



POLICY STATEMENT

Every adult has the right to live safely, with dignity, and to make their own choices. Sometimes, people choose to stay in situations that may be harmful — but staff still have a duty to protect them and report abuse.

United Response is committed to:

- Stopping abuse and keeping people safe.
- Promoting wellbeing and raising awareness about abuse.
- Making sure everyone understands that safeguarding is everyone’s job.
- Having strong policies and regular reviews.
- Reporting all concerns quickly.
- Giving staff the training, support, and supervision they need.

This policy covers all staff, including agency workers, volunteers, and anyone representing United Response.

WHAT SAFEGUARIDNG MEANS

Safeguarding is protecting adults from abuse or neglect.

An adult means anyone aged 18 or over (in some cases, safeguarding applies from age 16 but that is covered by the safeguarding children and young people policy).

Safeguarding duties apply when:

- The adult needs care and support (whether or not they receive help).
- They are experiencing or at risk of abuse or neglect.
- They can’t protect themselves because of their care and support needs.

TYPES OF ABUSE

There are 10 main types of adult abuse:

- Physical abuse – hitting, slapping, misuse of medication.
- Domestic violence – abuse from a partner or family member.
- Sexual abuse – any sexual activity without consent.
- Psychological abuse – threats, humiliation, controlling behaviour.
- Financial abuse – stealing money, misuse of property.
- Modern slavery – forced labour, human trafficking.
- Discriminatory abuse – based on race, gender, disability, sexuality, etc.
- Organisational abuse – poor care in services.
- Neglect and Acts of Omission – ignoring basic needs, failing to give proper care.
- Self-neglect – not caring for personal health, hygiene, or surroundings.



Abuse can happen anywhere — at home, in public, in care settings, or online

KEY PRINCIPLES OF SAFEGUARDING

United Response follows these 6 safeguarding principles:

- Empowerment – support people to make their own decisions.
- Prevention – act before harm happens.
- Proportionality – respond in a fair, balanced way.
- Protection – help those most at risk.
- Partnership – work with communities and other organisations.
- Accountability – be open and honest in safeguarding work.

WELLBEING AND RIGHTS

Safeguarding is also about improving quality of life.

Wellbeing includes:

- Respect and dignity.
- Physical, mental, and emotional health.
- Safety and protection from abuse.
- Control over daily life.
- Relationships, social life, work, and learning.
- Safe and suitable housing.

The Human Rights Act 1998 underpins all safeguarding. People have the right to live free from violence, abuse, and degrading treatment.

MAKING SAFEGUARDING PERSONAL

Safeguarding should put the adult at the centre. They should be involved in decisions about their safety whenever possible.

- If someone struggles to take part, an independent advocate can help them.
- Advocacy ensures their wishes and feelings are understood.
- The law requires local authorities to arrange advocacy when needed.

WHO COULD BE AT RISK OR CAUSE HARM

People more likely to be at risk include:



- Adults with disabilities.
- Older people.
- People with serious illness or mental health issues.

Anyone can cause harm — including family, friends, carers, professionals, strangers, or other people receiving support.

WHAT TO DO IF YOU HAVE A CONCERN

If you:

- See abuse happening,
- Hear about abuse,
- Or suspect abuse —

Act immediately:

- Tell your line manager (within 4 hours).
- The manager decides whether to refer to the local authority within 24 hours.
- Record everything you know within 48 hours.
- If it's urgent, call the police (999).

No consent is needed to report if there's a crime or danger to others.

CONFIDENTIALITY AND INFORMATION SHARING

Information can be shared within United Response without breaking confidentiality.

If you share outside the organisation, get consent where possible.

If someone can't give informed consent, act in their best interests.

You can share without consent if there's a risk of serious harm or a crime.

OVERSIGHT AND LEARNING

United Response:

- Records all safeguarding incidents.
- Reviews trends monthly.
- Will create an independent Safeguarding Forum to review cases and lessons learned.

We also take part in Safeguarding Adults Reviews when serious harm or death occurs, to learn and improve.



TRAINING
<p>All staff will get safeguarding training:</p> <ul style="list-style-type: none"> • E-learning at the start. • Face-to-face training within the first year. • Refresher training every two years. <p>Managers and trustees receive extra, specialist training.</p>

IF YOU HAVE A CONCERN
<p>If you have a safeguarding concern:</p> <ul style="list-style-type: none"> • In an emergency: Call 999. • For adults: Contact your local Adult Social Care. • For children: Contact your local Children’s Social Care

RELATED UNITED RESPONSE POLICIES
<ul style="list-style-type: none"> • Safeguarding Guidance • Safeguarding Children’s Policy • Working with Children Policy • Raising Concerns and Whistleblowing Policy • Incidents and RIDDOR Policy • Supporting Health Policy

CARE QUALITY COMMISSION (CQC) COMPLIANCE				
This policy supports compliance with the following key questions. The service is:				
SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL-LED
✓	✓	✓	✓	✓

CARE INSPECTORATE WALES (CIW) COMPLIANCE			
This policy supports compliance with the following key questions. The service is:			
WELLBEING	CARE AND SUPPORT	ENVIRONMENT	LEADERSHIP AND MANAGEMENT



**GIR002 Safeguarding Adults Policy
February 2026**

✓	✓	✓	✓
---	---	---	---

CONTACTS		
If you have any queries or concerns regarding this guidance, please contact the relevant person.		
SUBJECT	CONTACT	TELEPHONE
Policy contacts		
Clarification on points of policy	Michael Brent	07795453176
Document owner	Michael Brent	07795453176

DOCUMENT CONTROL		
VERSION	DATE OF ISSUE	DATE OF NEXT REVIEW
9	December 2020	December 2022
10	September 2021	December 2022
11	December 2022	December 2024
12	July 2024	July 2025
13	December 2025	December 2025
14	February 2026	February 2027