



Safeguarding Policy

Outland Opera abides by the duty of care to safeguard and promote the welfare of children, young people, and vulnerable adults. We are committed to a safeguarding policy that reflects statutory responsibilities, government guidance and complies with best practice requirements.

We recognise that:

- The welfare of the people that we work with is paramount in all the work we do and in all the decisions we take
- All people, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some adults and children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, adults, young people, their parents, carers and other agencies is essential in promoting the welfare of vulnerable people.

1. Commitments:

- To protect adults, children and young people who receive our services from harm.
- To provide staff, trustees and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to safeguarding.
- To ensure that any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- To maintain confidential, detailed and accurate records of all safeguarding concerns, securely storing them in line with our Data Protection and Privacy Policy.
- To cooperate with the Police and the relevant Local Authorities in taking safeguarding action where necessary.
- To ensure that all board members, staff, officials and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- To use safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation.
- To share information about anyone found to be a risk to adults with the appropriate bodies.

2. Scope:

This policy applies to anyone working on behalf of Outland Opera, including the board of trustees, paid staff, volunteers, production teams, and performers. Failure to comply with the policy and

related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

3. Definitions:

The Children Act 1989 definition of a child is: anyone who has not yet reached their 18th birthday, even if they are living independently, are a member of the armed forces or is in hospital.

Adult at Risk:

- An adult who has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Child and Adult Abuse: Children and adults may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. There are 4 main categories of abuse, which are: sexual, physical, emotional abuse, and neglect. It is important to be aware of more specific types of abuse that fall within these categories, they are:

- Bullying and cyberbullying
- Child sexual exploitation
- Child Criminal exploitation
- Child trafficking
- Domestic abuse
- Female genital mutilation
- Grooming
- Historical abuse
- Online abuse

Safeguarding children: Safeguarding children is defined in [Working Together to Safeguard Children 2018](#) as:

- protecting children from maltreatment.
- preventing impairment of children's health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children to have the best outcomes.

Legal Framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation is available from [nspcc.org.uk/learning](https://www.nspcc.org.uk/learning). Outland Opera recognises that each Home Nation applies different definitions of what constitutes risk, abuse and neglect. The definitions used in the main body of this policy apply to England. Please see Appendix 2 for definitions used in Wales, Scotland and Northern Ireland.

The Prevent duty:

Some organisations in England, Scotland and Wales have a duty, as a specified authority under section 26 of the Counterterrorism and Security Act 2015, to identify vulnerable children and young people and prevent them from being drawn into terrorism. This is known as the Prevent duty. These organisations include:

- Schools
- Registered childcare providers
- Local authorities
- Police
- Prisons and probation services
- NHS trusts and foundations.
- Other organisations may also have Prevent duties if they perform delegated local authority functions.

Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme.

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

4. Implementation:

Accountability:

All safeguarding concerns should be reported to our safeguarding lead. Please see Appendix 1 for information on our safeguarding lead's roles and responsibilities, as well as the line of accountability within our organisation.

Training and Awareness:

Outland Opera will ensure an appropriate level of safeguarding training is available to its Trustees, staff, production teams, volunteers and any relevant persons linked to the organisation. For all of those who are working or volunteering with children or vulnerable adults, this requires them, as a minimum, to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children.
- Recognise a child potentially in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with children.
- Have knowledge of the Safeguarding Policy.

Confidentiality and Information Sharing:

Outland Opera expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Outland Opera's Data Protection and Privacy Policy. However, information should be shared with the Local Authority if a child is deemed to be at risk of harm. It is necessary to **contact the police if they are in immediate danger, or a crime has been committed.**

Recording and Record Keeping:

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made. All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR) and Outland Opera's Data Protection and Privacy policy.

Safe Recruitment & Selection:

Outland Opera is committed to safe employment and safe recruitment practices, that reduce the risk of harm to children from people unsuitable to work with them or have contact with them. We will:

- Inform candidates of our commitment to safeguarding those in our care.
- Carefully plan our recruitment process timeline to ensure that we have enough time to thoroughly vet each candidate.
- Carry out pre-employment checks. For those working closely with volunteers, this includes DBS checks, qualification checks, reference checks and identity checks.
- Ensure staff members are appropriately trained for their duties.

Social Media, Use of Mobile Phones and other Digital Technology:

The online environment is utilised by Outland Opera to publicise events, our work, and to provide educational resources. Outland Opera will ensure sensitive, appropriate and safe use of social

media, mobile phones and other digital technology. Everyone working with us will be made aware that it is unlawful to photograph children and young people without the explicit consent of the person with parental responsibilities. Please see our Code of Conduct for further information.

Whistleblowing:

It is important that people working with Outland Opera have the confidence to come forward to speak or act if they are unhappy with anything. Whistle blowing occurs when a person raises a concern about dangerous or illegal activity, or any wrongdoing within their organisation. This includes concerns about another employee or volunteer. Outland Opera will protect whistleblowers.

5. Code of Conduct

Outland Opera operates with a zero-tolerance policy of abuse in any form.

Abuse of trust:

When working with children or vulnerable adults, we are acting in a position of trust. It is vital for any person in a position of trust to understand the power this can give them over those they work or volunteer with or represent and the responsibility they must exercise as a consequence.

- Outland Opera representatives should be aware that they may be seen as role models by children, young people and adults at risk and therefore they must act in an appropriate manner at all times.
- Those in positions of authority or public-facing positions, such as performers, must take particular care that their status and power is not used, or may seem to be used, inappropriately to influence children or adults at risk or to cause them harm.

Working with children and adults at risk

When working with children and adults at risk, it is essential that Outland Opera representatives:

1. Uphold this code, and any safeguarding procedures, at all times.
2. Treat children and adults at risk fairly, without prejudice or discrimination and avoid favouritism.
3. Ensure that allegations or disclosures about abuse by an adult or child are taken seriously and reported, including peer-on-peer abuse by children or young people.
4. Challenge unacceptable behaviour and report all allegations and suspicions of abuse to the Outland Opera Safeguarding Lead
5. Respect a child or an adult at risk's right to personal privacy but never agree to keep any information relating to the harm of a child or an adult at risk confidential
6. Ensure that all contact, interactions and communications (face-to-face and online) with children and adults at risk are appropriate and relevant to the work of Outland Opera
7. Use language which is appropriate and is not bullying, offensive, intimidating or discriminatory on the grounds of: age; disability; gender reassignment, gender identity; race; religion or belief; sex, sexual orientation; marriage and civil partnership; or due to a person's pregnancy.
8. Maintain appropriate conduct and avoid any behaviour that may lead to children or adults at risk feeling anxious or frightened during meetings or events.
9. Value and take the contributions of children and adults at risk seriously, actively involving them in planning activities wherever possible
10. Plan activities involving children and vulnerable adults so that they involve more than one other person being present, or at least within sight and hearing of others.
11. Ensure that the focus of any relationship with a child or an adult at risk that they have met through Outland Opera remains professional at all times.
12. Foster a culture where children, young people and adults at risk feel comfortable to raise any concerns they may have about inappropriate attitudes or behaviour.
13. Carefully consider any physical contact with a child or an adult at risk. Ensure that physical contact is appropriate and not unnecessary or unjustified. Be aware that physical contact with a child or an adult at risk may be misinterpreted, no matter how well intentioned.

14. Outland Opera representatives should:

- a. consider the way in which they offer comfort and reassurance to a distressed child or adult at risk and do it in an appropriate way
- b. never touch a child or adult at risk in a way which may be considered indecent
- c. record and report situations which may give rise to concern from either party
- d. not assume that all children or adults at risk seek physical comfort if they are distressed
- e. ensure that if any kind of physical support is required during any activities, it is provided only when necessary in relation to the activity and that this is done in a way that other colleagues can observe them and in a way that the child or adult at risk is comfortable

15. It is essential that Outland Opera representatives do not:

- a. conduct a sexual relationship with a child or have any form of sexual contact with a child involved in Outland Opera activity.
- b. physically, emotionally or sexually abuse, maltreat or exploit any child or an adult at risk or neglect their basic physical and psychological needs
- c. exaggerate or trivialise child abuse or the abuse of adults at risk
- d. investigate safeguarding concerns (your responsibility is to report concerns to the Safeguarding Lead)
- e. undertake activity which lessens the effectiveness of this code or display attitudes or behaviours which are not conducive to protecting and promoting the welfare of children and adults at risk
- f. make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to, or in front of, children or discuss adult sexual relationships in front of them
- g. rely on their reputation to protect them
- h. give or receive gifts and/or substances such as drugs, alcohol, cigarettes, e-cigarettes to or from a child
- i. encourage or appear to encourage children to drink alcohol or take drugs
- j. allow their judgment to be impaired by alcohol or any other substance when acting in a position of trust
- k. smoke cigarettes or vape with, or in front of, children and young people
- l. arrange any overnight event involving children or young people
- m. use any type of physical punishment in order to discipline children or adults at risk. Shouting should be avoided whenever possible and used only if alternative forms of discipline have failed
- n. photograph or film children without first obtaining written consent
- o. take advantage of the vulnerability of an adult at risk to achieve financial gain for themselves or Outland Opera
- p. receive high value gifts from children or adults at risk.

Online safety

The online environment is utilised by Outland Opera to publicise events, our work, and to provide educational resources. The term e-safety can be defined as the process of limiting the risks to children and adults at risk, as well as Outland Opera representatives when communicating via the

internet, digital and mobile devices and using social media. Social media includes blogs, Wikis, online communities, and social networking sites such as Facebook, Twitter and Instagram.

To safeguard children and adults at risk when using the various forms of media, devices, apps and social networking sites, Outland Opera representatives must adhere to the following standards:

1. When communicating online observe the same rules of behaviour as if speaking with an individual in person. Be professional, polite and respectful
2. Do not swear or say anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying, intimidation or discrimination
3. Always ensure the content of any online communication has a clear 'work' purpose
4. Never disclose non-public and confidential information about Outland Opera, its staff/volunteers or the children or adults with whom we are working
5. Do not send any illegal or inappropriate content
6. Always communicate with children and adults at risk in a way that is open to others to see if necessary
7. Do not use private messaging facilities on social networks or apps. If communication needs to be private, then do this by email exchange or phone and note the conversation afterwards. Only use social media and apps where there is a permanent record of what's been said and sent thereby being open to scrutiny
8. Ensure there is always a record of these conversations that would be open to others to check if necessary
9. It should always be clear who a communication is from when Outland Opera is communicating with a child or an adult at risk

Failure to comply with our code of conduct could lead to dismissal.

6. Identifying abuse and neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. There are different types and patterns of abuse and neglect and different circumstances in which they may take place. Safeguarding legislation in each home nation lists categories of abuse differently, however, they all include the following types of abuse:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

Abuse or neglect could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

Signs and Indicators of Abuse and Neglect

An adult or child report that they are experiencing abuse inside or outside of the organisation's setting. However, there are many signs and indicators that may suggest someone is being abused or neglected without the adult or child in questions reporting it. There may be other explanations, but they should not be ignored.

The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present
- Person has belongings or money going missing
- Person is not attending / no longer enjoying participating in normal activities with the organisation
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn
- Self-harm
- A fear of a particular group of people or individual
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

If you suspect that a person working with, or under the care of Outland Opera is being abused, please report it to the company's Safeguarding Lead.

7. Acting on reported abuse and neglect

Wellbeing Principle

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society. Being able to live free from abuse and neglect is a key element of well-being. For that reason, any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

Person Centred Safeguarding/ Making Safeguarding Personal

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' 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. Organisations work to support adults, children and young people to achieve the outcomes they want for themselves. The child or adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

Mental Capacity and Decision Making

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. Mental capacity refers to the ability to make a decision at the time that decision is needed. 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
- A person can be seen not to have mental capacity in situations where they are being abused, because they cannot make 'free and informed decisions.
- In some situations, the adult may not have the mental capacity to understand the choice or to tell you their views.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.

- If the decision can wait, wait – e.g. to get help to help 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.

Many potential difficulties with making decisions can be overcome with preparation:

- A person needing support to help them make decisions might be accompanied by someone (i.e., a family member or formal carer) whose role includes supporting them to make decisions.
- It is good practice to get as much information about the vulnerable adults working with Outland Opera as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected, Outland Opera will 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.

The Safeguarding Lead should be consulted before any decision is taken to make decisions on behalf of a vulnerable adult.

Recording and Information Sharing

Outland Opera complies with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR):

- Information about concerns of abuse includes personal data.
- Records relating to safeguarding concerns must be accurate and relevant.
- They must be stored confidentially with access only to those with a need to know.
- Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.
- Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.
- The Safeguarding Lead should be consulted before any decision is taken.

Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

Outland Opera will cooperate with the Local Authority and the Police including to:

- Provide more information about concerns we have raised.
- Attend safeguarding meetings, where appropriate
- Share information about the outcomes of internal investigations.

<i>Policy Owner:</i>	Outland Opera Trustees
<i>Policy approved by:</i>	Outland Opera Trustees
<i>Date Policy approved:</i>	15 th February 2021
<i>Next review Date:</i>	15 th February 2022

Appendix 1 - Safeguarding Lead

The designated person within Outland Opera has primary responsibility for putting into place procedures to safeguard and manage concerns about adults and children at risk.

Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment.
- Play a lead role in developing and establishing the organisation's approach to safeguarding and in maintaining and reviewing the organisation's implementation plan for safeguarding in line with current legislation and best practice.
- Coordinate the dissemination of the safeguarding policy, procedures and resources throughout the organisation.
- Contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding.
- Advise on the organisation's training needs and the development of its training strategy.
- Receive reports of and manage cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Manage liaison with, and referrals to, external agencies (for example, adult social-care services and the police).
- Create a central point of contact for internal and external individuals and agencies concerned about the safety of children, adults and young people within the organisation.
- Where necessary, represent the organisation at external meetings related to safeguarding.

The safeguarding lead will report any safeguarding concerns to trustees at each of their meetings. Trustees will deal with each safeguarding concern and apply appropriate measures on a case-by-case basis, in line the most up-to-date safeguarding advice and legislation.

Current safeguarding lead:	Ruth Knight, Artistic Director
Contact details:	ruth@outlandopera.com
Date of appointment:	15 th February 2021
Date of review:	15 th February 2022

Appendix 2 Definitions in UK Home Nations

An adult at risk is:

<p>England (Care Act 2014)</p> <p>An adult at risk is an individual aged 18 years and over who:</p> <ul style="list-style-type: none"> (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND; (b) is experiencing, or at risk of, abuse or neglect, AND; (c) 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. 	<p>Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)</p> <p>An adult at risk of harm is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect <u>may</u> be increased by their a) personal characteristics and/or b) life circumstances.</p> <ul style="list-style-type: none"> a) Personal characteristics may include, but are not limited to age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. b) Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions. <p>An adult in need of protection is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect <u>may</u> be increased by their:</p> <p>Personal characteristics <i>AND/OR</i> Life circumstances <i>AND</i>;</p> <ul style="list-style-type: none"> c) who is unable to protect their own well-being, property, assets, rights or other interests; <i>AND</i> d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed. <p>In order to meet the definition of an ‘adult in need of protection’ either (a) or (b) must be present, in addition to both elements (c), and (d)</p>
<p>Scotland (Adult Support and Protection Act 2007)</p> <p>An adult at risk is an individual aged 16 years and over who:</p> <ul style="list-style-type: none"> a) is unable to safeguard their own well-being, property, rights or other interests, b) is at risk of harm, and c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected. 	
<p>Wales (Social Services and Well Being Act 2014)</p> <p>An adult at risk is an individual aged 18 years and over who:</p> <ul style="list-style-type: none"> a) is experiencing or is at risk of abuse or neglect, AND; b) has needs for care and support (whether or not the authority is meeting any of those needs) AND; c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. 	

The Safeguarding Adults Legislation in each Home Nation defines categories of adult abuse and harm as follows.

England (Care Act 2014)	Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)
Physical Sexual Emotional/Psychological/Mental Neglect and acts of Omission Financial or material abuse Discriminatory Organisational / Institutional Self-neglect Domestic Abuse (including coercive control) Modern slavery	Physical Sexual violence Psychological / emotional Financial Institutional Neglect Exploitation Domestic violence Human trafficking Hate crime
Scotland (Adult Support and Protection Act 2007)	Wales (Social Services and Well Being Act 2014)
Physical Psychological Financial Sexual Neglect	Physical Sexual Psychological Neglect Financial

The Principles of Adult Safeguarding in each home nation:

Wales (Social Services and Well Being Act 2014)
<p>The Act's principles are:</p> <ul style="list-style-type: none"> ● Responsibility - Safeguarding is everyone's responsibility. ● Well-being - Any actions taken must safeguard the person's well-being. ● Person-centred approach - Understand what outcomes the adult wishes to achieve and what matters to them. ● Voice and control - Expect people to know what is best for them and support them to be involved in decision making about their lives. ● Language - Make an active offer of use of the Welsh language and use professional interpreters where other languages are needed. ● Prevention - It is better to take action before harm occurs.
Scotland (Adult Support and Protection Act 2007)
<p>The Act's principles are:</p> <p>The overarching principle underlying Part 1 of the Act is that any intervention in an individual's affairs should provide benefit to the individual and should be the least restrictive option of those that are available which will meet the purpose of the intervention.</p>

This is supported by a set of guiding principles which, together with the overarching principle, must be taken account of when performing functions under Part 1 of the Act. These are:

- The wishes and feelings of the adult at risk (past and present);
- The views of other significant individuals, such as the adult's nearest relative; their primary carer, guardian, or attorney; or any other person with an interest in the adult's well-being or property;
- The importance of the adult taking an active part in the performance of the function under the Act;
- Providing the adult with the relevant information and support to enable them to participate as fully as possible;
- The importance of ensuring that the adult is not treated less favourably than another adult in a comparable situation; and
- The adult's abilities, background and characteristics (including their age, sex, sexual orientation, gender, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage).

Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)

The Act's principles are:

- **A Rights-Based Approach** – To promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.
- **An Empowering Approach** – To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.
- **A Person-Centred Approach** – To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in their safety and well-being.
- **A Consent-Driven Approach** – To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.
- **A Collaborative Approach** – To acknowledge that adult safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

England (Care Act 2014)

The Act's principles are:

- **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.

Appendix 3 Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdafmh.org.uk Web chat: sdafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support