
Adult Safeguarding Policy

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Document Control

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Adult Safeguarding Policy	3.0	Approved	Wendy Jones
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Target audience:	General		

Version Control

Date	Author	Version	Reason for Change
29 July 2026	Wendy Jones	3.0	Review cycle. Moved to new template style (including non-material text changes).
December 2023	Unknown	2.0	Review cycle
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1. Purpose and Scope

Hampton & Hampton Hill Voluntary Care (H&HHVC) is committed to providing a safe, respectful and supportive environment for all adults who use our services, including those who may be at risk of abuse or neglect. We recognise our duty of care and our responsibility to act promptly and appropriately whenever safeguarding concerns arise.

This policy aims to:

- Protect adults who use H&HHVC services.
- Ensure everyone is treated with dignity, respect and free from harm.
- Provide staff and volunteers with clear principles and procedures.
- Ensure designated safeguarding contacts are clearly displayed and accessible.

This policy applies to all H&HHVC employees, volunteers and trustees. It covers:

- Adults using our services, including adults at risk.
- Safeguarding concerns involving staff, volunteers or trustees.

Where concerns relate to staff or volunteers, the internal Grievance or Disciplinary Procedure will be followed.

Adults have the right to self-determination. Where an adult with capacity chooses not to act to protect themselves, their wishes will be respected unless:

- Others are at risk,
- A crime is alleged, or
- There is a duty of care to intervene.

This policy should be read alongside the Child Safeguarding Policy.

2. Definitions

Who is an adult at risk?

Under the Care Act 2014, an adult at risk is someone who:

1. Is aged 18 or over.
2. Has care and support needs.
3. Is experiencing, or is at risk of, abuse or neglect.
4. Is unable to protect themselves because of their care and support needs.

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Types of abuse

Abuse is a violation of an individual's human and civil rights, whether intentional or not. It may be a single act or repeated acts.

Types of abuse include:

- Physical
- Domestic abuse
- Modern slavery
- Sexual abuse
- Psychological/emotional abuse
- Financial or material abuse
- Neglect or acts of omission
- Discriminatory abuse
- Organisational abuse
- Self-neglect
- Sexual exploitation

See Appendix 1 (Indicators of Abuse) for more information.

3. Detailed Description

Safeguarding Principles

H&HHVC follows the six principles of adult safeguarding set out in the Care Act 2014:

- Empowerment – supporting adults to make their own decisions.
- Prevention – taking action before harm occurs.
- Proportionality – responding in the least intrusive way.
- Protection – supporting those most at risk.
- Partnership – working with statutory agencies.
- Accountability – being transparent and responsible.

Consent, Confidentiality & Information Sharing

Adults have the right to independence, choice and control over their personal information. H&HHVC will:

- Encourage adults to consent to referrals to Adult Social Care or the police.
- Explain clearly that staff cannot agree to confidentiality where abuse is disclosed.
- Obtain written consent where the adult has capacity and agrees to information sharing.

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- Record what information is shared, with whom, and why.
- Ensure consent to share information with family or carers is explicit and named.

If an adult with capacity refuses intervention, their wishes will normally be respected unless:

- Others are at risk,
- A crime is alleged, or
- There is a duty of care to intervene.

If the adult lacks capacity, H&HHVC will refer concerns to Adult Social Care or the police even without consent, in line with the Mental Capacity Act 2005.

All safeguarding information will be stored securely and accessed only on a need-to-know basis.

Responding to Safeguarding Concerns

Immediate Actions

If you are concerned that an adult is experiencing or at risk of abuse:

- Report the concern to a manager or the CEO within 4 hours.
- The CEO must be informed of all safeguarding alerts.
- Staff must not investigate.

External Referral

If an alert is required:

- The manager or CEO must refer to Richmond Adult Social Services within 24 hours.
- Use the Richmond online form, telephone, text or email.

Emergency Situations

If the adult is in immediate danger, call 999.

Safeguarding Contact

Robert McRae-Adams (CEO) Greenwood Community Centre 1a School Road, Hampton Hill, TW12 1QL Tel: 020 8979 9662 Email: ceo@greenwoodcommunity.org.uk

Reporting Suspected Crime

The police must be informed where there is suspected:

- Sexual abuse
- Physical assault

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- Cruelty or neglect
- Financial abuse
- Organised or institutional abuse

If the crime is in progress, call 999. Otherwise call 101 after discussing with a manager or the CEO.

The Community Safety Unit may be contacted for non-emergency concerns relating to hate crime, domestic abuse or crimes against vulnerable people.

Regulated Health & Social Care Providers

Where concerns relate to staff in regulated services (e.g., care homes, hospitals, home care agencies), the Care Quality Commission (CQC) must also be notified.

Mental Capacity and Consent

A social worker will carry out a mental capacity assessment where needed. If the adult lacks capacity, an Independent Mental Capacity Advocate (IMCA) may be appointed.

Logging & Monitoring

- All alerts will be logged by a manager or the CEO.
- Records will be stored securely on the Case Record database.
- Outcomes will be recorded as “upheld” or “unfounded”.
- Access is restricted to managers and the CEO.
- Information will be shared with staff only on a need-to-know basis.

You should speak to the CEO if you require further advice on any aspect of complying with this policy.

4. Training

To help reduce the risk of harm H&HHVC will:

- Ensure all staff and volunteers complete safeguarding training every three years.
- Require enhanced DBS checks for all staff and volunteers.
- Implement risk-reduction measures (e.g., visiting in pairs).

Adults can be supported to protect themselves by accessing information, advocacy, supportive relationships and statutory agencies.

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Staff and carers can reduce risk by being alert to signs of abuse, attending training, and seeking support.

5. Further Information

London Multi-Agency Adult Safeguarding Policy & Procedures:
https://www.richmond.gov.uk/media/6539/safeguarding_london_multi_agency_policy_and_procedures.pdf ([richmond.gov.uk](https://www.richmond.gov.uk) in Bing)

H&HHVC works in partnership with Richmond SAB.

6. Associated Legislation

- Care Act 2014
- Human Rights Act 1998
- Equality Act 2010
- Data Protection Act 2018 & UK GDPR
- Modern Slavery Act 2015
- Domestic Abuse Act 2021
- Safeguarding Vulnerable Groups Act 2006
- Rehabilitation of Offenders Act 1974

7. References and Associated Documents

Related Policies

- DBS Checks Policy
- Recruitment Policy
- Confidentiality Policy
- Whistleblowing Policy
- Staff Training Plan
- Child Safeguarding Policy

8. Review Cycle

This policy will be reviewed after 12 months of its issue or following major legislative or organisational change.

Appendix 1

Indicators of Abuse

Physical Abuse

- Multiple bruising
- Fractures
- Burns
- Bed sores
- Fear, depression
- Unexplained weight loss

Sexual Abuse

- Sleep disturbance
- Behaviour changes
- Bruising or soreness
- Torn or bloody underwear
- STIs or pregnancy

Psychological Abuse

- Fear, depression
- Confusion
- Sleep disturbance
- Behaviour changes

Financial Abuse

- Unexplained withdrawals
- Unusual bank activity
- Unpaid bills
- Shortage of money

Neglect

- Malnutrition
- Untreated medical problems
- Bed sores
- Confusion
- Over-sedation

Discriminatory Abuse

- Harassment or unequal treatment based on protected characteristics.

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Organisational Abuse

- Rigid routines
- Poor physical care
- Inappropriate language

Self-Neglect

- Poor hygiene
- Unsafe living conditions
- Hoarding

Modern Slavery

- Coercion, control
- Forced labour
- Trafficking indicators

Domestic Abuse

- Controlling or coercive behaviour
- Physical, sexual, emotional or financial abuse
- Honour-based abuse, FGM, forced marriage

Sexual Exploitation

- Exchange of sexual activity for goods, accommodation or affection