



POLICY STATEMENT ON SAFEGUARDING ADULTS AT RISK 2025

Context

The APCMH is committed to providing a safe and supported environment to service users.

This organisation fully adopts the Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse. The organisation acknowledges that this will provide greater consistency in practice across the London region.

This Policy sets out how to monitor record and escalate any concerns that staff may have or receive about the welfare and safety of service users, carers, volunteers and staff.

We believe at APCMH that safeguarding adults is everyone's responsibility.

Aim

The aim of this policy is to outline how as a member of staff or volunteer, you should alert both internal and external agencies and report what you have heard, seen, suspect or been told.

This Policy is an essential resource that all staff and volunteers need to be aware of and fully understand during their day to day involvement with service users and carers.

Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse

In London, as elsewhere, the main statutory agencies – local councils, the police and NHS organisations – need to work together both to promote safer communities to prevent harm and abuse and also to deal well with suspected or actual cases of abuse. That is why they have come together to produce the document on Protecting adults at risk: London multi-agency policy and procedures. It is our firm belief that adults at risk are best protected when procedures between statutory and voluntary agencies are consistent across London.

Protecting adults at risk

Protecting adults at risk represents the commitment of organisations in Greater London to work together to safeguard adults at risk. The procedures aim to make sure that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005.

Summary of Adult Abuse

Abuse is a violation on an individual's human and civil rights by a person or persons.

The following types of abuse that are listed are recognised within the Protecting adults at risk: London multi-agency policy and procedures:

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Sexual abuse – including 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.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including 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, 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.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. 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 – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Adults at risk – Safeguarding Procedure

You are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty to report any concerns to the organisations alerting manager and support them in taking action where required. In line with the pan London Adult Safeguarding Policy the organisations alerting manager is the person tasked with making referrals to the local authority.

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place, you should:

Record the allegation clearly and accurately and

notify the organisations alerting manager who is Deborah Wilson on 0208654 4010 or admin@croydon-apcmh.co.uk

In situations in which the alerting manager cannot be contacted all staff and volunteers should ring the Croydon adult abuse reporting line of 020 8760 5697.

Responding to reports of abuse

Receiving a report – Alerting Managers Response

- The alerting manager may become aware of suspected abuse in the following ways:
- by receiving an allegation directly from the adult at risk,
- by receiving an allegation from someone who is not the adult at risk,
- by receiving a report from outside agencies or other activities the adult at risk may be involved with,
- developing a strong suspicion based on your own observations or experience.

You should record any report or suspicion on the 'Abuse Recording Form', making clear notes of the case (dates, times, details of incident). If you are receiving the report from a third party, you should make them aware that you have a duty to share this information with the relevant statutory agency.

As soon as you have recorded the details of the case, you should: notify the relevant statutory agency which within Croydon is the Department of Adult Services, Housing and Health – DASHH.

Principles underpinning the safeguarding work of the organisation:

- Partnership Working – APCMH is committed to working with other organisations and agencies to safeguard adults at risk from abuse.
- Prevention – At APCMH all of our work is aimed at preventing abuse occurring in the first place rather than reacting to abuse after it has happened.
- Protection – Our staff and volunteers and the people they work with within Croydon deserve protection from the risk of abuse and actual abuse.
- Proportionality – At APCMH the response we make to suspected abuse is in line with the risks presented. Safeguarding protocols will be used for those cases in most need of action whilst other protocols will be followed wherever necessary.
- Accountability – Through the records we keep and the role of the alerting managers within the organisation we hold ourselves accountable to our service users and outside agencies.
- Empowerment – At APCMH we want to ensure that service users are involved with the key decisions they make about their lives. Wherever possible we inform volunteers and service user of the concerns at the earliest opportunity. For service users who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

Training

At APCMH we are committed to accessing adult safeguarding training for all volunteers, staff and where appropriate, service users. E learning courses are available on both safeguarding and the Mental Capacity Act.

For details and access to these courses, you must have gone through the recruitment process via CVA and have a current DBS check. CVA can then arrange for you to access the courses.>@:>

Dignity in Care

Dignity in care and safeguarding are integral to safe dignified care.

Within APCMH we are committed to The Dignity Challenge and we believe that our services keep people safe and respect people's dignity because we:

- Have a zero tolerance of all forms of abuse

- Support people with the same respect we would want for ourselves or a member of our own family
- Enable people to maintain the maximum possible level of independence, choice and control
- Listen and support people to express their needs and wants
- Respect people's right to privacy
- Ensure people feel able to complain without fear of retribution
- Engage with family members and carers as care partners
- Assist people to maintain confidence and a positive self esteem
- Act to alleviate people's loneliness and isolation

Reporting abuse

What should you do if you suspect or hear of alleged abuse?

Adult abuse reporting line: 020 8726 6500 if the case is urgent and requires immediate attention.

Use the online [Safeguarding adults referral form](https://www.croydon.gov.uk/healthsocial/sva/reporting-abuse) which can be found in the "Report It" section of Croydon Council's website

<https://www.croydon.gov.uk/healthsocial/sva/reporting-abuse> (if the form is completed out of office hours the report will be picked up the next working day - if the matter is urgent please ring



020 8726 6500 or 999 to report abuse).



Terry Roberts
Chair
05/12/2025

Andrew Wilson
Vice Chair