

## **Made By Mortals: Safeguarding Adults at Risk of Harm Policy**

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## **1. Introduction**

Made By Mortals CIC is a not-for-profit social enterprise based in the North West. We engage unemployed and/or vulnerable communities in creative projects that explore health and wellbeing and worklessness through film, theatre, music and art. Our projects are fundamentally about using creativity to bring about positive change- on a personal, community and global level.

Made By Mortals CIC works with adults of all ages, including those who may be at risk due to disability, health needs, age, sensory impairment, social isolation, or other vulnerabilities. Our creative and participatory work – in-person, online, in community venues and collaborative settings – requires robust safeguarding systems to protect adults at risk from harm.

We bring lived experience to artistic practice that nurtures confidence, connection, creativity and wellbeing, and we have a duty to ensure all adult participants are safe, respected, and supported throughout their participation.

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## **2. Legal and Policy Context**

This policy is informed by and compliant with relevant UK legislation and statutory guidance for adult safeguarding, including (but not limited to):

- Care Act 2014 (England) statutory guidance
- Safeguarding Adults Boards and local Multi-Agency Safeguarding Adults Procedures
- Human Rights Act 1998 & Mental Capacity Act 2005
- Equality Act 2010

Made By Mortals CIC also recognises the principles of dignity, autonomy, empowerment, prevention and partnership in all adult safeguarding practice.

This policy should be read alongside our child protection policy, digital safeguarding guidance, code of conduct, social media policy, staff safety policy, safeguarding approach with partners document and individual project risk assessments.

### **3. Policy Statement**

Made By Mortals CIC believes it is always unacceptable for adults at risk to experience abuse of any kind. We are committed to safeguarding the welfare of all adults participating in our work.

We recognise that:

- All adults have the right to live free from harm, abuse, neglect, exploitation or degrading treatment.
- Working collaboratively with adult participants, their supporters, carers, families and partners is essential for effective safeguarding.
- Safeguarding adults at risk is everyone's responsibility.

The purpose of this policy:

- To provide protection for adults at risk of harm involved in Made By Mortals CIC projects, workshops, or creative activities.
- To provide staff, freelance workers and volunteers with guidance on procedures to adopt if they suspect an adult participant may be experiencing, or at risk of, harm.
- To apply to all staff, directors, freelance workers, volunteers, and anyone working on behalf of Made By Mortals CIC.

We will seek to safeguard adults by:

- Building a safeguarding culture where adults feel respected, listened to, and safe to raise concerns.
- Valuing all our participants, listening to them, and taking their views and experiences seriously.
- Adopting clear adult safeguarding procedures and ensuring these are accessible to staff, practitioners, partners and adult participants.
- Recruiting freelance workers and volunteers safely, with appropriate checks and induction.
- Providing training, supervision, and support for staff, freelancers and volunteers.
- Responding quickly and appropriately to all concerns, in line with statutory and local adult safeguarding procedures.

- Reviewing this policy and associated safeguarding practice annually, or sooner if required by changes in legislation or organisational learning.

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#### **4. Sharing Our Safeguarding Approach**

We ensure that adults, project partners, commissioners and carers understand how we safeguard adults at risk, and how concerns can be raised. Information is shared in accessible, clear ways, including:

- Information at the start of involvement in projects or sessions
- Inclusion in consent forms and welcome packs to partner organisations and carers
- Clear contact details for the Designated Safeguarding Lead (DSL)
- Signposting to relevant adult support lines, local authority safeguarding teams and partners
- Signposting to who adults can speak to if they feel worried, unsafe, or uncomfortable.

Adults will be encouraged to speak up and will be assured that concerns are taken seriously.

We plan to put this information clearly on our website.

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#### **5. Aims and Objectives**

This policy ensures that all directors, staff, freelance workers and volunteers are clear about the actions necessary when an adult at risk may be experiencing or at risk of harm.

Its aims are to:

- Raise awareness of responsibilities in reporting abuse or neglect.
  - Ensure effective communication within the organisation regarding adult safeguarding.
  - Establish clear, step-by-step procedures for responding to concerns.
  - Identify named leads responsible for adult safeguarding practice.
  - Ensure that safeguarding adults at risk is embedded in organisational planning, delivery and review.
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## **6. Who Is an Adult at Risk?**

An adult at risk is a person aged 18 or over who:

- Has care and support needs, and
- Is, or may be, unable to protect themselves from abuse or neglect

This includes adults with:

- Physical or learning disabilities
- Mental health problems
- Older adults
- Sensory impairments
- Chronic illnesses or fluctuating conditions
- Those experiencing domestic abuse, hate crime, or anti-social behaviour

Additional factors may increase vulnerability, including:

- Physical frailty
- Drug or alcohol dependency
- Social or emotional problems
- Poverty or homelessness

Many adults at risk may not recognise they are being abused, for example, older adults who feel dependent on family members and are reluctant to assert themselves for fear of conflict.

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## **7. Types of Abuse**

Abuse of an adult at risk may consist of a single act or repeated acts, including:

- Failing to provide necessary care or support
- Acts of neglect or omission
- Persuading or pressuring an adult into financial, sexual, or other transactions to which they have not, or cannot, consent

Abuse can occur in any relationship and may result in significant harm or exploitation.

Concerns about abuse may be raised from a single incident or ongoing patterns of neglect or poor standards of care. Ignoring these concerns can lead to serious deterioration in physical, mental, or emotional health, and, in some cases, death.

**Types include:**

1. **Physical Abuse** – hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint
2. **Sexual Abuse** – rape, sexual assault, coercion, or pressure into sexual activity without consent
3. **Psychological / Emotional Abuse** – threats, humiliation, controlling behaviour, isolation, verbal abuse
4. **Financial / Material Abuse** – theft, fraud, exploitation, coercion regarding property, inheritance, or finances
5. **Neglect / Acts of Omission** – failure to meet medical, nutritional, or care needs; withholding essentials such as heating, food, or medication
6. **Discriminatory Abuse** – based on race, sex, disability, age, sexual orientation, religion, or other protected characteristics
7. **Institutional / Organisational Abuse** – abuse arising from poor care standards, unsafe practices, or systemic failings in any care setting
8. **Multiple Forms of Abuse** – combination of any of the above, often ongoing, requiring assessment of patterns and underlying dynamics

Important Note: If children are involved in households where an adult at risk is experiencing abuse, their welfare must also be considered and reported appropriately to local safeguarding children teams.

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## **8. Significant Harm**

Significant harm includes not only physical or sexual abuse but also:

- Avoidable deterioration in physical or mental health
- Impairment of intellectual, emotional, social, or behavioural development

- Risk of exploitation or neglect leading to serious adverse outcomes

This aligns with statutory guidance in the Care Act 2014 and local safeguarding adult board standards.

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## **9. Designated Safeguarding Lead**

The Designated Safeguarding Lead (DSL) for adults at risk of harm at Made By Mortals CIC is:

### **Paul Hine**

CEO, Made By Mortals CIC

07779 123175

paul@madebymortals.org

### **The DSL is responsible for:**

- Overseeing adult safeguarding practice
- Ensuring concerns are recorded and managed appropriately
- Liaising with partner organisations and statutory agencies
- Supporting staff and freelancers to follow procedures

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## **10. Responsibility of Staff, Freelancers and Volunteers**

All Made By Mortals CIC staff, freelance workers, and volunteers have a duty to:

- Promote the welfare and safety of adults at risk
- Recognise and respond appropriately to abuse or neglect
- Follow the organisation's safeguarding procedures
- Record all concerns accurately and share them with the Designated Safeguarding Lead (DSL)

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## **11. Other Key Agencies, Contacts and Helplines**

**Adult Social Care:** All local authorities have a Safeguarding Board, which oversees multi-agency work aimed at protecting and safeguarding adults at risk of harm. It is normal practice for the board to comprise of people from partner organisations



who have the ability to influence decision making and resource allocation within their organisation

### **Local Authority Adult Safeguarding Contacts in Tameside:**

#### **Tameside Adult Social Care Duty Team (office hours):**

0161 342 4101

#### **Out of Hours Emergency Duty Team:**

0161 342 2222

**The Police:** The Police play a vital role when there is an emergency and also in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols

If there is **immediate risk to life or safety**, call **999**.

### **Helplines and Support**

- **Samaritans:** 116 123 (24/7)
- **Action on Elder Abuse Helpline:** 0808 808 8141 (free, 24/7)
- **Age UK Advice Line:** 0800 470 8090

The DSL will ensure referrals are made to local adult social care teams or statutory partners and that written records follow statutory pathways within 24 hours where required.

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## **12. Procedures**

Any concerns about abuse, neglect, or poor care must be reported immediately to the Designated Safeguarding Lead (DSL) and onward to adult social care, following a risk assessment to reduce or remove harm.

If an adult at risk discloses abuse, or you suspect abuse, you must:

1. **Listen** and take them seriously.
2. **Reassure** them but do NOT promise confidentiality — explain that concerns must be shared with someone who can help.

3. **Avoid direct questions** that lead or suggest, and do not investigate — you are recording, not interviewing.
4. **Record thoroughly** using the adult's own words, noting date, time, location, what was said and who was present.
5. **Inform the Designated Safeguarding Lead** without delay.

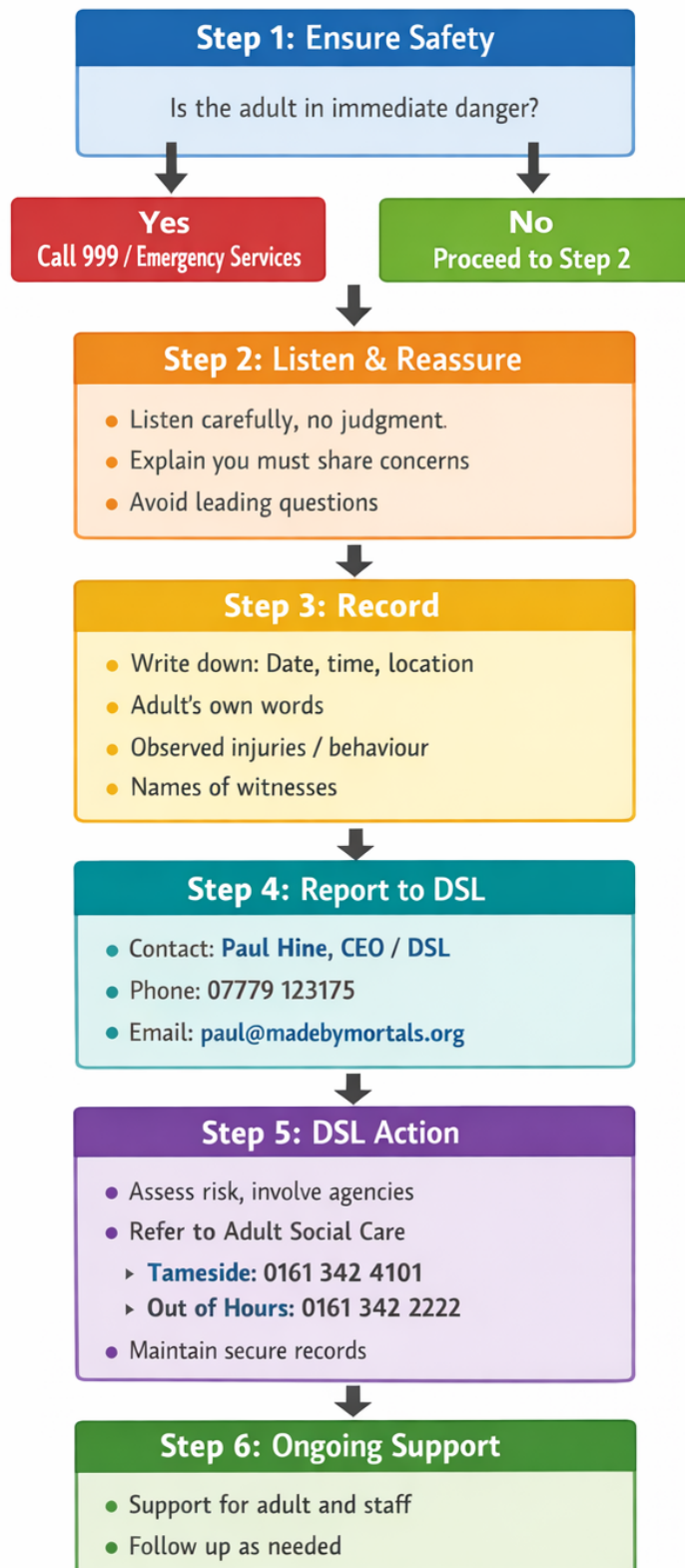
**Do NOT:**

- Promise confidentiality
- Confront the alleged perpetrator
- Delay in passing on concerns
- Investigate beyond establishing basic facts

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the Designated Safeguarding Lead (DSL).

**What to do if an adult at risk discloses abuse (see flow chart):**

## Safeguarding Adults at Risk: Reporting Procedure



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### **13. Managing Allegations Against a Person in a Position of Trust**

Allegations against a member of staff, freelancer or volunteer will be taken seriously and treated with urgency.

- The DSL must be informed immediately
- If there is risk of harm, the adult at risk must be safeguarded first
- Statutory partners will be involved without delay
- Confidentiality will be maintained, sharing only with those who need to know
- Allegations will be recorded and managed according to local multi-agency adult safeguarding procedures

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### **14. Recruitment and Selection**

All staff members shall be subject to a careful and rigorous selection process with the following elements:

- Complete an application form
- Provide identity verification (passport, driving licence etc.)
- Provide two references not related to them
- Undertake appropriate background checks (DBS where appropriate or equivalent due diligence)
- Complete a probationary period
- Not have unsupervised contact with adults at risk until checks are complete

All freelance workers and volunteers will be chosen with due diligence and will never be left alone with participants unless they have had a full DBS check.

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### **15. Supporting Staff, Freelancers & Volunteers**

Made By Mortals CIC will ensure:

- Relevant adult safeguarding training is provided at induction and regularly updated

- Staff, freelancers and volunteers know how to recognise, record and respond to safeguarding concerns
- Supervision and support are available for those involved in reporting or managing concerns
- Contact details for emergency services and support organisations are provided

See also 'Staff Safety Policy' and 'Staff Wellbeing Policy'

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## **16. Other Actions to Minimise Harm**

We will:

Made By Mortals CIC will:

- Ensure freelance workers and volunteers roles are defined.
- Ensure adequate ratios of staff to participants.
- Take out appropriate insurances to cover activities undertaken.
- Perform risk assessments where appropriate.
- Keep an accident/incident book.
- Gain appropriate authorisation where required from carers/partner organisations for adults at risk of harm undertaking group activities.

In addition, Made By Mortals CIC will:

- Ensure safeguarding considerations are built into the planning and delivery of all activities, workshops and events
- Carry out proportionate risk assessments for activities, venues, travel, and online delivery
- Emergency procedures, first aid arrangements, and clear supervision plans will be in place for all activities and events
- Ensure appropriate supervision arrangements are in place at all times
- Work in partnership with partner organisations to align with their safeguarding procedures (see also 'Safeguarding Approach with Partners' document)
- Avoid unsupervised one-to-one working with adults at risk of harm wherever possible

- Ensure safeguarding arrangements are clear for activities delivered in community venues, online, or in Made By Mortals' own spaces

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## **17. Photography, Filming and Recording of Adults at Risk**

Where images or recordings are taken:

- Informed consent must be obtained and documented
- Use, storage and sharing must be explained and agreed
- Files are stored securely in line with GDPR
- Adults are not identifiable by name unless explicit consent is given

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## **18. Online Safety**

Made By Mortals CIC recognises that online activity can present additional safeguarding risks. This includes online workshops, digital collaboration, communication, and the sharing of creative content. We have a separate Digital Safeguarding Policy in combination with this document.

We will:

- Use appropriate platforms and tools for online delivery
- Ensure sessions are supervised and professionally facilitated
- Set clear expectations around behaviour, communication and boundaries
- Avoid private or one-to-one online contact with participants
- Follow safe digital practices for recording, storage and sharing of content
- Respond promptly to any online safety concerns in line with safeguarding procedures

Participants will be encouraged to report any online behaviour that makes them feel uncomfortable or unsafe.

All staff, freelancers and volunteers must adhere to the Made By Mortals Social Media Policy when using online platforms to communicate with or about participants. Guidance includes maintaining professional boundaries, avoiding private communications, and reporting any concerning content.

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## **19. Code of Conduct**



It is important that participants, staff, freelance workers and volunteers can participate in Made By Mortals CIC activities in a safe, respectful and secure environment. Made By Mortals CIC has a separate Code of Conduct which sets out clear expectations of behaviour and professional boundaries for all those working with or on behalf of the organisation.

All staff are provided with the Code of Conduct as part of their induction and onboarding, alongside the Employee Handbook and other relevant organisational policies. Freelance workers and volunteers are provided with the Code of Conduct at the point of contracting or engagement, and adherence to it is a requirement of working with Made By Mortals CIC.

The Code of Conduct, together with all safeguarding and related policies, is available to staff via the organisation's internal shared policy system. Copies can also be provided on request.

Made By Mortals CIC expects all staff, freelance workers and volunteers to act in line with the Code of Conduct at all times when representing the organisation or working with participants, partners and colleagues.

By agreeing to the Code of Conduct, staff, freelance workers, and volunteers commit to:

- Follow the values and principles of Made By Mortals CIC in all activities.
- Tell Made By Mortals CIC about any relevant police record or change in circumstances that might make them unsuitable for their role or for specific activities.
- Understand that their role involves a position of trust with participants and always act responsibly.
- Keep information about colleagues and participants confidential, in line with organisational procedures.
- Never knowingly work alone with a participant, ensuring another adult is present at meetings or activities.
- Get approval from a Director for any activities with participants outside usual sessions.
- Treat everyone respectfully and never behave in a way that could be harmful or offensive.

## **20. Whistleblowing and Complaints**

Made By Mortals CIC is committed to creating a culture where concerns can be raised safely and without fear of reprisal.

All staff, freelance workers, volunteers, partners, parents and participants are encouraged to report:

- Safeguarding concerns
- Unsafe or inappropriate behaviour
- Breaches of policy or professional conduct

Concerns can be raised with the Designated Safeguarding Lead or a Director. All concerns will be taken seriously, recorded, and responded to appropriately.

Whistleblowers will be supported and protected in line with relevant legislation and good practice. See also our Whistleblowing policy document.

**Policy adopted:** March 2026

**Next review:** March 2027 (or sooner if required)

**Signed by Designated Safeguarding Lead:** Paul Hine