



Leicester City of Sanctuary

Safeguarding Vulnerable Adults

June 2025

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1. Introduction

Leicester City of Sanctuary (LCoS) is a charity which welcomes and provides support and

activities for people from a refugee and asylum seeking background in Leicester. We have a duty of care to all of our service users. While the majority of our clients may not be 'vulnerable people' in the strict legal sense, legislation sets out a 3-point test to work out if there is a duty to intervene in potential cases where adults are at risk of abuse:

- Does the adult have care and support needs?
- Is the adult at risk of or experiencing abuse or neglect?
- As a result of the needs for care and support, is the adult unable to protect himself/herself from the risk or experience of abuse and neglect?

These questions are relevant to staff, volunteers and anyone working on behalf of LCoS with our adult service users. There will inevitably be occasions when staff and volunteers need to be aware of safeguarding issues. There may be times when staff or volunteers have reason to be concerned about the safety of a service user or issues surrounding the care and welfare of a service user. Please follow the guidance below.

2. Safeguarding policy and other related policies

This policy applies to trustees, paid staff (including freelancers), volunteers, students or anyone working on behalf of LCoS with vulnerable adults. We are committed to the safeguarding and protection of vulnerable people.

The purpose of this policy is:

- to protect vulnerable adults who receive LCoS services
- to promote the welfare of vulnerable adults who receive LCoS services - to provide LCoS staff, volunteers and anyone working on behalf of LCoS with the principles which guide our approach to safeguarding

Other LCoS Policies which are relevant to work with vulnerable adults are:

- Health & Safety Policy, including a procedure for reporting accidents
- Volunteer Grievance & Disciplinary Policy, including a procedure for managing concerns or allegations against volunteers
- Confidentiality & Data Protection Policy, including a procedure regarding photography and the storage of personal data

3. Types of Abuse affecting Vulnerable Adults

Abuse can potentially be perpetrated by anyone who has contact with a vulnerable adult, including family members, other LCoS users or LCoS volunteers. Staff, volunteers and anyone else working on behalf of LCoS with vulnerable adults may become aware of the signs and indicators of possible abuse, and for more information on this, see the guidance from the Social Care Institute for Excellence (SCIE) at <https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Broadly speaking, the categories of abuse are as follows:

Physical Abuse

Physical abuse includes hitting, throwing, shaking, poisoning, burning, suffocating or causing any other physical harm.

Domestic violence or abuse

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse regardless of gender or sexuality. It also includes so called 'honour'-based violence, female genital mutilation and forced marriage.

Sexual abuse

Sexual abuse involves forcing or enticing a vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. It may also include activities where there is no physical contact, for example looking at pornographic material or watching sexual activity.

Emotional or psychological abuse

Emotional or psychological abuse is persistent ill treatment, causing adverse effects on emotional development. For example, encouraging feelings of worthlessness or inadequacy. It may also include serious bullying (including cyber bullying) and exploitation, causing fear and feelings of danger.

Financial or material abuse

Financial or psychological abuse includes the theft of money or possessions, preventing a person from accessing their own money, benefits or assets, someone moving into a person's home and living rent free without agreement or under duress and false representation, using another person's bank account, cards or documents

Modern slavery

Modern slavery includes human trafficking, forced labour, domestic servitude and debt bondage

For the full definitions of categories of abuse, see the SCIE guidance:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

In addition, there are other varieties of abuse, such as discriminatory, self-neglect and institutional abuse which can affect vulnerable adults.

4. Legal framework

This policy has been drawn up on the following legislative basis:

Safeguarding Vulnerable Groups Act 2006

Protection of Freedoms Act 2012

Human Rights Act 1998

Care Act 2014

Mental Capacity Act 2005

And with the following statutory guidance:

Care & Support Statutory Guidance 2018

5. Code of Conduct for LCOS Staff, Volunteers and anyone working on behalf of LCoS with Vulnerable Adults

You should:

- Treat all service users with respect and dignity
- Respect their privacy while talking to them about their concerns
- Be prepared to listen and engage with concerns, regardless of their ethnicity, gender, sexuality, impairment or disability, age, religion or cultural background
- Take what they have said seriously
- Ask them what they would like you to do
- Be clear that you can not keep a secret and may have to tell someone
- Record what was said in a factual way
- Report any concerns or allegations of abuse to the LCoS Safeguarding Officers (see Contacts)
- If the adult is at imminent risk you must not delay. Contact social care services immediately or dial 999 for the Police (in an emergency).

You should try not to:

- Promise not to tell anyone what has been disclosed. If there's abuse or neglect, then it's vital to find help as soon as possible and stop the harm
- Get upset by what you hear. Stay calm during disclosure otherwise it might stop the person telling you what's been going on
- Ask leading questions or investigate
- Promise anything you can't deliver – if there's abuse or neglect, you need to seek help for the person from outside LCoS

And never:

- Discuss a person's disclosure with any other service user or your friends/family members
- Give out their personal details without their permission
- Become 'friends' on social networking sites

6. Action to be taken if abuse has occurred or is suspected

Where there is immediate danger to a vulnerable adult

- Secure the safety of the person concerned, for example by seeking medical attention by calling 999 and requesting an ambulance, or by contacting the police, calling 999 and requesting the psychiatric outreach team if needed.
- Contact a Safeguarding Officer and designated trustee, but do not delay taking action if the person would be put at risk.
- Use the Safeguarding Adult Alert Form (SAAF) as soon as possible to record what you were told and what you did. This can be found at the end of this document.

Where there is a concern about a vulnerable adult

- Speak to the person in the first instance where possible, provided it doesn't raise or escalate the risk, and find out what they would like to happen next
- if, following this discussion, a safeguarding concern about welfare or abuse is raised, it must be reported immediately to a Safeguarding Officer who will make a decision as to what action to take
- if appropriate, a referral to another organisation which might be able to help should be made, and the person concerned should be informed that this has been done
- the Safeguarding Officer should inform the Trustee with responsibility for Safeguarding about the incident and the decision taken as soon as practical after the event
- If for any reason no Safeguarding Officer is available, please email your concerns to safeguarding@leicester.cityofsanctuary.org
- fill out the Safeguarding Adult Alert Form (SAAF) to record what you have been told

7. Responding to a disclosure

If there is an allegation or disclosure of abuse by a vulnerable adult:

- listen, keep listening and take seriously what is being said
- do not question or investigate – this is the job of someone else and evidence could be compromised
- assure them they are not to blame and they are right to be telling you about their concerns.
- do not promise to keep it secret but say that you will only tell people whose job it is to keep them safe
- do not contact anybody who is implicated in the disclosure
- keep calm and try not to appear shocked or angry.
- as soon as possible after the conversation, make careful factual notes of what was said, dates, times, events, using the LCoS SAAF form for reporting a concern about vulnerable adults. Third party information which is required to be kept confidential should be retained in a restricted access section of a file.
- report the disclosure to a Safeguarding Officer immediately or email safeguarding@leicester.cityofsanctuary.org

8. Support and Training for Staff & all involved in working with vulnerable adults

In order to make sure that all LCoS staff, volunteers and anyone working on behalf of LCoS with vulnerable adults are equipped to deal with any safeguarding issues

- LCoS safeguarding policy and procedures will be explained to all new volunteers and staff as part of their induction
- all staff, volunteers and anyone working on behalf of LCoS with vulnerable adults will sign a declaration saying they have read and understood this policy and procedures
- all staff and volunteers will be given a list of contact numbers to enable them to follow the procedure

- staff and volunteers overseeing regular contact with vulnerable adults should attend regular safeguarding training.
- A Safeguarding risk assessment document, including effective risk management procedures, will be drawn up for the guidance of anyone responsible for activities with vulnerable adults
- The trustee responsible for safeguarding, making use of information provided by the lead safeguarding officer, will prepare an annual report for trustees on vulnerable adult protection matters

9. Safer Recruitment

LCoS is committed to

- thorough selection and recruitment procedures for all individuals working with the organisation, whether in a paid or voluntary capacity
- references will be taken up for all staff and volunteers. We recognise our service user volunteers may not be able to provide references but they will be working under supervision of staff and other volunteers
- DBS checks will be sought where the post/role requires it and the legislative framework for such checks allows. This will include lead volunteers, defined as anyone with overall responsibility for a distinct area of LCoS work which does or may involve working with vulnerable adults.

10. Contacts (NB to be kept under regular review)

Internal

Safeguarding Officers for LCoS services involving children & young people

Lead: Hafsa Mitha hafsa@leicester.cityofsanctuary.org

Deputy: Mohammad Alsayed mohammad@leicester.cityofsanctuary.org

Trustee with Safeguarding responsibility: Pete Hobson
petetrustee@leicester.cityofsanctuary.org

External

Local Safeguarding Board www.lscb-llr.org.uk

Leicester City Children & Adults Services 0116 454 1004 (24hrs)

E-mail: das.team@leicester.gov.uk

Secure e-mail: das.team@leicester.gcsx.gov.uk

Mansfield House Police 0116 222 2222

NSPCC: 0808 800 5000 Free helpline for adults worried about a child or needing advice and support, open Mon-Fri 8am to 10pm and weekends 9am to 6pm.

Childline (nspcc) 0800 111 (24hrs)

LCoS Safeguarding Vulnerable Adults Policy: revised (Dec 2022)

Other organisations that can help people directly

Mental health

NHS Leicester offer a wide range of support for mental health including Neighbourhood Mental Health Cafes, the JOY network with activities and support, useful resources and self help.

<https://www.leicspart.nhs.uk/mental-health/>

MIND support line

Mind's support line - **0300 102 1234**. This is a safe space for people to talk about their mental health. Advisors are trained to listen to you and help you find specialist support if you need it. They are open 9am to 6pm, Monday to Friday (except bank holidays). Other helpline support can be found on MIND's website.

<https://www.mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/mental-health-helplines/>

Face-to-face service - this section to be updated

Neighbourhood Mental Health Cafes LLR Mind

<https://www.llrmind.org/our-services/neighbourhood-mental-health-cafes/>

Crisis Support:

Box Tree Farm, 5 Main Street, Ratby, LE6 0JG: 8am-8pm, seven days a week (booked drop-in) Apex House, Charles Street, Leicester, LE1 1FB: 10am-5pm, Thurs/Fri (open drop-in) The Centre Project, Granby Street, Leicester, LE1 1EB: 10am-10pm, Sat/Sun/Mon (open drop-in)
Crisis helpline: 0808 8003302

Helplines for emotional distress

Samaritans

Helpline: 116123 (free call) 24 hours a day.

The person can phone directly, or you can make a third party referral and a volunteer will call the person back

Helplines for abuse

UAVA - United Against Violence and Abuse - services for anyone affected by Domestic Abuse and Sexual Violence in Leicester, Leicestershire and Rutland.

UAVA Helpline: 0808 80 200 28 Open from 8.00am – 8.00pm, Monday – Saturday For text support: 07715 994 962 (This is for text support only, calls to this number will not be answered)

Address: UAVA Ltd PO Box 26 Leicester LE1 1AA Business Head Office: 0116 2550004 Email: info@uava.org.uk www.uava.org.uk
(Open from 8.00am – 6.00pm, Monday – Friday)

Approved by: LCoS Trustees. Issue date: 21/9/18

Policy reviewed and updated: February 2020, April 2020, December

2022, August 2024, June 2025
Next review due: August 2026

LCoS Safeguarding Adult Alert Form (SAAF)

Strictly Private & Confidential

Adult at Risk

Welfare ☐ Abuse ☐

Name	
DoB	
Age	
Gender	
Ethnicity	
First Language	
Address	
Contact Number	

People’s usual living arrangements

Lives alone	Tick what best applies
Lives with spouse/partner	
Lives with other family member	
Lives in care home	
Lives with children under 18	

Lives with family carer	
Other (please state)	

Reporter information

Date of incident reported on this form	
Name of person making the report	
Role	
Safeguarding Officer	Y/N
Reporters contact number	

Method of disclosure - tick what applies

Witnessed	
Reported by adult at risk	
Reported by 3rd party	
Concerns but no disclosure	

Location - tick what applies

Drop-in, The Bridge	
English Class, the Bridge	
NEST, UoL	
Sewing class, St Martin's house	
Other	

Is/was the person at immediate risk

Y/N

If yes, were the emergency services contacted?

Y/N

Is there a cause for concern relating to a child/under 18? Y/N

If yes, name the Safeguarding Officer and date you alerted them:

Name

Date

What is the person's view of their situation and what would they like to happen?

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Is the person aware that you are sharing your concerns on this form? Y/N

Does the person consent to a referral being made to a 3rd party if needed Y/N

If no, please outline your reasons for overriding their consent if you have needed to/are considering it

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Welfare

Type of welfare - tick what applies

Self-neglect	
Self-harm	
Suicide attempt or intent	

Abuse

Type of Abuse - tick what applies

Physical	
Emotional	
Sexual	
Financial	
Domestic Abuse	
Modern Slavery	

Alleged perpetrator

Name	
Relationship	
LCoS Representative	Y/N
Address and contact details (if known)	

Summary of incident/concern (use additional sheet if required) - include dates, times etc. of any specific incidents

Action/intervention plan: please outline any action which has been taken by you or others, in progress or planned:

Date the matter was discussed with the Safeguarding Officer and their name

Has the incident/concern been reported to anyone externally, eg police, hospital, social services?
Y/N

If so: By whom
Date

Role

Organisation contacted

Signature(s) and dates of those contributing to this form

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Policy reviewed and updated: June 2025