



# Adult Safeguarding Policy

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# Policy Distribution and References:

This policy is also applied or referenced in the following locations/systems:


The master version of this policy is maintained by [name] and supersedes all other copies in case of discrepancies.

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# Intact Adult Safeguarding Policy

## 1. Purpose

- 1.1 An effective Adult Safeguarding Policy provides clear guidance to staff, volunteers, and others on expected standards of behaviour and professional conduct when dealing with safeguarding concerns involving adults at risk. It also demonstrates Intact's commitment to good practice, ensuring that all safeguarding issues are handled sensitively, professionally, and in ways that prioritise the safety, dignity, and wellbeing of the individual.

## 2. Introduction

- 2.1 Intact recognises its duty of care and responsibility to safeguard the welfare of adults at risk who engage with its services, activities, or facilities.
- 2.2 A key element of this policy is to promote awareness and understanding of adult safeguarding issues, ensuring that all staff and volunteers know how to identify, respond to, and report concerns.
- 2.3 This policy applies to all Intact Trustees, staff, and volunteers (paid or unpaid), including designated Safeguarding staff. The names of designated Safeguarding staff are displayed in reception.

## 3. Service Commitments

- 3.1 Intact is committed to:
  - Establishing and maintaining an environment where adults feel respected, safe, and supported.
  - Promoting the empowerment and independence of adults, enabling them to make informed choices about their own safety and wellbeing.
  - Ensuring that adults at risk know how to raise a concern and feel confident doing so.
  - Providing appropriate safeguarding training and supervision for all staff and volunteers.

## 4. Framework

- 4.1 Intact's safeguarding approach is guided by the Lancashire Safeguarding Partnership. Updates and guidance can be found here: [Lancashire Safeguarding Partnership](#).

## 5. Roles and Responsibilities

- 5.1 Intact has a designated Safeguarding Lead (DSL), whose name is displayed in reception. All managers also have defined safeguarding responsibilities.

- 5.2 The responsibilities of the designated Safeguarding staff include:
- Overseeing the implementation and ongoing application of Intact's Adult Safeguarding Policy, including relevant training.
  - Maintaining confidential and accurate safeguarding records.
  - Promoting safeguarding awareness and good practice across the organisation.
  - Providing support, advice, and training to staff and volunteers on safeguarding adults.
  - Liaising with external agencies where appropriate.

5.3 The designated Safeguarding staff report directly to the CEO.

## 6. Policy Review

- 6.1 The Adult Safeguarding Policy will be reviewed at least every three years, or sooner if legislation, guidance, or organisational needs require it.
- 6.2 The Trustees and CEO will consult with the Designated Safeguarding staff to review any incidents, outcomes, or updates.
- 6.3 Any changes to procedures will be communicated to all staff and volunteers through meetings, briefings, and training updates.

## 7. Recruitment, Training, and Support

- 7.1 **Recruitment** – All recruitment will follow Intact's Recruitment Policy, including mandatory **Disclosure and Barring Service (DBS)** checks for staff and volunteers where required.
- 7.2 **Training** – All staff and volunteers will receive safeguarding induction training, with ongoing refresher training appropriate to their role.
- 7.3 **Support** – Safeguarding resources, guidance, and training records will be maintained through **BetterImpact**, Intact's volunteer management system.

## 8. Reporting a Safeguarding Concern

- 8.1 Any safeguarding concern relating to an adult at risk must be recorded clearly and accurately, including dates, times, and factual details.
- 8.2 If a staff member or volunteer identifies or receives a disclosure relating to abuse, neglect, or exploitation, it must be reported **immediately** to the Designated Safeguarding Lead (DSL).

- 8.3 Concerns must not be discussed with anyone other than the DSL or, if unavailable, a member of the management team with safeguarding responsibility.

## 9. Dealing with Possible Abuse

9.1 If an adult discloses concerns or abuse:

- Stay calm and listen carefully.
- Reassure the person that they have done the right thing by speaking up.
- Take what they say seriously - do not dismiss or minimise their experience.
- Avoid showing shock, anger, or disbelief.
- Do not make promises you cannot keep, such as keeping the disclosure confidential.
- Explain that the information will need to be shared with the Safeguarding Lead to ensure their safety.
- Record what was said, using the adult's own words as much as possible.
- Avoid asking leading or suggestive questions - only clarify what is necessary.
- Respect the person's autonomy and wishes where possible, unless there is immediate risk of harm.

**Note:** False allegations are rare, but all concerns must be taken seriously. Listening and taking disclosures seriously is the first step in safeguarding adults.

## 10. Reporting Concerns or Issues

- 10.1 All safeguarding concerns must be reported to the DSL as soon as possible using the **Safeguarding Concern Report Form** (see Appendix 1).
- 10.2 The DSL will decide whether further action or referral is required and, if necessary, will make a report to the **Lancashire Safeguarding Adults Board** via their online reporting system: Report a Concern.
- 10.3 Completed safeguarding records will be securely stored online, password-protected, and kept separate from general staff, volunteer, or participant files.
- 10.4 All safeguarding records will be retained indefinitely in line with **Data Protection Legislation** and safeguarding best practice.

## 11. Procedural Flow for Reporting Safeguarding Concerns

**Identify Concern** – Any staff member, volunteer, or partner who identifies a safeguarding concern must act immediately.  
Guidance: <https://lancshiresafeguardingpartnership.org.uk>



**When listening to an adult who is expressing concerns, do not make yourself vulnerable.** Tell another adult what is happening and keep in view of another adult.



**Keep calm, do not panic, overreact or start to investigate.**  
Explain that it will be necessary to pass information on.



**No**

**Is the adult in immediate danger?**

**Yes**



Contact the Police in the first instance using 999



**Report to DSL** – Report the concern to the **Designated Safeguarding Lead (DSL)** as soon as possible, using the **Report Form** (Appendix 1).



**Assessment by DSL** – The DSL will assess the situation to determine if intervention is required to safeguard the adult.



**Referral to Lancashire Safeguarding Partnership** – If intervention is required, the DSL will submit the report via the Lancashire Safeguarding Partnership online reporting system.

<https://lancshiresafeguardingpartnership.org.uk/p/report-a-concern>

## Adult Safeguarding Concern Report Form – Appendix 1

Date and Time of Report:	Name of Person Making Report:	Role/Relationship to Child

<b>Details of person at risk:</b>	
<b>Name:</b>	<b>Date of Birth / Approx age:</b>
<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say	
<b>Address (if known):</b>	<b>Contact Details (if known):</b>
<b>Details of Concern / Issue:</b> (Describe what happened, when, where, and who was involved. Include direct quotes if applicable.)	
<b>Actions Taken So Far</b> (Include any immediate measures taken to safeguard the child.)	
<b>Names of Other People Involved / Witnesses</b>	
<b>Report Submitted To</b> (Name of Designated Safeguarding Lead)	<b>Date and Time of Report Submitted:</b>

<b>Follow-up Actions / Outcome</b> (to be completed by DSL):	
<b>Signature of Person Making Report:</b>	<b>Date:</b>
<b>Signature of DSL / Person Receiving Report:</b>	<b>Date:</b>

**Confidentiality Statement**

All safeguarding records are confidential and will be stored securely in accordance with Data Protection legislation. This information may be shared only with relevant agencies where necessary to safeguard an individual.

# Revision History

<i>Date</i>	<i>Version</i>	<i>Author</i>	<i>Changes</i>
20/11/2025	v1	Stephanie Parramore	Complete review & rewrite