

BUSCA Safeguarding policy for Adults 25

Revised 2025

This BUSCA policy follows guidelines set out in the Leicester, Leicestershire and Rutland Safeguarding Adults: Multi agency Policy and Procedures which should be read in conjunction with this policy which can be viewed on the following link: <http://lrsb.org.uk/adults>

BUSCA provides services to a wide range of individuals and organisations throughout Barrow upon Soar and we recognise that some of our members will be at risk. BUSCA is committed to supporting the rights of adults at risk to be protected from abuse and to make sure we all work together in line with the Leicester, Leicestershire and Rutland Safeguarding Adults: Multiagency Policies and Procedures and act promptly when dealing with allegations or suspicions of abuse.

Our Designated Safeguarding Office: **Matt Gudger.**

Contact number: **07764609793**

We think that:

SAFEGUARDING IS EVERYBODY'S BUSINESS - Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused, our loyalty to safeguard the person comes before anything else – this includes our organisation, other service users, our colleagues and the person's friends and family.

DOING NOTHING IS NOT AN OPTION - If we know or suspect that a vulnerable adult is being abused, we will do something about it and ensure our actions are properly recorded. We will work within the boundaries of the Leicester and Leicestershire Safeguarding Adults Policy and Procedures.

All volunteers of BUSCA can play an important part in promoting the safety and protection of people at risk with whom the organisation works. The aim of this policy is to ensure that adults at risk are protected and kept safe from harm while they are in receipt of activities and services from BUSCA. In addition to this policy, BUSCA has a framework of policies which are designed to ensure the emotional and physical safety of service users and volunteers which includes:-

- Whistleblowing Policy
- Child Protection Policy

1. Definition of abuse

BUSCA accepts these examples of what constitutes abuse as follows:

- physical - hitting, slapping, rough handling, restraining roughly
- neglect - causing someone harm by not giving them the care or help they need
- psychological - making threats of harm or abandonment, harassment, humiliation, intimidation, verbal abuse, bullying, isolation or cyber bullying
- financial or material - pressuring someone to give away money, stealing money, benefits or belongings
- sexual - rape, indecent exposure, being made to do something sexual or watch something sexual that they don't want to, didn't agree to or couldn't agree to
- self-neglect - when an adult at risk does not take care of their own basic daily living needs

- discriminatory - where someone is being harassed or mistreated because of their ethnic origin, religion, faith, language, age, sexuality, gender or disability

2. Definition of an adult at risk

BUSCA defines an adult at risk as someone who:

- has needs for care and support
- is experiencing, or are at risk of, abuse or neglect and
- as a result of these needs are unable to protect themselves against the abuse, neglect or risk of abuse or neglect as a result of their needs

3. Who can be an abuser

An abuser can be any of:

- relatives and partners
- friends and neighbours
- another user of a service
- strangers

4. How might abuse come to our attention

This might come to our attention via any of the following:

- the individual might come to us direct
- someone might tell us what they believe is happening
- we might observe this ourselves.

5. What to do if abuse comes to our attention: volunteer response:

Firstly, make the individual safe.

Then record the key elements of the situation: date and time; nature of concern; enough information to identify the person being abused, or appearing to be; the consent of the person for the abuse to be reported, or if not, what the reasons for this are.

DO NOT INVESTIGATE the possible abuse.

YOU MUST NOT discuss the incident with the person who is the alleged perpetrator.

Then report the incident to the BUSCA Safeguarding Officer who is **Matt Gudger**

6. Reporting actual or suspected abuse of adults by the Safeguarding Officer

If the Safeguarding Officer believes a crime has been committed and the situation is an emergency, then they must call the Police on 999.

If they believe a crime has been committed but that it is not an emergency, then they must call the Police on 101.

In either situation, the Safeguarding Officer must contact Leicestershire Adult Social Care on either of the numbers below.

Leicestershire Adult Social Care

Telephone: 0116 305 0004

(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)

Leicestershire Emergency Duty Team

Telephone: 0116 255 1606

(Evenings, weekends, Bank Holidays)

If they do not believe a crime has been committed, they should still contact Leicestershire Adult Social Care

Providing a safe environment for BUSCA service users and volunteers

Recruitment, Selection & Training of Volunteers

- i) BUSCA will ensure that its recruitment procedures will take account of the need to protect adults who are at risk. Where appropriate, referees will be asked to comment on the applicant's suitability to work with vulnerable adults.
- ii) Where relevant to the activity, volunteers will be asked to agree to an appropriate DBS check.
- iii) Induction for new volunteers will include information on all relevant policies and procedure, including the protection of adults at risk, and on-going training will be provided if necessary.

BUSCA good practice guidelines for working with service users and volunteers

- i) If it is necessary for a volunteer to meet a service user of BUSCA, where possible, this meeting should take place in a public place.
- ii) Visiting service users at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a volunteer visiting a service user at home they must ensure that another volunteer knows where they are going and what time they are expected to be back.
- iii) Service users should never be given access to the home address or telephone number of any volunteer of BUSCA. Service users' contact details should never be disclosed to anyone outside of BUSCA without their explicit consent.
- iv) Volunteers should not usually be alone with a service user. A volunteer meeting a service user should ensure that another volunteer will remain in the vicinity until the meeting is finished.

Appendix 1

Advice and Information on Safeguarding Adults

ACTION ON ELDER ABUSE: www.elderabuse.org.uk

Tel: 020 8764 7648

Helpline: 0808 808 8141 (Monday to Friday 10.00 am to 4.30 p.m.)

ANN CRAFT TRUST

A national association working with staff in the interests of people with learning disabilities who may be at risk from abuse: www.anncrafttrust.org

Tel: 0115 9515400

RESPOND

A service offering psychotherapy for people with learning disabilities who have been sexually abused or who are perpetrators of sexual abuse. Also provides consultancy and training for professionals:
www.respond.org.uk

Tel: 0207 3830700

Help line: 0845 606 1503 1.30 p.m. to 5.00 p.m. Mon.- Fri.

NATIONAL DOMESTIC VIOLENCE HELPLINE www.nationaldomesticviolencehelpline.org.uk

Tel: 0808 2000 247

NSPCC: www.nspcc.org.uk

Helpline: 0800 800 5000

THE SAMARITANS: www.samaritans.org

116 123 Free 08457 909090

THINK JESSICA – support with scams: www.thinkjessica.com

TRADING STANDARDS SERVICE: <https://www.leicestershire.gov.uk/business-and-consumers/trading-standards>

0116 305 8000 (for professionals only)

VICTIM SUPPORT: <https://www.victimsupport.org.uk/>

0808 148 9111

Reviewed and amended 10th Feb 2026

Date for new review: Sept 27

Signed: Roy Bird

Date: March 24th 2026