



Safeguarding Adults at Risk Policy

FACE – Family and Community Enterprise | Registered charity 1179629 | Working as FAM

Head office: Central Buildings, Richmond Terrace, Blackburn, BB1 7AP | Applies at head office and all FAM outreach sites

REFERENCE	VERSION	OWNER	REVIEW
FAM-SG-02	1.0 (September 2026)	Designated Safeguarding Lead	Annually

Status: approved by the Board of Trustees on 10 September 2026.

Our commitment

FAM is committed to protecting adults at risk from abuse and neglect, while respecting their right to make their own choices. Everyone who works or volunteers with us must recognise concerns, listen to what the adult wants, and report the same day. We work with local authorities, police and other partners to keep adults safe.

Key safeguarding contacts

Role	Name	Contact
Designated Safeguarding Lead (DSL)	Shabir Siddiq (Trustee)	07970 347899 · hello@famcharity.org
Deputy Designated Safeguarding Lead	Zakira Bagas (Trustee)	Via the DSL contact details above
If a child or adult is in immediate danger	Police / ambulance	999
Local authority children's and adult social care, and LADO	The local authority where the person lives or where the concern arose	Listed on the Safeguarding Contacts Sheet kept at each site and on the shared drive

Contact details were checked and confirmed by the trustees when they approved this policy on 10 September 2026.

1 Purpose and scope

1.1 This policy explains how FACE – Family and Community Enterprise (registered charity 1179629), working as FAM, protects adults at risk of abuse or neglect. Most

adults we work with are young people aged 18 to 25 on our Futures pathway. We also meet parents, carers, volunteers and other adults through our work.

- 1.2** It applies to all trustees, staff, volunteers, sessional workers and students on placement, in every setting including detached work and online. It follows the Care Act 2014 and its statutory guidance, and the Mental Capacity Act 2005. We follow the adult safeguarding procedures of **the local authority where the adult lives or where the concern arose**.
- 1.3** Concerns about anyone under 18 are dealt with under 01 Safeguarding Children and Young People Policy.

2 Who is an adult at risk

- 2.1** Under the Care Act 2014, an adult at risk is someone aged 18 or over who:
- has needs for care and support (whether or not the local authority is meeting those needs); and
 - is experiencing, or is at risk of, abuse or neglect; and
 - because of those needs, is unable to protect themselves from the abuse or neglect or the risk of it.
- 2.2** Among the young adults we support, this may include people with learning disabilities, autism or other SEND, mental health conditions, substance misuse, or those affected by trauma. Young adults who do not meet this definition may still be vulnerable — for example because of homelessness, exploitation, domestic abuse or insecure immigration status — and we still act on concerns about them, with their consent where possible.

3 Our principles

- 3.1** We follow the six safeguarding principles in the Care Act statutory guidance:

Principle	What it means for us
Empowerment	We support adults to make their own decisions and give informed consent.
Prevention	We act early, before harm happens or gets worse.
Proportionality	We take the least intrusive response that fits the risk.
Protection	We support and represent those in greatest need.
Partnership	We work with local services and communities to prevent and respond to abuse.
Accountability	We are open and clear about what we do and why.

- 3.2** We also follow the approach known as **Making Safeguarding Personal**: we ask the adult what they want to happen and keep them at the centre of every decision.

4 Types of abuse and neglect

Type	Examples and signs
Physical	Hitting, pushing, misuse of medication, restraint. Unexplained injuries or fear of a particular person.
Domestic abuse	Controlling, coercive, threatening or violent behaviour by a partner or family member, including so-called honour-based abuse, forced marriage and FGM.
Sexual	Any sexual act the adult has not consented to or could not consent to, including harassment, image-based abuse and exploitation.
Psychological or emotional	Threats, humiliation, intimidation, isolation, controlling behaviour, cyberbullying.
Financial or material	Theft, fraud, scams, pressure over money or benefits, someone else controlling a person's bank card or documents.
Modern slavery	Forced labour, trafficking, debt bondage, criminal exploitation including county lines. Someone else holding their ID or pay.
Discriminatory	Harassment or unfair treatment because of race, disability, religion, sex, sexual orientation, gender identity, age or other protected characteristics.
Organisational	Poor care or practice within a service, such as rigid routines, neglect or abuse by staff.
Neglect and acts of omission	Ignoring medical or physical care needs, or withholding food, heating or medication.
Self-neglect	Not caring for their own hygiene, health or surroundings, including hoarding.

- 4.1** Young adults we work with are often at risk of **criminal and sexual exploitation**, **radicalisation** and **online harm**. Concerns about radicalisation are passed to the DSL, who will discuss them with the local authority or police Prevent team, following the aims of the Counter-Terrorism and Security Act 2015.

5 Consent and mental capacity

- 5.1** Adults have the right to make their own choices, even ones we think are unwise. Wherever possible, we ask for the adult's consent before sharing a concern.
- 5.2** The Mental Capacity Act 2005 sets out five principles: assume a person has capacity unless shown otherwise; help them make their own decision; an unwise decision does not mean a lack of capacity; decisions made for someone who lacks capacity must be in their best interests; and choose the least restrictive option. Capacity is about a particular decision at a particular time. If you doubt whether an adult can understand a decision about their safety, talk to the DSL.

When we share without consent

5.3 We may share information without the adult's consent, and will tell them we are doing so unless that would increase the risk, where:

- other adults or children are at risk;
- a serious crime has been or may be committed;
- the adult is under duress, coercion or undue influence;
- the adult lacks capacity to make the decision and sharing is in their best interests;
- there is a risk to life, or staff or volunteers are implicated.

6 Responding to a concern or disclosure

- Listen calmly and take the person seriously.
- Do not promise confidentiality. Explain who you will need to tell and why.
- Ask what they would like to happen, and note their wishes.
- Ask only open questions. Do not investigate or confront anyone.
- Make sure they are safe now. If they need urgent medical help, or are in immediate danger, call 999.
- If a crime may have taken place, try not to disturb any evidence.
- Write down what was said and seen as soon as possible, in their words.

7 Reporting procedure and timescales

- (a) **Immediate danger or a medical emergency: call 999**, then tell the DSL.
- (b) Tell the DSL (or Deputy DSL) **the same day**, by speaking to them. If neither is available, contact the Operations Lead or the Safeguarding Trustee.
- (c) Complete a Safeguarding Concern Form **within 24 hours** and give it to the DSL.
- (d) The DSL considers the adult's wishes, capacity and the level of risk, and decides whether to refer to the adult social care team of the local authority where the adult lives. Where the three Care Act conditions in section 2 appear to be met, a referral is made **within one working day**. The local authority decides whether to make a safeguarding enquiry under section 42 of the Care Act 2014.
- (e) Where a referral is not needed, the DSL agrees other support with the adult, such as signposting to domestic abuse, mental health, housing or advice services, and records the decision and reasons.
- (f) Where a crime may have taken place, the DSL discusses reporting to the police with the adult, and reports without consent where section 5 applies.
- (g) The DSL follows up any referral that has had no response within three working days.

7.1 Contact details for adult social care, police and Prevent in each area we work in are on the Safeguarding Contacts Sheet kept at each site and on the shared drive. Anyone can make a referral directly if they remain worried.

8 Recording and information sharing

- 8.1** Records should be factual, dated, signed and written as soon as possible. They should include the adult's own words and wishes, whether consent was given, and what action was taken. Safeguarding records are stored securely and separately from general files, with access limited to the DSL, Deputy DSL and those they authorise.
- 8.2** We share information in line with UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025. Sharing must be necessary, proportionate and secure, and every decision to share or not share is recorded with reasons. See 13 Data Protection Policy and 15 Records Management and Retention Policy.

9 Allegations against staff, volunteers or trustees

- (a)** Report any concern about the behaviour of anyone working for FAM towards an adult at risk to the DSL at once. If the concern is about the DSL, tell the Operations Lead; if about the Operations Lead, tell the Chair of Trustees.
 - (b)** Do not investigate or tell the person concerned.
 - (c)** The case manager contacts the adult social care team of the relevant local authority, and the police where a crime may have happened, **within one working day**, and follows their advice before any internal process. Where the person also works with children, the LADO is informed under 01 Safeguarding Children and Young People Policy.
 - (d)** The case manager decides whether temporary suspension or a change of duties is needed while enquiries take place.
 - (e)** Any internal action follows 19 Grievance and Disciplinary Procedure or 18 Volunteer Policy.
- 9.1** Where someone is removed from regulated activity with adults because they harmed or posed a risk of harm, FAM must refer them to the Disclosure and Barring Service under the Safeguarding Vulnerable Groups Act 2006. The board also considers a serious incident report to the Charity Commission under 09 Serious Incident Reporting Policy.

10 Young people moving into adulthood

- 10.1** When a young person we support turns 18, their safeguarding does not stop. The DSL works with children's social care, leaving care teams and adult social care to plan transitions for young people with known risks. We recognise that some young adults do not meet Care Act thresholds but still face serious harm, such as exploitation, and we continue to support them and share concerns with partners where appropriate.

11 Training

- 11.1** All staff and volunteers receive adult safeguarding awareness, including mental capacity and consent, as part of their safeguarding induction and annual refresher.

The DSL and Deputy DSL complete adult safeguarding training at a level suitable for their role at least every two years. Staff on the Futures pathway receive additional training on exploitation, domestic abuse and mental health awareness.

12 Roles and responsibilities

Role	Responsibilities
Board of trustees	Overall responsibility; approves this policy and receives safeguarding reports at each meeting.
Safeguarding Trustee	Leads on safeguarding for the board and is a contact for concerns about senior staff.
Operations Lead	Makes sure the policy is followed and training is completed.
Designated Safeguarding Lead (DSL)	Owens this policy; receives concerns, decides on referrals, keeps records and liaises with adult social care and police.
Deputy DSL	Covers the DSL's role when they are unavailable.
All staff and volunteers	Recognise and report concerns the same day and keep accurate records.

13 How this policy supports our focus

- FAM works with young people aged 11 to 25, so the adults this policy mostly protects are young adults aged 18 to 25, including those with SEND and those new to the UK.
- We do not run adult services. Parents, carers and other adults who need support are signposted to organisations that work with adults.

14 Related policies

- 01 Safeguarding Children and Young People Policy
- 03 Online Safety, Social Media and Images Policy
- 04 Code of Conduct and Professional Boundaries (Staff and Volunteers)
- 05 Safer Recruitment and DBS Policy
- 08 Lone Working and Detached Youth Work Policy
- 09 Serious Incident Reporting Policy
- 10 Referral, Signposting and Immigration Advice Boundaries Policy
- 13 Data Protection Policy
- 15 Records Management and Retention Policy
- 17 Whistleblowing Policy

Approval record

Approved by the Board of Trustees on	10 th Sep 2026
Signed (Chair of Trustees)	
Next review due	31st July 2027
Version history	1.0, September 2026. New policy; replaces any earlier FAM or FACE version.