



Adults at Risk (Safeguarding Adults)

Relevant to:	All Staff
Policy Owner:	CEO/Operational Support Manager
Review Frequency:	Yearly
Last Review Date:	20/02/2026
Next Review Date:	20/02/2027
Review Changes:	
Links to other Policies:	Safeguarding
Linked Documents:	Incident reports/Safeguarding internal form

Adults at Risk Policy (Safeguarding Adults)

Policy

This policy applies to all staff including trustees, and unpaid staff such as volunteers, students or anyone working on behalf of Motiv8.

The aim of this policy is to:

- To stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.

Legislation

The Care Act 2014 (updated 2024) defines safeguarding as protecting an adult's right to live in safety, free from abuse and neglect.

It is about people and organisations working together to prevent and stop both the risks and experience of abuse 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. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. (Care Act Statutory Guidance 14.7)

The Care Act requires that each local authority must:

- Make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect and if so, by who.
- Set up a Safeguarding Adults Board (SAB)
- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR) where the adult has 'substantial difficulty' in being involved in the process and where there is no other suitable person to represent and support them
- Co-operate with each of its relevant partners (as set out in Section 6 of the Care Act) in order to protect the adult. In their turn each relevant partner must also co-operate with the local authority.
- The safeguarding duties apply to an adult (aged 18 or over) who:
 - 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
 - Or, because of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Aims of protecting adults at risk

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Stop abuse or neglect wherever possible
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned

- Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect

Motiv8 will seek to keep Adults safe by:

- Valuing, listening and respecting them
- Appointing a Lead Safeguarding Trustee
- Having a Designated Safeguarding Lead (DSL) who has received appropriate training and support for this role to safeguard adults, children, young people and vulnerable groups; this is the CEO.
- Having Deputy Designated Safeguarding Leads (DDSL) who have received appropriate training and support for this role to safeguard adults, children, young people and vulnerable groups.
- Adopting Adults at Risk best practice through our policies, procedures and code of conduct for staff and volunteers.
- Having an effective online safety policy and related procedures.
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance.
- Ensuring all legislative requirements concerning the delivery of services to safeguard and promote the welfare of vulnerable adults as specified in the Care Act 2014 (updated 2024).
- Ensuring that Motiv8 follow the agreed Interagency Information Sharing Framework for reporting Adult safeguarding concerns in line with Hampshire and Portsmouth Safeguarding Adults Boards.
- Ensuring we share relevant information and concerns with other agencies who need to know in the interests of protecting vulnerable adults from risk and harm (considering client confidentiality), involving where possible the adult, family and carers appropriately.

Supporting Documents

In addition to this policy, Safeguarding has implications on all aspects of Motiv8's business. The following policies, procedures, guidance and other related documents should be read and understood by all staff and volunteers:

Title	Description
Data Protection – Client Information	Clarifies where and how confidential information will be kept and for how long
Client Confidentiality and Information Sharing	Explains how to agree confidentiality and information sharing with a client; and the need for Information Sharing in relation to Safeguarding
Child Protection	Includes the step-by-step procedure to be followed
Adults at Risk	Overview and step by step procedure to be followed to safeguard adults
Definitions of Abuse & Neglect	Definitions taken from the Care Act 2014 (updated 2024)

Prevent: Radicalisation & Extremism	Overview of Prevent Policy and procedure to be followed
Complaints	Describes how young people and other stakeholders can raise concerns about the work of Motiv8 or its staff
Recruitment, selection and DBS disclosures (also see Volunteer Policy)	Includes procedures to safeguard young people through the selection of all staff and volunteers
Whistle blowing	Describes how a Motiv8 worker or volunteer can raise concerns about the work of Motiv8 or particular staff
HR – Code of Conduct	Outlines behaviour expected from Motiv8 staff at all times
Training and Supervision	Outlines how the development of all Motiv8 staff supports the safety and well-being of service users
Health and Safety	Identifies measures taken by Motiv8 to safeguard the health and safety of staff and service users
Personal and Group Safety (Operations)	Describes the risk assessment and approval process for all activities organised for service users by Motiv8 including lone working, hazardous and non-hazardous group activities and community-based activities
Online Safety Policy	The guidance is aimed at enabling all staff and volunteers to recognise the risks and potential dangers vulnerable adults, children and young people can encounter in the online world. It will also help them to monitor their own practices to minimise potential risk to vulnerable adults, children and young people
Safeguarding Partnership Agreement	Outlines expectations for third party providers and/or partners who are working with Motiv8 service users. It outlines due diligence checks that will be undertaken by Motiv8 to ensure the safety and welfare of our service users.
Visitors Code of Conduct	Outlines expectations for external visitors including safeguarding and protecting service user's safety and welfare.

It is imperative that all staff are fully conversant with Motiv8's Adults at Risk policy, and that they are confident in how to apply it without hesitation. In addition to the above table of Policies and Procedures, to avoid any doubt the following steps shall be followed to ensure that all staff have a thorough understanding:

- All new staff (including volunteers, trustees and students) will receive information about Motiv8 Adult at Risk Policy and undertake mandatory Adult Safeguarding Training as part of their induction and probation period.
- All staff are made aware of the **Designated Safeguarding Lead** with overall responsibility for Safeguarding and Child Protection. This is the CEO (CEO).
- Basic Adult at Risk training (typically delivered by the Hampshire or Portsmouth Safeguarding Adult Board) will form part of all staff core competency training.
- The 'Summary of Motiv8 Adult at Risk policy shall be readily accessible in each Motiv8 venue.
- The Health and Safety Group will review all safeguarding concerns a minimum of quarterly, report findings to the Board of Trustees via the Service Delivery Sub-Group and identify further actions.
- All those working with children, young people and families including paid and unpaid staff will be provided with effective management through supervision, support, training and quality assurance measures, to ensure effective safeguarding practice.

Roles and Responsibilities

Trustees

Trustees are required to comply with the legal duties of charity trustees in the administration of Motiv8's purpose and activities. Trustees have a general duty to take reasonable steps to govern and assess **Safeguarding Policy** risks to Motiv8 activities, beneficiaries, property, work or reputation. It is the role of the **Lead Safeguarding Trustee** to oversee, champion, and challenge this work in relation to safeguarding.

CEO (CEO)

The CEO works closely with the Trustees and carries out the day-to-day running of the organisation. The CEO is the risk owner for strategic safeguarding via the risk register.

Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL) is the CEO and has overarching responsibilities regarding safeguarding across Motiv8. They have responsibilities to implement, develop and maintain safeguarding procedures and policies, as well as managing, responding and reviewing safeguarding issues on a day-to-day basis. The DSL works closely with the DDSL's and is responsible for overseeing the quarterly review meeting of all safeguarding and child protection incidents.

Deputy Designated Safeguarding Lead

The Deputy Designated Safeguarding Leads (DDSL) are the named Operational Service Managers and act as the ongoing point of contact to manage and review safeguarding concerns. They are responsible for working with the DSL ensuring that appropriate safeguarding arrangements are implemented and maintained. They are also part of the quarterly review meeting for safeguarding and child protection incidents.

Staff, Volunteers and Students

Safeguarding is everyone's responsibility and as such all staff, volunteers and students have safeguarding responsibilities to ensure children are kept safe and that safeguarding concerns are responded to in line with Motiv8's policies and procedures.

Definitions of Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

- **Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;
- **Sexual abuse**, including rape or sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
- **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- **Financial or material abuse**, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- **Neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the

withholding of the necessities of life, such as medication, adequate nutrition and heating; and

- **Discriminatory abuse**, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.
- **Domestic abuse and violence** including; psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence
- **Modern slavery which encompasses**; slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Organisational abuse**, including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice because of the structure, policies, processes and practices within an organisation.
- **Self-Neglect**: This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

Procedure

Adult at Risk concerns and allegations must be taken seriously and be properly investigated. All Motiv8 staff must be alert to the signs of abuse and neglect. It is the professional responsibility of Motiv8 staff, volunteers and trustees, to report any signs of abuse, injury or comments that may arouse suspicions.

Motiv8 has designated members of staff as the organisation's Deputy Designated Safeguarding Leads (DDSL). The DDSL's are responsible for advising on the handling of safeguarding concerns and are responsible for co-ordinating action and liaising with Adult Services and other agencies when required. DDSL's operate on a rota system and act as the first point of contact for staff raising a safeguarding concern.

In a situation where a member of staff suspects that a vulnerable adult may be at risk or have been subject to abuse, they must immediately notify the Motiv8 DDSL or in their absence the Designated Safeguarding Lead for Motiv8.

Contacts

Safeguarding Duty Line: 023 9275 3253

Designated Safeguarding Lead (DSL) for the Organisation:
Motiv8 CEO: Kirsty Robertson – 07534 563434

Deputy Designated Safeguarding Lead (DDSL):

Gosport and Fareham Service Manager: Victoria Lewellyn - 07803 246979

Portsmouth Service Manager: Sophie King - 07711 593 481

Havant Service Manager: Sarah Goodwin- 07534 563445

Operational Support Manager: Sam Cofie - 07980903511

Trustee with responsibility for safeguarding: Richard John – email at info@motiv8south.org.uk

The following contact numbers are for staff to use in an emergency whereby the Deputy Designated Safeguarding Lead or DSL are not available, or if an adult is at immediate risk of harm/danger:

Portsmouth Social Services – Safeguarding Adults: 023 9268 0810 **or Out of Hours:** 0300 555 1373

Hampshire Social Services: 0300 555 1386 **or Out of Hours:** 0300 555 1373

Hampshire Constabulary (Police): 101

Or, if an adult, child or young person are in immediate danger **Police Emergencies:** 999

Further information, guidance and support can be found at:

[Hampshire, IOW, Portsmouth and Southampton 4LSAB Multi-Agency Safeguarding Adults Policy and Guidance | Hampshire Safeguarding Adults Board \(\[hampshiresab.org.uk\]\(http://hampshiresab.org.uk\)\)](#)

www.hampshiresab.org.uk/professionals

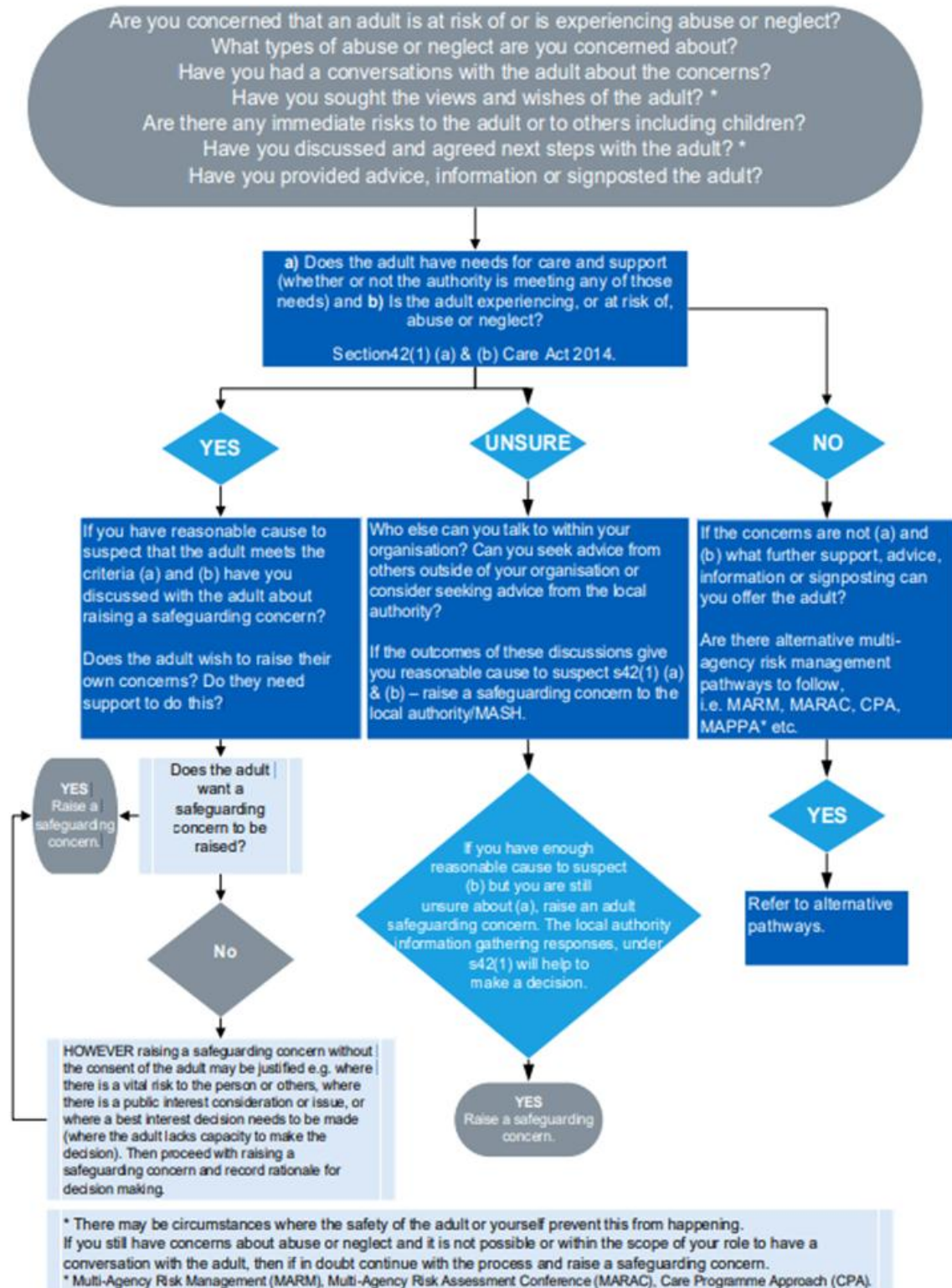
[Portsmouth Safeguarding Adults Board \(\[portsmouthsab.uk\]\(http://portsmouthsab.uk\)\)](#)

www.portsmouthsab.uk

[Hampshire Safeguarding Adults Board | Working together to safeguard adults at risk \(\[hampshiresab.org.uk\]\(http://hampshiresab.org.uk\)\)](#)

www.hampshiresab.org.uk

Deciding if you need to raise a safeguarding concern to the Local Authority/ Multi-Agency Safeguarding Hub (MASH)



(4LSAB)

The following has been produced by the four Local Safeguarding Adults Boards (4LSAB) and is a quick guide to responding and reporting adult safeguarding concerns. This is for guidance only and not an exhaustive list.

Responding to an adult where there are concerns of abuse or neglect	
• In an emergency ring 999. • Do ensure the safety of the individual and others if in immediate danger, contact the relevant emergency service e.g. ambulance. • Do not be judgemental or jump to conclusions. • Do listen carefully. • Do provide support and information to meet their specific communication needs. • Do use open questions when discussing the concerns with the adult. • Do tell the adult that they did a good/right thing in telling you. • Do tell the adult you are treating the information seriously. • Do ask the adult what they need to keep themselves safe. • Do not make promises you cannot keep. • Do not promise to keep secrets. • Do seek consent of the adult to share the information with your manager, however lack of consent should not prevent you from reporting your concerns.	• Do explain that you have a duty to tell your manager or other designated person. • Do provide support and information to meet their specific communication needs. • Do try and gain their view, wishes and any initial outcomes that they wish to see. • Do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses. • Do explain that you will try to take steps to protect them from further abuse or neglect. • Do support and reassure the person. • Do preserve any evidence.
Action after the concern of abuse has been recognised (to be taken asap or within 4 hours):	
• Report concerns to a designated safeguarding manager or other designated person within your agency/organisation. • Record your concerns and how they came to light, any information given by the adult, information about any witnesses, the wishes of the adult, actions taken, who was present at the time, dates and times of incident(s). • Record the views and wishes of the of the adult, using their own words. • Record details of the adult alleged to have caused harm (if known). • Record any concerns about the capacity of the adult to make any decisions and the reasons for the concerns. • Record whether the adult is aware that the concerns have been reported. • Record any previous concerns.	• Do not breach confidentiality for example by telling friends, other work colleagues. • There may be occasions where you are visiting another agency/organisation and you witness or suspect abuse or neglect. In such situations you should still raise your concerns informing the adult and the person in charge. • If you believe that the person is implicated or colluding then you may raise concerns without discussing with this person. • Use Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your manager may be causing the risks of abuse to the adult.
Ongoing action:	
• Ensure that you receive support from your employer/organisation. • You may be required to give evidence to the police or another agency or organisation. • You may be required to be interviewed as part of a disciplinary investigation.	• You may be required to participate in a section 42 enquiry. • You may be required to attend safeguarding meetings.

Summary of Motiv8 Adult at Risk Procedure

Motiv8 staff member has concerns about an Adult
Report concern in person or via telephone within 2 hours to the Deputy Designated
Safeguarding Lead to ascertain appropriate next steps:

Safeguarding Duty Line: 023 9275 3253



If the DDSL is unavailable via the Safeguarding Duty Line the **Designated Lead for
Safeguarding/Child Protection** (DSL) Kirsty Robertson (CEO) should be contacted - 07534
563434, and in their absence the alternative Deputy Designated Safeguarding Leads
(DDSL) should be contacted

Deputy Designated Safeguarding Leads (DDSL):

Gosport and Fareham Service Manager: Victoria Lewellyn - 07803 246979

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Hampshire Constabulary (Police): 101

Or, if an adult, child or young person are in immediate danger **Police Emergencies: 999**



Motiv8 Safeguarding Reporting Form to be completed immediately (depending on
severity of case) or no later than within 24 hours and confirmation email sent to the DDSL
and DSL



The Deputy Designated Safeguarding Lead (DDSL) will confirm receipt and ensure that the
Safeguarding Reporting Form is updated as necessary.



Where the situation is deemed high risk e.g. immediate risk of harm and/or numerous
incidents/disclosures the DDSL will flag these with a telephone call and a follow up email to
the **Designated Lead for Safeguarding/Child Protection-Kirsty Robertson (CEO)**



Where the disclosure/allegation **is made against a staff member and/or people working
with vulnerable adults/children/young people these must be directed immediately to
the CEO Officer (CEO)**



Where appropriate ensure that verbal information provided to Adult Services, or the Police is
followed up in writing within 48 hours (The relevant DDSL who is dealing with the ongoing
Safeguarding Concern is responsible for ensuring this has occurred)



Relevant DDSL reviews the concern within 3 working days and will ensure it is reviewed
regularly until there has been a suitable resolution with updates recorded on the Motiv8
Safeguarding Reporting Form (VIEWS).



All Safeguarding Concerns will be reviewed monthly by the Designated Safeguarding Lead for Safeguarding/Child Protection - Kirsty Robertson (CEO) and the Senior Operational Management Team, alongside the Quarterly Health and Safety Meeting.