

The Hope Foundation – Adult Safeguarding (Adults at Risk) Policy

Policy Owner: Chief Executive

Policy Last Reviewed: December 2025

Next Review Due: December 2026

Applies to: All staff, volunteers, trustees, contractors, sessional workers, and partner agencies working on behalf of The Hope Foundation

Related Policies:

Child Safeguarding Policy, DBS & Safer Recruitment Policy, Staff and Volunteer Code of Conduct, Whistleblowing & Reporting a Suspected Malpractice Policy, UK GDPR - Data Protection Policy, Prevent Duty Policy, Social Media & Digital Communications Governance Policy, Photography & Filming Policy, Serious Incident Reporting Policy

1. Purpose

The Hope Foundation (THF) is committed to protecting the safety, dignity, and wellbeing of all adults who come into contact with its services. This policy sets out how THF prevents, identifies, and responds to the abuse or neglect of adults at risk, ensuring compliance with the **Care Act 2014**, local safeguarding procedures, and Charity Commission guidance.

2. Scope

This policy applies to all THF services and activities that involve contact with adults who may be at risk of harm, including residents, service users, volunteers, and community participants.

It applies to:

- All THF employees, volunteers, trustees, and contractors.
 - Partner organisations or agencies representing or funded by THF.
 - Any individual acting on behalf of THF who engages directly with adults at risk.
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3. Legal and Regulatory Framework

This policy aligns with the following legislation and guidance:

- **Care Act 2014**
- **Mental Capacity Act 2005 (as amended)**

- **Safeguarding Vulnerable Groups Act 2006 (as amended 2012)**
- **Human Rights Act 1998**
- **UK GDPR and Data Protection Act 2018**
- **Counter Terrorism and Security Act 2015 (Prevent Duty)**
- **Modern Slavery Act 2015**
- **Criminal Justice and Courts Act 2015**
- **Working Together to Safeguard Adults (Care and Support Statutory Guidance)**

THF also follows the procedures of the **Liverpool Safeguarding Adults Board (LSAB)** and the **Making Safeguarding Personal** principles.

4. Definitions

Adult at Risk

An **adult at risk** is any person aged 18 or over who:

- Has care and support needs (whether or not those needs are met by the local authority), and
- Is experiencing, or at risk of, abuse or neglect, and
- As a result of those needs, is unable to protect themselves from abuse or neglect.

Abuse and Neglect

Abuse may be an act or omission that violates a person's rights or causes harm. It can occur in any setting, by anyone.

Types of abuse (as defined by the Care Act 2014):

- **Physical abuse:** Hitting, slapping, misuse of medication, restraint, or inappropriate physical sanctions.
- **Domestic abuse:** Violence, coercive control, honour-based abuse, forced marriage.
- **Sexual abuse:** Inappropriate touching, sexual assault, sexual acts without consent or capacity to consent.
- **Psychological or emotional abuse:** Threats, humiliation, intimidation, controlling behaviour, verbal abuse.

- **Financial or material abuse:** Theft, fraud, exploitation, misuse of property or benefits.
- **Modern slavery:** Human trafficking, forced labour, domestic servitude.
- **Discriminatory abuse:** Harassment or slurs based on race, gender, disability, faith, or orientation.
- **Organisational abuse:** Poor care practices within an institution or care setting.
- **Neglect or acts of omission:** Ignoring medical, emotional, or physical needs, or failing to provide access to essential care.
- **Self-neglect:** Neglecting personal hygiene, health, or environment.
- **Spiritual abuse:** Manipulative or coercive use of faith, belief, or authority resulting in harm or exploitation.

5. Policy Statement

THF has a **zero-tolerance approach** to the abuse or neglect of adults at risk.

We will:

- Promote dignity, independence, and choice.
- Take all safeguarding concerns seriously, regardless of source.
- Ensure timely and proportionate responses in line with LSAB procedures.
- Support and empower adults to make informed choices and maintain control wherever possible.
- Ensure confidentiality, professionalism, and partnership working.

6. Safeguarding Roles and Responsibilities

- **Designated Safeguarding Lead (DSL):** Chief Executive
- **Deputy Safeguarding Lead:** [Appointed Senior Staff Member]
- **Trustees:** Provide oversight and ensure safeguarding compliance and review.
- **All staff and volunteers:** Must recognise signs of abuse and report concerns immediately.

Safeguarding is everyone's responsibility.

7. Prevention and Safer Working Practice

THF promotes a safe culture through:

- Rigorous safer recruitment processes and DBS screening (see Safer Recruitment Policy).
 - Ongoing training and supervision.
 - Clear professional boundaries and codes of conduct.
 - Safe online, remote, and in-person communication protocols.
 - Risk assessments for all one-to-one, offsite, and home-visit activities.
 - Two-to-travel rule for client transport or community visits.
 - Informed consent for photography, filming, or data use.
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8. Recognising and Responding to Concerns

Any staff member, volunteer, or partner who suspects abuse or neglect must report it immediately.

If someone is in immediate danger: Call 999.

Reporting pathway:

1. Report to the **Designated Safeguarding Lead (DSL)** or **Deputy DSL** without delay.
2. DSL will assess and, where threshold is met, contact **Liverpool Adult Social Care (Careline)** or the **LSAB**.
3. If the concern involves a staff member, trustee, or volunteer → DSL will contact the **Designated Adult Safeguarding Manager (DASM)** before taking internal action.
4. If DSL is implicated → report directly to the **Chair of Trustees**.
5. If dissatisfied with internal response → contact **Liverpool Careline** or **Police** directly.

Do not investigate personally. Record what was said or observed and preserve any evidence.

9. Allegations Against Staff, Volunteers or Trustees

- Any allegation must be reported to the **DSL** immediately.
 - The **DASM** or local authority must be consulted before any internal action.
 - Suspension may be considered where there is potential risk to adults or integrity of investigation.
 - THF will cooperate fully with external investigations.
 - Where removal or dismissal occurs, THF has a **legal duty to refer to the DBS Barring Service**.
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10. Information Sharing and Confidentiality

- Information will be shared only when necessary and in line with **UK GDPR and DPA 2018**.
 - Lawful basis: **public task / vital interests**.
 - Information may be shared without consent if there is risk of harm or abuse.
 - All decisions to share or withhold information will be recorded with rationale.
 - Refer also to the **Information Sharing & Confidentiality Policy**.
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11. Record-Keeping and Retention

- All safeguarding concerns must be recorded factually, dated, and signed.
 - Electronic records will be securely stored and access-controlled.
 - All adult safeguarding records will be retained for a **minimum of six (6) years after case closure**, or longer if required.
 - Data breaches involving safeguarding information must be reported to the **CEO** and **Data Protection Officer**.
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12. Training and Supervision

- All staff, volunteers, and trustees receive safeguarding induction within **4 weeks** of joining.
- **Annual refresher training** is mandatory for all.
- **DSL and Deputies** complete enhanced training **every two (2) years**.
- Attendance and completion records are monitored through HR systems.

13. Partnership Working

Where THF works with external organisations:

- A written partnership or service-level agreement must define safeguarding responsibilities.
- Partner organisations must have compatible safeguarding policies and DBS assurance.
- Safeguarding concerns arising within partner projects must be reported to the THF DSL.

14. Serious Incidents and External Reporting

Safeguarding incidents that result in, or could result in, serious harm to an adult must be reported by the CEO as a **Serious Incident** to the **Charity Commission**.

Trustees must be notified promptly, and all actions logged in the Serious Incident register.

15. Prevent and Financial Coercion

Where concerns involve extremist influence, coercive control, or financial exploitation:

- Report to DSL immediately.
- DSL will consider referral through **Prevent** or to **Adult Social Care** under LSAB procedures.
- THF will support affected individuals in partnership with statutory agencies.

16. Governance & Review

- The **Chief Executive (DSL)** is responsible for policy implementation and reporting to the board.
- The **Board of Trustees** provides strategic oversight and ensures annual review.
- This policy and related procedures will be reviewed **annually or following any safeguarding incident**.
- All safeguarding issues will be reflected in the **THF Risk Register** and review minutes.

- All safeguarding records will be retained for at least **six (6) years** post-case closure.

Appendix – Key Adult Safeguarding Contacts

(Maintained on SharePoint — always verify current numbers before use)

- **Liverpool Adult Careline:** [current number]
- **Liverpool Safeguarding Adults Board (LSAB):** [current number/email]
- **Designated Adult Safeguarding Manager (DASM):** [contact]
- **Police:** 999 (emergency) / 101 (non-emergency)
- **Action on Elder Abuse Helpline:** 0808 808 8141
- **NSPCC Helpline (for joint cases):** 0808 800 5000
- **The Hope Foundation Designated Safeguarding Lead:** Stephen Robertson (CEO) – 0151 203 8727 – Stephen@the-hope-foundation.co.uk – Emergency Phone: 07553352393

The Hope Foundation – Adult Safeguarding (Adults at Risk) Policy

Compliance Assurance Statement – October 2025

Overview

This statement confirms that **The Hope Foundation’s Adult Safeguarding Policy (Adults at Risk)**, reviewed and approved in October 2025, meets or exceeds all current UK statutory, regulatory and Charity Commission requirements for safeguarding adults.

Legal & Regulatory Compliance

Area	Requirement	Policy Alignment
Primary Legislation	<i>Care Act 2014, Mental Capacity Act 2005, Human Rights Act 1998, Safeguarding Vulnerable Groups Act 2006 (as amended 2012)</i>	All cited within Legal & Regulatory Framework section
Data Protection	<i>UK GDPR & Data Protection Act 2018</i>	Lawful basis = public task / vital interests; confidentiality & rationale recording included
Prevent Duty	<i>Counter-Terrorism & Security Act 2015</i>	Dedicated section and referral pathway via Prevent / Channel
Charity Commission Guidance	CC3 & Serious Incident Reporting Framework	Section 14 covers serious-incident notification and trustee oversight
Local Safeguarding	<i>Liverpool Safeguarding Adults Board (LSAB) procedures</i>	Referenced explicitly; includes DASM consultation pathway

Area	Requirement	Policy Alignment
Terminology	“Adults at Risk” (Care Act definition) replaces “Vulnerable Adults”	Implemented throughout
Training Standards	Regular role-appropriate training for all staff/volunteers	Annual for staff; 2-yearly for DSLs; induction within 4 weeks
Record Keeping	Secure, factual, time-stamped records retained ≥ 6 years	Fully incorporated
Information Sharing	Seven Golden Rules, GDPR lawful basis	Explicit section confirming compliance