Safeguarding Adults Policy

Summary

Jigsaw4u recognises that the welfare of adults at risk is paramount and that they have equal rights of protection.

Jigsaw4u will:

- Treat all adults at risk with respect and celebrate their achievements
- Carefully recruit and select all staff whether paid or unpaid
- Respond to concerns and allegations appropriately
- Be guided by, where applicable, the recommendations of the Making Safeguarding Personal (MSP) toolkit

When there are concerns about the welfare of any adult at risk all responsible adults in the organisation are expected to share those concerns with the DSL.

Designated Safeguarding Lead and Trustee Lead

The Jigsaw4u Designated Safeguarding Lead (DSL) for Adult Safeguarding is:

Name: Sharon McCann

Contact details: 020 8687 1384

If the DSL is not available due to annual leave or illness, Josh Dearden-Howell and/or Mona Ahmed will deputise as required.

The Jigsaw4u Trustee with responsibility for Safeguarding is:

Name: Charlene Williams

Contact details: 07842 601 235

The DSL is responsible for:

- Monitoring and recording concerns
- Making referrals to social care services without delay
- Liaison with other agencies
- Arranging training for all staff

Their role is also to oversee and ensure that the Jigsaw4u adult safeguarding policy is fully implemented. These details will be made available to all responsible adults, adults at risk and parents/carers by training, staff handbook, information in staff areas and induction information. This includes ensuring they and all staff receive adult safeguarding training as appropriate. The deputy should be available to support or cover for the DSL. They will also handle any complaints or allegations against the DSL if appropriate.

Confidentiality

In cases of disclosure of abuse by adults at risk, parents or carers, Jigsaw4u is obliged to share the information and will refer our concerns to social care services and/or the police in an emergency.

Staff Allegations

Concerns about the behaviour of adults in the organisation will be referred without delay to the DSL who will contact social care services, or the police, if a crime may have been committed. In the rare situations that the concerns are about the DSL it is important to refer to the Trustee Lead. This may not be appropriate, in which case any member may personally refer direct to the Local Authority Designated Adult Safeguarding Manager (or local equivalent) who will liaise with social care services, or the police, if a crime may have been committed.

Any member of staff, volunteer or contractor may raise safeguarding concerns through Jigsaw4u's Whistleblowing Policy where they feel unable to raise concerns through normal management channels.

Adult Safeguarding Policy

The legal definition of the term "adult at risk" refers to any person aged 18 years and over 16 in the UK who:

- Has needs for care and support and

a. is experiencing, or is at risk of, abuse and neglect and
b. as a result of those care needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

This could include people with mental health issues, physical, sensory or learning disabilities, medical conditions, dementia, brain injury, those who are elderly and frail and also those who are family carers.

Safeguarding concerns arise when an adult who has care and support needs and is, or is at risk of, being abused or neglected and unable to protect them self against the abuse or neglect or risk of it because of those needs.

Care and Support Statutory Guidance Issued under the Care Act 2014

Government guidance is clear that all organisations working with adults at risk, families, parents and carers have responsibilities. It is important to remember that adults at risk can also abuse and that such incidents fall into the remit of this policy.

The Care Act 2014 has six key principles which should inform the way in which all of the workforce should work with adults. They are:

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership
6. Accountability

Making Safeguarding Personal

Jigsaw4u adopts the principles of Making Safeguarding Personal (MSP). Safeguarding activity should be person-centred and outcome-focused, ensuring that adults are involved in decisions affecting them wherever possible and that their views, wishes, feelings and desired outcomes are considered throughout the safeguarding process. Staff should seek to balance the adult's right to make decisions with the organisation's duty to prevent harm and protect others.

Recognising Abuse

The Care and Support Statutory Guidance Issued under the Care Act 2014 outlines how abuse may take many forms and how individual circumstances should be considered. Exploitation is a particular theme in the following list of abuse:

- Physical
- Domestic abuse, including physical, emotional, psychological, sexual, economic, coercive or controlling behaviour, technology-facilitated abuse and so-called "honour"-based abuse.
- Sexual
- Psychological
- Financial or material abuse
- Modern slavery
- Discriminatory
- Organisational
- Neglect and acts of omission
- Self-neglect
- Criminal exploitation, including county lines activity
- Cuckooing (where a person's home is taken over and used by others for criminal purposes)
- Online and technology-facilitated exploitation

Staff should remain alert to online harms, cyber-enabled abuse, online fraud, romance scams, coercive online relationships and the misuse of social media or digital technology to exploit adults at risk.

Jigsaw4u recognises that self-neglect may include neglect of personal hygiene, health, nutrition, medical needs or living conditions, including hoarding behaviours. Whilst adults with capacity have the right to make unwise decisions, staff should seek safeguarding advice where self-neglect may place an individual or others at significant risk of harm.

Jigsaw4u also recognises that homelessness, insecure housing and rough sleeping may increase vulnerability to abuse, neglect, exploitation and self-neglect and should be considered as potential safeguarding factors.

Mental Capacity

Jigsaw4u fully recognises and upholds the five key principles of the Mental Capacity Act 2005 in all aspects of its work by:

- Presuming each adult at risk has capacity
- Supporting individuals to make their own decisions
- Recognising the right for individuals to make their own decisions, even if they may seem eccentric
- Making sure what the Jigsaw4u does for adults at risk (without capacity) is in their best interests

- Making sure that anything Jigsaw4u does is the least restrictive action for the individual

Jigsaw4u will remain alert to deprivation of liberty considerations and seek specialist advice where restrictions may affect an individual's liberty or freedom of movement.

Treating Adults with Respect

Jigsaw4u endeavours to treat all adults at risk with respect, regardless of ability or culture.

Rigorous Recruitment

Jigsaw4u is guided by safer recruitment guidelines for all staff, paid or unpaid.

Jigsaw4u always takes up a minimum of two written references and insists that any appointment, where staff have direct and/or unsupervised access to adults at risk, will only be confirmed subject to a satisfactory Disclosure and Barring (DBS) check and a check against the Barred Adults List, where eligible.

At interview Jigsaw4u has sound procedures and recording to ensure it is satisfied, and can evidence that the applicant is appropriate and suitable.

Induction and Training

In line with safer recruitment good practice, Jigsaw4u has a clear induction and training strategy detailing clear job descriptions and responsibilities and all relevant procedures.

All new staff sign to record they have received and read the adult safeguarding policy.

Data Protection and Confidentiality

Jigsaw4u processes safeguarding information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and relevant information-sharing legislation and guidance.

Jigsaw4u has a Data Protection & Privacy policy, which is available to all adults, children, parents and carers via our website (www.jigsaw4u.org.uk). Staff are

trained on Data Protection Act requirements and the Jigsaw4u Data Protection Policy is included in the staff handbook and in induction information.

Jigsaw4u fully endorses the principle that the welfare of adults at risk overrides any obligations of confidence it may hold to others. Individual cases will only be shared or discussed on a 'need to know' basis.

Disclosures

A disclosure may be communicated verbally or through behaviour by an adult at risk, or another adult in the organisation and it is important for everyone to remember the following:

If you are concerned about an adult at risk it is important that this information is communicated to the DSL or deputy for safeguarding.

You may become aware of suspected or likely abuse by:

- Your own observations and concerns
- Being told by another person that they have concerns about an adult at risk
- The adult at risk tells you
- The abuser tells you

Also remember that you may not always be working directly with the adult at risk but become concerned because of difficulties experienced by other adults, for example:

- Domestic Abuse incidents
- Mental Health issues
- Substance and Alcohol Abuse Incidents

Remember:

- Do not delay
- Do not investigate
- Seek advice from the DSL or deputy for safeguarding
- Make careful recording of anything you observe or are told

Responding to Concerns

Jigsaw4u ensures and emphasises that everyone in the organisation understands and knows how to share any concerns immediately with the DSL. This is done by staff training/information in staff areas/staff handbook/ induction information. Everyone including the DSL will deal with concerns using the following:

Remember : Consultation should not delay a referral. In an emergency dial 999

IF

You are worried that a vulnerable adult has been abused because:

- You have seen something
- A vulnerable adult says they have been abused
- Somebody else has told you they are concerned
- There has been an allegation against a member of staff
- There has been an anonymous allegation
- An adult has disclosed they are abusing a vulnerable

THEN

Make a careful record of what you observe or are told

Talk to the Designated Safeguarding Lead (DSL) for your organisation promptly.

Use the Jigsaw4u Safeguarding Adults Policy to identify who this is if you do not already know

THE DSL

Should refer the concern to Social Care Services and/or the police (in an emergency) and follow up in writing as soon as possible. (if the allegations are against a person with a "duty of care" the Adult Safeguarding Manager/Board will co-ordinate the next procedural steps).

Complaints/Disciplinary and Grievance Procedures

Jigsaw4u has clear policies about handling allegations, dealing with complaints and its own disciplinary and grievance procedures.

Jigsaw4u is mindful that these procedures may confuse people on the next appropriate steps to take. Jigsaw4u is clear that, in any case where a complaint has been made with regards to any inappropriate or poor practice, it will discuss the situation with the local authority Adult Safeguarding Manager and/or social care services before making an open decision about the best way forward.

It is the responsibility of the DSL to ensure that these procedures are rigorously adhered to. In the case that the DSL is implicated, the deputy should be informed. In the exceptional circumstances that both are involved, it is the duty of the person concerned to contact social care services direct, or the police if a crime has, or may have been, committed.

Social care services will manage any investigations, overseen by the local Designated Adult Safeguarding Manager (or local equivalent) in accordance with local Safeguarding Adults Board procedures. These are available on the local Safeguarding Adults Board website.

With regards to disciplinary and grievance procedures, Jigsaw4u is very clear that it will take no steps until it has fully discussed and agreed a strategy with the Designated Adult Safeguarding Manager, social care services and/or the police. Any investigation will override the need to implement any such procedures.

Record Keeping

All records will be kept securely. Only the DSL and/or those with authority to do so will have access and records will only be kept as long as necessary.

Normally these records will be passed to social care services when there is a concern and the DSL deems it appropriate to do so. All records will be written by the person with the concern. Recording should be prompt, accurate, factual and non-judgmental using the approved secure system.

It is helpful to record any known details of the adult at risk(s) involved e.g. name, address, date of birth etc.

Policy prepared by: Josh Dearden-Howell

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Next review date: 30/11/2028

Signed: Emanuele Bormida **Date:** 03/11/2026

Name: **Emanuele Bormida** (Chair, Board of Trustees)

Signed:  **Date:** 03/11/2026

Name: **Josh Dearden-Howell** (Acting Chief Executive Officer)