

PROCEDURE:
**Responding to a Safeguarding Concern about an
Adult at Risk**

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1. Glossary of terms

Adult	Anyone aged 18 or over.
Adult at risk	As defined by the Care Act 2014, a person 18 years and over, where safeguarding duties apply, that meets the following criteria: <ul style="list-style-type: none"> • has needs for care and support (whether or not the local authority is meeting any of those needs) • is experiencing, or at risk of, abuse or neglect. as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
Adviser	A person 18 years or older that is paid on a freelance basis by The Trust to provide expertise in specific funding programs. These individuals are usually part of a group of advisers.
Children	As per the Children Act 2004, this is a legal term that refers to all those who have not yet reached their 18th birthday. Duty of care for this group may include those referred or accessing any activity or project delivered by The Trust or through that delivered by individual grantees who operate under The Trusts safeguarding policy and procedures.
Deputy Designated Safeguarding Lead DDSL	A Designated Safeguarding Officer that carries DSL duties in the absence of the DSL.
Designated Safeguarding Lead (DSL)	A role and person within the organisation who has ultimate responsibility for operational safeguarding processes and procedures.
Designated Safeguarding Officer (DSO)	Roles of one or more individuals within the organisation who supports the DSL, in a deputised role, to carry out their safeguarding duties.
Disclosure Barring Service (DBS)	A government service that helps employers make safer recruitment decisions.
Established organisations	Those who have been doing this work for a while, who have had a lot of support and are mostly looking for financial resource to ensure they can sustain work that is already happening.
Grant Partner	A group, individual or organisation that has received a grant from The Trust.
Grassroots organisation	Organisations with a turnover of less than £100k and lived experience led.
Individuals / groups	An adult or a group of adults who have received a grant from The Trust and whose funded work is not being delivered by a registered organisation.

Lived experience leaders	A changemaker who uses their firsthand, personal experience (lived expertise) of social issues to inform, shape, and lead social change initiatives.
Safeguarding arrangements	Group of policies and procedures related to safeguarding such as safeguarding policy, safeguarding children and adult at risk procedures, whistleblowing policy and procedure.
Safeguarding Policy	Document that explains our commitment and approach to safeguarding. It states what is expected, what is not allowed and why safeguarding is important. .
Safeguarding Procedure	Step by step set of instructions that explains what to do if you have a safeguarding concern, how to report it, who to tell, and what actions will be taken.
Safeguarding Team	Team who has oversight of safeguarding at Blaggrave.
Staff	An individual with either an employment or freelance contract with Blaggrave , for example, employees, trustees, freelancers, or advisers.
The Trust / Blaggrave	The Blaggrave Trust
Trustee Safeguarding Lead (TSL)	A role and person on the trustee board who is responsible for ensuring organisational compliance to legislation and external regulators around safeguarding
Youth-led (individuals / organisations / groups)	Work being led by individuals aged between 18-30.

Emergency contact details

In the case of a safeguarding emergency, please contact:

- **Designated Safeguarding Lead**
Valeria Tavares
Mobile: 07713 643 209
Email: valeria@blagravetrust.org
- **Deputy Designated Safeguarding Lead**
Rochell Rowe
Mobile: 07565 228 517
Email: rochell.rowe@blagravetrust.org

2. Purpose and scope of this procedure

The Blaggrave Trust and its employees are committed to keeping adults at risk safe from harm. Our full [Safeguarding Policy](#) can be found on our website or by request.

This procedure relates to the safeguarding of adults at risk, and to promoting the wellbeing of all adults that are directly impacted by Blaggrave's work.

Adults at risk are defined as individuals aged over 18 who:

- **Have needs for care and support (whether or not the local authority is meeting any of those needs); and**
- **is experiencing, or at risk of, abuse or neglect; and**
- **as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.**

– **The Care Act 2014**

This procedure aims to:

- Provide clear guidance on how to report concerns about the safety or wellbeing of an adult– be that a partner / member of a partner organisation that sits under our safeguarding arrangements, or the adults they may support through work funded by Blaggrave.
- Provide clear guidance on how to report concerns about behaviour of Blaggrave staff regarding adults at risk.
- Provide key contact details for reporting concerns both within Blaggrave, and to relevant external organisations.
- Support staff and partners at Blaggrave to recognise the signs and symptoms of abuse.

This procedure applies to anyone working on behalf of The Trust, including trustees, employees, volunteers, freelance contractors, and grant partners who sit under our safeguarding arrangements. For the purposes of this procedure, employees, trustees, partners who sit under Blaggrave's safeguarding arrangements, freelancers, advisers, any volunteers, or anyone else working or volunteering on behalf of the Trust are collectively addressed as staff.

Partners operating under Blaggrave's arrangements

If you are a partner funded by The Trust who currently doesn't have in place any safeguarding policy or set of procedures, you will have been asked to operate under our arrangements. If this is you, this procedure is primarily written to provide you with safeguarding support for any adult at risk in which you might work with through your funded work. Accessing this support will in no way negatively affect your funding, rather it

is a requirement of it. We hope this procedure will help you to better understand how to develop your own safeguarding policies and procedures in the future, enabling you to keep all those impacted by your work as safe as possible.

Please ask your grant manager if you feel you need further support in how to use this procedure effectively.

Blaggrave staff

Blaggrave staff may observe safeguarding concerns regarding the welfare of adults they do not have direct responsibility for, e.g. at an event, or partner visit. In this instance Blaggrave staff should report directly to the Blaggrave safeguarding team as outlined in this procedure. The safeguarding team will then raise your concerns directly with the partner DSO/DSL where appropriate. If the incident is during a visit, you might also choose to do this yourself however you must also report it to the Blaggrave safeguarding team – please ensure you include any actions that you have taken when reporting the incident.

It is important to never assume that a member of any other organisation, e.g. a grant partner, has or will in the future report your concerns. To avoid such situations, you should always record your concern and any actions taken via the [safeguarding incident form](#), unless advised otherwise by a member of the Blaggrave safeguarding team.

It's important to remember that it is not your role nor responsibility to determine if something is abuse, or to determine if someone is an adult at risk. You should also avoid any form of investigation. **Your responsibility requires you only to recognise, respond, record, and report any concerns of abuse to the relevant safeguarding team named within this procedure. This procedure will take you through that process step by step.**

Safeguarding is everyone's responsibility.

3. Recognising the signs and symptoms of abuse

Safeguarding adults means protecting an adult at risk's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks and experience of abuse or neglect (including self-neglect). This includes, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

Blaggrave will not be limited in its view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered. The Trust supports the [Making Safeguarding Personal](#) initiative for adult safeguarding.

Abuse and neglect are forms of maltreatment. Somebody, or an organisation, may abuse or neglect a person by inflicting harm or failing to act to prevent harm. Individuals may be abused in a family, or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by another adult, or adults, or a person under the age of 18.

The Care and Support Statutory Guidance (2020) identifies and gives further information for 10 types of harm that adults may suffer, these are:

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

As mentioned above, adults may also in effect harm themselves through self-neglect. Self-neglect is inability to avoid self-harm or a lack of 'self-care' to an extent that it threatens personal health and safety and might include lack of care for personal hygiene or living conditions such as hoarding, or knowingly refusing to seek help or access services to meet health and social care needs. Self-harm is when somebody intentionally damages or injures their body, such as cutting or burning their skin, or misusing alcohol and drugs .

When raising any safeguarding concern, there is no requirement to be an expert in safeguarding or investigate your concerns. There is no threshold to be met. Rather if you have a concern relating to an adult's wellbeing your duty is to recognise, respond, report and record, following the processes laid out in this procedure.

At Blaggrave we also want to ensure that the wellbeing of all adults – not just adults at risk – is promoted and this procedure should be followed when you are concerned about the wellbeing of an adult who may not be at risk. Again, you do not need to be an expert in mental health to raise a concern. If something seems 'off', your duty is to recognise, respond, report and record, following the processes laid out in this procedure.

4. Responding to concerns

All staff and partners operating under Blaggrave's safeguarding arrangements , and The Blaggrave Trust as a charity, have a duty to ensure that all concerns and disclosures are actioned appropriately, and followed up. This will include:

- If an adult describes abuse, being suffered by themselves or another individual (disclosure);
- If you see or hear something that concerns you about the possibility of abuse;
- If a third party tells you something about suspected abuse.

In the case of a disclosure do:

- Take it seriously
- Listen and reassure the person that they have done the right thing in telling you
- Report what they have said as soon as possible using the [safeguarding reporting form](#) (within 12 hours), and use their exact words – do not try and correct anything
- Ask only open questions, e.g. “when did this happen?”
- Ask the person what they would like to happen next
- Let the adult know you will have to tell a member of the Safeguarding Team at Blaggrave. The Safeguarding Team will then discuss with them their wishes and how or if this information is shared externally, if relevant. In most cases, the adult will be able to decide what happens with the information. For example, you can say “I am glad you told me. I’ll share the information confidentially with a member of Blaggrave’s Safeguarding team as they are the best people to support you. They will speak to you about what you would like to happen next, and help you think through your options.”
- Call the Safeguarding team directly if you feel the concern is urgent on 07713 643 209 (DSL) or on 07565 228 517 (DSO). Get support for yourself following the disclosure

Positive things to say:

- “I am glad you told me”
- “I am sorry this has happened”
- “It is not your fault”
- “We can do something about this together, what would you like to happen next?”

Things not to do:

- Ask closed ‘yes’ or ‘no’ questions
- Assume someone else will act or already knows
- Promise to keep it a secret as the disclosure must be shared with a member of the Safeguarding Team
- Interrupt or ask leading questions, e.g. “did your partner do that to you?”
- Express disbelief in what you are being told
- Seem to judge or shame the adult, e.g. “why didn’t you mention this before?”
- Discuss the incident with other staff or volunteers not directly involved in the incident, except the DSO/DSL

There is a remote possibility that an adult may announce that they do not want to go home because they are frightened of abuse. We cannot legally prevent an adult from

going home. However, you can recommend on calling the police (with the adult's consent) and staying with them, or signpost them to other support. If you suspect that an offence may be about to be committed (e.g. their partner has arrived drunk and aggressive) and there is an immediate risk of harm, you do not need the adult's consent to call 999 but do consider the impact of the decision of calling or not calling the police.

If the adult is at immediate risk of harm to themselves (e.g. suicide), call for an ambulance.

If you feel there is an immediate risk of harm to yourself, protect yourself first. This may be by leaving a dangerous situation and calling the police. You cannot help if you are incapacitated.

A member of the Safeguarding Team should be informed as soon as possible, and will be able to support you to make the best decision possible at the time.

5. What to do if you have a safeguarding concern

If you have concerns about an adult or they tell you they are experiencing abuse or harm it is important to have regard to their views, wishes, feelings and beliefs. They may not wish nor give consent for information to be shared (externally from the Blaggrave Safeguarding Team). In this instance, you should respect this wish but let them know that you will still need to let a member of the Safeguarding Team at Blaggrave know. The Safeguarding Team will then speak to them about their wishes and what The Trust can do to further support them.

When safeguarding adults at risk, it is also important to understand the wider context such as whether others may be at risk of abuse, namely children or other adults at risk. It is also important to consider who is committing the abuse. Information such as this may influence later decisions by the Safeguarding Team in terms of sharing information externally. When sharing information externally, we will only share what is necessary, fair and proportionate. When applying this procedure note that all reports to should be recorded in writing using the [safeguarding incident reporting form](#).

Dealing with a safeguarding concern – the 4 R's

When noticing or dealing with a safeguarding concern, you should>

Step 1: Recognise & Respond

- If someone's life is at risk, call **999** and support them until professional help arrives.
- If no one is in immediate danger, listen and observe carefully.

- Do not promise to keep any secrets.
- Do not ask direct or probing questions.

Step 2: Report

- Call a member of the safeguarding team (as named in this procedure) to report your incident and receive advice and guidance for next steps – do this **as soon as possible** if the concern is urgent.
- You may choose to bypass this section and go straight to *Record* if the incident is **not urgent**.

Step 3: Record

- Record using **Blaggrave's [online safeguarding form](#)** within **12 hours**.
- A member of the Blaggrave Safeguarding team will review your report within **24 hours**.
- A member of the safeguarding team may contact you to clarify the information provided.

Details of safeguarding concerns should not be shared with colleagues, unless:

- It is in the interests of the adult to do so before reporting/speaking with the Safeguarding Team – for example any delay in sharing concerns may result in the immediate significant harm of that adult at risk
- You are instructed to do so by the DSL

You may of course let your line manager or other colleagues know that you need to make a safeguarding report, but details of the report should remain confidential. If you are uncertain if your concern is of a safeguarding nature, you should report using the safeguarding reporting form and the safeguarding team will review your concern. It is not your responsibility to determine if something is a safeguarding concern or not – if in doubt, report.

6. How to record your concerns

All recorded safeguarding information should be factual and not based on opinions; record what the person tells you or what you have seen, and name any witnesses, if appropriate. This should always be completed by the person reporting the concern and done within 12 hours of the incident to support accurate recall. It is recommended when completing the form to write in the third person, i.e., use of initials to identify self and individuals concerned. This often removes personal emotion and opinions from reporting.

Incident reporting form



The safeguarding concern form is available electronically by scanning this QR code or via this [link](#). Guidance for completion is available in the form's introduction.

The information that is recorded will be kept secure and held within encrypted files, compliant to General Data Protection Regulations (GDPR).

7. Who to contact if you need to speak to someone about a safeguarding concern

The Trust has appointed individuals who are responsible for leading safeguarding across the organisation. Within the Blaggrave Safeguarding Team, the DSL will hold overall responsibility for safeguarding processes and procedures and should be contacted directly for more serious, or whistleblowing, concerns (when concerns are not about the DSL's behaviour). All other safeguarding concerns may be reported to either a DSO or the DSL.

All members of the Safeguarding Team within Blaggrave will share safeguarding concerns with the DSL for central storage of information and oversight.

- **DSL** – Valeria Tavares – valeria@blagravetrust.org (07713 643 209)
- **DDSL** – Rochell Rowe – rochell.rowe@blagravetrust.org (07565 228 517)

In the unlikely event that the safeguarding team are uncontactable, or a concern raised is regarding the DSL or the CEO, then the TSL should be the first point of contact:

- **TSL** – Becca Weighell – tsl@blagravetrust.org

A summarised list of the roles and responsibilities of the DSL/DSO are available within the relevant 'DSO/DSL job description', which can be requested at any time from a Blaggrave staff member.

'Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating 'safety' measures that do not take account of individual well-

being.'

- **Section 1, Care Act 2014**

The contact details below should be used by the safeguarding team for reporting concerns to adult services. Please note each local authority has its own processes and procedures for reporting concerns and so may look and feel slightly different.



Details for local authority safeguarding adult boards can be found by scanning this QR code, or by clicking [here](#).

In the event any delay might cause additional significant harm to an adult, or child, the police should be called immediately on 999.

Where an adult may not be deemed at risk but has experienced some form of abuse (e.g. physical assault) then this may be treated as a criminal act and a report made by the adult to the police. It is not your responsibility to identify if the adult is at risk, speak to the Safeguarding Team, and they will support you and the adult.

Blaggrave's [Whistleblowing Policy](#) must always be followed when the abuse or harm was allegedly perpetrated by a Blaggrave staff member or a staff member of a project funded by Blaggrave, even in the absence of a police report.

8. Reporting flow diagram

All sections highlighted in **bold** indicate your role within the reporting process.



Dealing with a safeguarding concern - the 4 R's

When noticing or dealing with a safeguarding concern, you should:

Step 1: Recognise & Respond – if someone's life is at risk, call 999.

Step 2: Report – if urgent, call a member of the safeguarding team. You may choose to skip this step and go straight to step 3.

Step 3: Record – Fill out Blaggrave's [online safeguarding form](#).

Step 4: Closure of Incident

- The safeguarding team will provide an **update** to you and ensure the safeguarding log is complete – note: this **may be reopened** at any stage.
- The safeguarding team may provide advice and guidance for next steps supporting the adult.
- **Closure of incident.**

9. Making an allegation against a colleague, a trustee, a contractor, or a partner organisation

If you are reading this section because your safeguarding concern is regarding the conduct towards an adult by a member of staff, volunteer, or member of non-constituted group or collective that sit under Blaggrave's safeguarding arrangements, you should refer

to Blaggrave’s [‘Whistleblowing Policy’](#) which will give you a clear understanding of what to do next. In brief, the below outlines examples of conduct and roles held by individuals that may result in a safeguarding whistleblowing allegation. This list, however, is not exhaustive.

Circumstances in which staff may ‘Whistleblow’:

- Behaviour or conduct in their personal life that might indicate unsuitability to work with adults at risk (e.g., accused of domestic abuse or assault against another adult).
- Behaviour that has harmed or may have harmed a child or adult at risk.
- Possibly committed a criminal offence against, or related to, a child or adult at risk.

These whistleblowing concerns may relate to colleagues who:

- Work directly with adults at risk.
- Work in a setting where adults at risk regard them as safe and trustworthy.
- Have access to sensitive information regarding adults at risk.
- May themselves self-classify as an adult at risk.
- Have responsibility for appointing people to work with children or adults at risk.

If you were involved in an incident that could give rise to a concern, including the potential for misinterpretation by others, you are strongly advised to self-report the incident directly to the DSL, either via email or in person / telephone. The DSL will then handle the matter in a fair, neutral, and timely manner.

Concerns related to the conduct towards adults at risk by staff members of partner organisations who do not sit under our safeguarding arrangements should be raised directly with the partner according to their policies but may be escalated to Blaggrave using the [Whistleblowing Policy](#) if you believe inadequate action has been taken.

10. Supporting staff following a safeguarding incident

We recognise how personally distressing it can be following an observation or disclosure of potential abuse. We encourage you, where you may feel comfortable and able to do so, to speak with your line manager or the Designated Safeguarding and Wellbeing Lead who will be best placed to explore with you what emotional support may be available, for example, via the Employee Assistance Programme.

11. Document control

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