appropriate
7. Refer to DBS/PIPoT if required

## 9. Confidentiality and Consent

Information may be shared without consent if someone is at risk of serious harm, if a crime may have occurred, or if required by law. Consent is sought unless the risk is urgent or legal grounds override it.

## 10. People in Positions of Trust (PIPoT)

If there is a concern about how a staff member, volunteer, or professional has behaved, this must be taken seriously.

A PIPoT referral should be made if they may have caused harm, could pose a risk to others, or may not be suitable to work with people accessing need care and support.

If you are not sure whether this applies, speak to your manager or DSL. They can seek advice from the Cornwall PiPoT Manager.

Please also refer to [pipot\\_protocol\\_v3\\_final\\_october\\_2025.pdf](#) for more information.

## 11. DBS Referrals

A DBS referral must be made if someone is:

- Removed from regulated work due to a concern, and

- Has harmed or may harm an adult at risk

Please refer to the [DBS flowchart](#) guidance.

If you are unsure, speak to your manager or DSL. They can seek advice from the Regional DBS Manager for the South West.

## 12. Data Protection

Records are confidential, stored securely, and kept for 25 years, in line with our Data Retention Policy.

## 13. Contacts

- **Adult Safeguarding Triage:** 01872 326433
- **Cornwall ASC:** 0300 1234 131 / OOH: 01208 251300
- **IoS ASC:** 0300 1234 105 / OOH: 01720 422699

Osham Harrison, PIPOT Manager, Cornwall Council, [osham.harrison@cornwall.gov.uk](mailto:osham.harrison@cornwall.gov.uk)

Mel Berry, Regional DBS Manager for Cornwall, [mel.berry2@dbs.gov.uk](mailto:mel.berry2@dbs.gov.uk)

**Contacts to the Safeguarding Teams above for advice and guidance must be documented in the relevant CRM systems.**

- **DSLs:**
  - *Theresa Court* – [theresa@disabilitycornwall.org.uk](mailto:theresa@disabilitycornwall.org.uk)
  - *Romy Johnson* – [romy@disabilitycornwall.org.uk](mailto:romy@disabilitycornwall.org.uk)

## 14. Safer Recruitment and DBS Checks

disAbility Cornwall & the Isles of Scilly follows safer recruitment practices. All staff and volunteers are recruited in line with our Recruitment and Selection Policy. This includes appropriate pre-employment checks.

DBS checks are carried out where roles are eligible. The organisation does not carry out regulated activity. However, if a role meets the criteria, the appropriate level of DBS check will be completed in line with current legislation.

Roles are reviewed regularly to make sure the correct level of checks is applied.

Risk assessments are completed where needed. Staff do not carry out duties beyond their level of clearance.



## 15. Associated Policies

This policy links to:

- Recruitment and Selection Policy
- Data Protection & Confidentiality Policy
- Equality, Diversity & Inclusion Policy
- Whistleblowing Policy
- Code of Conduct
- Volunteer Policy

Staff and volunteers are encouraged to raise concerns about poor practice or safeguarding issues through the organisation’s Whistleblowing Policy, without fear of reprisal.

## 16. Appendices

- Appendix 1: Safeguarding Flowchart
- Appendix 2: Completing a Safeguarding Concern/Alert (documentation process)

## 17. Monitoring

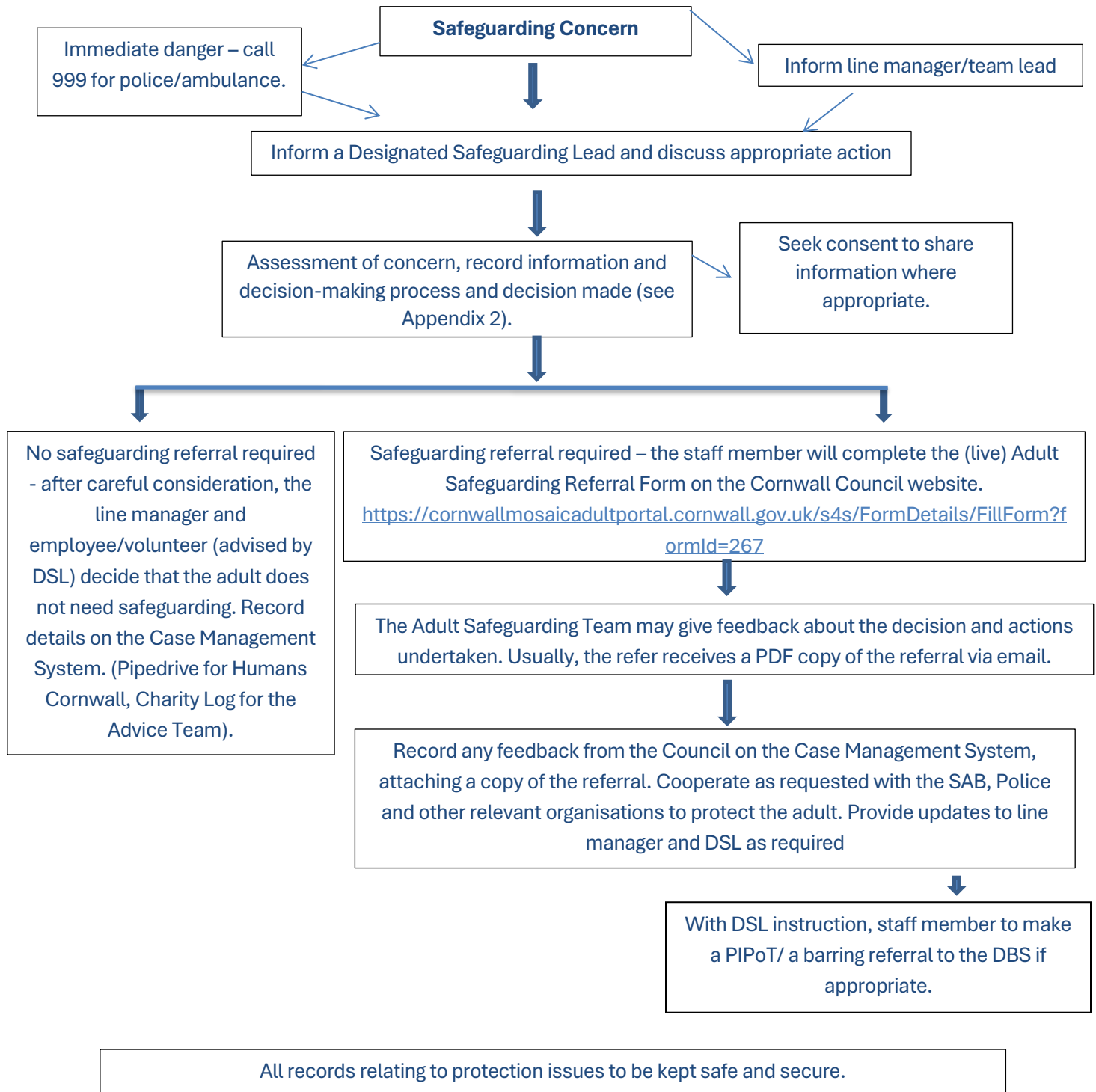
The Designated Safeguarding Lead’s and Governance & Compliance Officer review this policy annually. Revisions are approved by the CEO and shared with all staff, who also complete bi-annual refresher training.

## 18. Equality and Human Rights Statement

This policy has been reviewed for its impact on equality and human rights. It supports our organisational commitment to inclusion, diversity, and fairness for all employees and stakeholders.

Document Control				
Version	Date	Review Due	Author/s	Approved by
V2	April 2026	April 2027	Designated Safeguarding Leads (DSL) Governance & Compliance Officer	

## Appendix 1 - Safeguarding Adults Process



## Appendix 2

### Safeguarding Concern / Alert:

#### The Advice Services Team including Dementia Together

Charity Log must be updated for all safeguarding concerns.

If you have a Safeguarding concern:

1. Follow the flow chart
2. In Charity Log on the clients 'Personal Details' Page enter SG in the 'Victim of Crime' field, then after completing your case notes and all the required sections for case recording.
3. Attach the safeguarding alert PDF form that the council will send you (as the referrer) to the clients board.

## Humans Cornwall

### Documentation

Pipedrive must be updated for all safeguarding concerns.

If you have a Safeguarding concern:

1. Follow the flow chart
2. Document concerns on the clients board, this includes:
  - Updating the 'Risks and Safeguardings' field
  - Using the management discussion activity to track all decision making between Managers and DSLs
  - Ensure 'Raised a Safeguarding' is documented as a client outcome
  - Attach the safeguarding alert PDF form that the council will send you (as the referrer) to the clients board.

**All actions around safeguarding referrals and concerns must be documented.**