

# Safeguarding Adults at Risk Policy

## Context

At Luton Town Football Club, we are committed to providing a safe and inclusive environment where all can thrive. We recognise our responsibility to safeguard and promote the wellbeing of all children, young people and adults at risk. We work collaboratively with our partners and follow robust safeguarding practices to ensure everyone is treated fairly and professionally.

We recognise the following principles which underpin our work with all groups and individuals who may have additional needs for support and protection: **It is every child and adults right to be protected from abuse irrespective of their age, gender identity, faith or religion, culture, ethnicity, sexual orientation, background, economic position, disability or level of ability.** All staff and volunteers share the responsibility for the protection of children and adults at risk and will show respect and understanding for their rights, safety and welfare. The additional vulnerability of disabled adults or children (including those with invisible disabilities, learning and communication differences) is recognised.

We support all children and vulnerable adults involved in our activities to understand their roles and responsibilities with regards to safeguarding and protecting children and vulnerable adults, including the responsibility to report all concerns to the Head of Safeguarding or Safeguarding Managers.

The policy itself is a practical document that clarifies the roles and duties of **all adults** working or volunteering for LTFC.

This policy does not reiterate extensive sections of statutory guidance, however for clarity and consistent practice, links to relevant statutory guidance are provided throughout this policy. In addition, we welcome our duty to maintain a professional working knowledge of relevant statutory guidance and of local arrangements and the corresponding services for adults which can be found here: [Safeguarding adults](#)

It may be helpful to read this policy alongside our **Safeguarding and Child Protection Policy**.

## Legal Framework

The Care Act 2014: [Care Act 2014](#)



## Local arrangements and useful contacts

**Luton Threshold Framework:** [Document.ashx \(luton.gov.uk\)](#)

**Luton MASH (Multi-Agency Safeguarding Hub):** in the event someone is *significantly harmed*, including circumstances in which a child has received a mark or injury, you must contact the MASH on **01582 547653**.

**Police:** If someone is in *immediate danger*, telephone **999** and request the Police.

**Reporting concerns about children or adults:** [Safeguarding Bedfordshire - Report a concern about an adult](#)

**All services for children and adults:** [Safeguarding Bedfordshire - Safeguarding Bedfordshire home page](#)

**Luton Safeguarding Partnership:** [Safeguarding children \(luton.gov.uk\)](#)

**The Local Authority Designated Officer (LADO):** [LADO@luton.gov.uk](mailto:LADO@luton.gov.uk) or Paul James [Paul.James@luton.gov.uk](mailto:Paul.James@luton.gov.uk) or 01582 548069

**Making a LADO Referral:** [Managing allegations about adults working with children referral - Before you start - Luton Council](#)

**The FA Safeguarding Team:** [safeguarding@thefa.com](mailto:safeguarding@thefa.com)

**Mark Derrien, Regional Safeguarding Manager (EFL):** [mderrien@efl.com](mailto:mderrien@efl.com)

**The EFL Safeguarding Team:** [safeguarding@efl.com](mailto:safeguarding@efl.com)

**PREVENT National Referral:** [National Prevent referral form \(publishing.service.gov.uk\)](#)

**Local Response to Radicalisation and Terrorism:** [Terrorism in the UK | Bedfordshire Police \(beds.police.uk\)](#)

## Definitions

For the purpose of this policy the following definitions apply:

### Adults at risk of harm:

A person aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those needs) and

- is experiencing, or at risk of, abuse, exploitation or neglect and
- as a result of those **care and support needs**<sup>1</sup> is **unable to protect themselves** from either the risk of, or the experience of abuse or neglect.

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<sup>1</sup> Care and support needs comes from the Care Act (2014).

**Care and Support Needs:** This may include people with learning disabilities, sensory impairments, mental health needs, older people and people with a physical disability or impairment. A learning *disability* will likely have a carer with them - but those with learning *difficulties* do not; adults with learning difficulties does not qualify for the Care Act because they can access services for themselves.

It may also include people who are affected by the circumstances that they are living in, for example experiencing domestic violence<sup>2</sup>. This list is not exhaustive.

An individual's level of vulnerability to harm may vary over time depending on the circumstances they are in and their needs at that time.

**Activity** means any activity or series of activities, arranged by or in the name of the LTFC or CT, for Children, Young People and/or Adults at Risk, or to be attended by our Children, Young People and/or Adults at Risk.

**Staff** means any person employed or deployed by the EFL whether in a paid, voluntary, consultancy or third-party capacity.

**The Football Association ("The FA")** is English football's governing body.

**Abuse** is defined as a violation of an individual's human and civil rights by any other person or persons.

It includes acts of commission (such as an assault) and acts of omission (situations where the environment fails to prevent harm).

Abuse may be single act or omission or series of acts or omissions.

**Capacity** refers to an individual adult's ability to take a specific decision or take a particular action at a particular time even if they are able or not able to make other decisions at other times. The starting point should be that the person has capacity to make a decision unless it can be established that they cannot.

## Key Principles

**Self Determination:** Safeguarding adults can be complex. Adults have a right to self-determination and may choose not to act to protect themselves. Safeguarding adults means creating a culture that informs the adult and consults them on all decisions affecting them and works in partnership with them.

As a principle safeguarding concerns should be discussed with the adult to establish their views and involve them in the safeguarding process. Occasionally however this

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<sup>2</sup> (Where child are witnessing Domestic Abuse we must report and respond to their situation via the Safeguarding and Child Protection Policy).

may not be possible of safe. If in doubt seek advice from the LTFC & CT safeguarding team on [sarah.bloomer@lutontown.co.uk](mailto:sarah.bloomer@lutontown.co.uk) or the EFL team on [safeguarding@efl.com](mailto:safeguarding@efl.com)

**The Care Act:** The six principles of the Care Act interact and are the foundation of all practice when safeguarding adults.

- **Empowerment:** People being supported and encouraged to make their own decisions and informed consent
  - **Prevention:** It is better to take action before harm occurs
  - **Proportionality:** The least intrusive response appropriate to the risk presented
  - **Protection:** Support and representation for those in greatest need
  - **Partnership:** Local solution through services working with their communities
  - **Accountability:** Accountability and transparency in delivering safeguarding

## Types of Abuse

**Self- neglect:** Not looking after own personal hygiene, health or surroundings or hoarding. This happens away from football, but we might see the signs in football.

**Domestic abuse:** Including psychological, physical, sexual, financial and emotional abuse. It also includes so called “honour” based violence. This happens away from football but we might see signs in football.

**Discriminatory abuse:** Difference or perceived difference, particularly with respect to race, gender or disability or any of the other protected characteristics of the Equality Act. Abuse occurring because of the discrimination – intentional or not.

**Organisational abuse:** Including neglect and poor care practice within an institution, a specific care setting, their own home, or their football Club.

**Physical abuse:** Any deliberate act causing injury or trauma to another person, for example, hitting, slapping, pushing, kicking, burning, giving a person medicine that they do not need and/ or that may harm them or application of inappropriate restraint measures.

**Sexual abuse:** Adults with care and support needs can consent to sexual activity but can still be abused. This includes rape, Indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts or indecent exposure.

**Financial or material abuse:** Including theft, fraud, internet scamming or coercion in relation to an adult’s financial affairs or arrangements.

**Neglect:** Ongoing failure to meet the basic needs of an Adults at Risk. Neglect may involve failing to provide adequate food or shelter including exclusion from home or

abandonment, failing to protect them from physical and emotional harm or danger or failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, basic emotional needs. In an 'activity' setting, it may involve failing to ensure that Adults at Risk are safe and adequately supervised or exposing them to unnecessary risks.

**Emotional abuse:** Any act or other treatment which may cause emotional damage and undermine a person's sense of wellbeing, including persistent criticism, denigration or putting unrealistic expectations on Adults at Risk, isolation, verbal assault, humiliation, blaming, controlling, intimidation or use of threats.

**Modern slavery:** slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**County lines:** The organised criminal distribution of drugs by gangs from the big cities into smaller towns and rural areas using Children, Young People and Adults at Risk. Gangs recruit Children, Young People and Adults at Risk through deception, intimidation, violence, debt, bondage and/or grooming. Gangs also use local property as a base for their activities, and this often involves taking over the home of an Adult at Risk who is unable to challenge them. County line gangs pose a significant threat to Children, Young People and Adults at Risk upon whom they rely on to conduct and/or facilitate such criminality.

**Cuckooing:** Cuckooing is a term often linked to county lines. Cuckooing is when gangs establish a base in the location they are targeting for drug dealing and to operate their criminal activity from, often taking over the homes of adults at risk by force or coercion. People exploited in this way will quite often be exposed to physical, mental and sexual abuse, and in some instances will be trafficked to areas a long way from home as part of the network's drug dealing business. Victims of 'cuckooing' are often drug users but can include older people, those suffering from mental or physical health problems, female sex workers, single mums and those living in poverty. Victims may suffer from other forms of addiction, such as alcoholism.

**Grooming:** The process of developing a relationship with and the trust of an individual, and sometimes their family, to exploit, abuse or traffic them. Grooming can happen both online and in person.

**Radicalisation:** The process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised. The grooming of Children, Young People and Adults at Risk for the purposes of involvement in extremist activity is a serious safeguarding issue.

**Discriminatory abuse:** Abusive or bullying behaviour because of discrimination occurs when motivated by a prejudice against certain people or groups of people. This may be because of an individual's ethnic origin, colour, nationality, race, religion or belief, gender, gender reassignment, sexual orientation or disability. Actions may include unfair or less favourable treatment, culturally insensitive comments, insults and 'banter'. Discriminatory behaviour is unacceptable and will be reported to the FA. This includes incidents on and off the pitch (including social media).

**Hazing:** Any rituals, initiation activities, actions or situations, with or without consent, which recklessly, intentionally or unintentionally endangers the physical or emotional wellbeing of Children, Young People and Adults at Risk.

**Peer-on-peer abuse:** Children, Young People and Adults at Risk can be taken advantage of or harmed by their peers. Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, and coercive control, exercised between individuals and within relationships (both intimate and non-intimate).

## Maintaining professional boundaries

Robust safeguarding practices protects everyone. The EFL has produced a guide entitled "Safer Working Practice" a copy of which is shared with staff.

Staff are expected to make judgements about their actions and behaviour to secure the best interests and safety of the Adult at Risk in their care. All actions and behaviours should be guided by the principal that they safety and welfare of the Adult at Risk is paramount.

**Poor practice:** This is behaviour that falls short of abuse but is nevertheless unacceptable. It is essential that poor practice is challenged and reported even where there is a belief that the motives of an individual are well meaning. Failure to challenge poor practice can lead to an environment where abuse is more likely to remain unnoticed. Incidents of poor practice occur when the needs of Children, Young People and Adults at Risk are not afforded the necessary priority, compromising their welfare, for example, allowing abusive or concerning practices to go unreported, placing Children, Young People and Adults at Risk in potentially compromising and uncomfortable situations, failing to ensure the safety of Children, Young People and Adults at Risk, ignoring health and safety guidelines, or giving continued and unnecessary preferential treatment to individuals.

## Safeguarding Procedures – responding to disclosures or incidents

Indications that an Adult at Risk may be being abused can be difficult to recognise. Some signs and indicators may be explained by something plausible, for example, bereavement, sudden absence of a parent or carer, adolescence or accidental injury.

The presence of one or more signs and indicators should not be taken as proof that abuse has or is taking place, however staff do not need evidence to report a concern. A person may be at increased risk of harm if you fail to report your concerns.

No single person can have a full picture of an Adult at Risk's circumstances. Staff should never think that their concerns are not significant enough to act on. Staff should discuss their concerns with the Safeguarding Team.

All disclosures, incidents and allegations must be taken seriously and responded to in line with our Safeguarding Policy and training. This includes allegations about non-recent abuse and allegations made against deceased individuals.

Staff should contact the Safeguarding Team without delay if they witness an incident or come upon information pertaining to the safety and welfare of an Adult at Risk.

Anyone can contact emergency services or make a referral directly to statutory agencies, particularly if they are concerned about an Adult at Risk's immediate safety, if they are having difficulty contacting a member of the Safeguarding Team or if they are concerned that a disclosure or information about a safeguarding concern has not been acted upon appropriately.

We fully support anyone who in good faith reports their concerns about the safety and welfare of an Adult at Risk.

### Disclosures:

A disclosure is the process by which a person starts to share that they have been abused with others.

We recognise that it takes extraordinary courage for someone to go through the journey of disclosing abuse, and we will ensure that appropriate action is taken to support and protect them.

A disclosure can happen in a variety of ways including:

**Directly:** Telling someone what has happened to them.

**Indirectly:** Inadvertently or deliberately communicating through behaviours, emotions, art, writing, appearance, inquiries or discussions about fears, concerns or relationships.

When someone discloses – we will:



**Listen:**

- Staff give their full attention to the person disclosing and should keep their body language open and encouraging.
- Staff respect pauses and do not interrupt the person disclosing.
- Staff should limit any questioning to the minimum necessary to seek clarification only. When seeking clarification, staff should use the language of the person disclosing to show that it is their experience.

**Reassure:**

- Staff provide reassurance that the person disclosing is being taken seriously and that they are not to blame.

**Views and wishes:**

- Staff should engage the person disclosing as far as possible about how best to respond to their safeguarding situation.
- Staff are expected to act in the best interests of the Adult at Risk. Seek advice from the Safeguarding Team without delay if in any doubt about what action to take, including sharing information.

**Safety:**

- Staff must ensure that the immediate needs of the person disclosing are met and should prioritise their safety and protection above all else. This may involve contacting emergency services and/ or statutory agencies. The Safeguarding Team must be immediately notified of all such action.

**Take action:**

- Staff should explain to the person disclosing what action they will be taking and that they will support them through the process. There may be circumstances where it is not appropriate to explain the actions that will be taken, for example if doing so would place the person at greater risk of harm – but this decision will never be made by an individual and only ever consultation with another colleague in the safeguarding team/EFL safeguarding team.
- Staff should refer details of the disclosure to the Safeguarding Team via MyConcern.
- Where it is suspected that a crime has been committed, the police should be contacted immediately, and physical, forensic and other evidence must be preserved.



### Record:

- Good record keeping is essential safeguarding practice. It is vital that staff make a written record as soon as possible after the person has disclosed, their immediate needs have been met, and the appropriate referrals have been made.
- Staff should contact the Safeguarding Team if in doubt about recording requirements.

### Staff must never:

- Make ambitious promises or promise confidentiality.
- Seek details beyond those the person willingly discloses.
- Ask leading questions.
- Give the impression that the person disclosing is to blame.
- Approach the alleged perpetrator of abuse or person whose behaviour and/or actions there are concerns about.

Here is a 2 minute NSPCC video of how to respond when someone is making a disclosure of abuse: [Bing Videos](#)

## Responding to disclosures or incidents: MyConcern System

**Recognise** It is important that everyone can recognise the signs of possible abuse and neglect. It is not adequate to wait for disclosure as the primary means of detecting abuse. The recognition and identification of signs of potential abuse form part of our continuous professional development.

**Respond** All adults employed by LTFC & CT are 'Trusted Adults' and are emotionally available to children and vulnerable adults - a crucial aspect of our safeguarding culture. We will not ignore harmful behaviours or actions. We are prepared to respond appropriately to concerns and disclosures of abuse.

We must always remember the importance of **reassuring victims that they are being taken seriously and that they will be supported and kept safe**. We must share that they did the right thing in telling us and explain what our next steps are and whom we must share this information with and why.

**Record/Report** It is our duty to record first-hand, in writing, concerns and disclosures about children and vulnerable adults. This will be done promptly and securely using our safeguarding case management software MyConcern. All staff will be supplied with log-in details for MyConcern and are expected to make appropriate use of the system.

In cases of **serious risk or harm** to a child or vulnerable adult, **an immediate verbal alert** to the safeguarding manager or player care or the Head of Safeguarding is required. The concern must also be logged onto the online safeguarding system (MyConcern).

**Staff must:**

- Provide a factual account of what you have observed or have been told.
- The date and time of what you have witnessed or been told.
- Details of those involved: (i) person(s) whose safety and welfare there are concerns about, (ii) alleged perpetrator of abuse or person(s) whose behaviour or actions there are concerns about, (iii) witnesses and (iv) any third party who has raised concerns.
- Action taken and your rationale for taking these actions.
- Date and time of referring the information and to whom the information was referred.
- Provide clear, concise and relevant information.
- Record information in an objective and professional manner.
- Record factual information rather than assumption of what you have witnessed or been told.
- Record actual words and language. Don't rephrase what you have been told or leave things like insults or intimate vocabulary out.
- Record observations, for example, a description of visible bruising or injuries. Never ask someone to remove or adjust their clothing to observe any bruises, marks or injuries.
- Provide your details as the referrer (usually through your log on in MyConcern).

In instances where colleague cannot access either the LTFC & CT Safeguarding Managers or the Head of Safeguarding, they must make a referral to adult services themselves and alert the Safeguarding Manager that they have done this and share the referral details. [Safeguarding Bedfordshire - Report a concern about an adult](#)

**Refer** The Safeguarding Manager will triage all concerns promptly against levels of need thresholds guidance to ensure that we offer the right level of support at the right time or that statutory referrals are made (for example when a crime has been committed).

## Staff with additional safeguarding responsibilities

Community Trust Safeguarding Manager: Nora Moran: [nora.moran@lutontown.co.uk](mailto:nora.moran@lutontown.co.uk)

Academy Safeguarding Manager: Wayne Polson: [wayne.polson@lutontown.co.uk](mailto:wayne.polson@lutontown.co.uk)

Academy Manager: Paul Benson: [paul.benson@lutontown.co.uk](mailto:paul.benson@lutontown.co.uk)

Head of Safeguarding: Sarah Bloomer: [sarah.bloomer@lutontown.co.uk](mailto:sarah.bloomer@lutontown.co.uk)

Senior Safeguarding Leader: Jenn Smith: [jenn.smith@lutontown.co.uk](mailto:jenn.smith@lutontown.co.uk)

Community Trust Trustee for Safeguarding: Sufian Sadiq: [sufian.sadiq@lutontown.co.uk](mailto:sufian.sadiq@lutontown.co.uk)

## Non-recent abuse

Non-recent abuse (also known as historical abuse) is an allegation of neglect, physical, sexual or emotional abuse made by or on behalf of someone who is now 18 years old or over, relating to an incident which took place when the alleged victim was under 18 years old.

Allegations of child abuse are sometimes made by adults and children many years after the abuse has occurred. There are many reasons for an allegation not being made at the time, **including fear of reprisals, the degree of control exercised by the abuser, and shame or fear that the allegation may not be believed.**

Reports of non-recent concerns or allegations of abuse may be complex, as the alleged victims may no longer be living in the same situation where the abuse occurred and/or the whereabouts of the alleged respondent may be unknown.

However, such cases should be responded to in the same way as any other safeguarding concern or allegation because:

- There is a likelihood that a person who abused a child/children in the past will have continued and may still be doing so
- Criminal prosecutions may still take place, despite the fact that the allegations are non-recent in nature and may have taken place many years ago.

## Staff/Volunteer Misconduct, Allegations and Low-Level Concerns

### Thresholds for referral to football authorities

The thresholds below are set out in the Youth Development Rules and Affiliated Football's Safeguarding Policy:

- Any allegation of abuse of a child or adult at risk by a participant or anyone who has previously been or is seeking to work or volunteer in football.

- Any referral to or from any external authority (including, without limitation; the Police, the Local Authority or the DBS) about abuse of or unsuitable behaviour towards a child or adult at risk by a participant or anyone who has previously been or is seeking to work or volunteer in football.
- Three or more incidents or allegations of poor practice by the same Participant or anyone who has previously been or is seeking to work or volunteer in football.

It is important to note that football authority and/or internal employer disciplinary procedures may be delayed pending the outcome of statutory authority processes and/or criminal proceedings.

### **Identifying poor practice (low-level concerns)**

Incidents of poor practice occur when the needs of adults at risk are not afforded the necessary priority, so that their welfare is compromised.

For example:

- When insufficient care is taken to avoid injuries (e.g. by excessive training or inappropriate training for the age, maturity, experience and ability of players)
- Giving continued and unnecessary preferential treatment to individuals and regularly or unfairly rejecting others (e.g. singling out and only focusing on the talented players and failing to involve the full squad)
- Allowing abusive or concerning practices to go unreported (e.g. a coach who ridicules and criticises players who make a mistake during a match)
- Ignoring health and safety guidelines

The assessment about whether an incident is one of abuse or poor practice may not be able to be made at the point of referral, but only after the collation of relevant information

- The majority of poor practice (low-level) concerns can be dealt with by the club or alternatively with support and guidance from the FA
- All abuse will be dealt with by The FA (in conjunction with the statutory agencies) and with the support of the EFL as required.

### **Thresholds for referrals to statutory authorities**

Clubs may receive information regarding the welfare of an adult at risk who is involved in football, yet the concern itself does not relate to someone within the game. In these circumstances (e.g. the concern relates to the adult at risks home or a social setting other than football) the individual Clubs safeguarding policy and procedures should be implemented:

- Refer the concerns directly to local Adult Social Care or to the local Police. These agencies will advise the Club/Trust whether a formal referral is necessary and what further action the Club/Trust might need to be taken.

## Appendix 1 Self Help and Signposts to Support

### Adult Social Care

There's now a quicker and easier way to find out whether you, or a loved one, are eligible for care and support. The [online self-assessment](#) will ask you about the activities you might need support with and will let you know whether you are eligible. There's also an online financial assessment and a carers assessment. (Type in adult social care Luton)

Alternatively, you can contact us via our Customer Service Centre, details below, to talk about your individual needs. If you require emergency care, please ring us immediately to discuss your support needs.

**Contact our Customer Service Centre** Telephone: 01582 547659 or 547660

### Home Care Worker

Home care is when a care worker comes to visit you in your own home to help you with a wide range of everyday tasks that you can't manage alone. Contact 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Examples of people who may need home care include:

- people who are frail through old age
- people with physical disabilities
- people with learning disabilities, including those who live in 'supported living' accommodation
- people who have mental ill-health
- people who have a long-term health condition
- people who have just come out of hospital and need short-term help to regain their independence

#### **If you need help which is not covered by home care services:**

- [Age Concern Luton](#) is a charity offering help in the home to older people - contact them on 01582 456 812 for services such as: domestic duties such as washing, cleaning and ironing and home maintenance
- [Penrose](#) is a charity offering help to all vulnerable adults - contact them on 01582 343230 for housing advice and information, such as tenancy advice

### Support for Adults Mental Health and Wellbeing



Mind BLMK offer a safe, non-judgemental space to take part in group activities, chat with others over a cuppa, play a game, read a book, or just sit quietly over some mindful colouring. The sessions are facilitated by recovery workers who can also provide information about other services available locally and on ways to support your wellbeing.

[Luton Wellbeing Centre – Mind BLMK \(mind-blmk.org.uk 01582 380002\)](http://mind-blmk.org.uk)

### **Hub of Hope**

#### **Mental Health Support Network provided by Chasing the Stigma | Hub of hope**

The UK's largest mental health support directory. Whether you want to find a service to help you feel better or you want to support someone who is struggling, the hub of hope can help.

### **All Women's Centre**

At Luton All Women's Centre, we provide a range of support services for women wanting to improve their mental health and wellbeing, including 1:1 support; our Wellbeing Group; a Walking to Wellbeing Group, gentle exercise group, sewing group, and a coffee and chat group.  
01582416783

### **The Ebonista Project**

We offer emotional and practical support to women and children that have been subjected to domestic abuse and/or sexual violence. Supporting and empowering women who have been subjected to domestic abuse to survive and thrive. Our helpline is accessible Monday-Friday 10am-6pm. One of our trained staff will be able to listen and talk with you about your options, support and empower you on your journey. We provide emotional support, safety advice and planning, national refuge searches, signposting and support with referrals such as housing, benefit advice, counselling and legal representation. If you are in the local area of Bedfordshire, we can provide practical, outreach support such as access to foodbanks, assistance with housing options, referrals to refuge, reporting crimes to the police, accessing benefits and financial advice.

[support@theebonistaproject.org.uk](mailto:support@theebonistaproject.org.uk)

tel: 07306 088 816

### **One Stop Advice Centre (OSAC)**

Provides comprehensive advice and support in areas (representation in some areas) of welfare benefits, debt, housing and immigration.

Office: 01582 967 473

[admin@onestopadvicecentre.org.uk](mailto:admin@onestopadvicecentre.org.uk)

### **Caroline eating disorders and counselling services**

Welcome to Caroline. It is our mission to support individuals living with an eating disorder along with their family and friends, we have been doing this for 27 years. DO YOU NEED SUPPORT? Please note we are still taking referrals and offering support and treatment online. Please self-refer by completing the Client Referral Form on our Contact Page or call 01582 457474.

## **BLMK LUTON-Crisis Cafe**

Luton Wellbeing Centre, Luton, Bedfordshire, LU1 5BP

If you or someone you know needs urgent or crisis support with their mental health, we are here for you. Our Luton Crisis Café operates 365 days of the year, seven days a week, between 5.00pm – 11.00pm. If you find yourself in crisis or need support with your mental health in the evening, we are here to listen and help you in your time of need. Our Crisis Cafés are safe, non-judgemental spaces that you can come to if you find yourself in crisis or mental distress in the evenings. You will be met by a trained mental health worker who will listen and help you identify ways to address the problems you are facing. Who are the Crisis Cafés for? Adults (18+) who are experiencing severe mental distress or crisis. This is a drop-in service only.

**Next Policy Review September 2026**

## **Appendix 2: Domestic Abuse Safety Planning**

Safety planning is a proactive approach to preparing for and managing potential risks in various aspects of life, from personal safety to community emergencies. Whether you're concerned about workplace hazards, or personal threats, having a well-thought-out safety plan can make a significant difference in mitigating risks and ensuring peace of mind.

### **Personal Safety Planning**

Personal safety can encompass protection from physical harm, mental well-being, and preparation for emergencies.

#### **1.1 Establish a Safe Environment**

- **Identify Safe Spaces:** Know the safest places in your home, workplace, or community to take shelter/refuge during emergencies.
- **Install Security Measures:** Use locks, alarms, and surveillance cameras to deter intruders and increase your sense of safety.
- **Stay Connected:** Keep communication devices like mobile phones always charged and accessible.

#### **1.2 Personal Emergency Kit**

Prepare a bag with essential items for emergencies:

- Water and non-perishable food.
- A torch
- Mobile Phone and charger
- Clothing essentials
- A little bit of cash (if you need to get to safety)
- Essential medications and copies of medical information
- Id documents and emergency contact information



### 1.3 Situational Awareness

- Stay Alert: Be mindful of your surroundings, especially in unfamiliar or crowded areas.
- Trust Your Instincts: If something feels wrong, remove yourself from the situation.
- Avoid Routine: Vary your daily patterns to make it harder for potential threats to predict your movements.

## 2. Mental and Emotional Safety

Safety planning isn't just about physical risks. Mental and emotional well-being is equally important.

### 2.1 Identify Support Networks

- List trusted friends, family members, or professionals you can reach out to during challenging times.
- Join community groups or online forums for peer support.
- Self Help sheet can be given for access to services

### 2.2 Self-Care Practices

- Incorporate regular exercise, healthy eating, and sufficient sleep into your routine.
- Practice mindfulness or meditation to manage stress.
- Avoid overloading yourself with responsibilities or negative influences.

### 2.3 Develop Coping Strategies

- Write down affirmations or reminders of your resilience.
- Keep a journal to process your thoughts and emotions.
- Seek professional help if feelings of stress or anxiety persist.

## 3. Workplace Safety Planning

Workplace safety involves identifying hazards and implementing measures to protect employees and visitors.

### 3.1 Conduct Risk Assessments

- Identify potential hazards, such as machinery, chemicals, or fire risks.
- Evaluate the likelihood and impact of these hazards occurring.
- Develop strategies to mitigate risks, such as training.

### 3.2 Emergency Procedures

- Fire Drills: Regularly conduct drills to ensure everyone knows evacuation routes and assembly points.
- First Aid Training: Offer training to enable employees to respond effectively to medical emergencies.
- Incident Reporting: Establish a clear system for reporting and addressing safety incidents.



## Luton Town Football Club (LTFC) & Community Trust (CT) Safeguarding Adult at Risk Policy



### 3.3 Promote a Safety Culture

- Encourage employees to speak up about safety concerns.
- Provide safety workshops and resources.
- Reward adherence to safety protocols to reinforce positive behaviours.