



## **Safeguarding Adults Policy and Procedures**

Last updated May 2025

### **Policy Statement**

Not Beyond Redemption (NBR) recognises its responsibility to protect and safeguard the welfare of all adults at risk in activities conducted by NBR in line with the Care Act 2014.

NBR is committed to protecting adults from harm, and to promoting their welfare and well-being. We expect all staff, volunteers, and Trustees to comply with this policy.

At NBR, we are committed to ensuring that, if there are any concerns about the welfare of an individual we support, we identify whether the individual is an at-risk adult. Where this is the case, we will take all reasonable steps to handle the matter in accordance with this policy and our legal obligations. In some cases, this may include alerting the appropriate authorities. Even where the individual involved is an adult that is not 'at risk' for the purposes of legal safeguarding obligations, we will still look to support them in an appropriate way. All staff, volunteers and Trustees have a duty to identify abuse and report it.

This policy sets out how NBR will deliver these responsibilities and the role that staff and volunteers play in ensuring that NBR's commitment to safeguarding adults is fully met.

Anyone who is employed by or volunteers for NBR, regardless of the type or amount of contact they have with adults at risk of abuse or vulnerable adults, has a role to play in safeguarding and protecting them.



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## 1. Definitions

**Safeguarding:** The act of protecting an adult's right to live in safety, free from abuse and neglect. Safeguarding involves people and organisations working together to prevent and stop both the risks and experience of abuse or neglect. At the same time, safeguarding means making sure that the adult's well-being is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

**Adults at risk:** The Department of Health defines an adult at risk as a person aged 18 years or over who is, or may be, in need of community care services by reason of mental or other disability, age or illness, and who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

**Vulnerable Adult:** This is an older term for an adult at risk of harm. The definition and use of vulnerable adult was replaced in the Care Act (2014). The term should link to circumstances causing harm, not to the characteristics of the person experiencing the harm.

**Abuse:** The mistreatment or harmful behaviour towards a person, animal, or group. It can be a single occurrence or a pattern over time and can stem from deliberate intent, negligence, or lack of awareness. Abuse takes many forms and can be perpetuated by one vulnerable adult to another.

### Types of abuse include:

- **Physical abuse:** using force, or violence to cause harm to another person's body. It can include hitting, kicking, punching, choking, restraint, misuse of medication or any other action that inflicts physical pain or injury.
- **Sexual abuse:** any unwanted sexual activity or behaviour perpetrated against a person without their consent because they could not consent or were pressured into consenting. It can include rape, sexual assault, sexual harassment, fondling, exposure to pornography, or any other sexual behaviour that causes physical or emotional harm.
- **Psychological abuse:** threatening harm or abandonment, withholding contact, humiliating, blaming, controlling, intimidating, coercing, harassing, verbally abusing, isolating, or withdrawing from services or support networks.



- Neglect: withholding basic necessities from another like nutrition, medication, and shelter, ignoring that person's needs such as health care, social care or educational services,
- Discrimination: negative behaviour, such as harassment or abuse, that targets someone because of their identity. People can be discriminated against because they are pregnant or have recently had a child, their marital status, sexual orientation, sex, gender reassignment, race, religion, disability or age.
- Financial/ Material abuse: the misuse or exploitation of a person's financial resources for personal gain. Includes theft, fraud, exploitation, undue influence, or coercion in financial matters, and misuse of possessions and property.
- Emergent forms of abuse: trafficking, FGM, radicalisation, and online harassment.

NBR recognises that abuse can take many forms; it does not have to fit comfortably into any of the above. Abuse can be perpetuated by one vulnerable adult towards another. This is still abuse and should be dealt with accordingly. A vulnerable adult may also be neglecting him/herself which could also be regarded as abuse.

### **Adults at risk**

All adults have the right to be protected from abuse and poor practice. This is regardless of their, age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital status, or transgender status.

### **At risk factors may include:**

- Mental health needs, or cognitive impairment, such as dementia
- Learning disabilities
- Physical or sensory disabilities
- Misuse of substances or alcohol
- Have suffered from trauma, torture, physical violence, or sexual and gender-based violence.
- Behavioural disorders
- Exposure to abuse - emotional, psychological, physical, and financial
- Living in poverty
- Adverse life events

While it may be difficult to assess whether an individual we come into contact with falls under this set of parameters, it is important that this assessment forms the basis



of our decision on whether our safeguarding duties apply. Care and support needs are measured by identifying how an individual's needs impact their ability to achieve set outcomes as outlined in the Care Act (2014).

If we determine that an individual we are in contact with does not meet the definition of an adult at risk as set out under the Care Act (2014), but further determine that they are being subjected to abuse, harm, or neglect we will treat this with the utmost seriousness and sensitivity, and we will seek to identify appropriate support resources to share with them and work with them to determine how we might support them on a case-by-case basis to help them feel safe and supported. We will act in accordance with their stated wishes wherever possible (and in any event, we will not make disclosures to authorities against their stated wishes except where we believe we have a legal obligation to do so – for example, if they pose an immediate, serious harm to themselves or others, such as a stated intention to harm themselves or someone).

## **2. Purpose**

The purpose of this policy is to demonstrate the commitment of Not Beyond Redemption to safeguarding adults and to ensure that everyone involved in NBR is aware of:

- The legislation, policy and procedures for safeguarding adults
- Their role and responsibility for safeguarding adults
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within 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, maternity or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- 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.



- 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 Not Beyond Redemption, for example, inappropriate behaviour of a staff member or volunteer, or in the wider community.
- All allegations will be taken seriously and responded to quickly.
- Not Beyond Redemption recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.

### The six principles of adult safeguarding

The Care Act (2014) sets out the following principles that should underpin safeguarding of adults:

- **Empowerment** - People are 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 solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

### 4. Designated Safeguarding Officer (“DSO”)

Role	Name and Contact information
Designated Safeguarding Officer	<b>Charlotte Dowell</b> charlotte@notbeyondredemption.co.uk 020 8050 7562
Safeguarding Lead on Not Beyond Redemption’s Charity Board	<b>Ailsa Alexander</b> Ailsa@notbeyondredemption.co.uk

These contact details are displayed in the communal areas in our office and also included in the Safeguarding Training which all staff, volunteers and Trustees must complete.



## **5. Recruitment and Vetting**

To ensure that our recruitment leads to the successful employment of those deemed safe to work with vulnerable adults and that they undertake training to learn how to respond to, and work with, vulnerable adults:

- We ensure that during our recruitment process, we identify any staff or volunteers deemed to be unsafe to work with vulnerable adults by running DBS checks on all. We interview all potential candidates to become an employee at NBR and ensure they are interviewed by at least one Trustee and one member of staff.
- We ensure all staff that we recruit have provided a minimum of two references.

## **6. Training and Development**

All Not Beyond Redemption staff and volunteers are required to complete mandatory training on safeguarding which covers the basics of protection and NBR's recording and reporting procedures. Where appropriate, they will be asked to do refresher courses.

In addition, NBR's staff and Trustees, where relevant to the role, are required to do a level one or three safeguarding adults course in order to cover forms of abuse and their indicators in more detail.

We require all staff and volunteers to read our Safeguarding statements and documents prior to undertaking work with us.

We also train all staff and volunteers who are in contact with our clients in trauma awareness to ensure that they are trauma-informed and understand better how to work with vulnerable adults.

## **7. Staff and Volunteer Responsibilities**

All staff and volunteers working with or on behalf of adults have a responsibility to safeguard and protect their welfare. This includes:

- Being aware of specific risks to individual adults through any risk assessments provided by social services or health professionals or produced within Not Beyond Redemption.
- Being alert to the signs of abuse. It is critical that all staff and volunteers can recognise signs of abuse. This is covered in the training staff and volunteers will receive.
- Understanding how to respond to any signs of harm or abuse.
- Reporting any concerns about an adult's welfare or safety.



It is critical for all staff and volunteers to understand the importance of reporting a concern no matter how small this is. Sometimes, over time, a series of smaller concerns that are reported build up a bigger picture which shows that the adult is at risk of abuse or harm or has already been abused or exploited and needs support.

The adults that Not Beyond Redemption works with and supports are often at risk and have care and support needs. They have been involved in criminal activities, and many have had involvement with drugs or gangs or been exploited in the past.

Others will be at risk either because of anxiety and mental health needs, substance abuse or because they have learning difficulties and/or disabilities.

As a general principle, and as a member of staff or volunteer, you should:

- Make sure that you know the adults you work with well so that you can spot changes in behaviour or demeanour which might signal abuse or risk of abuse.
- Keep an eye on the relationships that adults have established or are establishing to check for any signs of bullying, harassment, or abuse.
- Keep your ears and eyes open regarding the adults you work with so that you can become aware of any potential abuse or of people who might pose a risk to the safety of others.
- Make sure that any concerns you have are reported in writing – there may be times when you may want guidance and wish to speak to the DSO beforehand, but no matter how small the concern, it should be recorded so that it can be tracked over time.
- Follow up on any concerns by speaking with the DSO.
- Follow up with the DSO where you have submitted written concerns or shared information about risks to check that the DSO has taken action – staff or volunteers do not need to know the details of the actions taken but following up is a good way to prompt action to make sure it has been taken.

## **8. The Board of Trustees' Responsibilities**

Not Beyond Redemption's Board of Trustees have overall responsibility for ensuring effective safeguarding throughout the organisation. This responsibility will be delegated to a responsible Trustee who will work with the DSO to monitor and report any safeguarding concerns or incidents to the Board.





It is generally the role of Trustees to complete the Serious Incident Report for the Charity Commission. The DSO will inform the Trustees of any incidents which may require reporting and support the completion of the relevant paperwork.

To that effect, the Board will:

- Approve and monitor this and all other relevant policies and procedures and standards to ensure Not Beyond Redemption fulfils its duty of care towards at risk people.
- Ensure that sufficient resources are allocated to enable the effective implementation of this policy.
- Ensure that any safeguarding concerns raised have been appropriately addressed and that the welfare of at-risk people is ultimately safeguarded.
- Ensure that Not Beyond Redemption's integrity is maintained at all times and its reputation is protected.
- Approve changes to this policy and any associated policies, procedures, and reports.

## **9. Safeguarding Procedure**

Not Beyond Redemption takes safeguarding very seriously. This chapter lays out the procedure in the event of any member of staff or volunteers needing to raise a safeguarding issue. All Not Beyond Redemption employees and volunteers are required to follow the procedures laid out below to report any safeguarding concerns.

All Not Beyond Redemption staff and volunteers will:

- Always act in the best interests of individuals, respecting and involving those who use our services, providing them with safe and appropriate advice and signposting them to services that meet their needs and support their rights.
- Not knowingly act or fail to act in a way that results in harm to others.
- Provide high-quality services to the best of their ability, acting within their competence and not taking on anything they do not believe they can safely do.
- Protect confidential information except where the wider duty of care or the public interest might justify making it known.

### **a. Responding to a Disclosure**

If an adult discloses abuse to you, it is very important to respond in the correct and appropriate way.

Remember that adults often choose not to disclose abuse. This might be because they don't know that they've been abused, or they don't realise the severity of it.



They may also be scared to admit they are suffering from abuse.

If somebody confides in you about abuse, bear in mind that it is likely to be a significant and possibly traumatic step for them, and they are putting their trust in you to help them.

However, abuse may come to your attention in a variety of ways, such as:

- An adult discloses abuse to you directly.
- There is a passive disclosure where your attention is drawn to signs of abuse or neglect.
- An allegation of abuse is brought to your attention by a third party.
- A complaint or concern is made to you by a third party.

If somebody discloses to you that they are suffering from abuse, then you should follow the steps below to respond appropriately:

### **Listen**

- Listen carefully to what you are being told. Don't press them for more information or ask leading questions. Don't be judgemental or jump to any conclusions. Maintain eye contact to show that you are listening carefully, even if the discloser isn't always looking at you.

### **Remain Calm**

- Be aware of your body language and remember to remain calm. It's likely that you will be shocked and upset about what you are being told but you mustn't let this show. Show acceptance towards what someone is telling you and never let your personal opinion show or get in the way.

### **Reassure**

- Let the adult know that you are sorry this has happened to them. Reassure them that what they experienced was not their fault and they are not to blame for it. Sadly, many victims of abuse feel like it is their fault.

### **Inform**

- Ensure that the adult knows you are taking them seriously and reassure them that you will take the necessary steps to help them. Explain what will happen next, that you will keep them informed, and that you will try to involve them as much as possible in the ongoing process.

It is important to remember the person will be in need of support and reassurance, and you should always keep this at the front of your mind.



If the person wants to continue to talk further, you shouldn't rush them to finish speaking. Allow them to discuss things at their own pace and speak openly. Be sensitive to their situation and ensure you listen to everything they say.

At the end of the disclosure, you should ask the adult what they want to do next. You should give them control over the situation as much as possible and allow them to make decisions about the outcome.

If the person wants you to keep the information a secret, you must tell them that you cannot promise confidentiality. Instead, you must discuss limits and say how you cannot withhold this information if a crime has been committed or if they or other people are at risk of harm. State how you have a legal responsibility to report and escalate the case in order to keep them, and others, safe.

When considering whether and to whom to report abuse the following things should be taken into consideration:

- Who the alleged 'abuser' is i.e., to ensure that the report is made to someone who is appropriately independent of the alleged abuser, particularly if the abuse takes place in an institutional setting.
- Whether the person is at risk of further harm or if other individuals are at risk.
- If the abuse amounts to a criminal offence.
- Whether the person has reported the harm to anyone else.

## **b. How to Report a Serious Safeguarding Incident**

If you have a serious safeguarding concern, you must fill out the Serious Safeguarding Report Form (Appendix 2) immediately after hearing about the incident and pass this on to the DSO who will log the report. (Contact details for the DSO can be found at chapter 4).

If the risk to the individual is serious and imminent, dial 999 and ask for the police.

Discuss the incident with the Manager/ Supervising Lawyer and the DSO who will explain the next steps.

The DSO will investigate the report and inform all relevant external agencies of the incident.

Where appropriate and as part of an investigation, the DSO should contact relevant statutory bodies in the area where the incident occurred for advice and to report the matter. In most cases, this will be the appropriate prison authority, local authority and/or local police force.

The DSO should record the outcome of the investigation and report this to Not Beyond Redemption's senior management team and Board of Trustees. The Board



of Trustees should report all serious safeguarding incidents to the Charity Commission.

### **c. Reporting Safeguarding Concerns**

If you have a safeguarding concern and the related adult is not at risk of significant or serious harm, then you should complete the Cause for Concern Form (Appendix 3) promptly. This form should then be passed on to the DSO.

The DSO should discuss the concern with the Manager/ Supervising Lawyer. If the concern is considered serious then the Serious Safeguarding Incident steps should be followed.

If the concern is not considered serious, the DSO should record the concern on the Cause for Concern Register. If an issue has been raised about the same adult at risk three times or more, then this needs to be escalated to a Serious Safeguarding Incident and the DSO must follow the relevant steps.

The DSO should communicate any concerns with any agencies you are aware are involved in the person's care.

## **10. Monitoring**

After any referral to appropriate authorities, the DSO should seek regular updates from said authorities on further steps taken to protect the at-risk adult in question. There may be legitimate reasons why information cannot be shared with Not Beyond Redemption by the authorities in these circumstances.

However, the DSO should take a proactive approach to monitor the well-being of the individual in question, rather than viewing Not Beyond Redemption as having discharged its safeguarding duties merely by making a referral.

## **11. Record Keeping**

It is essential that Not Beyond Redemption staff and volunteers record what they have seen or heard that led them to believe that an individual's welfare or safety is at risk. The DSO also needs to keep clear and concise records. There needs to be a record of the action taken, including explanations of all decisions made.

An accurate and detailed recording is essential. It must include:

1. Name and position (e.g., job title, volunteer).
2. Name of the at-risk adult.
3. Date, time and setting in which allegation was made or event witnessed.
4. Names of other people present.
5. Record of what was said using the individual of concern's own words.
6. Who has been told about it?



7. The precise action, if any, that the staff member or volunteer has taken.
8. Date and sign.

A copy should be kept securely by the DSO. If the information is passed to Social Services, they will decide whether the police need to be informed and if there is a need for a full investigation. In the event that a volunteer is called to attend a police station to make a statement, the DSO will also seek to attend (or another staff member acting on his/her behalf).

The record should be written down within an hour of being taken to ensure it is as accurate as possible.

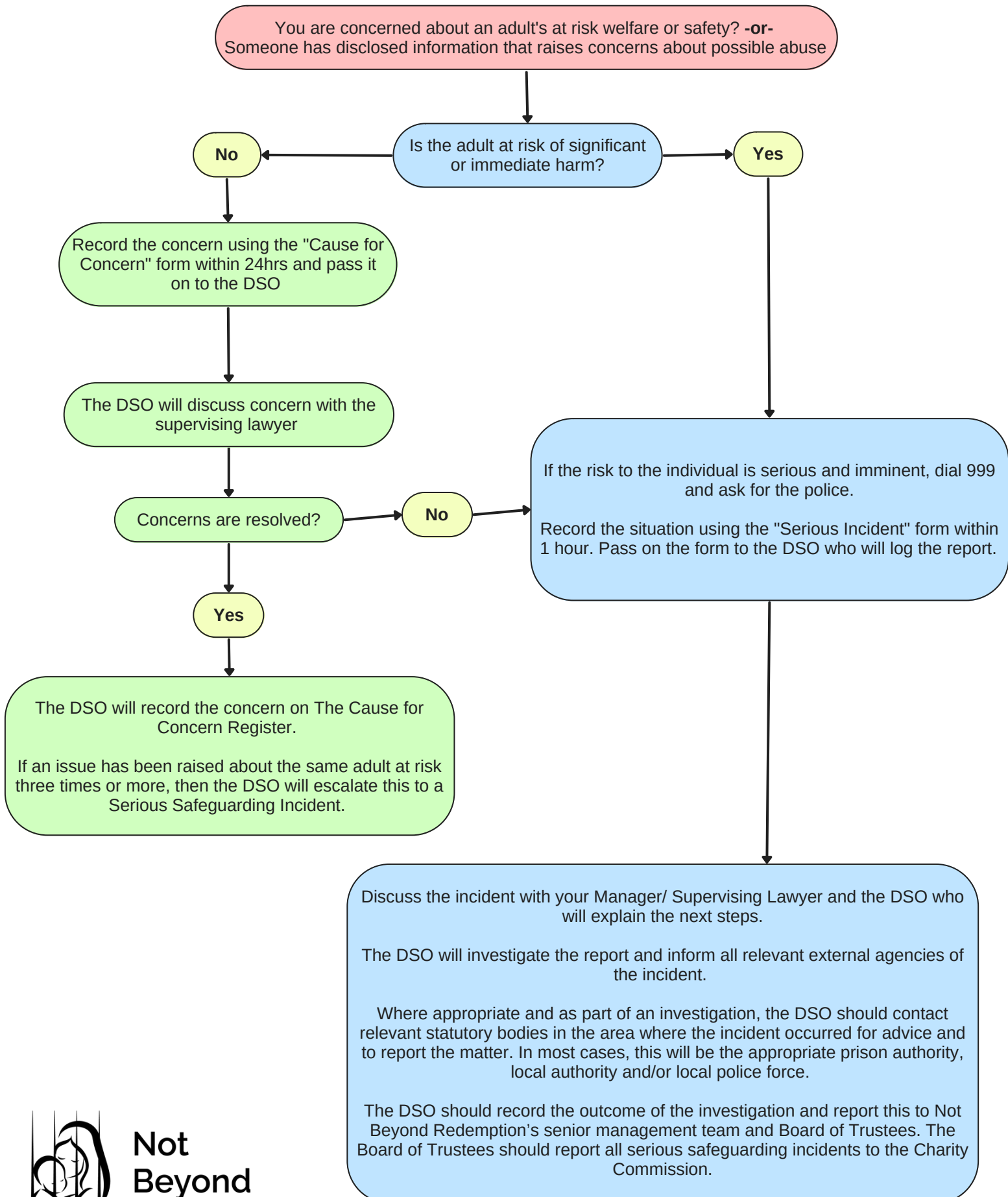
## **12. Confidentiality**

Personal information may need to be disclosed in the best interest of a vulnerable individual. The following should be observed whenever information is shared:

- Information should only be shared on a need-to-know basis when it is in the best interest of the at-risk adult.
- Informed consent should be obtained wherever possible.
- The at-risk adult should be advised why, and with whom, information will be shared.

Where the individual does not meet the legislative definition of vulnerability, informed consent must be obtained before their personal information is shared, except where we reasonably believe that the individual poses an immediate threat of harm to themselves or others.

# Safeguarding Concern Flowchart



# Serious Incident Report Form

This form is to be completed for any incident, complaint, observed behaviour, or concern that would suggest an adult is in need of safeguarding services. Please complete this form to the best of your ability. Record the incident accurately and in detail. This will help everyone in the proceedings that follow.

Section 1: Details of the person reporting the incident	
Name	
Position	
Name of your organisation/ company	
Address	
Contact details, email and telephone number	
Section 2: Details of the person affected	
Full Name	
Date of Birth	
Address (if known)	
Contact number (if available)	
Relevant personal characteristics  (e.g., any disabilities, first language, difficulty with literacy, or history of abuse)	
Relevant situational information (e.g., on release, prison number)	

### Section 3: Details of the incident

Details of the abuse

Include,

Who informed you about the incident?

Any direct speech from the victim

Statement of concern

Type of abuse

Date and time of incident (if known)

Date and time of when you became aware of incident

Name of the alleged abuser(s) (if known)



Position of the alleged abuser(s) to the victim (e.g., carer, volunteer, family)	
Name of any witnesses (if available)	
Contact details of witness	
Section 4: Safeguarding actions	
Details of any immediate action taken  (e.g., called police, spoke to supervising lawyer or another agency)	
Details of other agencies taking action (if known)	
Name and contact details of people you have told.	
<b>Signature</b>	<b>Date</b>

# Cause for Concern Form

This form is to be completed if you have a safeguarding concern and the adult concerned is not at risk of significant or serious harm. If the concern is considered not serious the DSO will record it on The Cause for Concern Register where it will be monitored. Please complete this form to the best of your ability. Record the incident accurately and in detail. This will help everyone in the proceedings that follow.

<b>Section 1: Details of the person reporting the incident</b>	
Name	
Position	
Name of your organisation/ company	
Address	
Contact details, email and telephone number	
<b>Section 2: Details of the person affected</b>	
Full Name	
Date of Birth	
Address (if known)	
Contact number (if available)	
Relevant personal characteristics  (e.g., any disabilities, first language, difficulty with literacy, or history of abuse)	
Relevant situational information (e.g., on release, prison number)	

## Appendix 3

Section 3: Details of the incident	
<p>Details of the abuse</p> <p>Include,</p> <p>Who informed you about the incident?</p> <p>Any direct speech from the victim</p> <p>Statement of concern</p> <p>Type of abuse</p>	
Date and time of incident (if known)	
Date and time of when you became aware of incident	
Name of the alleged abuser(s) (if known)	

## Appendix 3

Position of the alleged abuser(s) to the victim (e.g., carer, volunteer, family)	
Name of any witnesses (if available)	
Contact details of witness	
<b>Section 4: Safeguarding actions</b>	
<p>Details of any immediate action taken</p> <p>(e.g., called police, spoke to supervising lawyer or another agency)</p>	
Details of other agencies taking action (if known)	
Name and contact details of people you have told.	
<b>Signature</b>	<b>Date</b>