

Safeguarding Vulnerable Adults

Best practice steps to safeguarding adults at risk for trading standards services

- Appoint a safeguarding lead within your service. This person should be responsible for making referrals when adults at risk are identified and should be a point of contact and advice for all staff.
- Make contact with your local Safeguarding Adults Board. Attend the Board and outline your role in safeguarding adults at risk.
- Make contact with key partners in Adult Services, the Police, the NHS and the third and private sectors. Understand their roles and ability to assist in safeguarding situations.
- Understand the demographics of your area and the level of complaints to, and contacts with, your service regarding potential adults at risk.
- Establish information sharing agreements with key partners.
- Clarify the referral process to partners when adults at risk are identified.
- Secure access to your Adult Service's database, to inform officers dealing with adults who may be at risk.
- Ensure all operational staff within the service are given safeguarding training, including in relation to the Mental Capacity Act and their role as alerters for safeguarding issues.
- Provide additional awareness-raising training for staff, for example in relation to dementia, learning difficulties and disabilities, and mediation and negotiation skills.
- Consider allowing the safeguarding lead to shadow staff in other agencies, for example adult services and the police. Offer opportunities for staff in other agencies to shadow trading standards staff.
- Raise awareness of trading standards and safeguarding issues with partners, for example in relation to Doorstep Crime or Scam Mail.
- Ensure Members are aware of the safeguarding role and work of trading standards.



- Ensure sufficient resources are available to prevent any health and safety issues for staff visiting adults at risk. Do not allow lone working.
- Consider the emotional resilience of staff involved in safeguarding work. Carry out 1:1s with staff.
- Empower staff to make dynamic decisions in the best interests of victims, in consultation with partners, family members and carers.
- Ensure information and advice is available and accessible to all adults at risk, their family members and carers, and colleagues in partner agencies, on how to avoid financial abuse from frauds and scams and steps to take when such abuse is identified. Recognise that you may need to use different forms of communication dependent upon the individual's needs, e.g. an interpreter.
- Carry out regular reviews of your safeguarding work, practices and procedures and be prepared to change, where necessary. Learn from each safeguarding issue you deal with. Be flexible and understand every victim may require a different approach.
- Understand and develop your role in preventing the abuse of adults at risk.
- Where necessary, be prepared to raise concerns about the failure of partners to safeguard adults at risk.
- Consider a multi-agency team to undertake safeguarding work or participating in a Multi-Agency Safeguarding Hub (MASH). Be an active member of your local Adult Safeguarding Forum where there is one.