Adult Safeguarding

Policy
&
Procedure

Introduction

Refugees Welcome believes that it is always unacceptable for an adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all adults, by a commitment to practice that protects them. This policy will apply to contact with any Refugee/ Evacuee projects under Refugees Welcome. Also, to Volunteers, Trustees and those working alongside Refugees Welcome who may need protection.

Recruitment of Trustees, Contractors, Advisors and Volunteers

There is a robust application and interview process for all volunteers working with families known to Refugees Welcome as per the Recruitment Policy including DBS checks, updated every 3 years and taking references.
Appropriate recruitment systems are in place for Trustees, Contractors and Advisors.

Training

Volunteers working with families will receive safeguarding training to cover how to identify a concern, how to raise concerns, how to respond to safeguarding concerns. This ensures that volunteers can: Recognise, Respond and Record any cause for concern and Risk Assess the situation for appropriate escalation of concerns as outlined in this policy. Refresher Safeguarding training is offered every 3 years.

Trustees, Contractors, Advisors who do not have day to day contact with the families will be suitably briefed on Safeguarding matters. Trustees, Contractors, Advisors and Volunteers are expected to act in an appropriate and professional manner and to avoid any kind of conduct which could undermine the wellbeing of the families or the service.
Examples of improper conduct in relation to safeguarding - see Appendix 1.

Concerns relating to RW Trustees, Contractors, Advisors and Volunteers

This document outlines the policy and procedures for protecting adults in cases where there is a safeguarding cause for concern. These procedures also cover incidents where a concern is raised regarding a member of the Trustee board, one of our Contractors, Advisors or Volunteers. In those cases, this procedure will be followed in relation to escalating concerns and reporting incidents for protection of an adult. A Trustee, Contractor, Advisor or volunteer

who is the subject of a safeguarding allegation will be suspended from providing services. Until the matter is resolved and any appropriate reports will be made to the relevant statutory authorities and professional bodies, the suspension will continue.
Any External Agencies working with Refugees Welcome are expected to have and adhere to their own appropriate safeguarding policies. A complaint against anyone from an external agency will be escalated to their Management/ Safeguarding Lead.

Refugees Welcome recognises that:

Adult Safeguarding means protecting an adult's right to live in safety, free from abuse, coercion and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse, coercion or neglect while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

It must be recognised that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. People have complex lives and being safe is only one of the things they want for themselves.

We must bear in mind that adults with capacity have the right to make decisions which we may not think are sensible or appropriate.as long as the danger is not so severe that intervention must take place against their will, e.g. risk to life or risk to life of another, particularly a child or young person.

The purpose of the policy is:

- To provide protection for adults at risk who receive Refugees Welcome services.
- To provide Trustees, Contractors, Advisors and Volunteers with guidance on procedures they should adopt if they suspect an adult at risk may be experiencing, or be at risk of, harm.
- This policy applies to all Trustees, Contractors, Advisors and Volunteers or anyone working on behalf of Refugees Welcome at any time.

We will seek to protect adults at risk by:

- Valuing them, listening to and respecting them.
- Adopting safeguarding guidelines through policy and procedures available to Trustees, Contractors, Advisors and Volunteers on the website **www.refugeeswelcome.co.uk**
- Safe recruitment and safeguarding training for volunteers who have contact with refugees.
- A Guide to Good Practice for volunteers setting out information about principles, expectations, boundaries and safe working practice for working with Refugee groups.
- Recruiting Trustees, Contractors, Advisors and Volunteers safely, ensuring all necessary checks are made including requiring references and Disclosure and Barring Service (DBS) checks.
- Sharing information about safeguarding adults at risk and good practice with service users, Trustees, Contractors, Advisors and Volunteers.

- Sharing information about concerns with agencies who need to know and involving service users appropriately.
- Providing support for Trustees, Contractors, and Advisors and support and training for Volunteers and ensuring training remains up to date.
- Ensuring that sharing information on social media is discouraged and where any contact on social media platforms is initiated by family members it is kept to a minimum and is appropriate for the person involved. There should be **NO** social Media contact with children.
- Online /Digital safety guidance is available on the Refugees Welcome Website for volunteers and refugees **www.refugeeswelcome.co.uk** on the resources page under 'Dealing with Abuse'.
- Having complaints policies for the organisation, volunteers and beneficiaries of the service.

What is meant by an adult at risk?

Legislation: Care Act 2014 (Care and Support Statutory guidance) and Health and Care Act 2022

An adult at risk is a person aged 18 or over, who:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse, coercion or neglect, and
- as a result of those needs is unable to protect themself against the abuse, coercion or neglect or the risk of it.

This may include a person who:

- Is frail due to ill health, physical disability or cognitive impairment.
- Has a learning disability.
- Has a physical disability and/or a sensory impairment /or communication difficulty i.e. Autism.
- Has mental health needs including dementia or a personality disorder.
- Has a long-term illness/condition.
- Misuses substances or alcohol.
- Lacks capacity to make specific decisions.
- Has suffered trauma due to war, conflict or dangerous journeys to safety.
- Is in a relationship of domestic violence or coercive control.
- Has a language barrier.
- Is struggling with adapting to/settling to life in the UK in our Working systems, e.g benefits, housing.
- At risk of racism or discrimination because of who they are or where they have come from.

REFUGEES WELCOME

Westminster Road, Macclesfield SK10 1BX (Reg Charity no:1169909)

Safeguarding Procedure

Urgent cases, where an adult is at risk of immediate harm, will be reported immediately by calling 999..

In an emergency or out of hours -if the Trustee Lead is not available contact: Cheshire East Council - safeguarding adults' team on 0300 123 5010 (Monday -Thursday 8.30am - 5pm or Friday 8.30am - 4.30pm) out of Hours Service (Emergency Duty Team) on 0300 123 5022

If the adult is in immediate danger or a crime has been committed the Police must be informed and medical care sought for any injury(call 999/111)

- If it has been necessary to inform Cheshire East Safeguarding or Emergency services, the **Safeguarding Lead Trustee** should be informed as soon as they are available.

In the event of any disclosure or concern regarding an adult refugee or evacuees, volunteer or other person connected to Refugees Welcome, either as a victim or a perpetrator of abuse:

- The Safeguarding First Contact person for all safeguarding is **Tony Smith - Safeguarding Lead Trustee on** awrtjjs@gmail.com as soon as possible.

- At the earliest opportunity a record should be made of the details of the disclosure or concern on the **Safeguarding First Account form** found and downloadable on the Website www.refugeeswelcome.co.uk and forwarded securely to the Safeguarding Lead Trustee.

- The Safeguarding Lead Trustee, with others, will discuss what action is to be taken There may be times when a watch and wait approach is felt appropriate and the wishes of adult victims regarding any referral need to be taken into account.

- Where it is agreed that there is a potential safeguarding issue, the Safeguarding Lead Trustee with others will discuss whether this needs to be escalated immediately and if so inform the relevant team in Cheshire East.

- If a concern is raised involving Tony Smith contact **Anne Towers -Trustee on**: annetowersrw@outlook.com for guidance, and the matter will be taken to the Trustee Board immediately.

- Trustees, Contractors and Advisors should share concerns through their own management structures, and with the RW Safeguarding Lead Trustee without delay. Where concern is raised about an Advisor, Contractor or person from any other organisation working with Refugees Welcome, the Safeguarding Lead Trustee will report this to the relevant organisation and expect feedback on actions taken. Those organisations will be expected to follow their own Safeguarding Procedures.

The Safeguarding Lead Trustee

The Safeguarding Lead Trustee will be informed at the earliest available opportunity of any concerns about an adult that have been passed on by a volunteer to any trustee or support worker. The Safeguarding Lead Trustee will ensure that progress is monitored and feedback received regarding any action needing to be taken by Refugees Welcome.

If the Safeguarding Lead Trustee does not receive satisfactory feedback and/or considers the matter should be referred to Adult Social Services directly then action will be taken by RW itself to address this and the concerns about the adult will be referred to Adult Social Services. Trustees will be kept informed of any action regarding safeguarding concerns.

The Safeguarding Lead Trustee will also ensure that the safeguarding policy and procedures are kept up to date and reviewed.

How can a volunteer recognise that an adult may be at risk?

- By referring to the types of harm and signs of abuse shared in the Safeguarding Training
- By listening carefully to what people say to them and sometimes what they are not saying,
- By noticing physical signs or changes in behaviour or personality
- By hearing about the kind of situation they are living in.which might indicate coercive control or domestic abuse.

What should you do if an adult tells you they are at risk or they report abuse to you?

If someone discloses they are being abused or coerced, whether in the home or the support setting, then upon receiving the information, you should:

- React calmly
- Reassure them that they were right to tell you and that they are not to blame and take what they say seriously
- Keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said. Don't ask about explicit details.
- Reassure but do not promise confidentiality, which might not be feasible in the light of subsequent developments.
- Inform them what you will do next, as follows:
    - Take reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency
    - Complete a First Account Form of what has been said/heard, using the person's own words as soon as possible but don't delay in passing on the information as per the RW Safeguarding Procedure.

- Do not discuss the allegation of abuse with the alleged perpetrator.
- Do not disturb or destroy articles that could be used in evidence. Where an assault of some kind is suspected do not wash or suggest the person bathe unless this is associated with first aid treatment necessary to prevent further harm.
- Contact the police if it is thought a crime has been committed.

What happens when an Adult Safeguarding Concern is reported?

- It is not the responsibility of RW to decide whether abuse has taken place or how any Adult Safeguarding Concern could form part of a wider picture of concerns. However, Refugees Welcome can keep a log of further concerns to be passed on.

If the concern for an adult at risk is deemed serious enough to be passed on to the at the adultteamsouth@cheshireeast.gov.uk (or the out of hours Cheshire East Emergency Duty Team). This will be the responsibility of the Safeguarding Lead Trustee , or support worker, with support from the Trustee Board.
However, in an emergency or out of hours -
Cheshire East Council – safeguarding adults' team on 0300 123 5010
(Monday -Thursday 8.30am - 5pm or Friday 8.30am - 4.30pm) out of Hours Service (Emergency Duty Team) on 0300 123 5022.
If the adult is in immediate danger or a crime has been committed the Police must be informed and medical care sought for any injury (call 999/111)

- Refugees Welcome will keep a record of any Safeguarding referrals made to the Safeguarding Lead Trustee and The Adult Social Care Teams (or the out of hours Cheshire East Emergency Duty Team) and any actions taken so that a written report can be provided at a later date if required. (First Account form, actions notes, kept securely on a data storage system)

- Any decision about whether the concern meets the threshold for Safeguarding action /referral to Adult Safeguarding Board for a Safeguarding Adults Review will be made by The Adult Social Care Team (or the out of hours Cheshire East Emergency Duty Team)

Domestic Abuse
In the event of the Disclosure being a Domestic Abuse, the guidelines from Cheshire East Domestic Abuse Hub should be followed, details found at http://www.cheshireeast.gov.uk/care-and-support/healthylifestyles/domestic_abuse/training_and_resources.aspx

Appendix II shows the procedure recommended by Cheshire East to follow in the case of Disclosure of Domestic Abuse.

Applies to work with All Refugees/Evacuees supported by Refugees Welcome. Also to volunteers, Trustees and those working alongside Refugees Welcome.

Policy review
RW is committed to reviewing this policy and good practice annually.

Reviewed and Amended: November 2026

SIGNED BY: N.A. Campbell DATE: 9/11/26
CHAIR of TRUSTEES

Next Review date: November 27

RESOURCES:

https://www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide

https://www.elearning.prevent.homeoffice.gov.uk/

REFUGEES WELCOME

Westminster Road, Macclesfield SK10 1BX (Reg Charity no:1169909)

Key to job roles referred to in this policy & procedures as at July 2026:

RW Chair of Trustees: Nicky Campbell

RW Designated Safeguarding Trustee: Tony Smith - awrtjjs@gmail.com

Alternative Safeguarding Concern First contact –
Volunteers Lead Trustee: Anne Towers: annetowersrw@outlook.com

All volunteers have direct contact details for Safeguarding leads.

Names of all Trustees are on the 'Meet the Trustees' page on the Website.
WWW.refugeeswelcome.co.uk

To contact any Trustee please email:
refugeescheshireeast@gmail.com

and put FAO: (the name) in the subject bar

The Cheshire East Safeguarding Team East on 0300 123 5010

(Monday -Thursday 8.30am - 5pm or Friday 8.30am - 4.30pm)

Out of Hours Service (Emergency Duty Team) on 0300 123 5022

APPENDIX 1: ***Examples of improper conduct of Trustees, Contractors, Advisors or volunteers include:***

- *Neglect / acts of omission / self-neglect - Causing harm by failing to meet needs e.g. ignoring physical or medical care needs, withholding food, medicines, failure to provide adequate supervision.*

- *Physical - Hitting, pushing, slapping, and using inappropriate physical restraint, burning, drowning, and suffocating, withholding medical care, feigning the symptoms of ill health or deliberately causing ill health.*

- *Sexual - Sexual activity of any kind where the vulnerable person does not or is not able to give consent.*

- *Psychological - Including verbal abuse, humiliation, bullying and harassment. Persistent emotional ill treatment, cyber-bullying, seeing or hearing the ill-treatment of others, domestic abuse (see the below section)*

- *Discriminatory abuse - Treating a person in a way which does not respect the nine protected characteristics known as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief and sex and sexual orientation.*

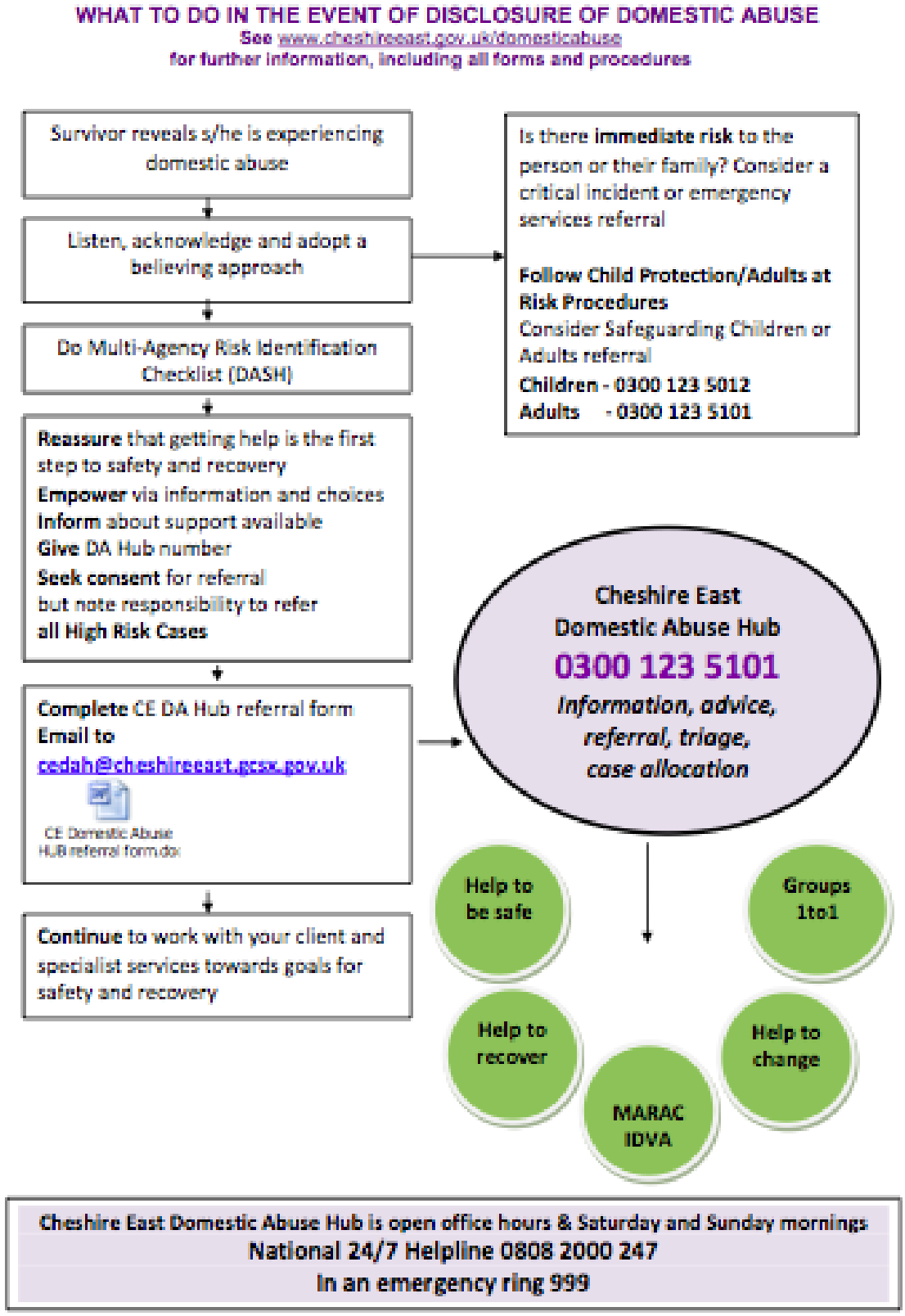
- *Organisational abuse - Where routines and rules make a person alter his/her lifestyle and culture to fit in with the institution.*

- *Financial - Taking money and/or property without permission. Using pressure to control a person's money/property/ benefits. Taking or offering any financial inducements.*

- *Modern Slavery / Smuggling Trafficking – Smuggling is defined as the facilitation of entry to the UK either secretly or by deception (whether for profit or otherwise). Trafficking involves the transportation of persons in the UK in order to exploit them by the use of force, violence, deception, intimidation, coercion or abuse of their vulnerability.*

- *Radicalisation - is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice.*

APPENDIX II - Referral Process for Domestic Abuse



Useful phone numbers

Adult Safeguarding Cheshire East	0300 123 5010 5022 out of hours	Cheshire East service for Adults at risk of abuse
ChECS (Cheshire East Consultation Service)	0300 123 5010 5022 out of hours	Cheshire East Services for Safeguarding Children at risk of abuse
MyCWA (formerly Cheshire Without Abuse)	0300 123 5101 / 01270 250390	Support service, advice and crisis accommodation for adults and children at risk of domestic abuse. Covering Cheshire East www.mycwa.org.uk
National Domestic Abuse Helpline	0808 2000 247	National helpline. www.Nationaldahelpline.org.uk
GALOP	0300 99 5428 / 0800 999 5428	National helpline for LGBTQ+ people at risk of Domestic Abuse www.galop.org.uk
Mankind	01823 334244	National Helpline for Men at risk of Domestic Abuse www.mankind.org.uk
Karma Nirvana	0800 5999 247	National helpline for women at risk of honour based violence or forced marriage www.karmanirvana.org.uk

See: www.cheshireeast.gov.uk/domesticabuse for more information