

## Safeguarding Policy

<b>Name of organisation</b>	London School of Theology, Green Lane, Northwood 01923 456000 enquiries@lst.ac.uk
<b>Group responsible:</b>	Executive Team
<b>Executive Member oversight:</b>	Director of Finance and Administration (Designated Safeguarding Lead)
<b>Individual responsible:</b>	Chaplain (Safeguarding Officer)
<b>Date last approved:</b>	Executive Committee 26 <sup>th</sup> April 2022
<b>Location:</b>	Employee Hub/Policies
<b>To be reviewed:</b>	Every 2 years
<b>Date of next review:</b>	April 2024

**Designated Safeguarding Lead:** Jonathan Mead

**Designated Safeguarding Lead Contact Telephone / Email:** 01923 456000/ Jonathan.mead@lst.ac.uk

**Safeguarding Officer Name:** Alison Atkinson

**Safeguarding Officer Contact Telephone / Email:** 01923 456000/ alison.atkinson@lst.ac.uk

**Trustee with responsibilities for safeguarding matters:** Kate Meathrel / **Email:** kate.meathrel@lst.ac.uk

**Charity Number:** 312778

**Company Number:** 381332

**Regulators:** OfS

**The following is a brief description of our organisation and the type of work / activities we undertake:**

### **Purpose and scope**

London School of Theology (LST) provides education and conference services to students and guests who may include people at risk. LST recognises that abuse can be a difficult subject for people to deal with or discuss. This policy has been designed to support the safety and wellbeing of students, employees and any persons who access services provided by LST. LST is committed to the belief that the protection of those at risk from harm and abuse is the responsibility of the whole LST community. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. This policy helps to ensure that we can act appropriately in response to any allegations or reports of abuse within the organisation. As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

This policy is informed by the relevant legislation:

- The Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- The Social Services and Wellbeing Act 2014
- Children Act 1989
- Data Protection Act 1998
- Sexual Offences Act 2003
- Equality Act 2010
- Protection of Freedoms Act 2012
- Counter - Terrorism and Security Act 2015
- Relevant government guidance on safeguarding children “Working Together on Safeguarding Children” 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/942454/Working\\_together\\_to\\_safeguard\\_children\\_inter\\_agency\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)

The Leadership undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Officer(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.

This Policy relates to the safeguarding of:

- a. children and young people under the age of 18 who are on campus as visitors for events, on placements including those who are in need of community care services by reason of disability, age or illness or children of LST community members (as defined in Children Act, 1989);
- b. adults over the age of 18, who are students or visitors on work placement, including those who are in need of community care services by reason of disability, age or illness; and
- c. those with learning difficulties, language or cultural challenges or with financial disadvantage.<sup>1</sup>

---

<sup>1</sup> For the legal definition of ‘adults at risk’ see the Safeguarding Vulnerable Groups Act 2006:  
<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Some activities, which include off-campus or overnight trips, will also be the subject of this Safeguarding Policy. Therefore, a risk assessment form, available from the Vocational Services office or to download from the Student Hub, must be completed in respect of both on-campus and off-campus events.

### **Working in Partnership**

LST is committed to ensuring that our partners, including placement providers, meet our safeguarding standards. All placement partners are required to complete a Placement Providers Agreement, which is reconfirmed annually, and details their own safeguarding policy.

### **Policy Statement**

LST is committed to ensuring that all students have a fulfilling experience of higher education. In order to succeed, students need to feel safe, healthy and part of a tolerant, inclusive academic community. LST has a range of policies and procedures in place to help to achieve this aim:

- a. LST Community Code and ABC
- b. LST's general duty for care is expressed in its Health and Safety Policy and a separate Cause for Concern policy
- c. Inclusivity is expressed in an Equality and Diversity policy and Recruitment and Selection procedures
- d. LST provides a safe environment through Risk Management, Data Protection policy and Emergency procedures
- e. Professional safety is ensured by Fitness for Practice policy and Disciplinary and Grievance procedures, safe recruitment and DBS disclosures
- f. Clear processes for reporting and responding to misconduct, both, in academic and disciplinary matters
- g. Prevent duty monitoring procedures which set out the school's duty to have 'due regard to the need to prevent people from being drawn into radicalisation'
- h. Holistic approach to safeguarding through assessment and proportional management of risk, including Mental Health awareness
- i. On campus accommodation provisions are supported by a dedicated warden, floor representatives and staff and students who have First Aid, Fire Safety and Emergency evacuation training.

### **Prevention**

#### **Understanding abuse and neglect**

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our organisation we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

- 1. Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
- 2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

*No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

## **Definition of Safeguarding**

For the purposes of this document, the term 'safeguarding' is used to refer to several areas of concern, including:

- a. Child protection
- b. Sexual abuse and exploitation
- c. Radicalisation
- d. Physical abuse or neglect
- e. Emotional abuse or neglect
- f. Spiritual abuse.

## **Definitions of Abuse**

Harm, abuse or exploitation is a violation of an individual's human and civil rights, which can be:

- a. a single or repeated act
- b. intentional, unintentional or result from a lack of knowledge
- c. an act of neglect or a failure to act.

A list of examples of different types and signs of abuse can be found **Appendix A**.

## **Responsibilities**

The Executive Team has appointed one of its members as the Designated Safeguarding Lead (DSL). The DSL, together with the Safeguarding Officer (SO), are responsible for:

- a. acting as a point of contact for those who have concerns, receiving information, recording information about concerns, risk assessing and taking action
- b. acting upon concerns as appropriate in the circumstances, for example by arranging external referrals
- c. keeping confidential records of incidents
- d. supporting and promoting the implementation of this policy and related procedures
- e. providing support and advice on implementing this policy and its procedures.

## **Safer recruitment**

The Leadership will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed a cover letter and application form
- Those short listed have been interviewed
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period

## **Safeguarding training**

LST ensures that all people receive mandatory safeguarding training, which is appropriate to their specific role.

### **Advanced Safeguarding training**

An advanced level of Safeguarding training is required for the Executive Team and the Trustees<sup>2</sup>. LST will facilitate external providers for such training. Advanced training provides more detailed knowledge of procedures, safe record keeping, safe information sharing, knowledge of the framework of external partnerships and of the relevant legislation.

### **Responding to allegations of abuse**

The following must always be reported to a Safeguarding Officer:

- 1) When a child or adult<sup>3</sup> at risk is accidentally hurt.
- 2) When a child or adult at risk discloses abuse, harm or neglect.
- 3) Where there is concern that a relationship is developing with a child or adult at risk, which could represent an abuse of trust.
- 4) When there has been a need to use reasonable physical restraint to prevent a child or adult at risk from harming themselves or another person.
- 5) Where there is suspicion or indications that an adult at risk is being exploited or groomed for radicalization.
- 6) Where an historic disclosure of sexual or physical abuse is made and where the perpetrator still has access to children or adults at risk.
- 7) When a child or adult at risk reports concerns regarding a forced marriage or Female Genital Mutilation.

Under no circumstances should an employee carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

Documenting a concern:

- LST is committed to maintaining confidentiality wherever possible and information related to safeguarding issues are shared only with those who need to know.
- All incidents should be recorded by the Safeguarding Officer. The information should be factual and not based on opinions. The information that is recorded will be kept secure and will comply with data protection regulations. The records will be secured in password protected files. Access to this information will be restricted to the Designated Safeguarding Lead and Safeguarding Officer.
- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

**Name:** Alison Atkinson (hereafter the "Safeguarding Officer")

**Tel:** 01923 456000

**Email:** [alison.atkinson@lst.ac.uk](mailto:alison.atkinson@lst.ac.uk)

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Officer or, if the suspicions in any way involve the Safeguarding Officer, then the report should be made to:

**Name:** Jonathan Mead (hereafter the " Designated Safeguarding Lead ")

**Tel:** 01923 456000

**Email:** [Jonathan.mead@lst.ac.uk](mailto:Jonathan.mead@lst.ac.uk)

---

<sup>2</sup> Trustees are required to follow the Charity Commission's relevant guidance on Serious Incident Reporting. The Charity Commission has updated the relevant guidance in 2019 and there is now an online form that the Trustees must use to report serious incidents. Please refer to the Charity Commission website: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

<sup>3</sup> Definitions can be found in Appendix A

If the suspicions implicate both the Safeguarding Officer and the Designated Safeguarding Lead, then the report should be made in the first instance to:

**Name:** Kate Meathrel, The LST Trustee with responsibility for Safeguarding.

**Email:** kate.meathrel@lst.ac.uk

Alternatively contact Social Services or the police.

- The Safeguarding Officer should contact the appropriate agency or since LST is a member of the safeguarding specialist thirtyone:eight they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.
- The Safeguarding Officer may need to inform others depending on the circumstances and/or nature of the concern
  - The trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
  - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Officer, their absence should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.
- The Leadership will support the Safeguarding Officer in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.
- It is, of course, the right of any individual to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Leadership hope that LST students and employees will use this procedure. If, however, the individual with the concern feels that the Safeguarding Officer has not responded appropriately, or where they have a disagreement with the Safeguarding Officer as to the appropriateness of a referral, they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding officer is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

**Golden Rules to Follow When a Child is Disclosing Abuse:**

- 1) Ensure the child feels secure, safe, and comfortable in the room and with the supervising adult.
- 2) Do not make promises of confidentiality to the child.
- 3) Listen carefully to the child and do not make judgments or discuss your own opinion about what the child is telling you.
- 4) Do not ask questions but let the child describe the incident using their own words.
- 5) As soon as possible, and using the template provided, write a Safeguarding incident report including details of the time and place of the disclosure, who was present and what was said, using the child's own words.

**Detailed procedures where there is a concern that an adult is in need of protection:**

**Suspensions or allegations of abuse or harm including physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.**

### **Referring Adults at Risk**

- 1) In situations of significant or immediate concern, immediately report the matter to the Designated Safeguarding Lead, Safeguarding Officer or call the relevant emergency services.
- 2) Have regard to your own safety. Leave the situation if it is not safe for you.
- 3) Listen to the person, offer necessary support and reassurance. Do not promise confidentiality.
- 4) Where a person at risk expresses a wish for concerns not to be pursued, this should be respected wherever possible. However, decisions whether to respect that wish must take into account the level of risk to the individual and others, and their capacity to understand the decision in question. It will be the decision for the Designated Safeguarding Lead.
- 5) Understand the need not to contaminate, but to preserve evidence if a crime may have been committed.
- 6) As soon as possible, and using the template provided, write a Safeguarding Incident Report of what you have been told or have witnessed. As far as possible use the person's own words when recording disclosures or allegations.

If there is concern about any of the above, Safeguarding Officer will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e. counselling or other pastoral support
- Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

### **Allegations of abuse against a person who works with adults with care and support needs**

The safeguarding Officer will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not LST.

### **Pastoral Care**

#### **Supporting those affected by abuse**

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of LST.

#### **Working with offenders and those who may pose a risk**

When someone studying at LST is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

### Key Contact information

Title	Name	Phone	Email
Designated Safeguarding Lead (DSL)	Jonathan Mead	01923 456000	<a href="mailto:Jonathan.mead@lst.ac.uk">Jonathan.mead@lst.ac.uk</a>
Safeguarding Officer (SO)	Alison Atkinson	01923 456000	<a href="mailto:alison.atkinson@lst.ac.uk">alison.atkinson@lst.ac.uk</a>
<b>Should neither of the LST named people be available contact the following appropriate Local Authority:</b>			
Hillingdon Safeguarding Adult Team		01895 556633	<a href="mailto:socialcaredirect@hillingdon.gov.uk">socialcaredirect@hillingdon.gov.uk</a>
Hillingdon Independent Domestic Violence Advocacy Service		020 8246 1745 07874620954	<a href="mailto:hilvas@hillingdon.gov.uk">hilvas@hillingdon.gov.uk</a>
Hillingdon Stronger Families Hub [under 18 years] (was Hillingdon MASH)		01895 556 006	<a href="mailto:strongerfamilieshub@hillingdon.gov.uk">strongerfamilieshub@hillingdon.gov.uk</a>
Hillingdon CAMHS (Child and Adolescent Mental Health Services)		01895 256521	
Hillingdon LADO (Local Authority Designated Officer)		01895 250975	<a href="mailto:rwratten@hillingdon.gov.uk">rwratten@hillingdon.gov.uk</a>
Hillingdon Local Safeguarding Partnership/ Single Point of Access (SPA)		0800 0234 650	<a href="mailto:cnw-tr.spa@nhs.net">cnw-tr.spa@nhs.net</a>
Thirtyone:Eight Helpline		0303 003 11 11	
Police		999 (emergency) 101 (non-emergency)	
<b>LST Emergency personnel</b>			
John Dennis (Hall Warden)		01923 456000	Out of hours on-site urgent support
Executive team emergency phone		01923 456000	Out of hours emergencies
Peter Robertson		01923 456000	First Aid
Alison Atkinson		01923 456000	First Aid
Christine Jugmohun		01923 456000	First Aid
Nirmala Kugananthan		01923 456000	First Aid

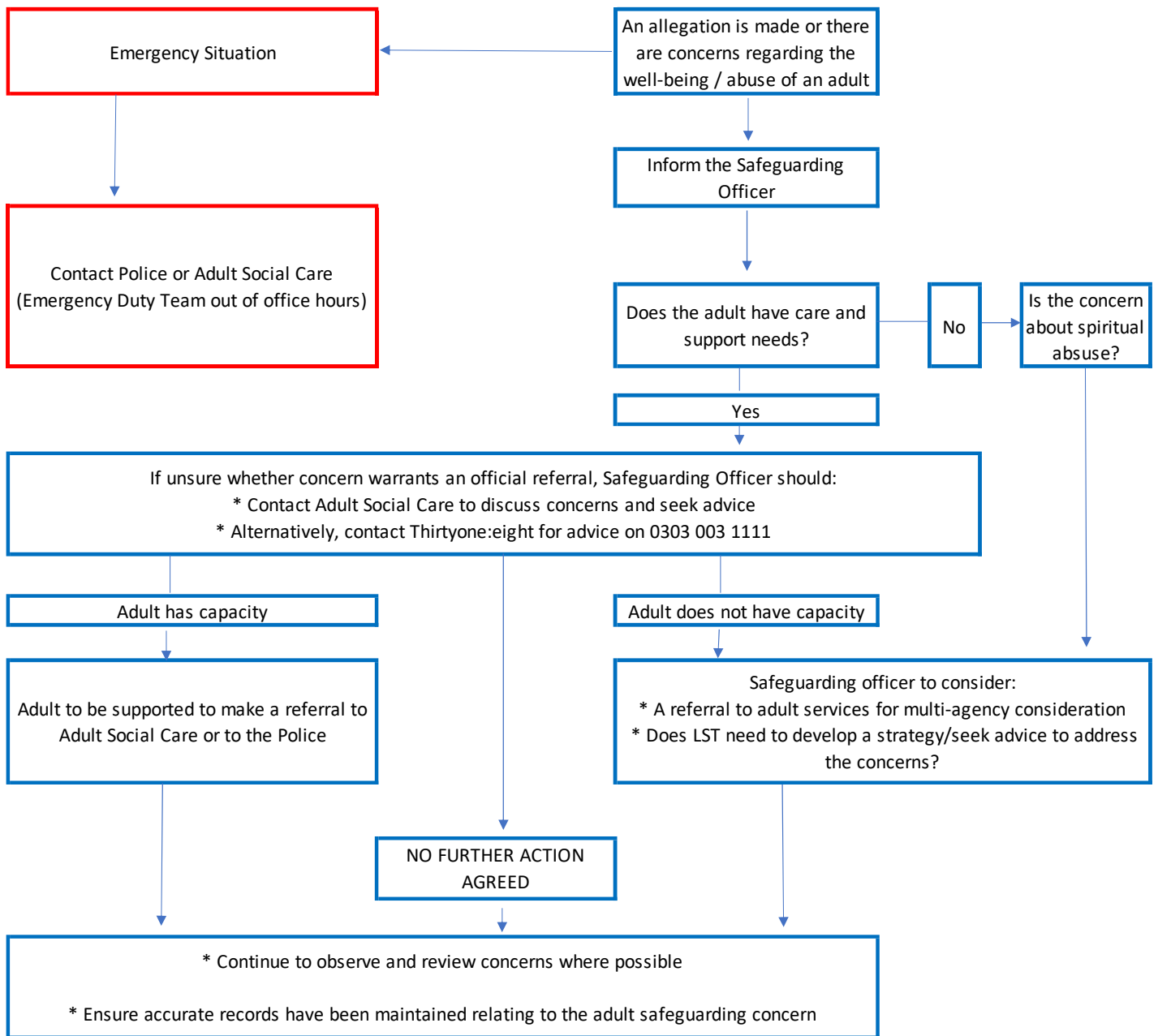
\*First-aid box locations: Reception, Library, Kitchen and Guthrie Kitchen \*Burns & Eye Wash Kit: Kitchen

\*First-aid box (out of hours): Reception and Laing First Floor Student Kitchen

\*Defibrillator location: Main entrance by fire panel



## Flowchart for Action Adults at Risk



“The legal definition says that someone who lacks capacity cannot, due to an illness or disability such as a mental health problem, dementia, or a learning disability, do the following:

- understand information given to them to make a particular decision
- retain that information long enough to be able to make the decision
- use or weigh up the information to make the decision
- communicate their decision.

## **Appendix A - types and signs of abuse**

### **Physical abuse:**

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions
- Bodily impairment e.g. malnutrition, dehydration, failure to thrive
- Medical/healthcare maltreatment

#### ***Signs***

Note: Some ageing symptoms and medical conditions are hard to distinguish from some aspects of physical assault e.g. skin bruising

- A history of unexplained falls, fractures, pain, or marks on the body
- Bruising in well protected areas, or clustered from repeated striking
- Burns of unusual location or type
- Injuries found at different stages of healing
- Reluctance to seek medical help
- Not wanting to be touched

### **Sexual abuse:**

- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting
- Exposure to pornographic materials, or being made to witness sexual acts

#### ***Signs***

- Disclosure or partial disclosure (use of phrases such as 'It's a secret')
- Medical problems, e.g. genital infections, difficulty walking or sitting; or unexpected pregnancy
- Over sexualised behaviour, aggression or violent tendencies
- Deterioration in social engagement, increased fearfulness
- Self-injury, loss of appetite, poor attendance or sudden drop in standards of work

### **Psychological/emotional abuse including:**

- Threats of harm, controlling, intimidation, coercion, enforced isolation or withdrawal from supportive networks
- False accusations and extreme defamation
- Humiliation, blaming, shaming
- Grooming, stalking
- Bullying, verbal abuse, slur
- Negatively influencing a person's views and actions against a group or part of society

#### ***Signs***

- Withdrawn
- Depression
- Agitated, anxious
- Insomnia, or need for excessive sleep
- Tearfulness
- Unexplained paranoia
- Low self esteem
- Confusion

**Spiritual abuse:**

Spiritual abuse is characterised by a systematic pattern of coercive and controlling behaviour in religious settings. According to the Church of England, this type of abuse may include the following behaviours:

- The misuse of Scripture, the authority of leadership or penitential discipline, with a requirement to be obedient to the abuser.
- Enforced accountability and pressure to conform.
- Requirements for secrecy and silence, with isolation from others external to the abuse context.
- Oppressive teaching.
- Censorship of decision making.
- Intrusive or forced healing and deliverance ministries or rituals.
- The denial of the right to faith or the opportunity to grow in the knowledge and love of God.

**Neglect including:**

- Ignoring medical or physical care needs, failure to provide access to appropriate health, social care, or educational services
- Failure to identify and/or meet care needs or adequate supervision

***Signs***

- Neglected or under-nourished appearance
- Untreated injuries
- Failure to be given prescribed medication
- Poor personal hygiene

Note: Some of the signs above may just indicate that an individual requires some psychological or pastoral support.

**Financial or economic including:**

- Theft, fraud
- Exploitation, pressure in connection with finances, generous gifts to make person feel indebted
- Control of someone's present or future earning potential by preventing them from obtaining a job or education

***Signs***

- Unexplained or sudden inability to pay bills
- Unexplained or sudden withdrawal of money from accounts
- Disparity between assets and satisfactory living conditions

**Direct or Indirect Discrimination based on:**

- Race, ethnic or national origin, religion, gender, age, disability, or sexual orientation

***Signs***

- Lack of respect shown to an individual
- Signs of substandard service offered to an individual
- Exclusion from rights afforded to others, such as health, education, criminal justice
- Being excluded inappropriately from socialising

**Institutional abuse:**

- This involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care

### **Internet abuse:**

- Use of modern communication technologies to stalk, embarrass, humiliate, or intimidate. Use of blackmail or manipulation to gain power over them to influence towards particular views or behaviour.

### **Definitions**

- Definition of a child

The legal definition of a child is someone under the age of 18 according to The Children Act 1989. Throughout this guidance when we refer to a child our meaning (unless otherwise stated) is a person under the age of 18.

- What is meant by child abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Government guidance defines four main categories of maltreatment: physical abuse, sexual abuse, emotional abuse and neglect.

- Definition of an adult at risk of harm:

An adult is someone over 18 (unless specific legislation states otherwise). Over the years, there have been a number of pieces of legislation dealing with adults of different ages and circumstances. (The Universal Declaration of Human Rights (1948), the European Convention on Human Rights, the Human Rights Act 1998 and the UN Convention on the Rights of Persons with Disabilities (2008)). These can now be summarised in the Care Act 2014 which refers to adults with care and support needs. It follows that some adults, because of circumstance or particular vulnerability or risk, may be in need of protection.

When considering the safeguarding issues regarding adults, other pieces of legislation are also relevant such as the Anti-Social Behaviour, Crime and Policing Act 2014 which deals with Forced Marriage, the Modern Slavery Act 2015 which deals with trafficking and abuse, the Domestic Violence Crime and Victims Act 2004 which is self-explanatory but which may be strengthened to deal with coercive and controlling behaviour. These pieces of legislation apply to England and Wales.

Another important piece of legislation when dealing with safeguarding adults is the Mental Capacity Act 2005. Where decisions are being considered regarding the welfare of adults, under the Care Act 2014 they have to be full participants in the process and those who are involved in the investigations and assessments will form a view of the adult's capacity to make decisions for themselves. This means that where there are safeguarding concerns, referrals must be made to Adult Services so that this level of capacity can be assessed.