



FUTURE LIVING

Adult Safeguarding Policy and Procedures

Date policy came into force: November 2025

Next review date: November 2026

1. Purpose of this Policy

This policy sets out how Future Living Hertford safeguards adults at risk who come into contact with our charity. We recognise our duty to protect adults from harm, abuse, neglect and exploitation, and to promote their wellbeing, safety and dignity in every aspect of our work.

This document should be read alongside our Child Safeguarding Policy, which provides specific guidance for protecting children and young people under 18.

2. Our Commitment and Beliefs

Future Living Hertford believes that:

- Every adult has the right to live free from abuse, neglect, and exploitation.
- Safeguarding is everyone's responsibility — trustees, staff, volunteers, and partners.
- Adults at risk are best protected when we work together with other agencies, respecting confidentiality and consent.
- We must promote empowerment, choice, and control for the individuals we support.
- Our approach will always be person-centred, trauma-informed, and guided by respect and dignity.

3. Who This Policy Applies To

This policy applies to:

- All staff, volunteers, trustees, students, and contractors of Future Living Hertford.
- Any partner organisations or individuals representing the charity.

Failure to follow this policy could result in disciplinary action or termination of a contract or placement.

4. Key Legislation and Guidance

This policy is based on UK law and statutory guidance, including:

- Care Act 2014
- Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)

- Human Rights Act 1998
- Domestic Abuse Act 2021
- Data Protection Act 2018 / UK GDPR
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children (2023) *(for reference to child safeguarding)*
- Local Safeguarding Adults Board (Hertfordshire SAB) Procedures

5. Definitions

Adult at risk

As defined by the Care Act 2014, an adult at risk is a person aged 18 or over who:

1. Has needs for care and support (whether or not the local authority is meeting any of those needs), and
2. Is experiencing, or is at risk of, abuse or neglect, and
3. 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.

Abuse can include:

- Physical abuse
- Domestic violence and coercive control
- Psychological or emotional abuse
- Financial or material abuse
- Sexual abuse
- Neglect and self-neglect
- Discriminatory abuse
- Organisational or institutional abuse
- Modern slavery

6. Roles and Responsibilities

Role	Responsibilities
Board of Trustees	Ensure the organisation has effective safeguarding arrangements and reviews this policy annually.
Designated Safeguarding Lead (DSL)	Lead responsibility for adult safeguarding, advice, referrals, record-keeping, and liaison with external agencies.
Deputy DSL	Supports the DSL and acts in their absence.

All staff and volunteers	Recognise and report safeguarding concerns promptly following this policy. Maintain confidentiality and accurate records.
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7. Designated Safeguarding Leads (DSLs)

Name	Role	Contact Details
Emma Fleming	Designated Safeguarding Lead (CEO)	Tel: 07939 066179 / Email: emma@futurelivinghertford.co.uk
Miriam Bassidi-Ahmed	Deputy DSL	Tel: 01992 537344 / Email: caseworker@futurelivinghertford.org.uk
Amanda Thurston	Safeguarding lead - Trustees	Email: a.thurston@herts.ac.uk

In emergencies, contact:

- Hertfordshire Adult Care Services (Safeguarding Adults): 0300 123 4042 (24 hours)
- Police: 999 (emergency) or 101 (non-emergency)
- NSPCC Helpline (for advice): 0808 800 5000

8. Safeguarding Procedures: Step-by-Step

Step 1: Recognise

Any staff member or volunteer may become aware of possible abuse or neglect through:

- Direct disclosure by the adult
- Observation of injuries, behaviour, or other signs
- Third-party information

Always take all concerns seriously.

Step 2: Respond

- Ensure the individual is safe.
- Listen carefully and calmly.
- Reassure the person — do not promise confidentiality.
- Do not investigate or ask leading questions.
- Explain that you will need to share this information with the DSL to help keep them safe.

Step 3: Record

- Write a factual account of what happened as soon as possible using the organisation's Safeguarding Concern Form. Include: date, time, people involved, what was said, your observations, other agencies involved and actions taken.
- Sign and date the record.
- Store securely and share only with the DSL.

Step 4: Report

- Report all concerns immediately to the DSL or Deputy DSL.
- If neither is available and there is immediate danger, contact Hertfordshire Adult Care Services or the police directly.

Step 5: DSL Action

The DSL will:

1. Review the information and assess risk.
2. Consult with the adult where possible and obtain consent to share (unless doing so would increase risk).
3. Refer to Hertfordshire Adult Care Services or other appropriate agencies within 24 hours.
4. Record all decisions, actions, and outcomes.

Step 6: Follow-up and Support

- Continue to support the adult in a safe and respectful manner.
- Attend safeguarding meetings or case conferences if required.
- Reflect and debrief as needed to ensure staff wellbeing.

9. Confidentiality and Information Sharing

Information will only be shared:

- With consent, wherever possible; or
- Without consent, where there is reasonable cause to believe the person or others are at risk of serious harm or a crime has been committed.

All records will be securely stored in accordance with UK GDPR and the Data Protection Act 2018.

10. Training and Awareness

- All staff and volunteers must complete safeguarding induction training within one month of starting.
- Annual refresher training will be mandatory.
- DSLs will undertake advanced safeguarding training every two years.

11. Safer Recruitment

Future Living Hertford is committed to **safer recruitment** practices, including:

- **DBS checks** for all staff and volunteers working with children, reviewed annually.
- At least one trained safer recruitment panel member for all recruitment.
- Verified references, identity, and qualifications.
- Clear job descriptions detailing safeguarding responsibilities.

12. Whistleblowing

Staff and volunteers are encouraged to raise any safeguarding or conduct concerns about colleagues or the organisation's practices.

If there is a concern that a member of staff, volunteer, or trustee has:

- Behaved in a way that has harmed or may harm a child;
- Possibly committed a criminal offence against or related to a child; or
- Behaved in a way that indicates they may pose a risk to children

Contact the DSL, Chief Executive, or directly the Hertfordshire Safeguarding Adults Board.

13. Monitoring and Review

This policy will be:

- Reviewed annually by the Board of Trustees or sooner if there are legislative changes or a safeguarding incident.
- Updated in consultation with staff, volunteers, and safeguarding partners.

14. Linked Policies and Documents

- Child Safeguarding Policy (separate document)
- Confidentiality and Data Protection Policy
- Whistleblowing Policy
- Code of Conduct
- Risk Assessment Procedures

Approved by:

Name: Suzy Harvey

Role: Chair, Future Living Hertford

Date: 21/11/2025