

Streets Ahead Collective CIC



Safeguarding Adults at Risk

**Agreed on September 29th 2025
Renewal date – September 2026**

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Safeguarding Adults at Risk (read with Safeguarding Policy)

Scope

This policy sets out how Streets Ahead Collective CIC safeguards the people using its services, in line with legislation and good practice. It applies to all staff, volunteers and directors of Streets Ahead Collective CIC.

We are committed to safeguarding the wellbeing of all adults who engage with our work—especially those who may be vulnerable. We believe that creativity should be a safe and empowering experience, and we take proactive steps to ensure our spaces reflect that belief.

Purpose

- To safeguard adults using Streets Ahead Collective CIC services, at the creative workshops, community projects and events in Canterbury and during our work in the community. M
- Maintain environments—physical and digital—that are free from harm, abuse, or exploitation
- To explain the principles that underpin our safeguarding practice.
- To set out the steps that staff and volunteers must take when a safeguarding concern is identified.

Policy statement

Streets Ahead Collective CIC is committed to safeguarding all adults who access our services. We recognise that people who use Streets Ahead Collective CIC' services are potentially at a greater risk than others of experiencing abuse and/or exploitation because of their vulnerabilities, which may include mental illness, substance dependency, and learning difficulties. We aim to create a welcoming, safe and inclusive environment, with the views and needs of the people we support at the centre of our work.

Definitions of safeguarding and abuse

An adult at risk is someone over the age of 18 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
- 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

Homeless Link guidance states that: “the adult does not need to be in receipt of a care or support delivered by the local authority. Care and support needs arise from or are related to physical or mental impairment or illness. This can include conditions as a result of physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury. Being homeless may exacerbate physical and/or mental ill-health and impact negatively upon individuals' ability to care for and protect themselves.”¹

¹ <https://homeless.org.uk/knowledge-hub/guidance-on-safeguarding/>

Staff must be aware of, and alert to signs of, different forms of abuse:

- **Physical abuse**
Any non-accidental physical injury. This includes inflicting pain of any sort or causing bruises, fractures, burns, electric shock, or any unpleasant sensation.
- **Sexual abuse**
The involvement of a vulnerable person in sexual activities that are for the gratification of the other person and which an adult who is unable to understand, has not given consent to, is threatened, coerced or forced to engage in.
- **Emotional and psychological abuse**
Verbal assaults, threats of maltreatment, harassment, humiliation or intimidation, or failure to interact with a person or to acknowledge that person's existence. This may also include denying cultural or religious needs and preferences.
- **Financial and property abuse**
The improper use of another person's assets or the use or withholding of another person's resources.
- **Neglect or acts of omission**
Failing to provide appropriate care and a lack of attention to the physical, emotional or cultural needs of the individual. This can include physical neglect, passive neglect, wilful deprivation and emotional neglect.
- **Discriminatory abuse**
Includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. Some abuse in this category might also be classed as a hate crime.
- **Domestic Abuse**
Includes psychological, physical, emotional, financial or emotional abuse. It also covers so-called 'honour' based violence.
- **Modern Slavery**
Includes slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.
- **Self-neglect**
Includes a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding.
- **Institutional or Organisational Abuse**
Includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill-treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes and practices within an organisation.

Abuse can be a single act or repeated acts, and can happen anywhere. An abuser can be any person in contact with the adult at risk, and may be someone well known to them or close to them, or someone employed to care for them.

Staff must be alert for any signs of abuse, keeping an open mind and not making assumptions. Signs of abuse are varied. They can include, but are not limited to:

- a change in a person's mood e.g. angry, upset or withdrawn
- a change in appearance or self-care e.g. no longer bathing
- visible marks such as bruising
- asking for basics such as food or money
- avoiding staff, missing appointments
- not staying in their home or seeming reluctant to return home
- starting or increasing substance use
- spending time with a person or people who are known to exploit vulnerable adults

Safeguarding principles – making safeguarding personal

Safeguarding is made personal by doing safeguarding 'with, not to' as far as safely possible, and by involving the adult at risk in every step of the process. The statutory guidance lists six principles that should inform all decision-making:

- **Empowerment:** People are supported and encouraged to make their own decisions and give informed consent; listen, hear and acknowledge; make every adult matter and every contact count; build on a person's strengths; involve the person and their circle of support.
- **Prevention:** it is better to take action before harm occurs; provide integrated wrap-around support; plan for meeting needs at transition points like prison or hospital discharge; build family and community circles of support.
- **Proportionality:** minimise risk, judge the appropriate level of intervention.
- **Protection:** support and representation appropriate to the risk presented; build and sustain a relationship through which to provide personal and practical support.
- **Partnership:** no wrong door; make every contact count; local solutions through services working with their communities; build a team around the person.
- **Accountability:** accountability and transparency in delivering safeguarding; clearly explain and record decisions; system-wide leadership.

Safeguarding at Streets Ahead Collective CIC

We are committed to creating a safe, inclusive service where all safeguarding concerns are taken seriously and acted on. We will do this by:

- Providing clear policies and procedures for staff and volunteers to follow and reviewing these documents annually to ensure they reflect current best practice.
- Providing induction, training and ongoing support so that staff and volunteers understand their responsibilities, recognise signs of abuse and know how to act on concerns.
- Acting on safeguarding concerns in line with our organisational procedures and in collaboration with statutory agencies.
- Providing support and advice to the people we work with so that they can play an active role in understanding and managing their own safety and risks or incidents of abuse.
- Fulfilling our legal and ethical responsibilities through good governance and leadership, including assigning a Director to lead on safeguarding at Board level.
- Conducting regular reviews of Safeguarding alerts, actions and outcomes in order to learn from our practice, including acknowledging where we require improvement and taking action to achieve this.

- Delivering high quality services where managers inspire confidence and trust, and where people feel able to raise concerns about other staff and volunteers.
- Assessing risk as part of our recruitment processes.
- Offering training to local partners to improve safeguarding across systems and services

Responsibilities of staff and volunteers

Each member of staff or volunteer at Streets Ahead Collective CIC is responsible for acting on safeguarding concerns. Do not assume that someone else will raise an alert. If in doubt, always raise an alert so that a decision can be made and recorded .

The Safeguarding Lead will review all alerts regularly, checking that actions, decision and outcomes have been recorded and identifying any training needs or emerging trends. They will write a quarterly report for review by the Board of Directors.

A director will be designated as Safeguarding lead for the Board, who will attend safeguarding training at least every three years and lead on scrutiny of the quarterly reports against policy and helping the Board to understand and fulfil their safeguarding responsibilities. Every member of the directors will read Keeping Children Safe in Education annually

Safeguarding procedure

- A safeguarding concern is identified, either through disclosure by the adult at risk, another person, or through observation
- Assess if there is an immediate risk or need for medical intervention – if so, call 999.
- Assess if a serious crime has been committed – if so, call 999.
- Ask the adult at risk (if they are disclosing) what they would like to happen and include these views in the process e.g. add them to the alert.
- Alert the Safeguarding Lead (Elizabeth Wellstead or, in their absence, another director Anna Webber) within 2 hours. If relevant, inform the safeguarding lead of the organisation taking part in workshops.
- Write a Safeguarding alert and send to the Safeguarding Lead, copying in the Workshop Leader if you have raised it with them.
- Language on the Safeguarding alert should be brief, factual and based on what you have observed or been told (not opinion, assumption or speculation). Use the adult's own language where possible.
- The Safeguarding Lead or other designated person will agree next steps and who will take action, which might include raising a Safeguarding alert with social services (within 24 hours); attending multi-agency meetings; and updating risk assessments, support plans, the barring list or other internal processes. Steps will be recorded on the Safeguarding alert form.
- Alerts involving allegations against staff will be escalated to the other members of the Board of Directors, if the Elizabeth Wellstead is absent or is the subject of the allegation. Relevant HR procedures will be followed while an investigation takes place.
- The outcome of a safeguarding alert will be logged on the Safeguarding alert form.

- Where a Safeguarding alert to social services receives no reply, the person who sent the alert will send a chasing message within 72 hours.

Streets Ahead Collective CIC – key contacts March 2025

Safeguarding Lead: Elizabeth Wellstead liz@rockpaperscissors.co.uk

Director: Anna Webber

Kent County Council safeguarding contacts

[How to raise an adult safeguarding concern about yourself or someone else - Kent County Council](#)

Office hours: 03000 41 61 61

Out of Hours: 03000 41 91 91

Email: social.services@kent.gov.uk

Dos and Don'ts when a disclosure is made

Do

- Thank the person for talking with you and listen carefully
- Consider if you are in an appropriate confidential space – move if necessary
- Reassure them that they have done the right thing and that they will be taken seriously
- Remain calm
- Ensure there is no immediate danger and, if they are, take steps to protect the adult
- Seek immediate medical assistance for the adult at risk, if required
- Inform your Workshop leader or, in their absence, the Safeguarding Lead
- Call the Police immediately in cases of serious assault, indecent assault or rape
- Listen carefully: summarise and reflect back to ensure understanding of the facts provided
- Ask if there is anything else that the person would like to tell you
- Take action to protect any evidence that might assist the Police e.g. clothing, the environment within which the abuse occurred
- Explain that you will write up notes of the conversation
- Explain the next steps e.g. that you will share what they have said with the relevant Manager

Do Not

- Ignore the adult
- Make promises that you will not share the information
- Respond by looking shocked, horrified or upset, by showing disbelief
- Give an opinion about what has been said
- Make comments or share your opinion about the alleged person of concern (perpetrator)
- Jump to conclusions – stick to the facts as they are given to you
- Ask detailed questions about what you are told
- Share this information with other staff, other service users or anyone other than your Manager, Safeguarding Lead or Chief Executive unless you have been given express permission to do so
- Confront the alleged person of concern (perpetrator)
- If the matter relates to an employee/volunteer do not record in the case records or anywhere else that could be read by the person concerned

- Disturb the evidence e.g. suggest that the person may want to have a shower, put their clothes in the washing, clean up their room, clean their wounds

Confidentiality, data sharing and recording

Staff and volunteers must never agree that they will keep information from a client private or secret.

Streets Ahead Collective CIC usually only shares information with an external agency on the basis of informed consent. However, there are circumstances where it won't be possible to secure consent. For example where this would:

- Place a person (vulnerable adult, child, family member, yourself) at increased risk of significant harm, or serious harm to an adult at risk
- Prejudice the prevention, detection or prosecution of a serious crime
- Lead to an unjustified delay in making enquiries about an allegation of significant harm to a child or serious harm to an adult.

The person (usually a Manager) making the decision to share information without consent should record the basis for their decision.

Safeguarding alerts are stored on the Streets Ahead Collective CIC server in the Safeguarding folder, with access restricted to the Safeguarding Lead Director and will be updated to show that an alert has been made. –

Mental Capacity and Safeguarding²

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called 'lacking mental capacity'.

Mental capacity refers to the ability to make a decision at the time that decision is needed (i.e. at a specific point in time for a specific purpose). A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an adult at risk has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Legislation describes when and how we can make decisions for people who are unable to make decisions for themselves. There are key principles:

² Adapted from the Ann Craft Trust: www.anncrafttrust.org/resources/safeguarding-adults-policy-procedures-templates/

- We can only make decisions for other people if they cannot make that decision for themselves at the time the decision is needed.
- If the decision can wait, then wait e.g. to get help to enable the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else, then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them, then we must think of the way to do that which restricts to their freedom and rights as little as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when we need to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

Further information

Care Act legislation

<https://www.legislation.gov.uk/ukpga/2014/23/contents>

Care Act guidance

www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance

Kent County Council Adult Safeguarding

[Adult safeguarding - Kent County Council](#)

Homeless Link Mental Capacity Act resources

<https://homeless.org.uk/knowledge-hub/mental-health-and-homelessness-resources/>

Homeless Link Safeguarding guidance

<https://homeless.org.uk/knowledge-hub/guidance-on-safeguarding/>

NCVO Safeguarding resources

www.ncvo.org.uk/topic/safeguarding/#/

Social Care institute for Excellence Safeguarding resources

www.scie.org.uk/safeguarding/adults

VOICES Multiple Exclusion Homelessness – a safeguarding toolkit for practitioners
(scroll to page end for download)

<https://homeless.org.uk/knowledge-hub/guidance-on-safeguarding/>

Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult. If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1: Details of adult (you have concerns about)	
Name of adult	
Address / housing situation	
Date of Birth / Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2: Details of the person completing this form / Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Your Role in organisation	
Section 3: Details of concern	
<p>Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)</p>	
Date/ Time	What happened
Section 5: Details of the person thought to be causing harm (if known)	
Name	

Address / housing situation	
Date of Birth / Age	
Relationship / connection to adult	
Role in organisation (or n/a)	
Do they have contact with other adults at risk in another capacity? e.g. in their work/family/as a volunteer	
Section 6: Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?	
Section 6A: Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	
Adult unable to communicate their views. Please explain:	
Section 7: Risk to others	
Are any other adults at risk? Yes/No/Not known (delete as appropriate) If yes, please fill in a form for each person answering questions 1-6	

Are any children at risk? Yes/No/Not known (delete as appropriate)
 If yes, please fill in a Child Safeguarding referral form and attach to this.

Section 8 – What action have you taken if any / agreed with the adult to reduce the risks?

Section 9: Other agencies contacted	Who contacted / reference number / contact details / advice gained / action being taken
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Police	
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Ambulance	
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Other – please state who and why:

Section 10: Contact with others

Who else has been informed of this issue? What was the reason for information sharing?

Consultation with Safeguarding Lead	Dates and times

Completed Form copied to Safeguarding Lead – date and time

Signed:

Date:

OFFICE USE ONLY

Section 11: Sharing the concerns (to be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of Streets Ahead Collective CIC?

Details of contact with the Local Authority Safeguarding Team / MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern: