



SURREY DOCKS FARM

SAFEGUARDING ADULTS

POLICY AND PROCEDURES

Reviewed by: Gemma Hooper, Farm Manager 01/04/2026

Signed: *G. Hooper*

Approved by: Management Committee 25/04/2023



SAFEGUARDING POLICY

Adult safeguarding is the process of protecting adults at risk from abuse or neglect. In this policy we will refer to adults at risk simply as 'adults'.

Surrey Docks Farm believes the welfare of adults is paramount and that everyone has the right to protection from abuse.

Key commitments:

- Staff, management committee and volunteers in this organisation accept and recognise their responsibilities to develop awareness of those issues which could constitute abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- We will achieve this by having an effective safeguarding procedure and following National and Local guidance.
- If we discover or suspect an adult is suffering harm we will notify the Police or Social Services in order that they can be protected, involving adults at risk, their families and carers appropriately.
- This Safeguarding Policy and our Safeguarding Procedures apply to all staff, volunteers and users of Surrey Docks Farm and to anyone carrying out any work for us or using our premises.
- We will review our Safeguarding Policy and Procedures at least once every year, to make sure they are still relevant and effective.

If abuse is reported to us or staff recognise abuse, this policy outlines what steps should be taken. Where a third party is running a service from Surrey Docks Farm's premises it is their responsibility to have their own safeguarding policies in place or else operate in accordance with this policy, which is available on our website.

This policy is based on the Care Act 2014 and Health and Care Act of 2022 and uses guidance issued by the Government (<https://www.gov.uk/guidance/care-and-support-statutory-guidance/safeguarding>) and the Southwark Safeguarding Adults Board (<https://safeguarding.southwark.gov.uk/p/safeguarding-adults/southwark-safeguarding-adults-board>).



Adult safeguarding applies to any adult who:

- has needs for care and support
- is experiencing, or at risk of, abuse or neglect
- is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Safeguarding duties apply regardless of whether a person's care and support needs are being met, whether by the local authority or anyone else. They also apply to people who pay for their own care and support services.

Examples of adults who may be at risk include:

- An older person
- A person with a physical disability, a learning difficulty or a sensory impairment
- Someone with poor mental health, including dementia or a personality disorder
- A person with a long-term health condition
- Someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

This is not an exhaustive list.

Adults are not inherently vulnerable, but they may come to be at risk of abuse or neglect at any point due to, for example:

- Physical or mental ill-health
- Becoming disabled
- Getting older
- Not having support networks
- Inappropriate accommodation
- Financial circumstances or
- Being socially isolated.



What is abuse?

Abuse is the violation of an individual's human and civil rights by someone else. It can result from 'action or inaction by a carer or any other person'. Abuse might be unintentional, the important factor is whether the vulnerable person is harmed or not. Different types of abuse may happen at the same time. It can happen in any setting. Abuse can be:

Physical abuse - assault, slapping, hitting, pushing, misuse of medication, restraint, inappropriate physical sanctions.

Domestic abuse - any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality) e.g. honour based violence, all examples within the categories of sexual abuse, physical abuse, psychological abuse and financial abuse

Sexual abuse - Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting to.

Psychological or emotional abuse - Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable withdrawal of services or support networks.

Financial abuse - theft of money, property or belongings, fraud, internet scamming, coercion in relation to financial affairs or arrangements (e.g. wills, property and inheritance), the misuse or misappropriation of property, money, possessions or benefits.

Neglect and acts of omission - ignoring or failing to provide for emotional, medical or physical care needs, failure to provide access to services (e.g. health or Care and Support), withholding the necessities of life (e.g. food, heating, medication)

Discriminatory abuse - all forms of harassment, slurs or similar treatment based on a person's disability, ethnic origin, gender or sexuality. This is often called hate crime.

Organisational abuse - repeated instances of poor care, ill treatment of vulnerable adults, and unsatisfactory professional practice. This is often an indicator of more serious problems.

Modern slavery - slavery, human trafficking, forced labour and domestic servitude.

Self-neglect - this covers a wide range of behaviour; neglecting to care for personal hygiene, health or surroundings and includes behaviour like hoarding which puts the person, or others, at risk.

Radicalisation – is the process by which a person comes to support terrorism and forms of extremism leading to terrorism (Prevent Strategy, Home Office, 2011). In the context of this policy it includes people who may be vulnerable to being radicalised through exposure to extremist views.

There are a number of signs and symptoms of abuse, for example:

- Frequent minor injuries or bruising.
- Depression
- Neglected appearance or poor hygiene
- Weight loss
- Change in eating pattern



SAFEGUARDING PROCEDURES

1. There will be a named Safeguarding Officer who will be responsible for dealing with any concerns around the protection of adults.
This person is currently the Farm Manager of Surrey Docks Farm
For further details of their role see **Appendix A**.
2. All staff and volunteers will be carefully selected and vetted to try and ensure they do not pose a risk to adults. Two references will be collected for all staff and for volunteers over 18 years old. All staff, and those volunteers in roles that come into contact with adults at risk, will be checked through the Disclosure and Barring Service (DBS).
3. All staff and volunteers given access to Surrey Docks Farm's safeguarding information. All staff, and those volunteers in roles that come into contact with adults at risk, will be given basic training in safe conduct and what to do if they have concerns about an adult at risk. This will include information on recognising where there are concerns, where to get advice and what to do if no one seems to have taken their concerns seriously.
4. We will endeavour to make Surrey Docks Farm a safe and caring place for adults by having a code of conduct for staff and users. This will be given to all staff and users and they will be expected to comply with it and sign it.
See **Appendix B**.
5. Information on the Safeguarding Policy will be displayed in project rooms and given to service users as part of their induction.
See **Appendix C**
6. All staff and volunteers are given access to the Complaints Procedure.
7. Referral Flowchart for details of making a referral.
See **Appendix D**
8. Detailed confidential sheets will be used to record incidents of suspected abuse.
See **Appendix F**
9. Procedures for whistle blowing or raising concerns about a volunteer or adult's behaviour.
See **Appendix E** and **Appendix G**



APPENDIX A

DESIGNATED SAFEGUARDING OFFICER

1. This organisation will have a dedicated person to take responsibility for safeguarding matters known as Designated Safeguarding Lead (DSL).
3. Currently this role is held by the Farm Manager. An enhanced DBS check and two references have been taken up on undertaking this role.
4. The DSL's role is to:
 - Ensure the organisations' Safeguarding Policy and procedures are followed.
 - Ensure they have contacts within Social Services Safeguarding Adults Board and the local police in order to deal with any safeguarding concerns, both during and out of office hours.
 - Report any concerns to Social Services or the police. (N.B. Urgent concerns should be reported immediately by those aware of them even if the designated person is not available.)
 - Act as a source of advice on all safeguarding matters and seek further advice and guidance from local statutory agencies as required.
 - Ensure that a record is kept of any concerns and any referrals made to statutory agencies.
5. We do not currently have a named Deputy Designated Safeguarding Lead. However, in the event the DSL is not available please contact the Deputy Manager, Claire Ellis-Elson on the duty number listed below or the Chair of the Management Committee, Brett Bennett-Smith by email: chair@surreydocksfarm.org.uk

SAFEGUARDING CONTACT DETAILS:

Farm Manager: Gemma Hooper

Email manager@surreydocksfarm.org.uk or call 07309 730531

Worried about an adult with physical/sensory disabilities, or an adult over 65?

Email OPPDContactteam@southwark.gov.uk or call 020 7525 3324

Worried about an adult with poor mental health?

Email MHContact@southwark.gov.uk or call 020 7525 0088.

Worried about an adult with a learning disability?

Email LearningDisabilitiesDuty@southwark.gov.uk or call 020 7525 2333

POLICE – 999



APPENDIX B

CODE OF CONDUCT FOR STAFF & VOLUNTEERS

This code of conduct is in place to protect ‘vulnerable users’ at SDF defined as children and young people under 18 years old and adults at risk. They will be referred to as VU in this code of conduct.

Staff, youth and support volunteers will:

Read the Farm’s Safeguarding Policies and Procedures in order to:

- feel confident recognising when a VU may be suffering or is likely to suffer harm, recognising that abuse can be physical, sexual, psychological and neglect
- understand how to recognise symptoms of abuse
- understand how to handle disclosures of abuse and how to report any concerns

Take part in safeguarding training (at least every 3 years) such as those available for free from the Southwark’s [My Learning Source](#).

To keep vulnerable users safe, staff and volunteers agree to:

- put the welfare and safety of the VU first
- listen to what VU have to tell us
- not discriminate favourably or unfavourably towards any VU (ensuring that we are not perceived to have favourites)
- take every opportunity to raise the self-esteem of VU’s
- talk to VU’s about their right to be kept safe from harm
- challenge inappropriate behaviour of VU’s, remembering to challenge what they did, not who they are
- value and respect VU’s as individuals
- seek advice and support from our colleagues, supervisors and our Designated Safeguarding lead/s as often as is necessary
- strive to be excellent leaders and to model appropriate adult conduct
- ensure we have agreed roles, responsibilities and standards of behaviour with other staff and volunteers and agree to:
 - o the behaviour we expect from VU’s
 - o the behaviour we expect from each other
 - o enforce behavioural standards consistently
- support and watch out for colleagues we are working with to ensure they are not being drawn into situations that could be misinterpreted by others or by the VU – remember how colleagues view each other’s practice indicates how outsiders will view it
- follow confidentiality guidelines and offer a confidential service by
 - o not distributing identifiable information about VU to external agencies (making any data we pass on anonymised)
 - o not naming VU’s on social media posts but using collective terms instead (e.g. “the Young Farmers”)
 - o keeping any information about VU’s confidential unless doing so would expose them or others to harm



- not discussing information or issues regarding a VU with anyone outside Surrey Docks Farm, except the VU's parents/legal guardians and other professionals involved in their care (as appropriate).

To keep VU's safe, staff and volunteers will never:

- use any kind of physical punishment or chastisement such as smacking or hitting
- smoke in front of any VU
- use racist, sexist, homophobic or other discriminatory or offensive language
- swear in front of VU's
- use unprescribed drugs or be under the influence of alcohol
- behave in a way that frightens or demeans a VU
- develop sexual relationships with a VU, including sexualised language, flirting etc. This is an abuse of trust and could result in the loss of the right to work with VUs in the future. Any such instances will be reported to the police.
- give gifts or money to VU's
- accept gifts from VU's, other than small tokens for appropriate occasions, which we will make sure are transparent in their receiving
- rely upon good nature to protect us or believe "it could never happen to me"

Staff and volunteers will continue to keep vulnerable users safe outside of work by:

- never taking VU's on car journeys
- never inviting or admitting VU's to our homes or those of our friends/ family
- not engaging in social relationships or activities with the VU's of Surrey Docks Farm
- never giving VU's our personal number/s, email addresses, social media handles or home addresses

In the event of a disclosure of abuse staff and volunteers will:

- follow the referral flow chart set out in **APPENDIX D**
- follow the whistle blowing procedure set out in **APPENDIX E** (if concerning allegations of abuse from staff or volunteers)
- stay calm and reassure the VU that they were right to talk
- make it clear that they are not to blame
- allow the VU to use their own words and go at their own pace without asking leading questions
- follow the TED format (Tell, Explain, Describe) when talking to the VU
- elicit enough information to know what to do next but no more than this
- inform the Designated Safeguarding Lead (or your supervisor) at the earliest opportunity, they will make a full, accurate record with you of what the VU disclosed

In the event of a disclosure of abuse staff and volunteers will not:

- promise to keep secrets (but instead say: 'I'm concerned about what you've told me today and I will have to talk to somebody else about what we can do next')
- ask in detail about the abuse – this is for the appropriate agencies (Police & MASH)
- put pressure on the VU to talk
- attempt to offer physical reassurance, such as a hug



The Farm's **E-safety policy** states that staff and volunteers:

- will obtain written parental or legal guardian consent prior to the recording, storage and sharing of photographs, videos and audio of VU's we work with
- will only record audio, photography and video of VU's using Farm device/s
- won't accept or send requests from VU's on any social networking sites
- won't use a personal device to record or transfer pictures of VU's
- will ensure VU's do not have access to our personal devices
- won't communicate directly with VU's by phone, social media or email

Tips for staff and volunteers:

It is important to avoid being alone with a VU. A minimum ratio of two VU's per staff member or volunteer must be maintained when needing to work out of sight and sound of others.

If we find ourselves alone with a VU we will ensure we:

- inform a manager/ a colleague what we are doing, where we are and approximately how long we will be
- leave room doors ajar
- remain in earshot of others

Staff and volunteers should be aware of the potential for misinterpretation when touching VU's.

To minimise misunderstandings staff should:

- prompt VU's to carry out their own personal care, offering assistance only if it is absolutely necessary
- not instigate physical contact with VU's

DECLARATION FOR STAFF & VOLUNTEERS

I agree to abide by Surrey Docks Farm Safeguarding Policy and Code of Conduct

Signature

Name

Date

Staff (job title) ☐

Youth Volunteer ☐

Other Volunteer Role ☐



APPENDIX C

INFORMATION FOR SERVICE USERS

We want Surrey Docks Farm to be a safe place for everyone who visits, volunteers and takes part in our programmes.

**We have a Safeguarding Policy and Procedures document.
You can ask for a full copy of this or view it on our website.**

Below is a brief summary of the key points.

We aim to keep everyone safe by:

- Having a designated Safeguarding Officer (Please contact Gemma Hooper on 07309 730531 or at manager@surreydocksfarm.org.uk if you have any concerns about any adults at risk or the behaviour of anyone using the project)
- Ensuring all staff and volunteers are properly checked and vetted
- Making proper arrangements for all activities
- Having a code of conduct for staff/volunteers and making sure that all staff and volunteers know what to do if they have concerns about an adult at risk
- Following National and Local Safeguarding Procedures and do this by reporting any serious concerns to Social Services or the police as appropriate

We ask you to support us in keeping everyone safe by:

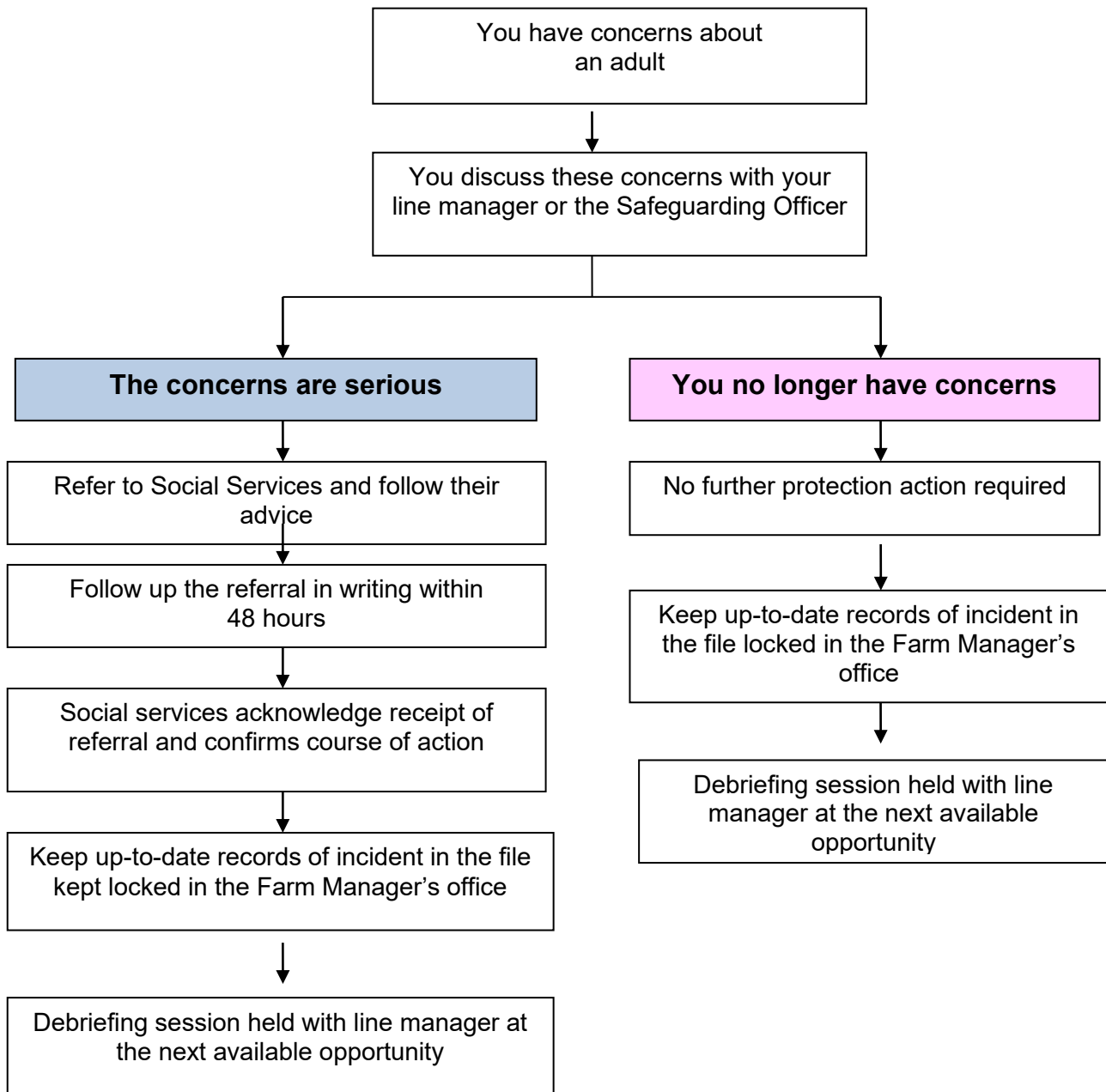
- Following Surrey Docks Farm's code of conduct and treating everyone with respect
- Reporting any concerns about a participant, staff or volunteer's behaviour to the Safeguarding Officer promptly



APPENDIX D

REFERRAL FLOW CHART

Steps to follow if you are worried an adult is being abused.





APPENDIX E

WHISTLE BLOWING

Whistle blowing is when an individual raises a concern about dangerous, illegal activity or wrongdoing within their organisation. Raising a concern is known as 'blowing the whistle' and is a vital process for identifying risks to peoples' safety.

If you have a concern about dangerous, illegal activity or wrongdoing by members of staff or volunteers at Surrey Docks Farm you must raise this at the earliest opportunity with the Farm's Designated Safeguarding Lead (DSL), either in person or by:

- Email: manager@surreydocksfarm.org.uk
- Farm duty phone number: 07309 730531

You can 'blow the whistle' about an incident that happened in the past, is happening now or that you believe might happen in the future.

The Farm's Safeguarding Lead will take details of your concern and talk you through actions to be taken.

You are advised to call the whistleblowing advice line on 0800 028 0285 if:

- Surrey Docks Farm doesn't have clear safeguarding procedures to follow
- you think your concern won't be dealt with properly or may be covered-up
- you've raised a concern but it hasn't been acted upon
- you're worried about being treated unfairly

If the Safeguarding Lead is unavailable contact the Deputy Manager via the duty phone number or Chair of the Management Committee via email on chair@surreydocksfarm.org.uk



APPENDIX F CONFIDENTIAL

SAFEGUARDING CONCERN LOG

Guidance:

- Please make sure everything in this report is clear, even to a stranger reading it in the future
- Quote directly any verbal disclosure an adult makes
- Any marks, swelling etc are recorded on the body map with the description e.g. size, colour of injuries. Under no circumstance should the individual's injuries be photographed, this is illegal
- Avoid ambiguous language/assumptions
- Write professionally and remember that families can legally request copies of this document and would see them in the case of a review

Name of Adult:

Date:

Time:

Your Name:

Signature :

Position/job title:

Why are you recording the incident?

Report factually on the following:

Who is involved?

What has happened?

Where?

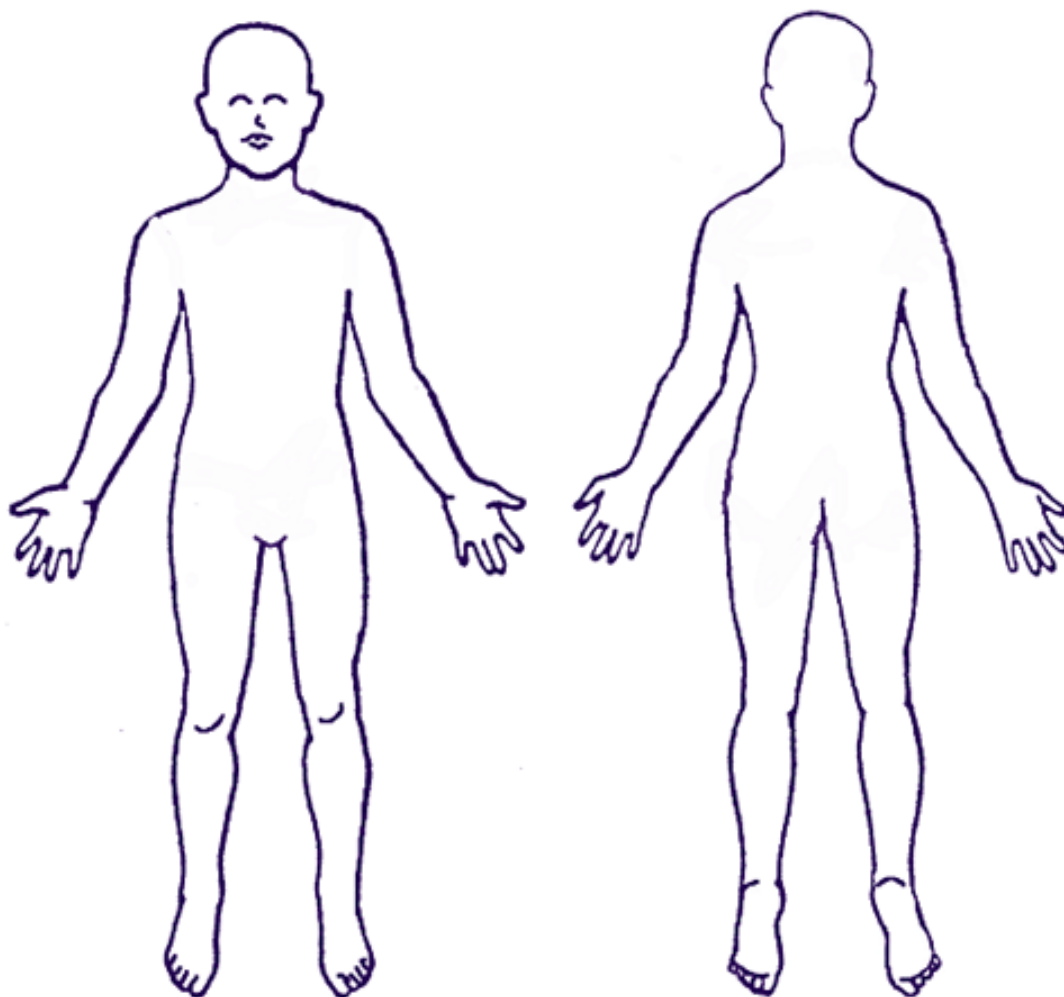
When did the incident/s happen?



Offer your opinion about how and why the incident/s might have happened:

What action have you taken?

Name of person/service to whom you've passed this information onto:





APPENDIX G

MANAGING ALLEGATIONS AGAINST STAFF OR VOLUNTEERS

Allegations may be made against staff or volunteers if they are deemed to have:

- Behaved in a way that has harmed, or may have harmed an adult
- Possibly committed a criminal offence against, or related to, an adult; or
- Behaved towards an adult(s) in a way that indicated s/he is unsuitable to work with them

Management of an allegation of abuse may involve one or all of:

- A police investigation of a possible criminal offence
- Enquiries and assessment by social services about whether the adult is in need of protection or in need of services
- Consideration by Surrey Docks Farm of disciplinary action in respect to the individual

An adult may come to you with a concern involving another volunteer/staff member at Surrey Docks Farm. This is our policy for handling such disclosures:

1. Report the incident to the DSLs at the earliest opportunity:
Designated Safeguarding Lead: Gemma Hooper gemma@surreydocksfarm.org.uk
2. Complete the form in **Appendix F**
3. The DSL will keep you informed of actions taken
4. If you are inhibited from reporting the incident to the Farm's DSLs, contact must be made to the Southwark Safeguarding Adults Board (SSAB) or the Southwark Learning Disabilities Duty Team

Surrey Docks Farm is legally obliged to report any individuals that have been removed from working with children to the Disclosure and Barring Service (DBS)