

SAFEGUARDING VULNERABLE ADULTS POLICY

Cycling Without Age Oxfordshire

Protecting the welfare of all vulnerable adults in our care | Oxfordshire, England

Document Details	
Policy Owner	Trustee Board, Cycling Without Age Oxfordshire
Named Safeguarding Lead	Suzanne Williams (Trustee)
Approved By	CWAO Trustee Board
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Next Review Date	Annually (by March each year)
Applies To	All trustees, hub coordinators, volunteer pilots, and anyone acting on behalf of CWAO
Related Policies	Data Protection Policy Health & Safety Policy Whistleblowing Policy Volunteer Induction Policy

Quick Reference: Emergency Contacts

In any safeguarding emergency, use the following contacts:

Contact	Number / Detail	When to Use
Emergency Services	999	Immediate risk to life, crime in progress, medical emergency
NHS Non-Emergency	111	Medical concern that is not life-threatening or out-of-hours
Oxfordshire Adult Safeguarding	0345 0507 666 (option 4)	Report concerns to Oxfordshire County Council Social Care Line
Oxfordshire Safeguarding Adults Board	www.osab.co.uk/public	Guidance and referral procedures
CWAO Safeguarding Lead	Suzanne Williams — contact via CWAO Chair	First point of contact for all safeguarding concerns within the charity
Police (non-emergency)	101	Report a crime that does not require immediate response

1. Policy Statement and Introduction

Cycling Without Age Oxfordshire ("CWAO" or "the Charity") is fully committed to promoting and protecting the welfare of all vulnerable adults who receive our services or are connected with people who receive our services. We operate four trishaw hubs across Oxfordshire — Central Oxford, Kidlington/Woodstock, Wallingford, and Didcot — providing free trishaw rides to socially isolated, elderly, and vulnerable adults.

Our mission places us in regular, direct contact with adults who may be particularly vulnerable because of age, frailty, disability, social isolation, or cognitive impairment. This means safeguarding is not a procedural afterthought — it is central to everything we do.

This policy ensures that appropriate procedures are in place to protect vulnerable adults from abuse or harm of any kind. We recognise that safeguarding is everybody's responsibility. All trustees, hub coordinators, and volunteer pilots are required to understand and follow this policy.

CWAO is committed to supporting the Oxfordshire Safeguarding Adults Policy and Procedures and will cooperate fully with their implementation. This policy is implemented in accordance with the Care Act 2014.

2. Definitions

Term	Definition
Vulnerable Adult	Any person aged 18 or over who is or may be in need of community care services because of frailty, learning, physical or sensory disability, or mental health issues, and who is or may be unable to take care of themselves or protect themselves from significant harm or exploitation.
Safeguarding	Working with adults with care and support needs, who are unable to protect themselves, to keep them safe from abuse or neglect. (Care Act 2014)
Passenger	Any vulnerable adult receiving a trishaw ride or other service from CWAO.
Volunteer Pilot	A trained CWAO volunteer who operates a trishaw and accompanies passengers on rides.
Hub Coordinator	A volunteer responsible for organising rides and volunteers at one of CWAO's four Oxfordshire hubs.
Safeguarding Lead	The named trustee responsible for overseeing safeguarding practice within CWAO. Currently: Suzanne Williams.
Disclosure	When a vulnerable adult tells a volunteer about abuse or harm they have experienced.
DBS Check	Disclosure and Barring Service check — a criminal record check required for all CWAO volunteers working with vulnerable adults.

3. Principles

3.1 Everyone who works with or has contact with vulnerable adults has a responsibility for keeping them safe. Professionals and volunteers working with vulnerable adults must work together to share information and ensure that concerns are identified and acted upon promptly.

3.2 CWAO will ensure that all trustees and volunteers who work with our passengers have the skills and knowledge to act appropriately through proper recruitment screening, DBS checks, induction training, and communication of this policy.

3.3 In line with the Care Act 2014, CWAO's safeguarding approach is underpinned by six core principles:

Principle	What This Means for CWAO
Empowerment	Passengers are supported and encouraged to make their own decisions. We seek informed consent and respect each person's independence, choice, and control.
Prevention	We take proactive steps to reduce risk before harm occurs — through training, DBS checks, and robust volunteer induction.
Proportionality	We take the least intrusive response appropriate to the risk. Not every concern requires a formal referral.
Protection	We provide support and advocacy for those in greatest need, acting in their best interests.
Partnership	We work with care homes, local authorities, NHS teams, and community partners to detect, prevent, and report neglect and abuse.
Accountability	Trustees are accountable for safeguarding governance. Incidents are logged, reviewed, and reported to the Board quarterly.

4. Legal Framework

This policy is guided by the Care Act 2014 and the Oxfordshire Safeguarding Adults Board procedures. The following legislation is also relevant:

- **Care Act 2014** — the primary framework for adult safeguarding in England, requiring local services to work together to protect adults with care and support needs.
- **Protection of Freedoms Act 2012** — established the Disclosure and Barring Service (DBS). It is illegal for CWAO to allow a barred person to undertake regulated activity with vulnerable adults. CWAO has a legal duty to refer anyone dismissed for causing harm to the DBS.
- **Mental Capacity Act 2005** — provides a framework for acting in the best interests of someone who lacks mental capacity. Includes a criminal offence of wilful ill-treatment or neglect.
- **UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018** — governs how personal and sensitive data is stored and shared. See CWAO's separate Data Protection Policy.
- **Safeguarding Vulnerable Groups Act 2006** — introduced regulated activities and vetting requirements for those working with vulnerable adults.
- **Equality Act 2010** — requires that CWAO does not discriminate against any passenger or volunteer on the basis of protected characteristics.

5. Roles and Responsibilities

Safeguarding is everyone's responsibility within CWAO. The specific responsibilities of each role are set out below.

5.1 Trustee Board

- Ensure sufficient resources (time and money) are available to support safeguarding implementation, including funding DBS checks.
- Ensure all volunteers are appropriately recruited, DBS-checked, inducted, and trained in line with this policy before undertaking any activity with passengers.
- Receive safeguarding concerns and respond seriously, swiftly, and appropriately.
- Maintain a system to log and monitor safeguarding incidents, concerns, and actions taken.
- Review safeguarding as a standard agenda item at every Trustee Board meeting, with a formal quarterly safeguarding update.
- Keep up to date with local and national safeguarding developments and maintain effective links with the Oxfordshire Safeguarding Adults Board.
- Support any volunteer who has dealt with a safeguarding concern through debrief and access to non-managerial support.

5.2 Named Safeguarding Lead (Suzanne Williams, Trustee)

- Act as the primary point of contact for all safeguarding concerns raised by volunteers or hub coordinators.
- Lead on decision-making prior to any referral to the Oxfordshire Adult Safeguarding Team.
- Ensure that referrals to the Oxfordshire Adult Safeguarding Team are made correctly and in a timely manner.
- Maintain records of all safeguarding disclosures, concerns, and actions.
- Ensure this policy is reviewed and updated annually, and that all volunteers receive appropriate training.
- If the Safeguarding Lead is unavailable, a fellow trustee must be consulted. If neither is available, advice must be taken directly from the Oxfordshire Adult Safeguarding Board.

5.3 Hub Coordinators

- Be familiar with this policy and the reporting procedures before coordinating any sessions.
- Ensure all volunteer pilots at their hub have a valid DBS clearance before riding with passengers.
- Be the first point of contact for volunteers who have a safeguarding concern during or after a session.
- Escalate all concerns to the CWAO Safeguarding Lead without delay.
- Maintain up-to-date passenger emergency contact information (representative or care provider) for all sessions.

5.4 Volunteer Pilots

- Complete induction and safeguarding awareness training before undertaking any ride with a passenger.
- Be able to recognise and report indicators of harm, abuse, or neglect.
- Remain up to date with training and this policy.

- Report any concern immediately to their hub coordinator or, in their absence, directly to the CWAO Safeguarding Lead.
- Know how and when to use the whistleblowing procedure.
- Understand the Mental Capacity Act 2005 and how it applies to their role.
- Never photograph, record, or share images of passengers without explicit written consent.

6. Recruitment and DBS Checks

CWAO's work with vulnerable adults constitutes regulated activity under the Safeguarding Vulnerable Groups Act 2006. All volunteer pilots and hub coordinators are therefore required to hold a satisfactory enhanced DBS check before undertaking any unsupervised activity with passengers.

The recruitment and onboarding process is as follows:

Stage	Action	Who Is Responsible
1. Registration	Volunteer registers via Book2Go or the CWAO website. Hub coordinator is automatically notified.	Volunteer / Hub Coordinator
2. Initial Contact	Hub coordinator contacts the volunteer to confirm interest and explain the role.	Hub Coordinator
3. DBS Application	CWAO initiates an enhanced DBS check for the volunteer. The volunteer must not ride with passengers until clearance is confirmed.	CWAO Chair / Trustees
4. Induction & Training	Volunteer attends induction with the Hub Coordinator / Experienced Pilot, covering this policy, the Data Protection Policy, Health & Safety, and trishaw operation.	Hub Coordinator / Experienced Pilot
5. Supervised Ride	Volunteer completes at least one supervised ride before riding independently with passengers.	Hub Coordinator / Experienced Pilot
6. DBS Renewal	DBS checks are renewed in line with CWAO's DBS Policy (at minimum every 3 years, or earlier if concerns arise).	Hub Coordinator

No volunteer may ride unsupervised with a passenger until Steps 1–5 are complete and DBS clearance has been confirmed and recorded.

7. Lone Working and Trishaw-Specific Safeguarding

Volunteer pilots operate in a unique context: they are often alone with a passenger on a trishaw, sometimes away from the hub start point. This one-to-one dynamic requires particular awareness.

7.1 Before Every Ride

- The hub coordinator must hold up-to-date contact details for the passenger's representative or care provider before the ride begins.

- The volunteer pilot must know the planned route and estimated duration.
- The volunteer pilot must carry the hub coordinator's contact number and the CWAO Safeguarding Lead's contact number.
- Any known health or mobility considerations for the passenger must be communicated to the volunteer pilot before departure.

7.2 During the Ride

- Volunteer pilots should maintain awareness of the passenger's comfort and wellbeing throughout the ride.
- If a passenger appears distressed, unwell, or discloses something concerning during a ride, the pilot should stop at a safe location and follow the disclosure procedures in Section 8.
- If a passenger becomes medically unwell during a ride, the pilot should call 999 immediately if there is a risk to life, or 111 for non-emergency medical advice. They should then contact the passenger's representative and inform the hub coordinator as soon as possible.

7.3 Photography and Social Media

CWAO occasionally shares photographs and stories of trishaw rides on its website and social media to raise awareness of the charity. The following rules apply:

- Volunteer pilots and hub coordinators must never photograph a passenger without their prior explicit consent (or the consent of their representative if they lack capacity).
- Consent for photography must be recorded by the hub coordinator before any image is taken or shared.
- Images of passengers will not be shared publicly without specific, documented consent.
- Concerns about any image that has been shared without consent should be reported to the CWAO Chair immediately.

8. Recognising Abuse and Neglect

The following forms of abuse are set out in Chapter 14 of the Care Act 2014 Statutory Guidance. This list is not exhaustive but provides an illustration of the behaviours that could give rise to a safeguarding concern. All CWAO volunteers should be able to recognise these signs.

Type of Abuse	What This May Look Like
Physical abuse	Unexplained bruising, cuts, burns, injuries inconsistent with explanation; flinching at touch; passenger expressing pain or fear.
Domestic violence or abuse	Fear of a particular person; controlling behaviour by a family member, partner, or carer; unexplained injuries.
Sexual abuse	Unexplained physical symptoms; distress, withdrawal, or inappropriate sexual language; fear of a particular person.
Psychological or emotional abuse	Low self-esteem, anxiety, withdrawal, or confusion; a carer or companion who is dismissive, belittling, or controlling.
Financial or material abuse	Unexplained lack of money, inability to pay for necessities, signs that a carer is controlling finances or assets without justification.

Modern slavery	Signs of being controlled, restricted in movement, or forced to work; unfamiliarity with their own address or environment.
Discriminatory abuse	Harassment or poor treatment based on a protected characteristic (age, disability, race, religion, gender, etc.).
Organisational or institutional abuse	Poor care standards by a care home or service provider; passengers who appear fearful of staff or reluctant to raise concerns.
Neglect and acts of omission	Poor personal hygiene, malnourishment, untreated health conditions, or a carer who is repeatedly absent or unresponsive.
Self-neglect	A passenger who is consistently unkempt, refusing medical help, or living in unsafe conditions; this can still trigger a safeguarding concern.

9. Responding to a Disclosure or Concern

REMEMBER

You are not investigating. Your role is to listen, record, and report. Do not probe, lead, or promise confidentiality.

9.1 Responding in the Moment

If a passenger discloses potential abuse or harm, or if you witness or suspect something concerning, do the following:

Step	What to Do
Recognise	Identify that the adult may be describing abuse, even if they are not explicit about it. Trust your instincts.
Remain calm	Stay calm, listen carefully, and show empathy. Do not express shock or disbelief.
Be sympathetic	Acknowledge that they did the right thing in telling you. Reassure them that you are taking it seriously and that what happened was not their fault.
Do not investigate	Do not ask leading questions, probe for details, or make promises about what will happen next. Your role is to listen, not to investigate.
Explain next steps	Tell the person that you have a duty to pass the information on to the CWAO Safeguarding Lead, and where possible seek their consent to do this. Explain what will happen next as clearly as you can.
Record	As soon as possible after the conversation, write up a clear, factual account using the person's own words and phrases. Note the date, time, location, and who else was present.
Report	Contact the hub coordinator and/or CWAO Safeguarding Lead without delay.

9.2 Documenting a Disclosure

Good documentation is essential. The Safeguarding Lead or recording individual should:

- Record what the person actually said, using their own words and phrases as far as possible.

- Describe the circumstances in which the disclosure came about.
- Note the setting, the date and time, and anyone else who was present.
- Where there are visible injuries (cuts, bruises, or marks), note their location and appearance.
- Ensure all information is factual, not opinion.
- Sign and date the record, noting the time and location.
- Keep the record securely in line with CWAO's Data Protection Policy.
- Be aware that the record may be needed later as part of a legal proceeding or disciplinary process. Clarity matters.

9.3 Responding to Abuse or Neglect — Immediate Action

CWAO must ensure that volunteer pilots and hub coordinators take the following steps when abuse or neglect is suspected or witnessed:

- Address any immediate safety needs first. If there is a risk to life, call 999 immediately.
- Assess the risk and take steps to ensure the passenger is not in immediate danger.
- If a crime is suspected, do not disturb the scene wherever possible.
- Call the passenger's representative or care provider using the contact details recorded at the start of the session.
- Call NHS 111 for medical advice if the situation is not life-threatening.
- If the passenger is distressed, ask whether they would like someone they trust to stay with them.
- Support and encourage the adult to contact the Police if a crime has been or may have been committed.
- Contact the CWAO Safeguarding Lead and/or hub coordinator as soon as possible to report the incident.

10. Referral to the Oxfordshire Adult Safeguarding Team

The Safeguarding Lead will take the lead on all decisions about formal referral. The key contacts are:

Contact	Details
Oxfordshire County Council Social Care Line	0345 0507 666 (option 4) — available during office hours
Oxfordshire Safeguarding Adults Board (OSAB)	www.osab.co.uk/public — guidance and out-of-hours referral information

When making a referral, it is important to have the following information available where possible:

- Full name and contact details of the adult at risk, the person raising the concern, and any relevant care workers or representatives.
- Basic facts about the person's care and support needs, including communication or health needs.
- A factual account of the concern: what, when, who, and where.
- Immediate risks and any action already taken.

- Whether the adult has any cognitive impairment that may affect their ability to protect themselves.
- The wishes and views of the adult at risk, and whether they have given consent to the referral.
- Whether any advocacy (family, friend, or independent advocate) is involved.
- Any relevant previous history or concerns.
- If a crime has been reported: which police station, officer name, and crime reference number.

The referral may also require notification to the passenger's representative or care provider, except where the abuse or risk originates from that person, in which case advice must be taken from the Oxfordshire Adult Safeguarding Board before notification.

Consent for Referral

When reporting concerns directly related to the safety of a vulnerable adult, consent from the passenger is not legally required. However, wherever possible CWAO should inform the passenger of the referral and their wishes must be recorded. Where a referral is made against a passenger's stated wishes, this must be clearly documented and the Oxfordshire Adult Safeguarding Team informed.

11. Consent and Confidentiality

CWAO respects the confidentiality of all passengers. However, confidentiality must never prevent us from acting to protect a vulnerable adult from harm. The following principles apply:

- Personal information about a passenger will only be shared on a need-to-know basis and in a manner compliant with UK GDPR and CWAO's Data Protection Policy.
- As a general rule, passengers will be informed about information recorded about them and asked for permission before that information is shared. However, this principle may be overridden where the passenger or others are at risk of serious harm.
- Confidentiality policies designed to protect CWAO's interests must never override the duty to promote the interests and safety of a vulnerable adult.
- Volunteers will receive training on passenger confidentiality and secure information-sharing as part of their induction.
- All volunteers must comply with CWAO's Data Protection Policy and the UK Caldicott Principles for handling health and social care information.

12. Abuse of Trust

A relationship of trust is one where a person holds a position of power or influence over another by virtue of their role. All CWAO volunteers and trustees hold a position of trust in relation to passengers.

- Where a trustee or volunteer is alleged to have caused harm to a passenger, CWAO must invoke its disciplinary procedures in addition to following this safeguarding policy.
- CWAO must make a referral to the DBS if a volunteer is found to have caused harm to a passenger, or is dismissed or resigned while under investigation for causing harm.

- Where the alleged harm has been caused by a care home staff member or professional, CWAO must act in accordance with that professional's relevant code of conduct, in addition to this policy.
- In all cases, consent, confidentiality, and information-sharing principles must be considered carefully throughout.

13. Allegations Involving Relatives or Friends

There is an important distinction between unintentional harm caused by a relative or friend (due to lack of knowledge or their own care needs) and a deliberate act of harm or omission. Both require a safeguarding response, but the approach may differ.

Where unintentional harm has occurred, the aim is to protect the adult at risk while also supporting the relative to improve their care and reduce risk. A safeguarding referral to Oxfordshire will still be made as part of the process.

Where a deliberate act of harm is suspected, the same reporting and referral responsibilities apply as in all other cases, including informing the Police where a crime may have been committed.

14. Whistleblowing

Whistleblowing is an important mechanism for protecting passengers and maintaining the integrity of CWAO's safeguarding practice. Volunteers are encouraged to raise genuine concerns about a colleague's behaviour — even where that behaviour does not directly involve a passenger but may indicate a breach of the code of conduct, standards of practice, health and safety, or the law.

CWAO has a separate Whistleblowing Policy which all volunteers must be familiar with. Concerns can be raised with the CWAO Safeguarding Lead, the Chair, or directly with the Oxfordshire Adult Safeguarding Board if internal reporting does not feel appropriate.

No volunteer will be penalised for raising a genuine safeguarding concern in good faith.

15. Training Requirements

All CWAO trustees, hub coordinators, and volunteer pilots must complete safeguarding awareness training appropriate to their role. The minimum training requirements are:

Role	Training Required	Frequency
All Volunteers (pilots & coordinators)	Safeguarding Vulnerable Adults awareness (induction); this Policy and procedures; Mental Capacity Act awareness	On induction; refresher annually or when policy is updated

Hub Coordinators	All volunteer training, plus: disclosure handling; referral procedures; DBS process	On appointment; annual refresher
Trustees	All hub coordinator training, plus: governance and trustee safeguarding responsibilities; safer recruitment	On appointment; annual review

Training completion will be recorded by the CWAO Chair and reviewed as part of the quarterly safeguarding update at Trustee Board meetings. Any volunteer whose training is not current will not be permitted to undertake unsupervised activity with passengers until it is up to date.

16. Audit and Compliance

The implementation of this policy will be audited systematically to ensure CWAO is doing everything it can to protect passengers. The audit will cover:

- Recruitment procedures, DBS check records, and clearance timelines.
- Safeguarding incident and concern logs: frequency, severity, and outcome.
- Training records: uptake, completion, and any gaps.
- Referral records: timeliness and appropriateness.

Safeguarding concerns and incidents will be reviewed by the Trustee Board on a root cause analysis basis with the following terms of reference:

- Review incident themes and patterns.
- Reports from the Safeguarding Lead.
- Detailed review of specific cases for organisational learning.
- Assurance of policy implementation.
- Review of training and volunteer competencies.

Safeguarding will be a standing agenda item at every Trustee Board meeting, with a formal written update presented quarterly. Open discussion of safeguarding matters will be encouraged to identify barriers to reporting.

Any volunteer who has dealt with a safeguarding concern will be offered a debrief and access to support, including non-managerial support where appropriate.

17. Related Policies and Procedures

This policy should be read alongside the following CWAO policies:

- Data Protection Policy
- Health and Safety Policy (including lone working and trishaw operation)
- Whistleblowing Policy
- Volunteer Induction and Recruitment Policy
- Equality and Diversity Policy



18. Policy Review

This policy will be reviewed by the Trustee Board at least annually, or sooner following:

- A safeguarding incident, near-miss, or formal complaint;
- Changes to legislation, statutory guidance, or Oxfordshire Safeguarding Adults Board procedures;
- Significant changes to CWAO's operations, hubs, or volunteer workforce.

Updated versions will be circulated to all trustees and hub coordinators and made available on the CWAO website resource hub at www.cwaoxfordshire.org.uk.

Policy Sign-Off

	Name	Signature	Date
Approved by (Chair)	Kiran Audit		01/04/2025
Approved by (Trustee)	Kiran Audit		01/04/2025

APPENDIX 1 — Detailed Definitions of Abuse and Neglect

The following definitions are drawn from the Care Act 2014 Statutory Guidance. They apply to adults (any person aged 18 or over). Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a vulnerable adult by inflicting harm directly or by failing to act to prevent harm. Abuse may be carried out by someone known to the person, a care worker, or, more rarely, a stranger.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm to a vulnerable adult. It may also include a carer who fabricates symptoms or deliberately induces illness in the adult.

Signs to look for: unexplained bruising, cuts, burns, or injuries; injuries that are inconsistent with an explanation given; flinching or fear of physical contact; expressions of pain.

Psychological or Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a vulnerable adult such as to cause severe and adverse effects on their emotional wellbeing. It may involve making the adult feel worthless, unloved, or inadequate; overprotection or restriction; bullying; humiliation; or threats and intimidation.

Signs to look for: low self-esteem, anxiety, withdrawal, confusion; a companion or carer who is dismissive, belittling, or controlling in the presence of the adult.

Sexual Abuse

Sexual abuse involves forcing or enticing a vulnerable adult to take part in sexual activities without their full, free, and informed consent, whether or not they are aware of what is happening. This includes physical contact (including penetrative and non-penetrative acts) and non-contact activities such as exposure to pornographic material or being observed.

Signs to look for: unexplained physical symptoms; distress, withdrawal, or fear of a particular person; sexualised language or behaviour that is inappropriate to context.

Financial or Material Abuse

Financial abuse includes theft, fraud, exploitation, pressure in connection with wills, property, or inheritance, or the misuse of financial affairs or arrangements. It may involve a carer, family member, or stranger.

Signs to look for: sudden inability to pay for necessities; unexplained withdrawals; a carer who controls access to money or property; changes to a will or power of attorney without clear reason.

Neglect and Acts of Omission

Neglect is the persistent failure to meet a vulnerable adult's basic physical and/or psychological needs, likely to result in serious impairment to their health or wellbeing. It may involve a carer failing to provide adequate food, clothing, shelter, medical care, or supervision. It may also include a carer who is consistently absent, unresponsive, or emotionally unavailable.

Signs to look for: consistently poor personal hygiene; malnourishment; untreated health conditions or injuries; unsafe living conditions; a carer who is frequently absent.

Modern Slavery

Modern slavery encompasses slavery, human trafficking, forced labour, and domestic servitude. Victims are often controlled by threats, debt bondage, or isolation. It is uncommon but not impossible to encounter in community settings.

Signs to look for: signs of being controlled or restricted in movement; unfamiliarity with surroundings or their own address; appearing fearful or reluctant to speak freely; being accompanied by a controlling person.

Discriminatory Abuse

Discriminatory abuse occurs when a vulnerable adult is treated poorly because of a protected characteristic, including age, disability, race, religion or belief, gender, or sexual orientation. It may also involve denying access to services or care on these grounds.

Organisational or Institutional Abuse

This occurs when poor practice, culture, or processes within an organisation result in the abuse or neglect of vulnerable adults in their care. It may involve a care home, day centre, or other service provider. Warning signs include passengers who appear fearful of staff, consistent complaints about a provider, or a culture of secrecy or poor standards.

Self-Neglect

Self-neglect refers to behaviour in which a vulnerable adult fails to maintain adequate personal hygiene, health, or a safe home environment, or refuses access to appropriate care or medical treatment. This can still trigger a safeguarding concern, particularly where the adult's capacity to make decisions may be in question.