

One Million Mentors (1MM)

Safeguarding Adults Policy

This policy has been created to ensure the safeguarding of all those involved with the One Million Mentors Programme.

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Policy version	Version 6, April 2026
Issue date	April 2026
Review date	March 2027

1. Purpose

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect. One Million Mentors is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults involved, in accordance with legislation.

One Million Mentors will encourage and support partner organisations, including Schools, Colleges, Universities, Community Groups and Employer Organisations to adopt and demonstrate their commitment to the principles and practice of equality as set out in this Safeguarding Adult's policy and procedures.

1MM is committed to continuous learning and will review any safeguarding incident so that any lessons can be learned and shared appropriately with organisational staff.

2. Scope

This policy applies to all 1MM employees, consultants, contract workers, agency workers, trustees and volunteer workers including mentors, who are expected to comply with the requirements of this policy and be aware of their responsibilities for safeguarding and protecting adults from harm. 1MM also recognises its duty of care to children. For more information about safeguarding children please refer to the 1MM Safeguarding Children Policy.

This policy is mandatory for everyone involved with 1MM, and failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

3. Principles

The guidance given in the policy and procedures is based on the following principles:

- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- One Million Mentors will seek to ensure that our organisation is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
- The rights, dignity and worth of all adults will always be respected.
- We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs.
- Safeguarding adults is everyone's responsibility. We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately, and report concerns whether these concerns arise within One Million Mentors programmes.
- All allegations will be taken seriously and responded to quickly in line with One Million Mentors Safeguarding Adults Policy and Procedures.
- One Million Mentors recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with local safeguarding procedures.

4. Definitions

Safeguarding legislation has moved away from the term 'vulnerable adult', instead using the term 'adult at risk'. This term illustrates that it is the circumstances that people with care and support needs are in that causes them to be at risk of abuse or neglect.

1MM uses the definition of an Adult at Risk' outlined by the Care Act 2014:

An "adult at risk" is an individual aged 18 years and over who:

- (a) has needs for care and support (whether or not the local authority is meeting any of those needs)
- (b) is experiencing, or at risk of, abuse or neglect
- (c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Further definitions of 'Adult at Risk' can be found in Appendix 2.

5. Legal Framework and Relevant Policies

There are four separate pieces of legislation for the UK with separate principles around how adults should be safeguarded. Each piece of legislation recognises that it is the circumstances that adults find themselves in that makes them more vulnerable to abuse, expects adults to be central to the decision-making process and makes the adult's welfare and wellbeing the primary consideration in any decision making.

5.1 Making Safeguarding Personal

'Making safeguarding personal' means that adult safeguarding should be person led and outcome focussed. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control, as well as improving quality of life, well-being and safety.

Wherever possible safeguarding concerns should be discussed with the adult to get their view of what they would like to happen, and they should be involved in the safeguarding process, giving their consent to share information outside of the organisation where necessary. See Appendix 2 for more information.

5.2 Wellbeing Principle

The concept of 'wellbeing' is threaded throughout English and Welsh legislation and is related to the personal dignity, support and inclusion of all.

The Wellbeing Principles can be found in Appendix 2.

5.3 Capacity and decision making

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity.

People should be given information in formats that they understand to be able to make decisions.

See Appendix 2 for more information.

5.4 Legislation

The practices and procedures within this policy are based on the principles contained within the UK legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures. They take the following into consideration (see appendix 5 for more information):

- England - The Care Act 2014
- Wales - Social Services and Well Being Act 2014
- Scotland - Adult Support and Protection Act 2007
- Northern Ireland - Adult Safeguarding Prevention and Protection in Partnership 2015
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- England and Wales - Mental Capacity Act 2005
- Scotland - Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016
- Sexual Offences Act 1956 & 2003
- The Human Rights Act 1998
- The Data Protection Act 2018
- The UK General Data Protection Regulation (UK GDPR)
- The Data (Use and Access) Act 2025

Where safeguarding activity involves the processing of personal data, including special category data and criminal offence data, 1MM will do so in accordance with the UK GDPR, the Data Protection Act 2018, its General Privacy Notice, and any applicable information sharing arrangements with partner organisations.

Where personal data is shared with partner organisations in connection with safeguarding, each party will be expected to understand and fulfil its own data protection responsibilities, including where parties act as independent controllers or jointly determine the purposes and means of processing.

6. Review and Audit Process

1MM is committed to continually reviewing and evaluating our safeguarding practice and policies. A safeguarding policy review will take place annually, and a comprehensive safeguarding audit will take place every 3 years.

This policy will also be reviewed earlier where required to reflect changes to safeguarding law or guidance, data protection law, operational practice, or the organisation's General Privacy Notice.

7. Roles and Responsibilities

7.1 Designated Safeguarding Lead (DSL)

Is the nominated safeguarding and child protection lead for 1MM, responsible for oversight of safeguarding policies and procedures, is the strategic lead for safeguarding across 1MM, and provides operational support and advice on safeguarding across the organisation.

Strategy:

- Leads annual review of all safeguarding policies, and regular audit of 1MM's safeguarding framework (every 2 years)
- Point of contact for 1MM's safeguarding consultant

Compliance:

- Oversees completion of DBS process for people joining the organisation and ensuring updates take place as required (with support from the EA)
- Advises CEO on any external reporting related to safeguarding
- Draft quarterly safeguarding report for 1MM Trustees meeting
- Prepare annual organisational safeguarding report
- Manages information sharing and safeguarding and child protection records ensuring that information is shared lawfully, on a need-to-know basis, and in line with the organisation's General Privacy Notice, confidentiality requirements, and retention procedures
- Meet with Trustee responsible for safeguarding on a quarterly basis
- Ensure that safer recruitment processes are in place, reviewed and reflected in the 1MM safer recruitment policy

Managing concerns and incidents:

- Act as point of escalation and advice for the DSO when managing safeguarding concerns
- Act as single point of contact for staff, mentors, mentees and other agencies and organisations for serious cases
- Provide safeguarding advice and support for all staff, mentors, and mentees as required
- Supports the Head of Delivery with the management of safeguarding concerns and external referrals
- Oversees tracking and management of safeguarding incidents and cases
- Leads on 'lessons learned' exercises following any significant incidents

Training:

- Oversight of completion of safeguarding training for all staff across 1MM (with support from the EA)
- Induct all new staff who DO NOT have delivery roles into 1MM's safeguarding policies and practices
- Ensures up to date role specific training is provided for all roles with safeguarding responsibilities
- Works with the Head of Learning and Development to identify learning and

development needs and opportunities around safeguarding for the organisation, ensuring 1MMs training offer is fit for purpose

7.2 Designated Safeguarding Officer (DSO)

Responsible for oversight of safeguarding practice across all of 1MMs delivery activities, provides direct support and advice to 1MM staff on safeguarding concerns relating to mentees, mentors, and youth partners. Deputises for the DSL as required.

Compliance:

- Ensures all Youth Partner organisations are aware of their safeguarding responsibilities and are compliant with 1MM's policies and procedures relating to safeguarding
- Monitoring compliance with all 1MM safer recruitment responsibilities for mentors, including reference checks, DBS, and training)
- Manages information sharing across youth partner organisations around safeguarding and child protection concerns, ensuring such sharing is lawful, necessary and proportionate, is limited to those who need to know, and complies with yyy policies and processes
- Follow up on any DBS concerns for mentors and escalate to SMT and the CEO as required
- Oversee vulnerability checks for mentees and mentors, and delegate responsibility to regional managers as required

Managing concerns and incidents:

- Act as first point of escalation and advice for all delivery roles, and managing safeguarding concerns
- Provide safeguarding advice and support for all staff, mentors, and mentees as required
- Oversee the management of safeguarding concerns and external referrals
- Ensures accurate record keeping and tracking of safeguarding cases and concerns

Training:

- Induct all new staff who have delivery roles into 1MM's safeguarding policies and practices
- Ensuring that all members of the delivery team complete required safeguarding training
- Works with the Head of Learning and Development and DSL to identify training needs and opportunities around safeguarding for the delivery team

7.3 Line Managers

All staff with line management responsibilities within 1MM have additional responsibilities related to safeguarding which include:

- Providing the initial response to safeguarding incidents and concerns within a geographical or functional area
- Ensuring that safeguarding concerns are escalated immediately to the DSO, and supporting the DSO in managing such concerns as appropriate
- Following 1MMs safer recruitment policies practices, as outlined in 1MMs safer recruitment policy
- Support setting a strong culture of safeguarding across the organisation
- Ensures all direct reports are compliant with organisational requirements around safeguarding policies, procedures, and training
- Ensuring all external stakeholders they are responsible for are compliant and adhering

to 1MMs safeguarding policies and procedures (including youth partners, and employer organisations)

7.4 Head of Learning and Development

- Works with the DSL and Head of Delivery to develop robust and effective safeguarding learning and development content for external stakeholders and ensure it is delivered effectively
- Works with the DSL and Head of Delivery to identify learning and development needs and opportunities around safeguarding for the organisation, ensuring 1MMs training offer meets its needs
- Ensures the requirements for safer recruitment, as outlined in the safer recruitment policy are met for all facilitators
- Ensures that 1MM's safeguarding policies and procedures are embedded across the 1MM platform and website, with the support of the Social Media Assistant

7.5 External Data Protection Officer

1MM has appointed an external Data Protection Officer (DPO-as-a-Service), Trust Keith, to support compliance with the UK GDPR and Data Protection Act 2018.

- Provides independent advice and oversight on data protection, including the handling of safeguarding-related personal data.
- Advise on data protection obligations and lawful processing
- Support policies and practices relating to data protection and safeguarding
- Monitor compliance and provide guidance on data sharing and risk
- Advise on data breaches and impact assessments (DPIAs)
- Act as a contact point for the ICO, where appropriate
- This role supports, but does not replace, the responsibilities of staff, managers, or safeguarding leads.

7.6 Head of Technology

- Developing tools and processes to support safeguarding within the 1MM platform
- Ensuring rigour throughout the user journey on the 1MM platform, ensuring 1MM's safeguarding standards are met
- Ensuring that the personal data of adults, young people and other stakeholders is adequately protected, and acting as the organisation's appointed Data Protection Lead

7.7 Chief Commercial Officer (CCO)

- Ensures all employment organisations are aware of their safeguarding responsibilities and are compliant with 1MM's policies and procedures relating to safeguarding
- Works with the Social Media Assistant to ensure that all externally facing content reflects organisational safeguarding standards, including the 1MM website and social media platforms

7.8 Chief Executive Officer (CEO)

- Overall accountability for safeguarding across 1MM
- Strategic lead for safeguarding across 1MM

- Sets the organisational culture for safeguarding and ensures that the DSL is appropriately resourced and supported to carry out the duties of the role
- Identifies budget for safeguarding training and other safeguarding activities
- Liaises with the board of trustees to report on organisational safeguarding and specific cases as required
- Works with the board of trustees on any external reporting required related to safeguarding
- Acting as the spokesperson for 1MM in any required crisis communications

7.8 Board of Trustees

- Reviews and approves the Safeguarding Policy each year
- Has a named Trustee with specific responsibility for safeguarding
- Responsible for decision making on any external reporting

7.9 All staff

All staff working for 1MM have a series of responsibilities relating to safeguarding, including:

- Raising awareness of safeguarding across staff and mentors
- Plan and conduct their work in ways that minimise situations in which abuse might occur, including running safe activities and events (both in person and online)
- Responsible for ensuring that the welfare of mentees remains paramount in all that we do
- Responsible for promoting and upholding safeguarding standards, and reporting complaints, concerns and incidents
- Ensure compliance with all 1MM safeguarding policies, procedures (including DBS checks)
- Ensure completion of all mandatory safeguarding training

8. Safeguarding processes and procedures

8.1 Safer Recruitment and Selection Processes

1MM recruits and selects staff in line with safer recruitment best practice. Safer recruitment is a set of practices to help make sure your staff and volunteers are suitable to work with children and young people.

1MM liaises with Mentoring Co-ordinators and Safeguarding Leads within partner organisations to ensure that robust safer recruitment and selection processes are in place when matching potential mentors. This includes completing relevant DBS checks, verifying ID online and obtaining at least two references.

8.3 Safeguarding Adults Training

All staff and mentors receive safeguarding adults and child protection training appropriate to their role. This is delivered through 1MM's online platforms or during face to face induction training.

All staff and mentors will also receive refresher and update safeguarding and child protection training appropriate to their role.

8.4 Code of conduct

All 1MM mentors are required to understand and follow the 1MM code of conduct, and to review the code of conduct with their mentee during their first session to ensure a shared understanding.

8.5 What to do if you have a concern or someone raises concerns with you It is not your responsibility to decide whether an adult has been abused. It is however everyone's responsibility to respond to and report concerns.

If you are concerned someone is in immediate danger, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

If you have concerns and or you are told about possible or alleged abuse, poor practice or wider welfare issues you must report this to the One Million Mentors Designated Safeguarding Officer, or if the Designated Safeguarding Officer is not available, the Designated Safeguarding Lead.

If either the designated Safeguarding Officer or Designated Safeguarding Lead is implicated then report to the One Million Mentors CEO.

When raising your concern with the Designated Safeguarding Officer, remember to 'make safeguarding personal'. It is good practice to seek the adult's views on what they would like to happen next and to inform the adult of what actions you intend to take.

It is important when considering your concern that you also ensure that you keep the person informed about any decisions and action taken about them and always consider their needs and wishes.

8.6 How to respond to a concern

Make a note of your concerns. Record what the person has said using their own words as soon as practicable. Complete an Incident Form and submit to the Designated Safeguarding Officer.

Remember to make safeguarding personal. Discuss your safeguarding concerns with the adult, obtain their view of what they would like to happen, but inform them it's your duty to pass on your concerns to your lead safeguarding or welfare officer.

Describe the circumstances in which the disclosure/concern came about. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.

Be mindful of the need to treat the information with confidentiality at all times, this information must only be shared with your Designated Safeguarding Officer and others on a need to know basis.

Information sharing for safeguarding purposes does not rely on consent where another lawful basis applies. Personal data may be shared where it is necessary and proportionate to protect an adult at risk, including under legal obligation or legitimate interests.

Decisions to share information should be based on professional judgement, taking into account the risk of harm and the need to act in a timely manner. Data protection considerations must not prevent appropriate safeguarding action where there is a risk of harm.

If the matter is urgent and relates to the immediate safety of an adult at risk, then contact the emergency services immediately.

A flowchart of how to report a concern can be found in Appendix 1.

8.7 Complaints and whistleblowing

1MM sets out the high standards of integrity expected from all our people, including staff, volunteers, consultants and contract workers in the 1MM whistle blowing policy. This policy also is designed to help anyone working at or with 1MM, at any level, to raise any serious concerns they may have about colleagues or their employer, and how they will be protected if they raise a whistleblowing concern. 1MM ensures that partner organisations have similar procedures in place for managing allegations, complaints and whistleblowing and that they are readily accessible to mentees and mentors.

8.8 Information management

1MM's Confidentiality Policy outlines the organisational approach to recording and sharing child protection concerns and ensuing actions. As safeguarding people from harm and abuse often requires information sharing between services and organisations.

Information will only be shared where this is lawful, necessary and proportionate in order to protect the safety and wellbeing of an adult at risk, and only with those who need to know. The minimum necessary information will be disclosed for the relevant safeguarding purpose.

Safeguarding-related processing may include personal data, special category data and, where relevant, criminal offence data. Such processing will be undertaken in accordance with the UK GDPR, the Data Protection Act 2018, the organisation's General Privacy Notice, and any applicable legal or regulatory obligations.

Information sharing for safeguarding purposes does not rely on consent where another lawful basis applies. Personal data may be shared where it is necessary and proportionate to protect an adult at risk, including under legal obligation or legitimate interests.

As outlined in the mentor agreement/code of conduct, information will be shared with a relevant partner organisation where there are concerns relating to the safety and wellbeing of an adult at risk, or where such sharing is otherwise necessary for safeguarding, legal or regulatory reasons.

Where safeguarding information is shared with partner organisations, roles and responsibilities for that personal data must be clearly understood, including whether each organisation is acting as an independent controller or jointly determining the purposes and means of processing.

Records of safeguarding concerns, decisions, actions taken and disclosures made must be accurate, stored securely, and retained in line with the organisation's retention schedule and General Privacy Notice.

8.9 Seeking and listening to the views of children, young people and vulnerable adults

Safeguarding policies and procedures are reviewed on a regular basis and 1MM, through the use of surveys and mentoring outcomes, will use the views of mentees to inform and evaluate the mentoring process.

8.10 Anti-bullying policy

1MM believes that mentoring relationships should take place in an atmosphere free from all forms of harassment and bullying. 1MM's Anti-bullying and dignity at work policy outlines these expectations. As part of the collaboration agreement, 1MM requires partner organisations to have similar guidelines in place.

8.11 Health and Safety Policy

1MM is committed to ensuring that mentoring relationships are conducted in safe and secure environments in which young people can thrive and develop. 1MM outlines guidance and expectations within the 1MM Health and Safety Policy. As part of the collaboration agreement, 1MM requires partner organisations to have similar guidelines in place.

9. Virtual Mentoring

For mentees who are over the age of 18, mentors and mentees might choose to meet online as well as, or instead of, face to face. This is only available to mentees over the age of 18 as all mentoring sessions for under 18s must be supervised by the youth partner.

It is important to remember that safeguarding remains an essential part of delivering events and activities virtually and the 1MM Code of Conduct still applies, though virtual sessions might present different challenges in identifying safeguarding concerns. Guidance on 1MMs approach to virtual mentoring can be found in the Virtual Mentoring Guide for Mentors, and the Virtual Mentoring Guide for Mentees, which are also available on the 1MM website and online platform.

If a mentor or mentee presents a concern virtually it still should be addressed following the process outlined in Appendix 1.

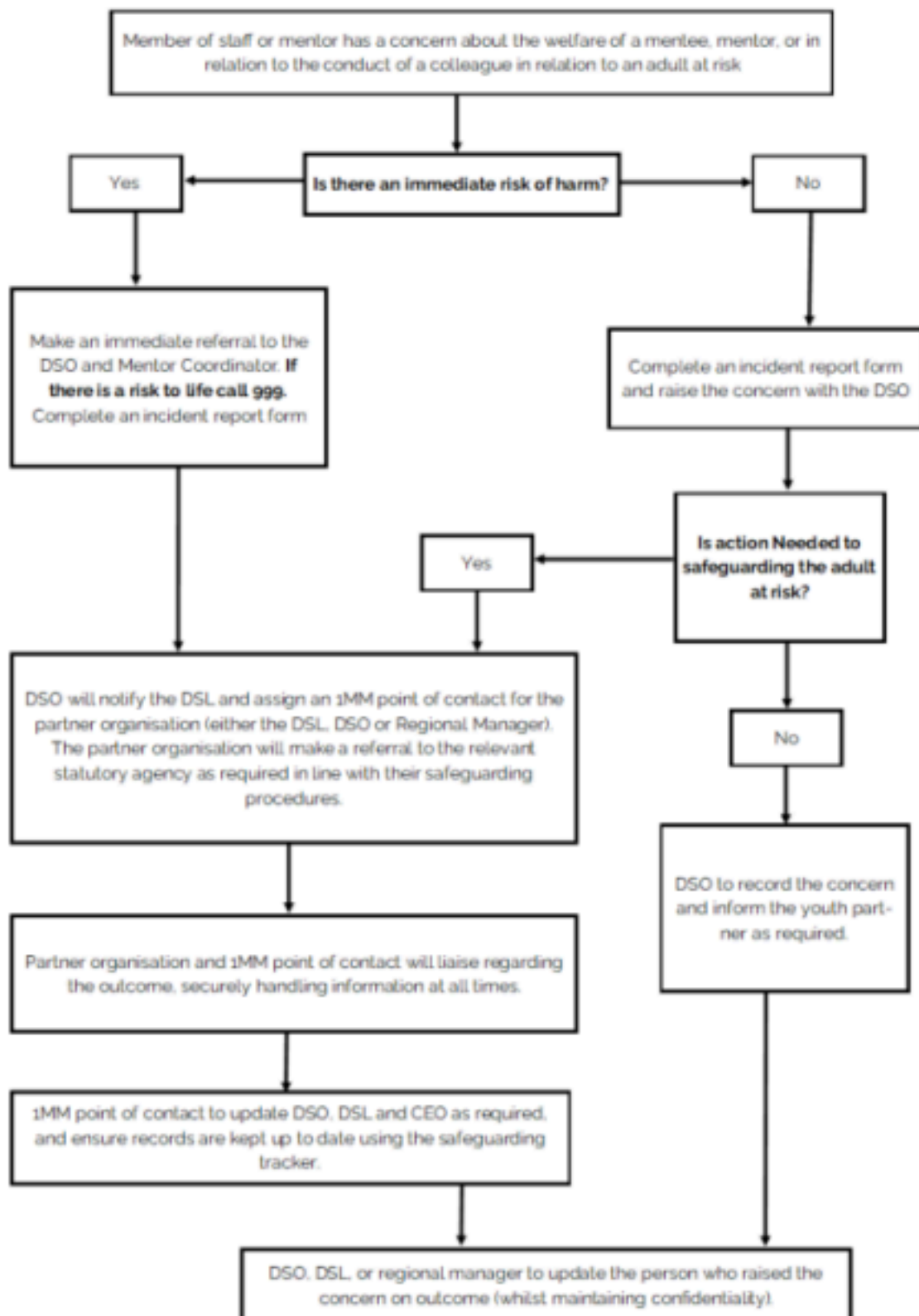
10. Data Protection, retention and rights

Safeguarding records and related personal data will be retained only for as long as necessary in line with the organisation's retention schedule, General Privacy Notice, legal obligations and safeguarding responsibilities. Retention periods for safeguarding records may vary depending on the nature and severity of the concern.

Individuals' data protection rights are set out in the organisation's General Privacy Notice. Those rights may be subject to lawful limitations where personal data must be retained or shared for safeguarding, legal, regulatory or public protection purposes.

Questions about the processing of personal data, including safeguarding-related personal data, should be directed to dataprotection@1MM.org.uk marked for the attention of Data Protection.

Appendix 1: Safeguarding Vulnerable Adults flowchart



Appendix 2: Adult Safeguarding Legislation and Best Practice

1. Definitions of adult at risk

England (Care Act 2014)	Wales (Social Services and Well Being Act 2014)
An "adult at risk" is an individual aged 18 years and over who: (a) has needs for care and support (whether or not the local authority is meeting any of those needs) (b) is experiencing, or at risk of, abuse or neglect (c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.	An "adult at risk" is an individual aged 18 years and over who: (a) is experiencing or is at risk of abuse or neglect, (b) has needs for care and support (whether or not the authority is meeting any of those needs) and (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
Scotland (Adult Support and Protection Act 2007)	NI (Adult Safeguarding Prevention and Protection in Partnership 2015)
An "Adult at risk" is an individual aged 16 years and over who: (a) is unable to safeguard their own well-being, property, rights or other interests, (b) is at risk of harm, and (c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected.	An Adult at Risk of Harm is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances. Personal characteristics may include, but are not limited to age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions. An 'adult in need of protection' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their: This is repeat of above A. personal characteristics AND/OR B. life circumstances AND C) who is unable to protect their own well-being, property, assets, rights or other interests; AND D) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed. In order to meet the definition of an 'adult in need of protection' either (A) or (B) must be present, in addition to both elements (C), and (D).

2. Making Safeguarding Personal

There has been a cultural shift towards Making Safeguarding Personal within the safeguarding process. This is a move from prioritising outcomes demanded by bureaucratic systems. The safeguarding process used to involve gathering a detailed

account of what happened and determining who did what to whom. Now the outcomes are defined by the person at the centre of the safeguarding process.

The safeguarding process places a stronger emphasis on achieving satisfactory outcomes that take into account the individual choices and requirements of everyone involved.

"What good is it making someone safer if it merely makes them miserable?" – Lord Justice Mundy, "What Price Dignity?" (2010)

What this means in practice is that adults should be more involved in the safeguarding process. Their views, wishes, feelings and beliefs must be taken into account when decisions are made.

We all have different preferences, histories, circumstances and lifestyles so it is unhelpful to prescribe a process that must be followed whenever a concern is raised.

However, there are key issues that should be considered when abuse or neglect are suspected, and there should be clear guidelines regarding this.

3. Capacity – Guidance on Making Decisions

England and Wales share the Mental Capacity Act of 2005. Scotland has the Adults With Incapacity (Scotland) Act 2000 and Ireland the Mental Capacity (Northern Ireland) Act 2016. The Acts all apply to people over the age of 16 years.

The issue of capacity or decision making is a key one in safeguarding adults across all legislature. It is useful for organisations to have an overview of the concept of capacity.

We make many decisions every day, often without realising. We make so many decisions that it's easy to take this ability for granted. But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

To make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

The various legislation sets out the principles for working with adults who lack capacity to make decisions. A person's ability to do this may be affected by things like learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Good practice states that every individual has the right to make their own decisions and legislation provides the framework for this to happen.

The legislation is designed to ensure that people have the support they need to make as many decisions as possible. The legislation also protects people who need family, friends or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Any intervention in the affairs of an adult should:

- Benefit the adult
- Take account of the adult's wishes, so far as these can be ascertained
- Take account of the views of relevant others, as far as it is reasonable and practical to do so
- Restrict the adult's freedom as little as possible while still achieving the desired benefit

Our ability to make decisions can change over the course of a day.

Here are some examples that demonstrate how the timing of a question can affect the response:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

In each of these examples, it may appear as though the person cannot make a decision. But later in the day, presented with the same decision, they may be able to at least be involved or to make an informed and measured decision.

Legislation recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity. The legislation also recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

To help you to understand better, consider the following five points:

- Assume that people are able to make decisions, unless it is shown that they are not. If you have concerns about a person's level of understanding, you should check this with them, and if applicable, with the people supporting them.
- Give people as much support as they need to make decisions. You may be involved in this – you might need to think about the way you communicate or provide information and you may be asked your opinion.
- People have the right to make unwise decisions. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised.
- If someone is not able to make a decision, then the person helping them must only make decisions in their "best interests". This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
- Find the least restrictive way of doing what needs to be done.

Remember:

You should not discriminate or make assumptions about someone's ability to make decisions, and you should not pre-empt a best interest's decision merely on the basis of a person's age, appearance, condition or behaviour.

As an organisation, when it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way you provide information might influence a person's ultimate decision. A person may be receiving support that is not inline with the principles of the legislation, so you must be prepared to address this.