PINEAPPLE PARTNERS

Safeguarding Adults at Risk Policy

Title of Policy Document **Issue Date and Version**	Safeguarding Adults at Risk January 2026 (Version 1)
Author / Department	Executive Management Team
Signed off by	 Director
Next review date	January 2027
Distribution	All services
First issue date	January 2026

1. Why we have this policy

Many of the people our placed workers support and work alongside are adults at risk: people aged 18 or over who need care or support, are experiencing or at risk of abuse or neglect, and cannot protect themselves against it because of those needs. Care services exist to support exactly these people, so this sits at the heart of our work. This policy sets out how Pineapple Partners plays its part in keeping them safe.

2. The principles we follow

We follow the six principles of adult safeguarding set out under the Care Act 2014, and they shape every decision we make:

- Empowerment: adults are supported to make their own decisions and give informed consent.
- Prevention: it is better to act before harm occurs.
- Proportionality: the least intrusive response appropriate to the risk.
- Protection: support and representation for those in greatest need.
- Partnership: working with clients, local authorities and communities, who are often best placed to spot abuse early.
- Accountability: being open about our role and answerable for our decisions.

We also observe a duty of candour. If something goes wrong and a person is harmed or put at risk, we tell the people affected, apologise, and explain what we are doing to stop it happening again.

3. Recognising abuse

Abuse of an adult can take many forms, and our training covers them all: physical abuse; sexual abuse; psychological and emotional abuse, including intimidation, humiliation and coercive control; financial or material abuse, including theft, fraud and misuse of a person's money or property; neglect and acts of omission; self-neglect; discriminatory abuse; domestic abuse; modern slavery; and organisational abuse, where the routines and culture of an institution cause harm. Signs may be physical, behavioural or financial, and often the first indicator is simply a change in the person.

4. Our responsibilities

- Vet every worker placed into an environment with adults at risk: enhanced DBS with adults' barred list check where the role requires it, verified references covering five years, and full work history.
- Brief placed workers on this policy and on the client's own safeguarding procedures before they start.
- Require every concern, however small it seems, to be reported the same day.
- Cooperate fully with local authority safeguarding enquiries under section 42 of the Care Act 2014.
- Refer workers to the DBS where our legal duty requires it.

5. What a worker should do

If you see or suspect abuse, or an adult tells you about it: make sure the person is safe and get medical help if needed, call 999 in an emergency; listen, take what you are told seriously, and do not press for detail or ask leading questions; do not confront the person suspected of causing harm; do not promise secrecy; report to the client's safeguarding lead and to our Safeguarding Lead the same day; and write down what you saw or were told, in the person's own words, with the date and time, and sign it. Concerns must be recorded before the end of your shift, delay is itself a risk.

6. How we handle a concern

Our Safeguarding Lead, Mathew Vandermotten (0161 524 1715, info@cucumber-operations.co.uk), reviews every report immediately. Where the concern meets the threshold, a referral is made to the relevant Local Authority safeguarding team without delay, every local authority operates a contact point for safeguarding referrals, including out of hours. We support the adult's own wishes about what happens next wherever it is safe to do so, in line with the principle of "no decision about me without me". We keep clear records of every concern, referral, decision and outcome.

7. Allegations against our workers

Where the concern involves a worker we placed, we follow the client's procedures and the local authority's lead. The worker may be suspended from assignment while enquiries take place, suspension is neutral and protects everyone. If we end a worker's registration because they harmed, or risked harming, an adult at risk, or they resign first, we will refer them to the Disclosure and Barring Service, as the law requires.

8. Whistleblowing

Anyone who feels a concern is not being taken seriously, by a client or by us, can use our Whistleblowing Policy and raise it confidentially on 0161 524 1715. The law protects workers who raise genuine concerns about the safety of others.

9. Training and review

All office staff complete adult safeguarding training on induction, refreshed annually. Placed workers must hold or complete safeguarding training appropriate to their role before starting an assignment with adults at risk. The board reviews safeguarding activity annually, and this policy is updated after any incident or change in law.

10. Useful references

- Care Act 2014, sections 42 to 46 — www.legislation.gov.uk/ukpga/2014/23/contents
- Local Authority adult safeguarding teams: each authority publishes a safeguarding contact number, including out-of-hours cover.
- Action on Elder Abuse helpline 080 8808 8141
- Police non-emergency 101; emergency 999