

# ADULT SAFEGUARDING POLICY

Ark Of Hope Foundation For All Nations

Last Updated: June 2024

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## 1. Introduction

Ark of Hope Foundation for All Nations takes its responsibilities to all its service users, staff, volunteers, and community members seriously. We also recognise a particular responsibility to adults at risk of abuse or neglect. We understand that our commitment to supporting vulnerable populations means many of those we work with may be at risk.

This policy is based on national guidance on Safeguarding Adults, including standards set by CCPAS and the Staffordshire and Stoke on Trend Adult Safeguarding Partnership Board.

This policy is to be adhered to by all Ark of Hope Foundation staff and volunteers.

## 2. Policy Objectives

The policy and procedures have been developed to assist staff, volunteers, trustees, and service users in safeguarding, by acting on and reporting at the earliest possible opportunity any suspected or disclosed abuse. Depending on the nature of particular services or the requirements of specific partner agencies, the policy and procedures may be supplemented by local procedures.

## 3. Definitions of Abuse

In defining abuse, it is important to clarify the following factors:

- Which adults are 'at risk,' what is 'abuse,' and why do we 'safeguard'?
- Categories of abuse and what actions or omissions constitute abuse.
- Who may the abuser(s) be?
- When should we pass concerns on?

### 3.1 Which Adults are 'At Risk'?

An 'adult' means a person aged 18 years or over. Our definition of an 'adult at risk' follows the Care Act 2014, where a person:

Has needs for care and support (whether or not the authority is meeting any of those needs).  
Is experiencing, or is at risk of, abuse or neglect.

As a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

### 3.2 What is 'Abuse'?

The term 'abuse' can be subject to wide interpretation, and even the Care Act admits that its definition is not conclusive. According to "No Secrets" 2000:

"Abuse is the violation of an individual's human and civil rights by another person or persons."  
'Action on Elder Abuse' explains that abuse is:

"A single or repeated act occurring within a relationship where there is an expectation of trust which causes harm to an individual."

### 3.3 Why Do We 'Safeguard'?

Ark of Hope Foundation for All Nations agrees with the aims of the Care Act with regards to Safeguarding:

- To stop abuse or neglect wherever possible.
- To prevent harm and reduce the risk of abuse.
- To safeguard adults in a way that supports them in making choices and having control over how they want to live.
- To promote an approach that concentrates on improving life for those concerned.
- To raise awareness and help people understand abuse and how to raise concerns.

### 3.4 What Constitutes Abuse?

Abuse may consist of a single act or repeated acts, but is rarely accidental. It may be physical, verbal, or psychological; it may be an act of neglect or an omission to act. Abuse can occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not consented or cannot consent. It varies from trafficking workforces across the globe to domestic violence within a home.

**Safeguarding is everyone's responsibility.**

Employees and volunteers have a responsibility to be aware of and alert to signs that all is not well with a service user, volunteer, or staff member. However, they are not responsible for diagnosing, investigating, or providing a therapeutic response to abuse. Additionally, not all concerns relate to abuse; there may well be other explanations.

## 4. Categories of Abuse

The Care Act identifies ten types of abuse:

- **Physical abuse:** Includes hitting, slapping, pushing, kicking, misuse of medication, and restraint.
- **Sexual abuse:** Encompasses rape, sexual assault, or sexual acts to which the vulnerable adult, young person, or child has not consented.
- **Psychological/emotional abuse:** Involves verbal and mental abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, and harassment.
- **Financial or material abuse:** Includes theft, fraud, exploitation, and the misuse or misappropriation of property, possessions, or benefits.
- **Neglect:** Entails failure to provide access to appropriate health, social care, or educational services, and withholding necessities of life such as medication, adequate nutrition, and heating.
- **Self-neglect:** Involves ignoring medical or physical care needs, such as hoarding, not taking prescribed medication, or not washing. It can be deliberate (e.g., refusing to eat) or due to a lack of recognition that one's own needs are not being met (e.g., a dementia patient forgetting basic tasks).
- **Discriminatory abuse:** Includes racist, sexist, or religious harassment, hate crime, or negativity towards other cultures, and not recognising or making reasonable adjustments to another's religious or disability needs or identity.
- **Domestic abuse and violence:** Encompasses controlling, threatening, or coercive behavior, as well as honor-based violence, female genital mutilation, and forced marriage. It often includes a combination of other forms of abuse (e.g., psychological, physical, financial).
- **Organisational abuse:** Previously known as 'institutional' abuse, includes the misuse of power and abuse of trust by professionals, failure to act, poor care, or neglect.
- **Modern slavery:** Includes being forced to live in overcrowded accommodation, work for unfair pay, and having important documentation held by others.

## 4.1 Who Can Be an Abuser?

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. With this in mind, we are aware that safeguarding issues are perpetrated by people both known and unknown to the victim.

## 4.2 The Ark of Hope Foundation for All Nations Ethos of Empowerment & 'Making Safeguarding Personal'

The most recent approach to safeguarding adults at risk concentrates on the notions of 'acceptable risk' and 'making safeguarding personal' (MSP). MSP is a person-centered approach to adult safeguarding, where the person must be involved in making decisions about their own safety at all times. The person may find taking certain risks acceptable as they are experts in their own lives. Lord Mumby summarised: "Physical health and safety can sometimes be bought at too high a price in happiness and emotional welfare. The emphasis must be on sensible risk appraisal, not striving to avoid all risk...what good is it making someone safer if it merely makes them miserable? We must tolerate acceptable risks as the price appropriately to be paid in order to achieve some other good."

This ties in well with our ethos of empowerment at Ark of Hope Foundation for All Nations and having service user-led goals and personal development plans. The role of the Empowerment Worker is to journey alongside a service user, listening to them and paying close attention to any risk elements. This means discussing with the person regularly whether these are 'acceptable risks' (and therein protecting our service user's Human Rights to privacy (article 8 Rights)) or whether it is becoming a safeguarding issue and that they are an adult at risk and are suffering unacceptable abuse or self-neglect, endangering the person's Right to Life (article 2 rights) or Right to freedom from degrading treatment (article 3 rights). This may need a referral to the local authority safeguarding service even if they do not consent to the referral if their 'vital interests' or the safety of other adults or children is at risk. For clarity, refer back to the section on definitions.

## 4.3 Suspicion of Abuse

In all discussions regarding suspicion of abuse and 'acceptable risk,' it should be considered whether different cultures and lifestyles have any bearing on the matter. Ark of Hope Foundation for All Nations does not make judgments about the acceptability or otherwise of lifestyles operating within the law. However, it is important that this philosophy does not stand in the way of the organisation's responsibility to protect adults at risk from harm. We must explore how aware they are as to whether abuse is taking place and/or whether they are choosing to allow this to continue. It may be that the person is not able to make a free choice because they are being coerced, are afraid, or are addicted. This is only truly understood through honest and sometimes difficult conversations. Education and offering alternatives may be all that's required in some cases. Ensure you are accountable to line management and are logging discussions in field notes and/or the Incident/Cause for Concern template (Appendix 2) if this is the case.

It is important to keep an open mind and consider what is known about the person and their circumstances. Any concerns or actions should be discussed with a line manager at the earliest convenience. Ark of Hope Foundation for All Nations recommends that you share information or concerns and err on the side of caution. If you have reasonable suspicion that abuse is happening or has happened, it should NOT be kept to yourself. At best it will be emotionally burdensome, at worst, you could become culpable.

You, your line manager, and the service user (where possible) will then agree on the next steps, whether that is to record it as an 'incident' (using Appendix 2) and to keep it as a 'live' issue in need of further observation, to pass it onto the Local Authority and make a safeguarding referral (using Appendix 1), or to just put in some extra support (for example: additional house rules, more regular support meetings, or a referral to a specialist agency for help). Service user consent for a referral to the Local Authority is best practice, but not always essential – depending on the risk.

If a volunteer or housemate suspects abuse, they should contact Ark of Hope Foundation for All Nations and be aware of how to do this. Information on how to contact the Ark of Hope Foundation for All Nations Safeguarding lead should be displayed in all properties, in a communal area. Every Ark of Hope Foundation for All Nations office should display not only the internal Safeguarding lead's contact information but also contact details for the local MASH team/LADO or equivalent.

## 5: Disclosures and Making a Safeguarding Referral

### 5.1 Disclosure of Abuse

If an individual discloses that they are experiencing abuse or are involved in the abuse of a vulnerable person, immediate action must be taken in accordance with our protocols outlined in Section 4.3. All steps must be taken urgently and without delay. Ark of Hope Foundation for All Nations staff or volunteers who are made aware of abuse should remind the individual that confidentiality cannot be guaranteed when a vulnerable person is at risk of abuse or further harm. Volunteers should promptly consult with the designated Empowerment Worker. Please refer to the provided flowchart for guidance.

### 5.2 Actioning Allegations, Suspicions, or Disclosures of Abuse

It is essential to have open communication channels to discuss welfare concerns and seek guidance from colleagues, supervisors, and relevant agencies. It is considered best practice to inform the individual of the intended course of action before involving the appropriate authorities.

Emergency action should never be delayed when an adult is at risk.

All concerns and discussions regarding the welfare of a vulnerable adult must be documented using the Safeguarding Report template (see Appendix 1) or Incident Report template (see Appendix 2).

Clear and explicit agreement should be reached regarding who will take which actions, or if no further action will be pursued.

In cases where an individual declines to disclose abuse, despite efforts to encourage disclosure, it may be necessary to report the alleged abuse without their consent. In such instances, the individual must be informed beforehand of the decision to report to adult social services. Any staff member has the authority to report a disclosure of abuse to social services regardless of the opinions of others. It is crucial for staff and volunteers to promptly document any incidents or concerns they encounter. Additionally, it is essential to record conversations with the adult at risk using their language, particularly regarding body parts or sexual acts. A body map, available in Appendix 4, can aid in this process. For cases where the victim may lack mental capacity, please refer to Appendix 5 for further guidance.

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### 5.3 Historical Disclosures from the Past or Self-Inflicted Abuse

In instances where a disclosure is made regarding historical abuse, it is imperative that this information is relayed to the tenant's Empowerment Worker and documented either as a Safeguarding disclosure or an Incident/Cause for concern, depending on the severity of the situation. Following consultation with line management, a decision will be made regarding whether this information should be escalated to the appropriate authorities. This decision is largely influenced by whether the victim has previously disclosed to anyone and whether there is a concern that the perpetrator may still be harming others. Historical abuse can also be reported to the non-emergency police line at 101 as anonymous intelligence, if deemed appropriate. This assists the police in identifying potential patterns of abuse if multiple reports are received regarding the same individual.

There is ongoing debate surrounding whether self-inflicted abuse constitutes a safeguarding issue (it is noteworthy that 'self-neglect' has been recognised as a form of abuse). Given the complexities involved in addressing self-harm, it can be challenging to implement safeguards in this area. However, the following guidance outlines responses to two common scenarios:

Suspicious or disclosures of escalating self-abuse should be documented as an incident. Many of our tenants may exhibit self-harming behaviors, such as eating disorders, cutting, or engaging in risky or addictive behaviors, particularly at the referral stage. If concerns arise regarding a tenant's deteriorating behavior, these should be discussed with the assigned Empowerment Worker to agree on a course of action. It is essential to recognise that individuals who self-harm often view it as a coping mechanism and may perceive it as a source of safety. Conversely, a relapse into substance abuse poses increased risks, especially considering the chaotic nature of non-prescribed medication use. Ideally, a plan of action should be established at the referral stage, ensuring all parties are prepared to respond should risks escalate.

Any incidents of attempted suicide or serious contemplation of suicide should be promptly reported to relevant mental health teams. If volunteers are the first responders, they should not hesitate to seek emergency assistance if necessary. Contact details for Crisis teams in your area can be found in Appendix 3. If uncertain, encouraging the tenant to visit the local Accident & Emergency department may be advisable, facilitating access to emergency mental health assessments, particularly in cases of overdose or severe self-harm. It is crucial to avoid leaving the individual alone until their safety is assured. Ark of Hope Foundation for All Nations line management should be informed promptly, and any 999 calls should be logged using the Out of Hours Emergency number 079560120599

Furthermore, it is essential to review the tenant's Risk Reduction Plan (RRP) and reassess all safety measures in place. In certain situations, deteriorating mental health or the emergence of previously undisclosed mental health concerns may render the individual too high-risk for our level of support, necessitating reconsideration of their suitability for Ark of Hope Foundation for All Nations accommodation.

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## Making a Referral

Local authorities (Adult Social Services) are the designated lead agencies with the duty to coordinate a response to allegations or concerns of abuse (under section 42 of the Care Act 2014). Referrals can be made by the Ark of Hope Foundation for All Nations staff member most heavily involved, their location manager/city coordinator, or the Safeguarding Lead. Each location may have a different procedure for how to make a referral; please refer to Appendix 3 for the contacts in your area. Staff should work within the following timescales for reporting allegations or suspicions of abuse:

- Immediate action is necessary if the vulnerable person is at risk of serious physical harm, or a serious criminal act has taken place and evidence needs to be preserved.
- Referrals should be made within 24 hours if it relates to a specific incident which may still be ongoing, or may happen again.
- Referrals should be made within 7 days if it is a more general concern, which does not indicate immediate harm.

All staff and volunteers should carry with them an ICE (In Case of Emergency) Card, which is a quick and handy reminder of how to act in case of an emergency (see Appendix 6 for template). This is also covered in the induction of new staff.


## Other Aspects & Implications

### 6.1 Supporting Staff and Volunteers

Ark of Hope Foundation for All Nations acknowledges that abuse and safeguarding concerns are a difficult topic and will endeavor to support staff, tenants, and volunteers throughout the process. If a social services department needs further involvement from Ark of Hope Foundation for All Nations staff following a report of abuse, a member of the management team may intervene and discuss with the social services department the nature of their needs and how they might be met.

Ark of Hope Foundation for All Nations accepts that staff and volunteers may find journeying through a safeguarding disclosure incredibly traumatic. Location leads will commit to aftercare, which may include recommending external counselors, going through a WRAP (or other suitable mental health tool) with staff to see if they are deemed fit to return to work, allowing time off to rest if appropriate, discussing phased return, and a 'back to work' report (template available in SharePoint). We value everyone who contributes to Ark of Hope Foundation for All Nations; please do let us know if you are struggling. All staff should familiarise themselves with the Staff Care Policy (on SharePoint) and advice around returning to work after needing time off.

All staff (and anyone offering tenant support on behalf of Ark of Hope Foundation for All Nations) will be expected to:

- Familiarise themselves with this policy and know the relevant processes.
  - Attend safeguarding training offered locally by a professional body, or attend an Ark of Hope Foundation for All Nations safeguarding training day.
  - Attend annual refresher training (preferably the half day offered by Ark of Hope Foundation for All Nations).
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## 6.2 Allegations made against Staff or Volunteers

Staff and volunteers may be subject to abuse allegations. Ark of Hope Foundation for All Nations will offer support in these circumstances and will assist the local authority and/or police in their investigation. As a result of the investigations, disciplinary procedures may be implemented.

Any allegation of abuse made against a volunteer must be immediately referred to the relevant safeguarding lead. As part of the due diligence with partners, Ark of Hope Foundation for All Nations will ensure that appropriate screening of volunteers is conducted through the Disclosure and Barring Service (DBS) and that safeguarding measures are adopted.

## 6.3 Protecting Against Abuse by Staff and Volunteers

Reporting concerns about a colleague to a line manager may be challenging for a worker, but the safety and protection of the individuals we support must always be the priority. Similarly, if a tenant wishes to make a complaint about Ark of Hope Foundation for All Nations, the procedure is explained in our Complaints and Whistleblowing policies (available on SharePoint). Any major breaches of policy by staff may require a 'Serious Incident' report, which would be escalated to Trustee level and potentially to the Charity Commissioning board.

### 6.3.1 DBS Checks

It is crucial that all prospective employees or volunteers who will be working alone with adults at risk undergo thorough vetting before being recruited.

At Ark of Hope Foundation for All Nations, prospective employees declare any offenses at application. Upon the appointment of new staff and all trustees, a conditional offer is made dependent on satisfactory references being received, plus the appropriate DBS check. Volunteers are also vetted in the same way through a comprehensive process.

All trustees, executives, and staff facing tenants should have their DBS checks renewed every 3 years. It should be noted that having a criminal record does not necessarily prevent someone from being recruited as a staff member or volunteer.

The recognised DBS job role of 'Befriender' covers the support offered for those working directly with tenants. An adult is considered 'vulnerable' if they require the service provided because of their age, illness, or disability. As tenants may fall into any of these categories, volunteers will be eligible for an 'Enhanced' DBS check.

If the house being supported includes children, additional information can be found on [www.gov.uk](http://www.gov.uk), and you can also refer to our Safeguarding Children Policy (available on our website).

### 6.3.2 ID

All Ark of Hope Foundation for All Nations (AHFAN) staff and volunteers will be required to wear and offer ID if requested. If a contractor is visiting a property, AHFAN should contact the tenants and provide them with as much advance notice as possible to facilitate access.

Contractors must be prepared to show ID if requested by tenants and can be provided with a 'AHFAN Authorised Contractor lanyard' upon request. They must also sign the Contractor's Confidentiality form available on SharePoint.

Confidentiality and Information Held on Adults at Risk



Confidentiality is paramount to the work of Ark of Hope Foundation for All Nations, and all staff and volunteers are directed to the Confidentiality policy and the Data retention/protection policy available on SharePoint.

Ark of Hope Foundation for All Nations understands confidentiality to mean that discussions about tenants, staff, volunteers, and those with whom we routinely interact are restricted to those who need to be involved or have direct involvement with the individuals whose information is being shared. However, if abuse is suspected, this supersedes an individual's right to privacy and confidentiality:

"The right to confidentiality is not absolute. Sharing relevant information with the right people at the right time is vital to good safeguarding practice. All staff and volunteers can contact either the police or the local authority safeguarding lead for advice, without necessarily disclosing an individual's personal details, if they are uncertain whether a safeguarding referral would be appropriate." 5 The Common Law Duty of Confidentiality taken from <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/what-does-the-law-say.asp>)

Location	Lead Person	Report Made to Authorities	Data Protection Follow-Up
Line Managed Cities	EW	Event/disclosure discussed between EW and city coordinator (and Ark of Hope Foundation for All Nations Safeguarding lead if necessary). Next steps agreed upon and written report completed. If decision made is to report to authorities, Ark of Hope Foundation for All Nations Safeguarding Report including actions/advice given by authorities is completed by EW and emailed to coordinator & Ark of Hope Foundation for All Nations Safeguarding lead.	Safeguard lead saves report in City SharePoint Folder (only accessible to Ark of Hope Foundation for All Nations Safeguard lead & Executive Director). Any emails containing reports as attachments then deleted. Ongoing/unfolding of incident or disclosure reported 1 month later using template. All parties concerned to remain in contact for review and pastoral care.
All	Location lead	Location <u>lead</u> to decide on how to proceed (Ark of Hope Foundation for All Nations Safeguarding lead available for advice, if necessary). Next steps agreed upon and written report completed. If decision made is to report to authorities, Ark of Hope Foundation for All Nations Safeguarding Report including actions/advice given by authorities completed and shared with Ark of Hope Foundation for All Nations Safeguarding lead.	Location <u>lead</u> to store report in line with own procedure. Ark of Hope Foundation for All Nations Safeguarding lead saves copy in SharePoint Franchise Safeguarding folder (only accessible to Ark of Hope Foundation for All Nations Safeguard lead and Executive Director). Any emails containing reports as attachments then deleted. As above. Bi-monthly sharing of all safeguarding incidents and complaints shared with Support Centre via Advisor as part of our Quality Assurance.

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## Ark of Hope Foundation for All Nations Safeguarding Lead Notification and Reporting

In the event of the following safeguarding concerns, the Ark of Hope Foundation for All Nations Safeguarding Lead must be informed, and a written report must be emailed within 24 hours using the Ark of Hope Foundation for All Nations safeguarding template:

- Sexual offence by a tenant or ex-tenant, including an allegation
- Sexual offence where a tenant is the victim
- Significant violence by a tenant or ex-tenant
- Arson by a tenant or ex-tenant
- Child protection – where the child is a victim of a sex offence or at risk of harm by a tenant (including their parent)
- Threats of violence or harm towards a member of staff, volunteer, or member of the public (such as a neighbour)

The above categories of concern will be passed to the Executive, Chairperson, and designated safeguarding Trustees of Ark of Hope Foundation for All Nations.

## Safeguarding Training

All Ark of Hope Foundation for All Nations staff, trustees, and at least one representative of each location must attend annual safeguarding training. We are committed to offering a full-day Safeguarding training and a Safeguarding Refresher training course annually. In an employee, franchisee, or trustee's first year in post, the full-day Safeguarding training must be completed. In years 2 and 3, the Safeguarding Refresher course or the full-day may be completed. All subsequent years will follow the same cycle.

## Housing Young People or Children

Ark of Hope Foundation for All Nations primarily houses adults/over 18s. The families we house take parental responsibility for the children in the house. We would only house a minor without a live-in parent or guardian in exceptional circumstances and only with the permission of the Executive Director.

## If a Tenant Becomes Pregnant During Their Stay

The risk reduction plan must be reviewed for all tenants of the house. Ideally, Ark of Hope Foundation for All Nations will be able to secure more appropriate accommodation before the child is born. If this doesn't happen and the child is born while in Ark of Hope Foundation for All Nations accommodation, any regular visitors will need to be included in the risk assessment. Overcrowding may become an issue; therefore, alternative, more suitable accommodation will be a better option.

## Review

The policy will be reviewed annually by trustees. The Safeguarding Lead will attend safeguarding training every year.

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## Appendix 1: Safeguarding Reporting Template

Date of Report: \_\_\_\_\_

Reported By: \_\_\_\_\_

Incident Details:

Date and Time of Incident:

Location of Incident:

Nature of Concern:

Individuals Involved:

Name(s) and Role(s):

Relationship to Ark of Hope Foundation for All Nations (if applicable):

Description of Incident:

Action Taken:

### Immediate Response:

Any Emergency Services Contacted:

Support Provided to Individuals Involved:

Additional Steps Taken:

Reporting and Documentation:

Was the Ark of Hope Foundation for All Nations Safeguarding Lead Notified?

If Yes, Date and Time of Notification:

Was the Incident Reported to Authorities?

If Yes, Date and Time of Reporting:

Any Written Reports Submitted?

Follow-Up Actions:

Any Further Support Required for Individuals Involved:

Review of Safeguarding Measures:

Preventative Actions Implemented:

Recommendations:

Any Recommendations for Policy or Procedure Changes:


Training Needs Identified:

Conclusion:

Summary of Incident Resolution:

Lessons Learned:

Signature: [Signature]



## Appendix 2: Incident or Cause for Concern Report Template

Date of Report: \_\_\_\_\_

Reported By: \_\_\_\_\_

Incident Details:

Date and Time of Incident:

Location of Incident:

Nature of Concern:

Individuals Involved:

Name(s) and Role(s):

Relationship to Ark of Hope Foundation for All Nations (if applicable):

Description of Incident:

Immediate Response:

Actions Taken at the Time of Incident:

Any Emergency Services Contacted:

Support Provided to Individuals Involved:

Follow-Up Actions:

Any Further Support Required for Individuals Involved:

Review of Incident and Safeguarding Measures:

Preventative Actions Implemented:

Recommendations:

Any Recommendations for Policy or Procedure Changes:

Training Needs Identified:

Conclusion:

Summary of Incident Resolution:

Lessons Learned:

Signature: [Signature]

### Note:

These reports should be completed by Empowerment Workers.

A copy should be sent to the Safeguarding Lead at Ark of Hope Foundation for All Nations. If there is more than one alleged victim, a separate form should be completed for each. All efforts must be made to keep the information confidential. The information should only be shared with those who need to know if it is in the best interest of the child or adult at risk. Please note that where a concern is immediate, initial contact should be made by telephone, and the completed form should be returned as soon as possible. The Ark of Hope Foundation for All Nations Safeguarding report should be completed after alerting the Local Authorities or when it has been agreed that other (or no) further action is the best approach.

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## Appendix 3: Contact Details and Links for Adult Safeguarding Reporting

### Reporting Crimes to the Police:

In an emergency, where an immediate police response is required, dial 999.

For non-emergency situations or if you are unsure whether the abuse constitutes a crime, honor-based violence, or domestic abuse, dial 101.

### Safeguarding Contacts:

#### Ark Of Hope Foundation For All Nations

Safeguarding Lead: Stella King  
Telephone: 079560120599  
Email: [info@arkofhopefoundation.com](mailto:info@arkofhopefoundation.com)

#### Stoke-on-Trent Council:

Telephone: 0800 561 0015  
Email: [social.care@stoke.gov.uk](mailto:social.care@stoke.gov.uk)  
Staffordshire and Stoke-on-Trent Adult Safeguarding Board:

If the adult lives in Stoke:

Telephone: 0800 561 0015 (any time)  
Minicom: 01782 236037  
If the adult lives in Staffordshire:

Telephone (Monday to Thursday): 0345 604 2719 (8:30 am to 5:00 pm)  
Telephone (Fridays): 0345 604 2719 (8:30 am to 4:30 pm, excluding Bank Holidays)  
Telephone (any other time): 0345 604 2886

#### Contacting the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board:

Write to:  
SSASPB Team  
Staffordshire Place 1  
Tipping Street  
Stafford  
ST16 2LP

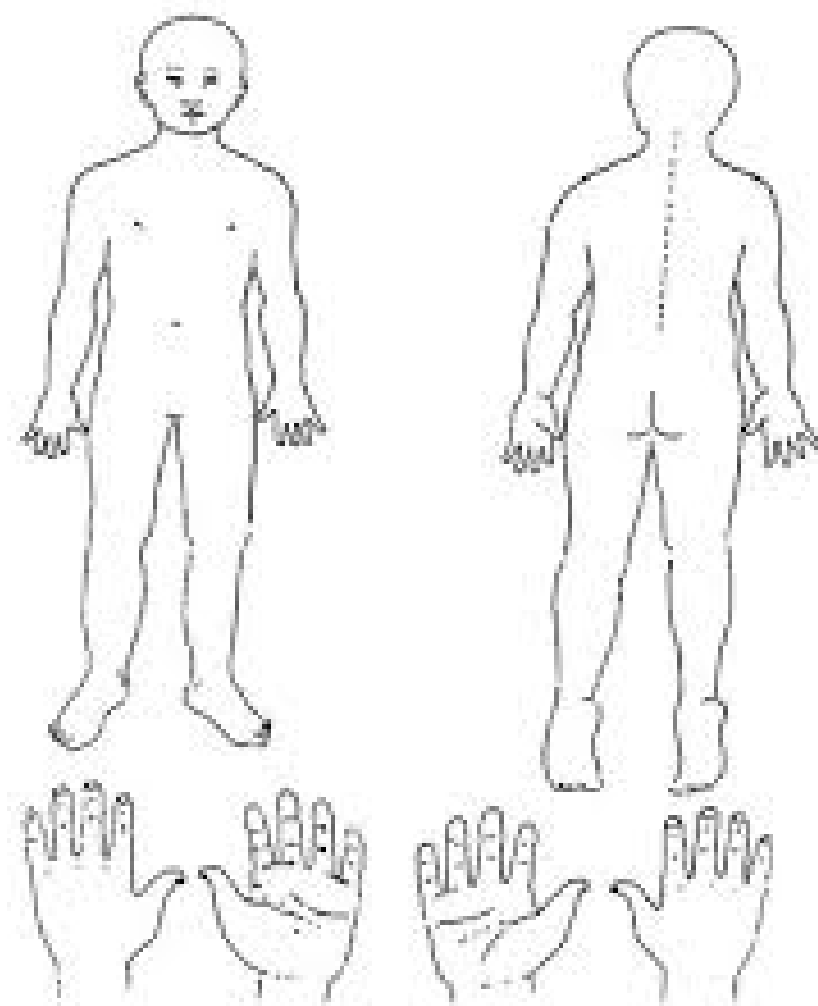
Telephone: 01785 854071

Email: [SSASPB.admin@staffordshire.gov.uk](mailto:SSASPB.admin@staffordshire.gov.uk)



## Appendix 4: Body Map

This body map is just a tool to log physical injuries seen or reported, it IS NOT a substitute for a professional medical record.



## Appendix 5: Guidance on Mental Capacity

Mental Capacity means being able to make your own decisions. It means having the 'capacity' to decide for yourself. For handy wallet-sized reminder cards, contact [nhs.uk](http://nhs.uk) or [scie.org.uk](http://scie.org.uk).

The five statutory principles that underpin the legal requirements in the Mental Capacity Act of 2005 are as follows:

- Assume a person has capacity unless proved otherwise.
- Do not treat people as incapable of making a decision unless all practicable steps have been tried to help them.
- A person should not be treated as incapable of making a decision because their decision may seem eccentric or unwise.
- Always do things or take decisions for people without capacity in their best interests.
- Before doing something to someone or making a decision on their behalf, consider whether the outcome could be achieved in a less restrictive way.

### How to Assess Capacity:

The assessment must be time-specific and decision-specific.


Is there an impairment in decision making (e.g., neurological difficulty)?

Can the person UNDERSTAND the information, RETAIN it, WEIGH IT UP, and COMMUNICATE their decision? If so, they have capacity.

Should you have reason to believe someone does NOT have mental capacity, contact your local authority/MASH team, etc., for advice on getting a professional capacity assessment.

## Appendix 6 Example of ICE carD

(to be edited, printed, laminated and distributed by at all locations to all staff & volunteers).



## IN CASE OF EMERGENCY

**Need medical help?**

- 1) **Call 999 for serious illness/injury where life is at risk OR Call 111 for urgent medical issues, non-life threatening.**
- 2) **Follow advice given.**
- 3) **Contact AHFAN staff to inform them of event.**

**Concerned for someone's welfare?**

- 1) **Call 999 in emergencies (violence, threat to life, serious damage being caused to property)**

**OR**

- Call 101 for local Police, non-emergencies.
- 2) **Follow advice given.**

**Contact AHFAN staff to inform them of event.**



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## Appendix 7: Guidance / Press Release for a Serious Offence

### Guidance for Handling Press Enquiries Regarding Serious Offences

In the unfortunate event that a tenant or ex-tenant associated with Ark of Hope Foundation is accused or convicted of a serious offence, such as a sexual offence or other high-profile cases, it's crucial to approach the situation delicately and responsibly. Here are some guidelines to assist in managing press enquiries:

#### Designate a Spokesperson:

Any press or media enquiries should be directed to designated individuals:

For location-specific enquiries: Team Lead or Chair of Trustees

For inquiries to Ark of Hope Foundation UK: Executive Director, Head of Network, or Franchise Lead

No other individuals should speak or respond to press enquiries.

#### Initial Response:

Our initial response to press enquiries should be brief and consistent: "No comment."

If pressed for further information, the response should be: "It is not our policy to house anyone with a known sex offence."

#### Press Statement Template (if necessary):

In the event that a press statement is deemed necessary, consider using the following template: "We have been faced with difficult news that has also surfaced in the press. A (ex-)tenant, whom we are familiar with, was convicted of rape last Friday. We want to unequivocally condemn any form of sexual violation and abuse. Our thoughts are with the victim during this challenging time. It is imperative that justice prevails. Justice not only serves to protect society but also aids in the healing process for the victim, which may be a lifelong journey. We do not condone, justify, or pardon the actions of the perpetrator."

#### Internal Communication:

Internally, within the Ark of Hope Foundation network or location team, communicate openly and compassionately:

"In our line of work, we understand the gravity of such situations and are committed to addressing them with utmost sensitivity and professionalism.

[Include relevant details about the case, such as whether the incident occurred within our care or if the allegation was reported and followed according to policy.]

If there are any press enquiries, please direct them to myself or [designated individual]. Refrain from providing any further information to the press."

Regards,

[Your Name]

[Your Position]

Ark of Hope Foundation For All Nations

