

Safeguarding Adults and Children Policy

Protecting adults and children from abuse, neglect and exploitation through person-led, accountable and partnership-based practice.

LILYANNE'S WELLBEING POLICY

EMPOWERMENT • PREVENTION • PROPORTIONALITY • PROTECTION • PARTNERSHIP •
ACCOUNTABILITY

Live policy

Effective September 2026 • Review by September 2027

Document control

Document owner	Board of Trustees / Designated Safeguarding Lead
Applies to	Trustees, staff, counsellors, volunteers, students, contractors and anyone acting for LilyAnne's
Status	Live
Version	2.0 - effective September 2026
Effective date	September 2026
Next review	September 2027, or sooner if required

This is a live LilyAnne's Wellbeing policy. It applies from September 2026 and should be read alongside the related policies and procedures identified in this document.

Policy statement

LilyAnne's has zero tolerance for abuse, neglect and exploitation. Safeguarding is everyone's responsibility. The charity will respond promptly, listen respectfully, work with statutory partners and place the safety, rights, wishes and wellbeing of the person at the centre of decisions.

Scope

This policy principally supports work with adults. It also applies whenever a child, unborn child or young person may be affected by information received, activities, visitors, family circumstances or the conduct of anyone representing LilyAnne's.

Legal and practice framework

Adult safeguarding decisions follow the Care Act 2014 and current Care and Support Statutory Guidance. Child safeguarding work follows the Children Acts and Working Together to Safeguard Children 2026. Information sharing also reflects data-protection law, human rights and the Mental Capacity Act 2005.

Adult safeguarding threshold

A safeguarding concern may arise where an adult has needs for care and support, is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves. Staff do not need to prove that this threshold is met before reporting a concern for advice.

Safeguarding principles

Practice will be person-led and outcome-focused wherever possible.

- Empowerment - support informed choices and consent.
- Prevention - act before harm occurs where possible.
- Proportionality - use the least intrusive response appropriate to the risk.
- Protection - support people at greatest need.
- Partnership - work with communities and statutory services.
- Accountability - maintain clear roles, records and oversight.

Types of harm

Concerns may include physical, sexual, psychological or emotional abuse; domestic abuse; financial or material abuse; discriminatory abuse; organisational abuse; neglect or acts of omission; self-neglect; modern slavery; coercive control; exploitation; online abuse; harassment; radicalisation; child abuse; and any other conduct causing or risking significant harm.

Recognising a concern

Indicators may be a disclosure, injury, change in behaviour, fear, withdrawal, controlling relationships, missing money, poor living conditions, unsafe care, repeated crises, professional concern or information about a worker. Indicators do not prove abuse, but must not be ignored.

Immediate action

Stay calm, listen, take the person seriously and do not promise secrecy.

- If anyone is in immediate danger or needs urgent medical help, call 999.
- Do not confront the alleged person responsible or investigate beyond what is necessary for immediate safety.
- Preserve evidence and write a factual record as soon as possible.
- Report immediately to the Designated Safeguarding Lead or deputy.
- If the concern involves those people, report to the Chair of Trustees or the appropriate statutory agency.

Responding to a disclosure

Use open, non-leading prompts only where clarification is essential. Thank the person, explain what will happen next, ask what they want, and record their own words where possible. Never ask them to repeat the account unnecessarily.

Consent, capacity and information sharing

Seek informed consent to share whenever safe and practicable. Information may be shared without consent where there is a lawful and proportionate reason, including immediate danger, risk to another person or child, serious crime, coercion, lack of relevant capacity or a statutory/legal requirement.

- Share necessary, relevant, accurate and timely information.
- Record what was shared, with whom, why and whether consent was obtained.
- A capacity assessment is decision-specific; never assume incapacity because of disability, diagnosis or communication style.

Reporting and referral

The Designated Safeguarding Lead decides whether to refer to Hartlepool Borough Council adult or children's services, police, NHS services, the Local Authority Designated Officer where applicable, DBS, a professional regulator or another agency. Staff may refer directly when delay or internal conflict would increase risk.

Allegations about workers or volunteers

Any allegation that a worker harmed, exploited or may pose a risk to a person is reported immediately and managed separately from ordinary performance concerns. The charity will protect people, avoid contaminating evidence, follow employment and disciplinary procedures, and make statutory or DBS referrals where the legal criteria are met.

Safer recruitment, training and supervision

Roles are assessed for lawful DBS eligibility. Recruitment includes identity, references, role clarity and proportionate checks. All workers receive safeguarding induction, refresher learning, clear reporting routes and supervision appropriate to their duties.

Recording, storage and retention

Safeguarding records must be factual, dated, signed or attributable, stored securely and separated from routine notes where appropriate. Access is limited to those who need it. Retention follows the approved schedule and any advice relating to investigations, insurance or legal proceedings.

Governance and serious incidents

Trustees receive anonymised assurance information, monitor themes and ensure resources are adequate. The trustees consider whether an incident must be reported to the Charity Commission, insurers, commissioners or regulators without treating such reporting as a substitute for immediate safeguarding action.

Safeguarding concern record - minimum information

Use the approved concern form and record: person affected; date, time and place; exact disclosure or observed facts; immediate safety action; consent and wishes; capacity considerations; people informed; referrals made; rationale; follow-up owner; and outcome when known.

Related documents and references

- Equality Act 2010 - legislation.gov.uk/ukpga/2010/15/contents
- Data Protection Act 2018 and UK GDPR - ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/
- LilyAnne's Wellbeing Safeguarding Policy and Privacy Notice.
- Care and support statutory guidance, chapter 14 - gov.uk/government/publications/care-act-statutory-guidance
- Working Together to Safeguard Children 2026 - gov.uk/government/publications/working-together-to-safeguard-children--2
- Charity Commission safeguarding and serious incident guidance - gov.uk/guidance/safeguarding-duties-for-charity-trustees