One2One Mentoring Network

Policy for Safeguarding Adults at Risk

One2One Mentoring Network · Registered Charity No. 1191628

If someone is in immediate danger, call 999.
For any other safeguarding concern, contact the Designated Safeguarding Lead (DSL) or Deputy straight away. Contact details are in Section 10.

1. Policy statement

One2One Mentoring Network is committed to creating a culture of safety, equality and protection for every adult who takes part in our mentoring services. This policy applies to all Mentors, Volunteers, Staff, Trustees, Supporters and Partners. It sets out the principles that guide our approach to safeguarding and what to do if there is a concern.

We recognise our duty to respond promptly and appropriately to any allegation, report or suspicion of abuse or neglect. Clear policy and procedures help everyone who works or volunteers with us to prevent harm and to know what to do when a concern arises.

One2One mentoring is for adults aged 18 and over.

2. Definitions

Adult at risk. Under the Care Act 2014, an adult at risk is a person aged 18 or over who:

- has needs for care and support (whether or not these needs are being met);
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs, is unable to protect themselves from abuse or neglect, or the risk of it.

This term replaces "vulnerable adult", which was used in earlier guidance.

Any mentee may become at risk at any time, for example through illness, a change in personal circumstances or a harmful relationship. Safeguarding therefore applies to every adult we work with.

3. Purpose of this policy

- To set out the duties and responsibilities of everyone working or volunteering on behalf of One2One Mentoring Network to protect adults from abuse and neglect.
- To make sure concerns are recognised, reported and recorded in a consistent and timely way.
- To give mentees, mentors and partners confidence that safeguarding is taken seriously.

4. Our safeguarding principles

We follow the six safeguarding principles set out in the Care Act 2014:

- **Empowerment:** supporting adults to make their own decisions, with their informed consent.
- **Prevention:** acting before harm occurs.
- **Proportionality:** taking the least intrusive response appropriate to the risk.
- **Protection:** supporting those in greatest need.

- **Partnership:** working with other agencies and communities to prevent, detect and report abuse.
- **Accountability:** being transparent and responsible in how we safeguard.

We aim to make safeguarding personal: we listen to the adult, respect their wishes wherever it is safe to do so, and focus on the outcomes that matter to them.

5. How we keep adults safe

One2One Mentoring Network will keep adults safe by:

- valuing, listening to and respecting every adult we work with;
- responding quickly and appropriately to all concerns, suspicions or allegations of abuse, using the procedures in this policy;
- recording, storing and sharing safeguarding information securely, and only with those who need to know;
- recruiting staff and mentors safely, including references and checks set out in our Safer Recruitment Policy;
- making sure all mentors and volunteers complete induction and safeguarding training, as set out in our Safeguarding Training Policy, and accept this policy before they begin mentoring;
- appointing a Designated Safeguarding Lead, a Deputy Safeguarding Lead and a Safeguarding Trustee;
- dealing with any allegation against a mentor, volunteer or member of staff through our Whistleblowing, Complaints and Escalation procedures;
- keeping this policy in practice through training, guidance and regular safeguarding updates.

6. Recognising abuse and neglect

The Care Act 2014 statutory guidance (Department of Health and Social Care) identifies the following types of abuse and neglect. The examples are not a complete list.

1. **Physical abuse:** for example hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
2. **Sexual abuse:** for example rape, sexual assault, or sexual acts to which the adult has not consented, could not consent or was pressured into.
3. **Psychological or emotional abuse:** for example threats, humiliation, isolation, intimidation, verbal abuse, or cutting the adult off from supportive networks.
4. **Neglect and acts of omission:** for example ignoring care needs, or withholding medication, food, heating or access to services.
5. **Financial or material abuse:** for example theft, fraud, exploitation, or misuse of property, possessions or benefits.
6. **Discriminatory abuse:** for example harassment, slurs or unequal treatment because of race, sex, gender identity, disability, age, religion or sexual orientation.
7. **Organisational abuse:** for example poor care or neglectful practice within an institution or care setting.
8. **Domestic abuse:** for example physical, emotional, sexual or financial abuse or coercive control by a partner, ex-partner or family member.
9. **Modern slavery:** for example forced labour, human trafficking or domestic servitude.

10. **Self-neglect:** for example a failure to care for personal hygiene, health or surroundings.

7. What to do if you have a concern

Everyone who works or volunteers with One2One Mentoring Network has a responsibility to act on any concern about an adult's safety or wellbeing. You do not need to be certain that abuse is happening. If you are worried, you must **Recognise, Report and Record**.

Concerns may come from a specific event, something the adult tells you (a disclosure), or a pattern of things noticed over time. They may relate to the past, the present or a risk in the future.

RECOGNISE

Use Section 6 to help you recognise possible abuse or neglect.

If an adult tells you about abuse:

- Listen carefully and calmly, and let them speak at their own pace. Do not interrupt.
- Only ask open questions to understand what happened and when. Do not probe for detail.
- Do not investigate, and do not question the adult about the person they say is responsible.
- Do not give personal opinions or show shock or disbelief.
- Do not promise to keep what they have told you a secret.

Tell the adult:

- it is not their fault;
- telling someone was the right thing to do;
- you will need to share what they have told you with someone who can help;
- what will happen next.

Do not discuss the concern with anyone who may be involved, or with anyone who does not need to know.

REPORT

When deciding how quickly to act, consider:

- how serious the harm is;
- how likely it is that harm will happen;
- whether the harm is happening now, or is about to happen.

Then take these steps:

1. If anyone is in immediate danger, **call 999**, then tell the DSL as soon as possible afterwards.
2. Report the concern to the DSL or Deputy on the same day.
3. If you cannot reach the DSL or Deputy and the concern is urgent, contact the local Adult Social Care team for advice, then tell the DSL about this contact as soon as possible.
4. The DSL will decide whether a referral to Adult Social Care or another agency is needed. Wherever it is safe to do so, the adult's views and consent will be sought first.

RECORD

Write down the following as soon as possible, ideally within 24 hours:

- what you saw, heard or were told, using the adult's own words where possible;
- the date, time and setting, and any names mentioned;
- who you passed the information to, and who else was present;
- facts only, not your opinions or guesses.

Sign and date the record, give it to the DSL, and do not keep copies on personal devices.

8. Concerns about a mentor, volunteer or member of staff

Any concern or allegation about the behaviour of a mentor, volunteer, member of staff or trustee must be reported to the DSL. If the concern is about the DSL, report it to the Safeguarding Trustee. Allegations will be handled through our Whistleblowing, Complaints and Escalation procedures. Anyone who raises a concern in good faith will be supported.

9. Confidentiality and information sharing

Safeguarding information is kept confidential and stored securely, in line with UK GDPR and the Data Protection Act 2018. It is shared only with those who need to know. The law allows information to be shared without the adult's consent where this is necessary to protect them or others from serious harm, or to prevent a crime. The DSL will make this decision and record the reasons.

10. Key contacts

Role	Name	Contact
Designated Safeguarding Lead (DSL)	Dr Uju Mokah	Via admin@one2onementoring.com
Safeguarding Trustee	Dr Susan Ozer	Via admin@one2onementoring.com
General enquiries	One2One Mentoring Network	admin@one2onementoring.com
Emergency	Police / Ambulance	999

11. Related policies

This policy should be read alongside our Safer Recruitment Policy, Safeguarding Training Policy, Whistleblowing Policy, Complaints and Escalation Procedure, Mentor Code of Conduct, and Data Protection and Privacy Policy.

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