

Adult Safeguarding Policy and procedures

If you feel there is a safeguarding concern, the QR code below will take you directly to the form to make a referral, or go to the following link: [Report a safeguarding concern](#)



In line with the Sussex Safeguarding Adults Procedures, further information can be found in the following documents:

[1.1. Sussex safeguarding adults policy | Section 1 | Sussex Safeguarding Adults Policy and Procedures](#)

[Sussex Safeguarding Adult Review Protocol](#)

[Sussex Safeguarding Adults Thresholds: Guidance for professionals](#)

This policy will enable New Note Projects to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. New Note Projects acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, trustees, volunteers, service users and carers/families can work to prevent abuse and know what to do in the event of abuse.

The Policy and Procedures have been drawn up in order to enable New Note Projects to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported
- and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined in the Care Act (2014) as:

- People aged 18 or over,
- that have needs for care and support,
- are experiencing, or are at risk of, abuse or neglect, and
- as a result of those needs are unable to protect themselves against the abuse or

neglect or the risk of it.

The policy applies to all staff, trustees, volunteers, sessional workers, students and anyone working on behalf of New Note Projects. This policy also applies to all service users.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that New Note Projects has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy, New Note Projects will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training.

New Note Projects:

- will ensure that all staff, trustees, volunteers, sessional workers, students, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within Brighton and Hove
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to Adult Social Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult Social Care Direct team as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies.

Procedures

1. Introduction

New Note Projects provides music-based activities to people who have experienced addiction, mental and physical health issues, homelessness and social exclusion. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by New Note Projects. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. New Note Projects is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility, and the aim of these procedures is to ensure that all staff, trustees, volunteers, sessional workers, students and anyone working on behalf of New Note Projects act appropriately in response to any concern around adult abuse.

2. Preventing abuse

New Note Projects is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within New Note Projects will be treated with respect.

New Note Projects is committed to safer recruitment policies and practices for staff, trustees and volunteers. This may include Disclosure & Barring Service (DBS) checks, ensuring references are taken up, and adequate training on Safeguarding Adults is provided.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the Complaints/Grievance Policy and Safeguarding Adults Policy will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

New Note Projects is committed to ensuring that all staff, trustees, volunteers, sessional workers, students and anyone working on behalf of New Note Projects undertake training to gain a basic awareness of signs and symptoms of abuse. New Note Projects will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

Abuse includes:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

4. Designated Named Person for safeguarding adults

Trustee Board



Trustee Safeguarding lead



Designated safeguarding lead

New Note Projects has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person for Safeguarding Adults within New Note Projects is Molly Mathieson.

Designated Named Person for Safeguarding Adults:

Molly Mathieson - Mobile Number: 07492 734 671

Deputy Safeguarding Contact (should the designated person be unavailable):

Claudia Clarkson - Email: claudiacklarkson@icloud.com

The roles and responsibilities of the Named Person are:

- to ensure that all staff, including volunteers and trustees, are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care team or to the allocated social worker/care manager where necessary
- to follow up any referrals and ensure the issues have been addressed
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision
- if appropriate, staff or volunteers will be given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

5. Responding to people who have experienced or are experiencing abuse

New Note Projects recognises that it has a duty to act on reports or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- reassure the person concerned
- listen to what they are saying
- record what you have been told/witnessed as soon as possible
- remain calm and do not show shock or disbelief

- tell them that the information will be treated seriously
- don't start to investigate or ask detailed or probing questions
- don't promise to keep it a secret.

If you witness abuse or abuse has just taken place the priorities will be:

- to call an ambulance if required
- to call the police if a crime has been committed
- to preserve evidence
- to keep yourself, staff, volunteers and service users safe
- to inform the Designated Named Person
- to record what happened in an email to Molly Mathieson, the Designated Named Person

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of staff, trustee, or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to the Adult Social Care Direct team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice-giving organisations such as the Police.

Adult Social Care Brighton and Hove

Email address: hascsafeguardinghub@brighton-hove.gov.uk

Phone: 01273 295555

Available: Monday-Friday 9.00 – 5.00

Calls will be forwarded to CareLink Plus outside these hours

Online form to report a safeguarding concern: [Report a safeguarding concern](#)

Further information: [Help for an adult at risk of abuse or neglect](#)

Sussex Police

Phone: 101 (non emergency) or 999 (emergency)

(ask for Local Area Police Station or Public Protection Unit)

A Safeguarding Adults Manager will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stage.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support eg providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

6. Managing allegation made against member of staff or volunteer

New Note Projects will ensure that any allegations made against members of staff or volunteers will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence, the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Adult Social Care to discuss the best course of action and to ensure that the New Note Project's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

7. Recording and managing confidential information

New Note Projects is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded in an email to the Designated Named Person. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses, if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

Access to this information will be restricted to the Designated Named Person.

8. Whistleblowing policy

New Note Projects is committed to maintaining the highest standards of integrity and transparency. Staff and volunteers are encouraged to report any suspected misconduct, unethical behaviour, or violations of the organisation's policies, without fear of retaliation. All reports will be handled confidentially, investigated promptly, and appropriate actions taken to address any substantiated concerns.

9. Recent training

Adults at Risk Safeguarding Lead Training, Impact Initiatives
Undertaken by Molly Mathieson, Designated Named Person, on 14th April 2026.

10. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, and carers/families. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually. The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and carers/families need to be informed of any significant changes.

This policy complements other New Note Projects policies on: Privacy; Equality, Diversity and Inclusion; Complaints/Grievances; and Volunteering, which can be accessed at [Policies - New Note](#).

Last reviewed: 29.05.26
Next review due: Jan 2027