

Policy Name	Safeguarding Adults at Risk Policy
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Changes Log:

Change to – page no	By	Date
Safeguarding lead change – edits throughout	Rob Wardle	Dec 2023
Overhaul of policy, separating out Children from Adults and detailing processes for each.	Sam Palmer, Rob Wardle	April 2023
Aligning Safeguarding Escalation Processes.	Sam Palmer, Rob Wardle	April 2023
Updates to the contact details for Rochdale	Sam Palmer	Oct 2023
Updates in regards the safeguarding lead	Rob Wardle	Dec 2023
Updates for job titles and logo	Sam Palmer	Nov 2024
Compliance and format updates	Sam Palmer	March 2026

1. Aim

It is unacceptable for adults to experience abuse or neglect. Respect for All is committed to safeguarding adults at risk by:

- Preventing harm and reducing risk
- Supporting individuals to make informed choices
- Responding effectively to concerns
- Promoting awareness of safeguarding
- Providing clear reporting procedures

2. Scope of this Policy

This policy applies to all staff, volunteers, trustees, contractors, and anyone representing Respect for All.

It covers all services delivered across Greater Manchester and other operational areas.

3. Legislative Framework

This policy is aligned with current UK legislation and guidance:

- Care Act 2014 and Care and Support Statutory Guidance
- Mental Capacity Act 2005
- Domestic Abuse Act 2021
- Data Protection Act 2018 / UK GDPR
- Counter-Terrorism and Security Act 2015 (PREVENT)
- Human Rights Act 1998
- Equality Act 2010
- Charity Commission Safeguarding Guidance (including Serious Incident Reporting)

Respect for All will comply with statutory duties and cooperate with Local Authority safeguarding processes.

4. Definitions: Who is an Adult at Risk?

An adult aged 18 or over who:

- Has care and support needs
- Is experiencing, or at risk of, abuse or neglect
- Is unable to protect themselves

5. What is Abuse?

Abuse includes acts or omissions that cause harm and may be:

- Physical
- Sexual
- Psychological/emotional
- Financial/material
- Neglect or omission
- Self-neglect
- Discriminatory
- Organisational

- Domestic abuse
- Modern slavery
- Radicalisation (PREVENT)

6. Who Might Abuse?

Abuse can be carried out by anyone, including:

- Family members
- Professionals or volunteers
- Other service users
- Members of the public

7. Principles for Prevention of Abuse

Respect for All follows the six Care Act principles:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

8. Safeguarding Adults in Practice

8.1 Responsibilities

Safeguarding is everyone's responsibility.

All staff and volunteers must:

- Recognise signs of abuse
- Respond appropriately
- Report concerns immediately
- Record accurately

8.2 Trustees

Trustees are responsible for:

- Safeguarding governance
- Oversight of risk
- Ensuring Serious Incident Reporting to the Charity Commission

9. Safer Recruitment and Training

Respect for All ensures:

- Enhanced DBS checks where required
- Full employment history checks
- References obtained
- Safeguarding training (Level 1–3 as appropriate)
- Refresher training every 2 years
- Regular supervision

10. Information Sharing and Confidentiality

Information sharing is essential for safeguarding.

Information may be shared without consent where there is risk of harm.

Lawful bases under UK GDPR include:

- Vital interests
- Public task

Staff must not delay sharing concerns due to uncertainty about consent.

11. Procedure for Raising Concerns

A step-by-step flowchart detailing the procedure to raise a concern about the welfare of an adult at risk is available in **Appendix 1** including local contact details and Safeguarding Adults Board procedures found in **Appendix 2**.

The safeguarding adults at risk internal reporting form should be used to report any concerns.

Immediate Risk

If someone is in immediate danger:

- Call emergency services (999)
- Take action to ensure safety where safe to do so
- Do not put yourself at risk

Important Practice Rule

Staff must NOT confront or challenge an alleged abuser.

12. Reporting Procedure

All concerns must be reported immediately.

Staff must:

1. Record facts clearly
2. Use the individual's own words
3. Report to Safeguarding Lead or manager
4. Complete report within 24 hours

Referral

All safeguarding concerns will be referred to the Local Authority Safeguarding Adults Team.

The Local Authority leads safeguarding enquiries under Section 42 of the Care Act.

13. Allegations Against Staff or Volunteers

- Report immediately to senior management
- Follow disciplinary procedures
- Apply Position of Trust (PiPoT) processes
- Do not alert the individual if this risks safety

14. Whistleblowing

Concerns about unsafe practice must be raised.

Staff can use:

- Safeguarding procedures
- Whistleblowing policy

No one will be penalised for raising concerns in good faith.

15. Partnership Working

Respect for All works with:

- Local Authorities
- NHS
- Police
- Safeguarding Adults Boards

16. Safeguarding Adults Reviews (SARs)

Respect for All will:

- Cooperate fully with SARs
- Provide reports
- Implement learning

17. Serious Incident Reporting

Serious safeguarding incidents will be reported to the Charity Commission where required.

18. Roles and Responsibilities

Escalation:

- Safeguarding Lead
- COO
- CEO

Safeguarding Lead is:

Liz Biggar

Tel: 07902 223743

Email: lbiggar@respectforall.org.uk

If you are unable to contact any of the above, contact the COO (any time):

Rob Wardle

Tel: 07908002244

Email: rcwardle@respectforall.org.uk

In the absence of the COO contact the CEO:

Sam Palmer

Tel: 07584519464

Email: spalmer@respectforall.org.uk

19. Appendices

Appendix 1 – Safeguarding Flowchart

Appendix 2 – Local Authority Contacts

Appendix 3 – Safeguarding Statement

Appendix 4 – Types of Abuse

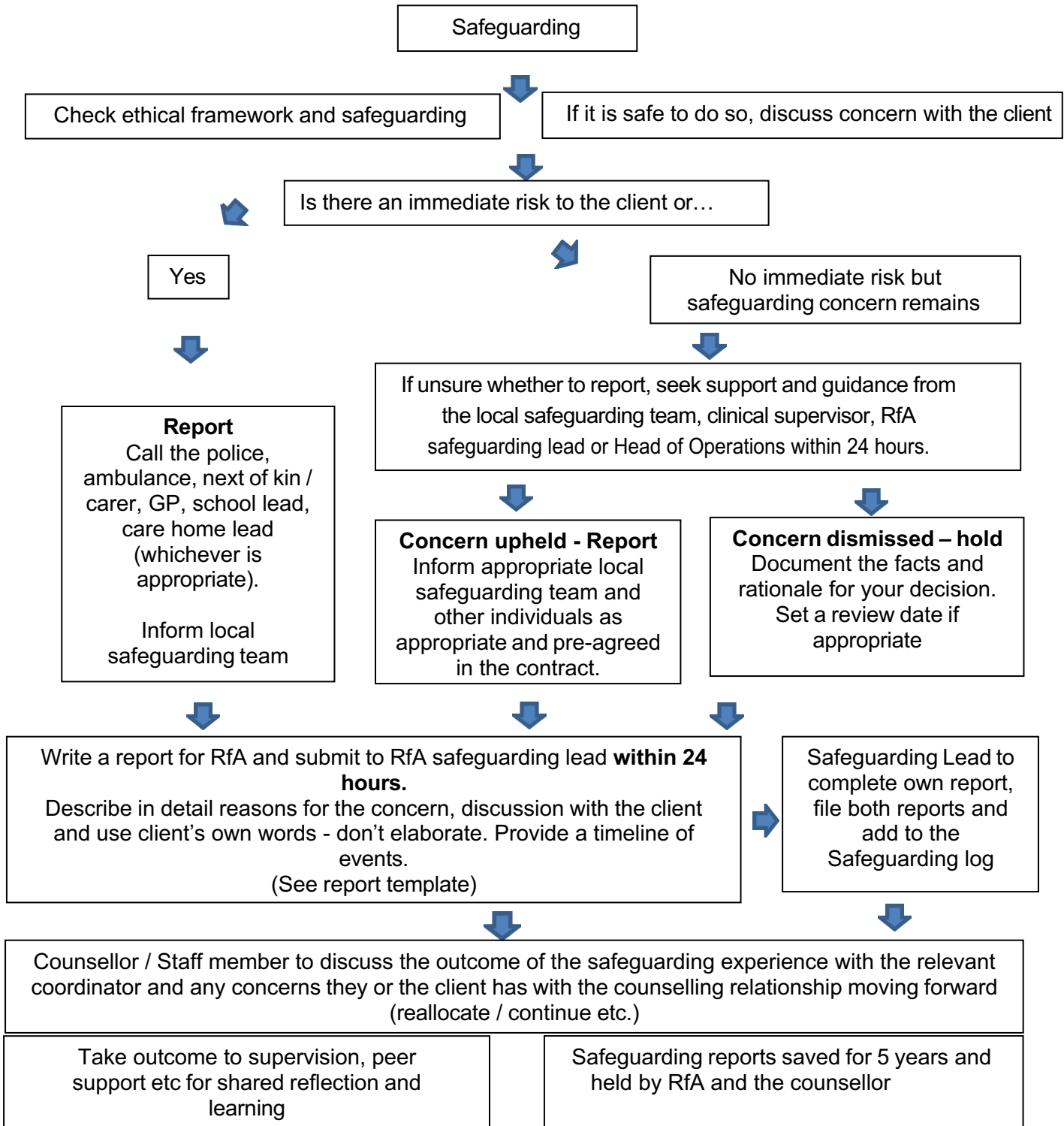
Appendix 5 – Clare's Law

Appendix 6 – Training Levels

20. Final Statement

Respect for All is committed to embedding safeguarding into all aspects of its work and ensuring adults at risk are protected, respected, and supported.

Appendix 1: Respect for All Safeguarding Procedure Flow Chart



Appendix 2: Greater Manchester Local Authority Safeguarding Contact details

Bolton

<https://www.bolton.gov.uk/safeguarding-protecting-adults/adult-safeguarding-referral/1>

Adults Safeguarding Referral Form

safeguardingadults@bolton.gov.uk

01204337 0000

Social care Integrated Front Door Mon-Fri 8:45-5pm 01204 331 500 – to speak to a social worker dial above and press option 2

Social Services 01204 337 400

[Worried about a child? – Bolton Safeguarding Children](#) Link for Children's Safeguarding Referral Form

Safeguarding Children

01204 337 448

Emergency Duty Services (Out of Hours)

01204 337777

Bury

Bury Safeguarding Partnership - [Bury Integrated Safeguarding Partnership - Bury Integrated Safeguarding Partnership](#)

Bury Multi-Agency Safeguarding Hub (MASH) Team on 0161-253-5678 or outside of office hours the Emergency Duty Team on 0161-253-6606;

For concerns about a vulnerable adult contact Customer Contact Centre on 0161 253 5151 or on 0161 253 6606 outside of these hours. Service available Monday to Friday, 8.45am to 5.30pm or email adultcareservices@bury.gov.uk

Manchester

Manchester Safeguarding Partnership - [Manchester Safeguarding Boards \(manchestersafeguardingpartnership.co.uk\)](#)

Reporting abuse or neglect of a child or adult. Report concerns anonymously 0161 234 5001

Email: mcsreply@manchester.gov.uk

Oldham

MASH 8:40am – 5pm Mon-Fri 0161 770 7777

Adult.mash@oldham.gov.uk

Child.mash@oldham.gov.uk

Emergency Duty Team out of hours 061 770 6936

Out-of-Hours emergencies for adults and children 0161 770 6936 E-

mail: edt@oldham.gov.uk

Rochdale

Rochdale Children's Social Care (via the Early Help and Safeguarding Hub)

Hours: 8am – 4.45pm Tel: 0300 303 0440

Out of hours service hours: 5pm – 8pm & weekends Tel: 0300 303 8875

Adult Care Services

Tel: 0300 303 8886

Email: adult.care@rochdale.gov.uk

Adult Care Services, Number One Riverside, Smith Street, Rochdale OL16 1XU

Out of hours emergencies

4:45pm – 8:30am – Monday – Friday and anytime at weekends and Bank Holidays

Tel: 0300 303 8875

Salford

Raise safeguarding concern 0161 631 4777

Salford Health & Social Care Team 8:30-4:30 Mon-Fri

Salford.socialservices@nca.nhs.uk

<https://www.salford.gov.uk/children-and-families/safeguarding-children/advice-for-professionals/>

Safeguarding queries, call The Bridge Partnership on 0161 603 4500 (from 8.30am to 4.30pm).

Outside these hours call the Emergency Duty Team on 0161 794 8888.

Early help services: 0161 603 4239

<https://www.salford.gov.uk/health-and-social-care/safeguarding-adults/> To make a referral complete the SG1 form on our secure uploads page.

Stockport

The Adult Social Care team is the first point of contact for general enquiries and concerns 0161 217 6029. Out of normal office hours 0161 718 2118

Email maars@stockport.gov.uk setting out the reasons, do not use the name in an email, just use an initial

Child abuse/neglect: 0161 217 6082 Mon-Turs 8:30-5 Fri 8:30-4:30 / 0161 718 2118 evenings and weekends.

Tameside

Raise safeguarding concern 0161 342 2400 <https://www.tameside.gov.uk/>

Safeguarding concerns can be reported to the Children's Complex Safeguarding Hub using the online form. If you wish to send a referral, do so between the stated times: The inbox is not manned outside of these hours.

If you send a referral out of these times, and the issue is urgent or a child is at risk, then you **MUST** phone the Emergency Children's Duty Service on 0161 342 2222. you will also need to submit the MARS online.

Children's Multi-agency Safeguarding Hub should be contacted if you need support or advice on safeguarding children/young people and/or if you believe that a child/young person is at risk of significant harm

Monday to Wednesday: 8.30am - 5pm Thurs: 8.30am - 4.30pm
Fri: 8.30am - 4pm

Telephone Contact Number - 0161 342 4101

Monday to Friday outside of normal hours weekends and public holidays

Telephone Contact Number - 0161 342 2222

Advice and support for children, young people and families that have identified needs at Level 1/2 ring the Family Information Service on 0161 342 4260

Adult Services' **Safeguarding Adults** Team 0161 342 5243 - to report concerns or for more information.

Adult Services, Integrated Urgent Care Team 0161 922 4888 communitygateway@tgh.nhs.uk

Trafford

www.trafford.gov.uk/firstresponse

0161 912 5125 General Helpline 8.30am to 4.30pm 0161 912 2020 Emergency Duty Team -
Out of Hours Fax: 0161 912 5056

E-mail firstresponse@trafford.gov.uk

Community Screening Team at Trafford Council to discuss concerns about an
adult on 0161 912 2820.

Trafford Strategic Safeguarding Partnership 0161 911 8687 tssp@trafford.gov.uk
adultsafeguardinghub@trafford.gov.uk

Wigan

Monday to Sunday (24 hours) 01941 828300 Safeguarding Children

Safeguarding adults 01942 828 777 (out of hours: 0161 834 2436)

Head of safeguarding Linda Salt email linda.salt@wwl.nhs.uk

Safeguarding Children Wigan [Report concerns \(wiganlscb.com\)](http://wiganlscb.com)

Appendix 3. Safeguarding Adults Statement

Respect for All believes that every adult has the right to live free from abuse, neglect, and exploitation, and to be supported to make their own choices and maintain independence wherever possible.

Safeguarding adults at risk is central to our work. We are committed to promoting wellbeing, preventing harm, and responding effectively where concerns arise. We recognise that safeguarding is everyone's responsibility and that all staff, volunteers, and trustees have a duty of care to act on concerns.

Our approach is guided by the Care Act 2014 and its six safeguarding principles: empowerment, prevention, proportionality, protection, partnership, and accountability.

We are committed to:

- Listening to and involving adults in decisions about their safety
- Taking all concerns seriously and acting promptly
- Working in partnership with local authorities, police, health services, and other agencies
- Ensuring staff and volunteers are trained and supported
- Creating a culture where concerns can be raised safely, including through whistleblowing
- Learning from safeguarding incidents and improving practice

We recognise that abuse can take many forms and may not always be immediately visible. Staff and volunteers are expected to maintain professional curiosity and respond appropriately to any signs or disclosures of harm.

Information will be shared appropriately and lawfully to protect individuals, in line with Data Protection legislation. We will not allow concerns about confidentiality to prevent us from safeguarding individuals where there is risk of harm.

Respect for All will comply with Charity Commission safeguarding requirements, including reporting serious incidents where required, and ensuring trustees provide effective oversight of safeguarding arrangements.

Safeguarding is embedded in all aspects of our work, and we are committed to ensuring that adults at risk are protected, respected, and supported at all times.

Appendix 4: Different forms of Adult Abuse

Abuse can be in many forms:

Physical abuse

The physical mistreatment of one person by another which may or may not result in physical injury, this may include slapping, burning, punching, unreasonable confinement, pinching, force-feeding, misuse of medication, shaking.

Signs and indicators

Over or under use of medication, burns in unusual places; hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.

Sexual abuse

Any form of sexual activity that the adult does not want and or have not considered, a sexual relationship instigated by those in a position of trust, rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Signs and indicators

Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or female, inappropriate sexual behaviour in presence of others, bruising to thighs, disclosure, and pregnancy. Abusers may take longer with Personal care tasks, use offensive language, work alone with clients, or show favouritism to clients.

Financial or material abuse

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Signs and indicators

This may include not allowing a person to access to their money, not spending allocated allowance on the individual, denying access to their money, theft from the individual, theft of property, misuse of benefits. There may be an over protection of money, money not available, forged signatures, disclosure, inability to pay bills, lack of money after payments of benefits or other, unexplained withdrawals. An abuser may be evasive when discussing finances, goods purchased may be in the possession of the abuser, there may be an over keenness in participating in activities involving individual's money.

Psychological or Emotional abuse

This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as shouting, swearing or the use of discriminatory and or oppressive language. A deprivation of contact, blaming, controlling, coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction of freedom, access to personal hygiene restricted, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected.

Signs and indicators

Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self- esteem, someone may be frightened of other individuals, there may be changes in sleep patterns.

Neglect and acts of omission

Behaviour by carers that results in the persistent or severe failure to meet the physical and or psychological needs of an individual in their care. This may include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating wilful failure to intervene or failing to consider the implications of non-intervention in behaviours which are dangerous to them or others, failure to use agreed risk management procedures, inadequate care in residential setting, withholding affection or communication, denying access to services,

Signs and indicators

There may be disclosure. Someone being abused may have low self-esteem, deterioration, depression, isolation, continence problems, sleep disturbances, pressure ulcers. There may be seemingly uncertain attitude and cold detachment from a carer, denying individuals request, lack of consideration to the individuals request, denying others access to the individual health care professionals.

Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Discriminatory Abuse

This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.

Signs and indicators

There may be a withdrawal or rejection of culturally inappropriate services e.g. food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone may display low self-esteem. An abuser may react by saying "I treat everyone the same", have inappropriate nick names, be uncooperative, use derogatory language, or deny someone social and cultural contact.

Institutional or Organisational Abuse

Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Signs and indicators

This may include a system that condones poor practice, deprived environment, lack of procedures for staff, one commode used for a number of people, no or little evidence of training, lack of staff support/one to ones, lack of privacy or personal care, repeated unaddressed incidents of poor practice, lack of homely environment, manager implicated in poor practice. There may be a lack of personal clothing, no support plan, lack of stimulation, repeated falls, repeated infections, unexplained bruises/burns, pressure ulcers, unauthorised deprivation of liberty. Abusers may have a lack of understanding of a person's disability, misuse medication, use illegal controls and restraints, display undue/inappropriate physical intervention, and inappropriately use power/control.

Domestic abuse

In 2013 the Home Office announced a change to the definition of domestic abuse to include psychological, physical, sexual, financial, emotional abuse. There can be an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality and may include Female Genital Mutilation; forced marriage and so called honour based violence. People can now ask for information from the police if they suspect a partner has committed domestic Violence in the past through Clare's Law (see Appendix 6 for further details)

Signs and indicators

Will include all those include under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering. Not being in control of finances, having options and making decisions.

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Signs and indicators

There may be signs of physical or psychological abuse, people may look malnourished or unkempt, or appear withdrawn. People may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. They may be living in dirty, cramped or overcrowded accommodation, and / or living and working at the same address. People may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work. People may have little opportunity to move freely and may have had their travel documents retained, e.g. passports. They may be dropped off / collected for work on a regular basis either very early or late at night. People may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

Radicalisation to terrorism

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement in terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity. Radicalisation can be described as a process, by which a person to an increasing extent accepts the use of undemocratic or violent means, including terrorism, in an attempt to reach a specific political/ideological objective. Vulnerable individuals being targeted for radicalisation/recruitment into violent extremism is viewed as a safeguarding issue.

Signs and indicators

May include being in contact with extremist recruiters. Articulating support for violent extremist causes or leaders. Accessing violent extremist websites, especially those with a social networking element. Possessing violent extremist literature. Using extremist narratives to explain personal disadvantage. Justifying the use of violence to solve societal issues. Joining extremist organisations. Significant changes to appearance and/or behaviour.

Appendix 5: Clare's Law

Clare's Law came into effect in 2014 after Clare Wood was murdered by her ex-partner in 2009. The aim of this scheme is to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know and there is a concern that the individual may be abusive towards their partner. The local police force will discuss any concerns and decide whether it is appropriate to be given more information to help protect the person who is in the relationship about individual of concern.

The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship and provides help and support to assist the potential victim when making that informed choice.

Anyone can make an application about an individual who is in an intimate relationship with another person and where there is a concern that the individual may harm the other person. Any concerned third party, such as a parent, neighbour or friend can make an application not just the potential victim. However, a third party making an application would not necessarily receive the information about the individual concerned.

If you have concerns about a person you are working with and want to request a disclosure, please speak to your DSL about how to do this, following normal internal safeguarding reporting procedures.

Appendix 6: Descriptions of Training levels in induction and refresher training

Level 1

For those in contact with vulnerable adults and with adults who are parents and carers. These people are in a position to identify concerns about the maltreatment of vulnerable adults. Therefore, as a minimum they need introductory training on how to work together to safeguard and promote the welfare of adults.

Level 2

The target audiences for these courses are those who work regularly with vulnerable adults and with adults who are carers and who need a higher minimum level of expertise: a fuller understanding of how to work together to identify and assess concerns and to plan, undertake and review interventions.

Level 3

The target audiences for these courses are those with a particular responsibility for safeguarding vulnerable who need to have a thorough understanding of working together to safeguard and promote the welfare of children, including in complex and/or serious cases.

Level 4

The target audience for these courses are those with responsibility for assessing risk in safeguarding cases and managing complex work.