



## Safeguarding Policy for Adults

Updated July 2025

Review July 2026

NISABA is a Charitable Incorporated Organisation (CIO) working towards the prevention and relief of poverty amongst refugees, people seeking asylum, socially or economically disadvantaged persons.

NISABA believes in protecting an adult's right to live in safety, free from abuse and neglect. This policy applies to anyone working on behalf of NISABA, including the board of trustees and volunteers who have direct contact with beneficiaries who are people aged 18 years and over ("**adults**"). Staff must comply with NISABA's safeguarding policy and be aware of the relevant procedures in place if a concern is raised.

### Purpose and scope of this policy statement

This policy demonstrates NISABA's commitment to safeguarding adults at risk in line with national legislation and relevant local guidelines in England. The purpose of this policy is to ensure everyone involved in NISABA is aware of:

- the legislation, policy and procedures for safeguarding adults;
- their role and responsibility for safeguarding adults; and
- what to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult.

### Legal framework

The practices and procedures within this policy are based on relevant legislation and guidance including but not limited to:

- the Human Rights Act 1998;
- the Data Protection Act 2018;
- General Data Protection Regulations 2018;
- the Care Act 2014;
- the Care and Support statutory Guidance 2014; and
- England and Wales - Mental Capacity Act 2005.



## Safeguarding Definition

Safeguarding means protecting the physical and mental health, wellbeing and human rights of adults. In its commitment to safeguarding adults at risk, NISABA is guided by the six key principles of the Care Act 2014.

- Empowerment - People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

NISABA will look to these principles of The Care Act 2014.

## Adults at risk

An adult at risk is an individual aged 18 years and over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs);
- 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.

This may include a person who:

- has a mental illness, including dementia;
- has a physical or sensory disability;
- has a learning disability;
- has a severe physical illness;
- is misusing substances; and
- is experiencing homelessness.



## Types of Abuse and Harm

Abuse is a violation of an individual's human and civil rights by another person or persons. The Care Act 2014 any or all of the following 10 types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance, that can lead to a safeguarding enquiry.

- **Physical abuse:** This includes hitting, slapping, pushing, kicking, misuse of medication, restraint and inappropriate sanctions.
- **Sexual abuse:** This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Emotional/psychological/mental abuse:** This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation and withdrawal from services or supportive networks.
- **Neglect and acts of omission:** This includes ignoring medical or physical care needs, failing to provide access to appropriate health social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Financial or material abuse:** This includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, and the misuse or misappropriation of property, possessions or benefits.
- **Discriminatory abuse:** Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics set out in the Equality Act 2010.
- **Organisational/institutional abuse:** This includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home.
- **Self-neglect:** This covers a wide range of behaviour including but not limited to, neglecting to care for one's personal hygiene, health or surroundings, including behaviour such as hoarding.
- **Domestic abuse:** This includes psychological, physical, sexual, financial and emotional abuse perpetrated by anyone within a person's family. This also includes coercive control.
- **Modern slavery:** This encompasses slavery, human trafficking, forced labour and domestic servitude.

## Person Centred Safeguarding

This concept means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.



If someone has difficulty making their views and wishes known, they can be supported or represented by an advocate. This might be a safe friend or family member of their choice or a professional advocate (usually from a third sector organisation).

NISABA follows person-centred safeguarding by following the principles set out in the Care Act 2014, which are listed under “Safeguarding Definition” above.

## Roles and Responsibilities

All trustees, staff and volunteers have a responsibility to:

- follow policy guidance and raise any welfare concerns of adults who are staff, trustees, volunteers or beneficiaries to the named safeguarding lead whilst maintaining confidentiality;
- promote good practice by being an excellent role model;
- contribute to discussions about safeguarding and to positively involve people in developing safe practices; and
- always maintain professional boundaries.

The safeguarding lead has a responsibility to:

- ensure the safeguarding policy is reviewed annually, with recommendations to the board;
- ensure safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of the risk management processes;
- keep up to date with the law and guidance on safeguarding;
- ensure all staff and volunteers (paid or unpaid) have adequate access to resources and relevant information and are aware of how to report a concern;
- respond to safeguarding concerns in an appropriate and efficient way; and
- ensure that all relevant checks including DBS are carried out in recruiting staff and volunteers.

The trustees of NISABA have a responsibility to:

- Create a culture of respect, in which everyone feel safe and able to speak up.
- Lead the organisation in way that makes everyone feels safe and able to speak up.
- Liaise with and monitoring the work of the safeguarding lead.
- Listen and engage with beneficiaries, staff, volunteers and others, and generally involve them as appropriate.
- Plan programmes/activities to take into account potential safeguarding risks, to ensure these are adequately mitigated.



- Ensure concerns are properly investigated effectively, fairly and sensitively, and any need to report to the police/statutory authorities is carried out.
- Ensure personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.

## What to do with a safeguarding concern

Everyone is expected to follow the **5 R's of safeguarding**:

1. **Recognise**
2. **Respond**
3. **Report**
4. **Record**
5. **Refer**

### Recognise

It is important all staff and volunteers are able to recognise signs of abuse and neglect. Whilst some individuals may directly disclose their experience, other indicators may include but are not limited to:

- unexplained bruises or injuries, or a lack of medical attention when an injury is present;
- a fear of a particular group of people or individual;
- self-harm; and
- significant changes in physical appearance, behaviour or confidence.

### Respond

When responding to an individual or group disclosing abuse or neglect they have experienced, it is important to:

- Listen patiently to gain an understanding of what has happened and what the individual would like to happen. Ensure you allow the adult to continue at their own pace.
- Remain calm and always make sure the person speaking up feels like they are being listened to and supported.
- Avoid asking probing questions or conducting a mini-investigation.
- Seek consent from the individual or group to report the concern to the safeguarding lead.
- Reassure the individual that information will only be passed on to others on a limited "need to know" basis, with as few people as possible knowing their identity.
- Not make unrealistic promises.
- Explain to the adult what you would like to do next, pending their wishes and consent.



- Write a clear, factual statement of what you have been told, seen or heard and forward this to the safeguarding lead.

If the individual refuses to give consent for you to report the concern, consider whether they 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 keep a written record of your decision and the reasons for this.

**If the individual requires immediate protection from harm, contact the police on 999 and/or Adult Social Care.**

### **Report**

- Any staff, trustee or volunteer who becomes aware that an adult is at risk of being abused or neglected must raise the matter immediately with the safeguarding lead and fill the safeguarding report form below.

### **Record**

- Clear, factual recording of information may assist incidents of abuse that are isolated or part of a larger pattern.
- After reporting to the safeguarding lead, the reporter should complete the safeguarding report form attached to this policy, dated and signed and forward to the safeguarding lead.
- A log of all safeguarding reports should be retained by the safeguarding lead.
- The safeguarding lead must keep records about safeguarding concerns confidential and in a location where unauthorised individuals cannot gain access.

### **Refer**

In making a decision about whether to make a referral, the safeguarding lead should take into account:

- the adult's wishes and preferred outcome;
- whether the adult has the 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; and
- whether a crime has been committed.

### **For advice please speak to:**

- The police (if a crime has been committed).
- Named safeguarding lead.
- Adult Social Care.
- Relevant regulatory bodies such as; The Charity Commission, Care Quality Commission.



- Family or relatives as per guidance from Adult Social Care.

When following the 5 R's of safeguarding it is important not to:

- Dismiss or ignore a concern.
- Panic.
- Make negative assumptions about any involved party.
- Promise to keep information secret.
- Make promises that cannot be kept.
- Probe for more information.
- Tell other individuals.
- Conduct a personal investigation.
- Take sole responsibility.
- Confront any involved parties.

## Confidentiality

NISABA expects all staff, volunteers, trustees to maintain confidentiality at all times. Information will be gathered, recorded and stored in accordance with the Data Protection Act 2018.

## Recruitment

NISABA is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks, reduce the risk of exposing adults at risk to people unsuitable to work with them.

## Training

The safeguarding lead will ensure an appropriate level of safeguarding training is available to its staff, volunteers and trustees when required.

All individuals working or volunteering with adults at risk must as a minimum have awareness training that enables them to:

- understand what safeguarding is and what role they play;
- recognise an adult potentially in need of safeguarding and take action;
- understand how to report a safeguarding concern; and
- understand the importance of dignity and respect when working with individuals.



### **Policy review**

This policy should be reviewed by the safeguarding lead annually and when there are changes in legislation.

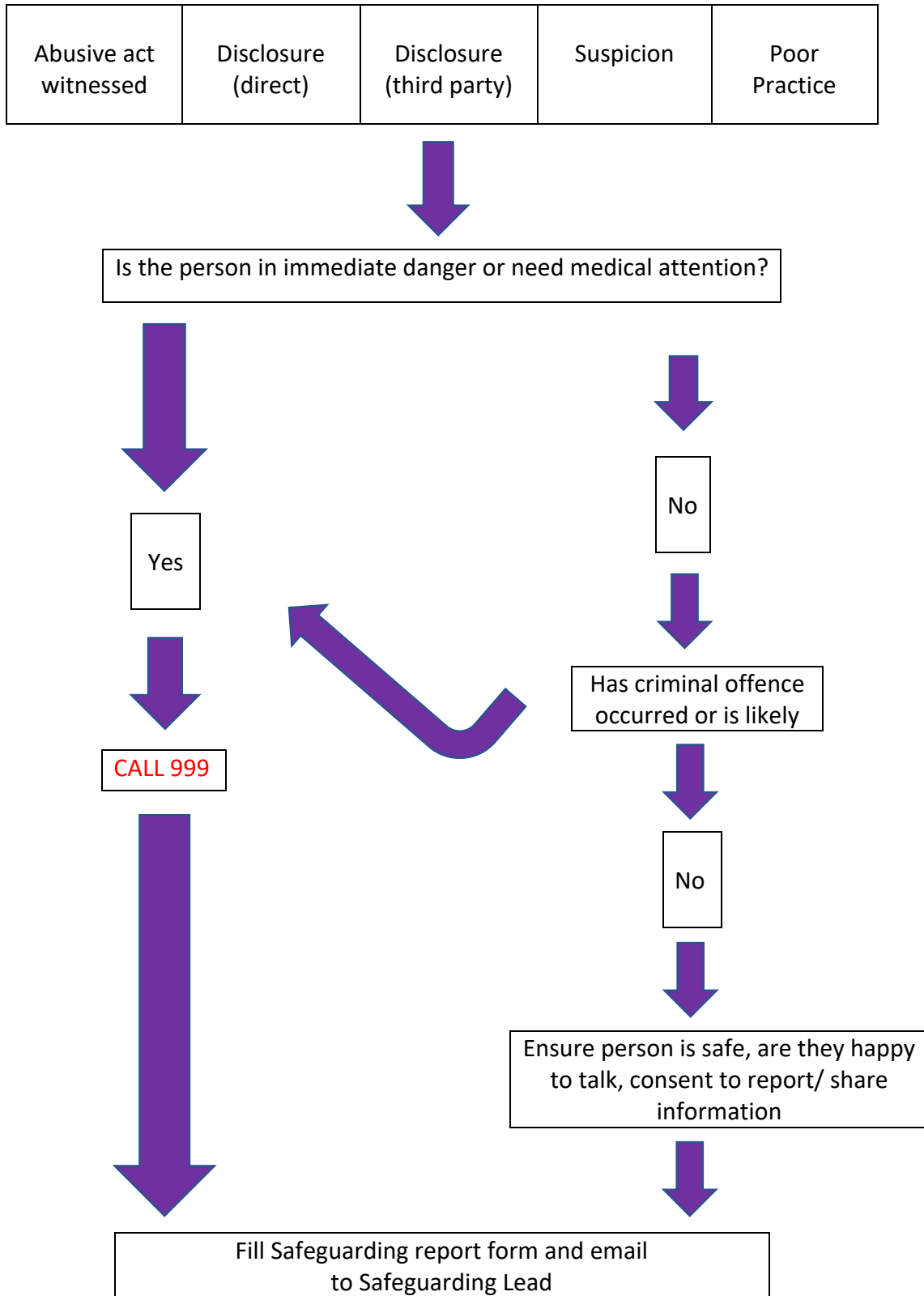
### **Contact details**

#### **Nominated safeguarding lead**

Name: Firdowsa Afdal

Phone/email: 07935587164 / [firdowsa@nisaba.org.uk](mailto:firdowsa@nisaba.org.uk)

## SAFEGUARDING FLOW CHART





## Safeguarding Report Form

Date:	
Name of person reporting:	
Contact telephone & email:	
Position:	

Name of adult at risk:	
Contact telephone:	
Date & time of allegation:	
Other description/position of adult at risk:	

**Are you reporting:**

(please tick)

<b>A disclosure made directly to you by the individual</b>	
<b>A disclosure or suspicion from a third party</b>	
<b>Your own concern</b>	

**Details of report:** *Please state exactly what occurred that lead you to report a concern containing only factual statements that are not subjective*

**Action (if any) taken so far:** *Please record the rationale for any actions taken*

*Please include contact/name of other organisation involved.*



<b>Signed:</b>	<b>Date:</b>
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