



Safeguarding Policy 2026

The purpose of this policy is to:-

- Safeguard adults who receive Impactful Lives's services.
- Provide Impactful Lives staff and volunteers with guidance on the procedures and conduct they should adopt during their work for Impactful Lives.

Impactful Lives works with adults, usually at Board, Executive and management level although we may encounter other adults in a workplace environment or unemployed people through training or employment projects. We believe it is probable that we will encounter vulnerability at some stage in our interactions. It is unacceptable for anyone to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of those at risk. In providing its services, Impactful Lives is committed to safeguarding and promoting the welfare of staff, volunteers and participants within our projects.

In particular, Impactful Lives is committed to:-

- Working together to prevent and protect adults at risk from abuse.
- Empowering and supporting people to make their own choices.
- Reporting actual or suspected physical, mental, verbal abuse, coercion or neglect.
- Signposting adults who are identified as at risk (those who are experiencing abuse, neglect or exploitation), to professional services or authorities.

Impactful Lives recognises that:-

- The safety and welfare of the adult at risk is paramount.
- All adults at risk have the right to equal protection from all types of harm or abuse.
- Working in partnership with other agencies is essential in promoting the welfare of adults at risk.

Impactful Lives will ensure its recruitment and working practices reflect these policy commitments. In this policy and subsequent procedures "staff and staff members" means all Impactful Lives employees and volunteers (including Trustees).

"Protecting Adults at Risk" documents:

"Hertfordshire Safeguarding Adults at Risk" – Base on The Care Act 2014 which states that the safeguarding adults board must arrange a safeguarding adults review if an adult with care and support needs dies or comes to serious harm because of abuse or neglect and there is a concern about how agencies worked together to support the adult.

"Protecting Adults at Risk:- London Multi-Agency Policy & Procedures to Safeguard Adults from Abuse (Jan 2014)", produced by the Social Care Institute for Excellence with the Pan London Adult Safeguarding Editorial Board Procedures is further guidance.

The Responsible Person is any staff, during any work interaction with the client and the Chair of Trustees is also responsible for the overview of the Local Safeguarding Adults at risk Board requirements.

What is Abuse?

Abuse can be viewed in terms of the following categories:-

- Physical Abuse
- Sexual Abuse
- Verbal Abuse
- Psychological/emotional
- Coersion & Coercive Suicide
- Financial and material
- Cooking or gas-lighting
- Neglect and acts of omission
- Discriminatory
- Institutional
- Modern Slavery
- Self-neglect

Abuse may be:-

- A single act or repeated act
- An act of neglect or a failure to act
- Multiple acts, for example, an adult at risk may be neglected or also being financially abused. Abuse is the misuse of power and control that one person has over another. Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.

Who may be an abuser?

Abuse may take place in domestic, institutional or public settings and it takes place in all cultures, religions and at all levels of society. An abuser may be anyone including a member of the person's family, friend, neighbour, partner, carer, care worker, manager, volunteer, another service user, or any other person who comes into contact with a vulnerable adult.

Responding to potential abuse or neglect

All staff have a duty to protect all adults at risk from abuse and to be alert to the possibility of abuse. All staff have a duty to act on any concern of abuse of an adult at risk. The first priority should always be the safety of the adult at risk. Where there is an immediate risk of harm, all staff should take all reasonable steps to offer the adult at risk immediate protection. If there are any concerns about a member of staff it is essential that it reported to the Responsible Person immediately, or to the Customer Service Trustee. When the concern is about the Responsible person it should be reported to the Customer Service Trustee (see Contact numbers and Other Details, below. In this context, you should also refer to Impactful Lives's Whistleblowing Policy and Procedure.

If any member of staff is contacted about a safeguarding matter by the local authority, social care, the police or any other agency, the member of staff should tell the Chair of Trustees immediately before any information is imparted.

Response procedures - the role of the Responsible Person

1) When a concern is referred to the Responsible Person, the Responsible Person will be able to offer advice and will decide whether to make a referral to the Local Authority, Adults Social Care.

2) Such a referral will be made if there is an allegation or suspicion of abuse of an adult at risk.

3) Impactful Lives will ensure that all concerns about abuse identified by it or disclosed to it are appropriately recorded, securely stored and retained indefinitely.

Confidentiality and sharing of information:

1) Personal information about an adult at risk should not generally be shared without the consent of the person concerned. However, in the context of safeguarding adults at risk, confidential information may need to be shared without such consent.

2) Save in cases of emergency, staff who feel information relating to an Adult at risk needs to be shared must refer to the Chair of Trustees for guidance. Staff should, in any event, however, note the following points in relation to the sharing of information.

3) Not all personal information is confidential. Confidential information is, broadly, information of some sensitivity, which is not already public and which has been shared in a relationship where the person giving it understood that it would not be shared with others.

4) Seeking informed consent to the sharing of confidential information from the person who gave it or to whom it relates should be the first option, if appropriate. A refusal of consent or lack of informed consent should not necessarily, however, preclude the sharing of confidential information.

5) All staff have a responsibility to share information on a “need to know” basis where it is in the best interests of an adult at risk.

6) The amount of confidential information disclosed and the number of people to whom it is disclosed should be no more than is necessary to safeguard the adult at risk. This approach applies whether any proposed disclosure is within Impactful Lives or to an outside agency.

7) The context in which information is shared, the information requested, the information shared and with whom, and the justification for sharing the information must be recorded.

Code of Conduct

In addition to observing the provisions of this policy and procedure, all staff must observe the provisions of the Staff Code of Conduct policy.

Risk assessments

Impactful Lives recognises that the assessment and management of risk contributes to running safe services and activities. Impactful Lives’s Risk Assessments should be referred to for full details of activities and events and the mitigation of risks identified.

Recruitment, selection and vetting procedures

Reference should be made to Impactful Lives’s ‘Recruitment Policy and Procedure’ which sets out the conditions of our safe recruitment of staff.

Providers

1) All third party providers contributing to Impactful Lives’s services or activities (for example, an assistant) must be agreed by the Chair of Trustees beforehand.

Providers, or their relevant representatives, are required to sign the relevant Provider Declaration Form which sets out the conditions of their involvement at our services and activities, all of which act as safeguards.

If a provider or the relevant representative is unable to meet the provisions set out in the Provider Declaration Form, they will not be allowed access to the service or activity.

2) Impactful Lives will ensure providers or their relevant representatives are supervised by an identified member of staff at the service or activity to ensure they do not have unsupervised access to adults at risk.

Visitors and guests

Any visitors and guests will need to be agreed by the Chair of Trustees. Should a visitor or guest arrive unexpectedly in circumstances which give cause for concern, the person in charge of the activity (e.g. the staff) should seek guidance from the Chair of Trustees.

Visitors and guests at any activity are required to sign the register and record of attendance on their arrival. The person in charge of the activity must also ensure that the visitor or guest has no unsupervised access to vulnerable adults during our activities.

Staff induction, training, supervision and appraisal.

- 1) Impactful Lives ensures that all staff, volunteers and Trustees go through a formal induction, providing evidence and checking eligibility as well as providing policies and instructions for accountability.

A copy of the induction document is held in the office to show progress and is signed by the Chair of Trustees to evidence compliance and achievement of each section.

Brief discussions about the functions and projects will take place and everyone is encouraged to read the current Impact Report to learn about previous projects and performance during the previous year.

- 2) We also ensure that all staff working specifically with adults at risk, receive the following (according to the type, level and frequency of their role):-

- An induction to the projects or services currently operating. This may involve sharing video recordings or shadowing existing team members.
- Training in safeguarding adults at risk, including the use of this policy and procedure and recognising and responding to concerns about the protection of adults at risk.
- Supervision, in which safeguarding is a regular agenda item.

The relevant forms showing induction, supervision, meetings and appraisal are stored in the staff member's personnel file, which are stored securely in the Impactful Lives electronic filing system.

Staff ratios

Risk assessments are completed to determine the precise staffing ratios needed to deliver an activity involving adults. In any case, the ratios of staff to our clients will not be less than the following:-

- For premise-based activities:- 1:-10 (one staff to ten clients)
- For community based activities:- 2:-20 (one staff to ten clients)

Where clients are isolating or shielding, safe distancing and personal protective equipment will be considered and equipment provided.

Current Staff Contact details:

Manager Alex – manager@il-org.uk
Chair of Trustees Andrew – ceo@il-org.uk

Work Mobile
07867 637811
01923 231660

Lone working & Working in People's Homes

Mentoring or Coaching may be conducted on an individual basis. It is important to keep a written record of the meeting securely within our confidential CRM "HubSpot" although details of the sensitive content remain confidential, apart from any disclosures that could cause harm to the individual, others or are illegal. In these cases it is important to send a written cause for concern letter to the Chair of Trustees.

Working safely during COVID-19 in other people's homes.

COVID-19 secure guidance for employers, employees and the self-employed 3 July 2020, is the guidance document on how to work safely during a pandemic and must be followed to safeguard clients and individual members of staff who visit people in their homes.

A hard copy is available in printed format or can be downloaded from <https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-030720.pdf>

Written records of our services and activities

Written records are completed before visits to show the services and activities we deliver. These are updated after a visit with the progress or action undertaken along with the next steps noted. These include a searchable register of the client, the staff, any visitors and a de-brief of the session. These records are kept within our CRM system "HubSpot" and must be logged as a written record of visits or contact, particularly in light of Infection Controls, specifically Covid-19 (Ref: Working safely during COVID-19 in other people's homes COVID-19 secure guidance for employers, employees and the self-employed 3 July 2020).

Team meetings

Staff team meetings are every month at our office, a public space, hotel (in rotating locations) or remotely i.e. Zoom, Skype or other Video Conferencing software.

Safeguarding is a regular agenda item at every meeting and is reflected in the minutes.

SAFEGUARDING ADULTS AT RISK

Impactful Lives's Accountable Person for Safeguarding Adults at risk:-

Andrew Waite (Chair of Trustees) Tel:- 01923 231660 or Mobile:- 07867 637811

If the Accountable Person is not available, you should contact a member of the management team. In the first instance:-

Alexandre Oliveira (Manager) Tel:- 07716 247876

In the second instance:- Suzanne Fox (Treasurer Trustee) Tel: 01923 231660

Accident and emergency services –

In an emergency dial 999

Call a local Hospital, near to the delivery venue.

Call the Police - In an emergency dial 999

At no time should any visitor or guest be left alone with or in charge of any adult at risk. In any event, all staff should avoid being left alone with any adult at risk for any significant period. Under no circumstances must any adult at risk, with prior arrangements for being collected by a carer, be left alone at the end of any session.

Interviewing an adult at risk

If, for any reason, an adult at risk is to be interviewed alone, two members of staff should be present, or if only one can be present, that member of staff should be within sight of another

member of staff. Where possible, the gender of the member(s) of staff interviewing should reflect that of the adult at risk interviewed.

Behaviour of adults at risk

An adult at risk should always be told if and why their behaviour is not acceptable.

If any adult at risk presents any challenging behaviour this must be dealt with in accordance with Impactful Lives's Managing Challenging Behaviour Policy and Procedure.

Photographic or video images

Photographic or video images can only be used by Impactful Lives for the promotion and publicising of its work; unless Impactful Lives's prior written consent is obtained for another specified use. If any photographic or video images are to be published in any publicity material, the written consent of the adult included within the publicity or their carer must be obtained.

Confidentiality and security of information

All information held at or relating to an activity or any activity session must be dealt with in accordance with Impactful Lives's Data Protection, Confidentiality and Security of Information Policy and Procedure and complies with G.D.P.R. (General Data Protection Regulations).

Internal Audit Guidance for Managers

The Trustees will have meetings using discussion and role play for training and monitoring.

Policy adopted 20-9-23
Last review date February 2026
Next review date March 2027

Appendix A Home Visiting Procedures

Where a job role requires Home Visits, this procedure must be followed for the protection of staff, volunteers or people receiving the service:

Before a visit

Prior to commencing the project, log onto the NHS Covid-19 webcheck to check your symptoms and order a Home Testing kit at <https://111.nhs.uk/covid-19>

After taking the Home Test, confirm with your Line Manager by email that you are clear to make Home Visits. This may be easier to log the Testing date in HubSpot under your own contact Andrew Waite. If you are tested positive, you will need to isolate for 14 days before returning to work or conduct a Home Visit.

With the client

By telephone or Zoom, arrange a fixed time and date for a Home Visit meeting and log the details on HubSpot CRM, including the venue address if it is different to the contact's Home Address. Advise the service receiver to open all windows prior to the visit and leave all internal doors open to avoid touching surfaces where infections can be passed on. Anyone shielding MUST be in a separate room to the Home Visit location where we will meet the client.

During the visit

Before entering the Home, use hand sanitiser or put on disposable gloves and wear an Impactful Lives face mask. We would rather not wear visor shields to avoid making our clients feel more fearful however, if it is for personal protection, you may wear a visor as long as you pre-warn the client that this will be worn during the visit. Our aim is to help people feel confident to interact. Do not share equipment, including pens or allow clients to use your mobile phone or laptops (again this could spread the virus to surface that you may touch later). Keep a distance of at least 1 metre from anyone in the home and if demonstrating or showing information, sit or stand side-to-side where possible, avoiding breathing in the direction of each other.

After the visit

Remove face mask and place in sealable plastic bag for washing.

Remove any disposable gloves (if worn) and place in a plastic sealable bag to dispose of safely. If gloves were chosen not to be worn, wash your hands with hand-sanitiser as soon as you have removed your mask and bagged it. Write up details of the visit in HubSpot.

This policy and the consequential procedures have been adopted by:

"Impactful Lives CIO" (the charity) by its Trustees.

Date of last review	Jan 2025
Date of next review	Feb 2026
Date it was first implemented	June 2023
Author(s)	Trustees
Audience	All Employees, Volunteers and work placements
Other relevant policies and/or procedures	All Policies & Procedures
Where it is saved	Online

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are experiencing harm within [IMPACTFUL LIVES] contact [ANDREW WAITE OF SAFEGUARDING LEAD]

If you are in immediate danger or need immediate medical assistance, contact the emergency services 999.

Please contact the Safeguarding Lead [ANDREW WAITE]. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.

If the Safeguarding Lead or Welfare Officer is implicated or you think has a conflict of interest, then report to the Local Authorities Safeguarding Officer.

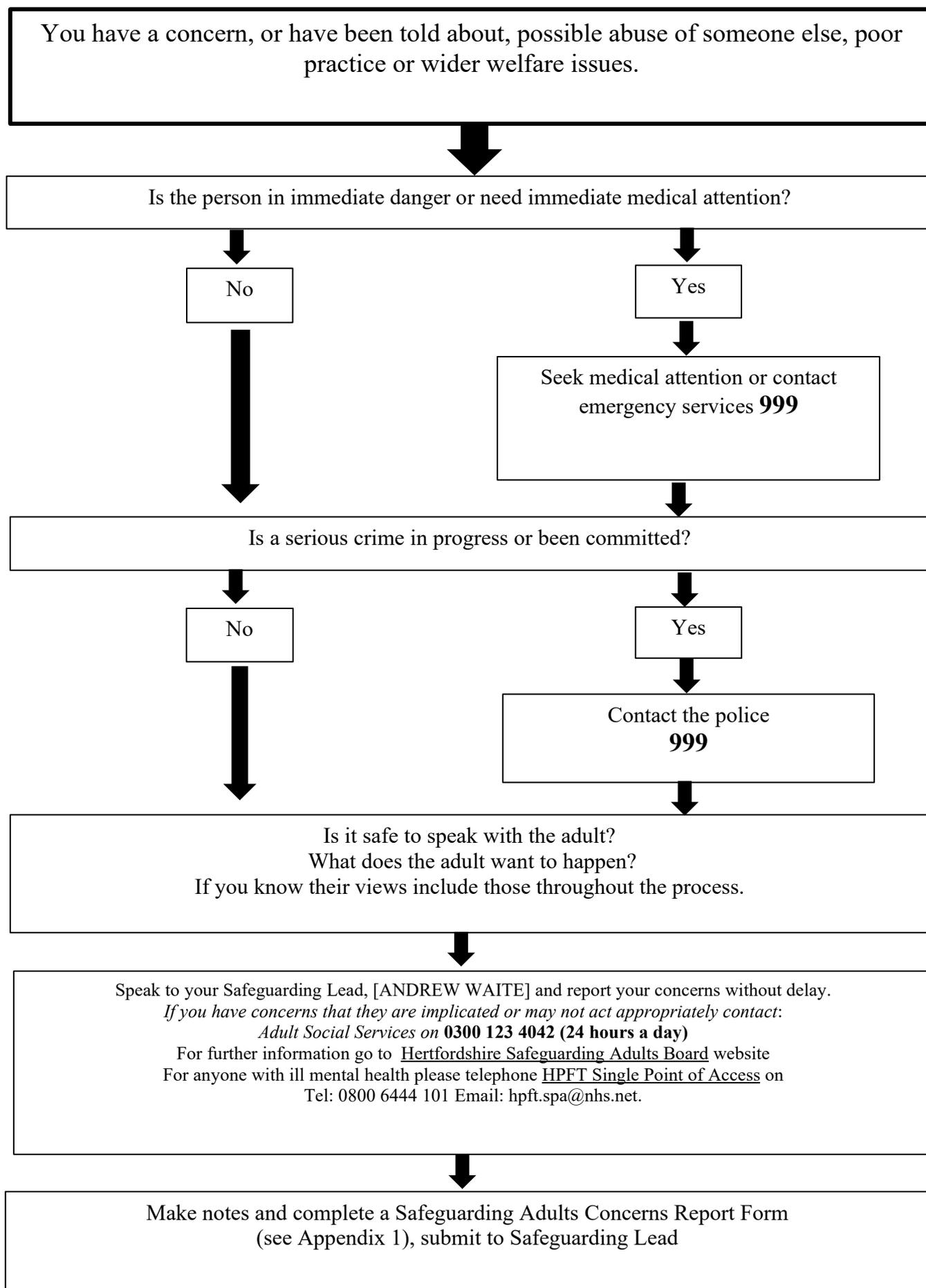
You can also contact the Police, Social Services, your doctor, or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

[IMPACTFUL LIVES] will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Local Authorities Safeguarding Officer.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to [IMPACTFUL LIVES] that you can take part in our activities safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice, or wider welfare issues you must contact the [IMPACTFUL LIVES] Safeguarding Lead [ANDREW WAITE] or Welfare Officer as soon as you can.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Local Authorities Safeguarding Officer.

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is, however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with [IMPACTFUL LIVES] Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g., Police, Domestic Abuse helpline, Victim Support –see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult’s own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the [IMPACTFUL LIVES] Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with your Safeguarding Lead or Welfare Officer and others that have a need to know e.g., to keep the person safe whilst waiting for action to be taken.

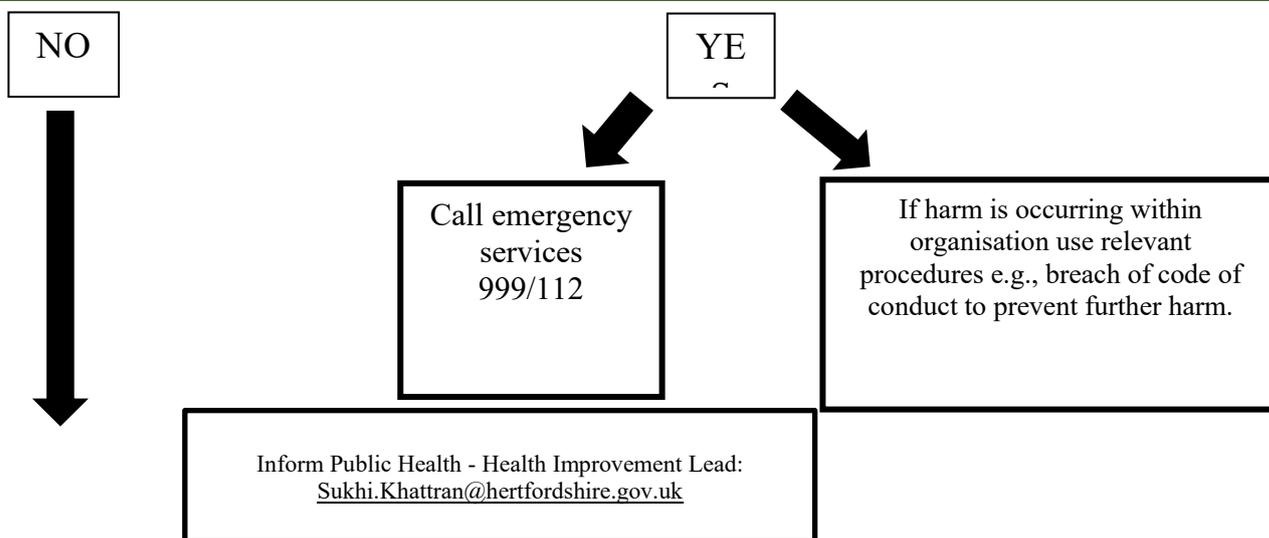
Section 2: What happens next? (Safeguarding Lead and organisational response)

Procedure for Safeguarding Lead* (Flowchart 2)

(*or appointed individual)

Steps 1-5 **Initial response** (as soon as you receive the Safeguarding referral)

Step 1: Is someone at immediate risk of harm/ danger or in need of immediate medical attention?



Step 2 – Safeguarding Report Details

If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed
If you are being contacted directly request a completed Safeguarding Adults Report Form (staff and volunteers) or fill in the form with the person making the report (public/adult themselves)

Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g., what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Do you need to contact the adult directly? Is it safe for you to do so?

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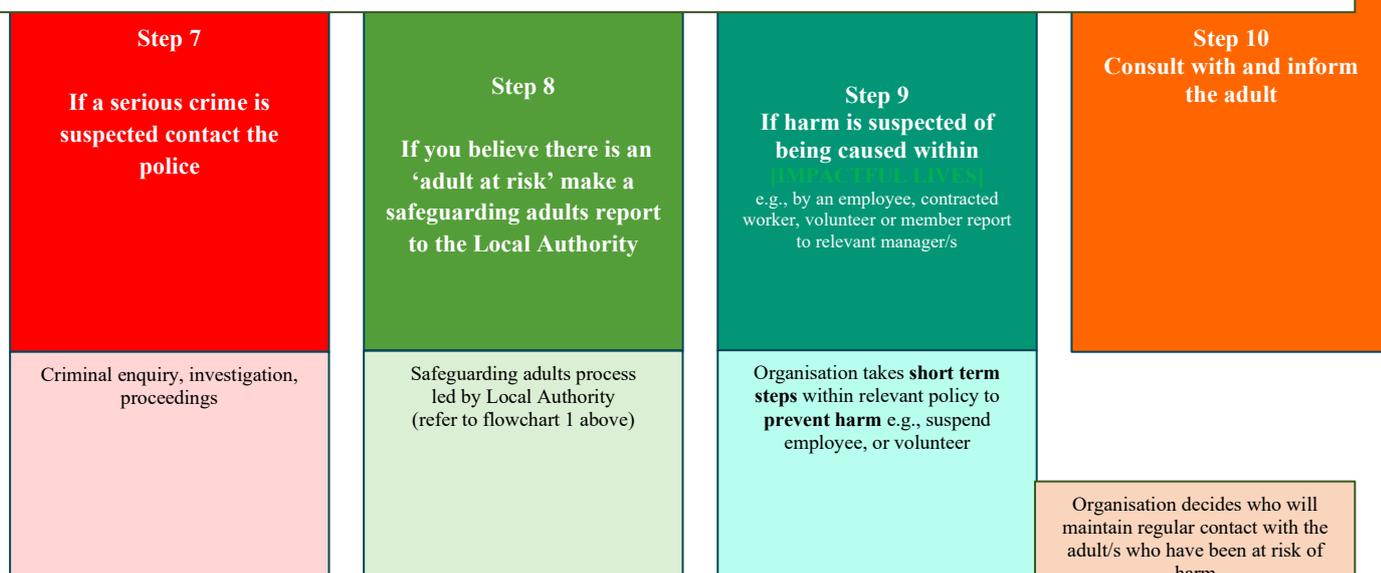
Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6- 14 Taking Action

Step 6 – Consult and Decide

As needed consult Case Management Group, Local Authority/the Police and decide which one or more of the following actions need to be taken.



Step 11

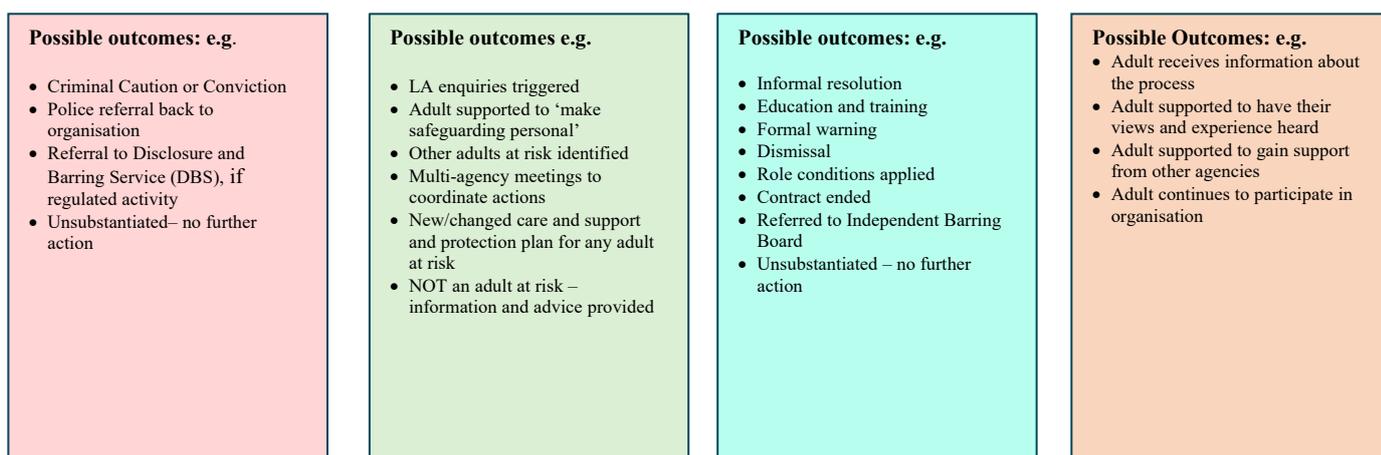
Inform Public Health Commissioner: Sukhi.Khattran@hertfordshire.gov.uk

Complete Safeguarding at Adults risk referral form **Safeguarding re**

Take advice from and **coordinate actions** taken by [IMPACTFUL LIVES] with those of **other agencies. Attend and contribute to Safeguarding Adults strategy meetings**

Step 12

Hold Case Management meeting to coordinate actions by [IMPACTFUL LIVES]



Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to the [IMPACTFUL LIVES] Safeguarding Lead, they will coordinate the [IMPACTFUL LIVES] Safeguarding Adults Procedure (see Flowchart 2 below).

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Case Management Group, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g., breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public, fill in the safeguarding report form yourself, gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g., what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with Case Management Group and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within an organisations).
- there are other 'adults at risk' (e.g. another family member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).

- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk, you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm.

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in [IMPACTFUL LIVES] in whatever capacity inform the HR etc.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g., breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g., the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adult's strategy or review meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop [IMPACTFUL LIVES] taking internal steps to safeguard the adult. E.g., the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

- 11.** Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way

to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a Case Management Group meeting to coordinate actions internally to your organisation:

- share information about what has happened with those within [IMPACTFUL LIVES] who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between [IMPACTFUL LIVES] and other agencies.
- decide what actions [IMPACTFUL LIVES] will take.
- Coordinate action by [IMPACTFUL LIVES].

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will be updated as needed.

13. Case Management Group meeting must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who was at risk of harm and **report to senior management team/ the Board as requested.**

Further Information and Useful Contacts

Safeguarding Lead:

[ANDREW WAITE]

Deputy Safeguarding Lead:

N/A

Local Authority Health Improvement Lead

Name: Sukhi Khattran

Email: sukhi.khattran@hertfordshire.gov.uk

Contact: 01438 844 342

Section 3: HCC Appendices

Appendices

Appendix 1 – Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation	
Your Role in organisation	

Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	
Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g., in their work/family/as a volunteer	
Section 6 - Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?	
Section 6A – Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	

Adult appears to lack mental capacity. Please explain:		
Adult unable to communicate their views. Please explain:		
Section 7 – Risk to others		
Are any other adults at risk Yes/No/Not known – delete as appropriate. If yes, please fill in another form answering questions 1-6		
Are any children at risk Yes/No/Not known Delete as appropriate. If yes, please fill in a safeguarding children referral form and attach to this.		
Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?		
Actions by club: e.g., person causing harm suspended, session times changed.		
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken	
Police		
Ambulance		
Other – please state who and why:		
Section 10: Contact with Welfare Officer/others within the club		
Who else has been informed of this issue? – and what was the reason for information sharing?		
Consultation with Safeguarding Lead	Dates and times	
Completed Form copied to Safeguarding Lead; Date and time		
Signed:		
Date:		

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Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of [IMPACTFUL LIVES]?
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern:

Appendix 2 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Northern Ireland Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland Tel: 0800 027 1234 Email: helpline@sdafmh.org.uk Web chat: sdafmh.org.uk	Wales Linell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org
Text: 07717 989 025
Text relay: 18001 0800 138 1625
By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839
Fax: 020 8392 1830
Email: info@suzylamplugh.org
www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111
www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.
www.womensaid.org.uk/information-support