



Safeguarding Adults at Risk Policy

Richmond Good Neighbours

Policy effective from: January 2021

Approved by: Board of Trustees

Last reviewed on: October 2025

Next review due by: April 2026

Version history

Version	Description of change	Author	Approved
3.2	Addition of link to details of postholders and references to Recruitment Procedures and Data Protection Policy.	Richard Seaborne	Board of Trustees, October, 2025
3.1	Minor edits	Richard Seaborne	Board of Trustees, May 2025
3.0	Formatting standardised and document control added	Richard Seaborne	Board of Trustees, April 2024
2.0	Recognise/Report/Record/Refer Incorporated Client Privacy	Anne Ardis	13/02/2023
1.0	Original version.	Anne Ardis	20/01/2021



Purpose of the Policy

This policy has been designed to provide guidance for Richmond Good Neighbours (RGN) staff and volunteers if they suspect abuse or are party to a disclosure of abuse from a client or from a friend, relative or carer of a client. As an organisation that works with adults at risk, predominantly older people, RGN recognises that it has a duty of care.

It is everyone's responsibility to ensure adults at risk are protected from abuse and RGN is committed to doing so; both through the education of its staff and volunteers and by taking appropriate and timely action when a concern or incident arises.

RGN believes that all adults at risk regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice. RGN is committed to providing support that respects the rights, dignity and worth of all its beneficiaries.

Staff, volunteers and trustees should be aware of 4 R's –

Recognise / Report / Record / Refer when dealing with Safeguarding.

Summary of Policy

Staff and volunteers at RGN will be assisting vulnerable clients with simple tasks such as shopping on behalf of a client or indeed taking the client shopping, driving to and from medical or dental appointments, transportation to and from social clubs or to meet with friends and occasionally gardening. RGN also offers a visiting and befriending service. In short, RGN offers most of the tasks of a non-specific nature such as might be offered by a 'good neighbour'. Clients may disclose that they are not being treated well, that they are not receiving the care/help they need or that they are being taken advantage of to staff, Trustees or volunteers of RGN whose roles need to be both compassionate and trustworthy

The names and contact details of the current holders of key roles cited in this policy can be found on the Richmond Good Neighbours website at:

<https://www.richmondgodneighbours.org.uk/contact-us/>



Should any such disclosure take place, the simple rule is:

In office hours - discuss the disclosure immediately or as soon as is practicable with the RGN Director:

Office telephone: 02035384060

Email: organiser@richmondgoodneighbours.org.uk

Out of office hours – Notify Richmond Council’s Adult Access Team:

Telephone: 02088917971 (Richmond Council Adult Access Team)

Telephone: 02087442442 (Richmond Council Emergency Out of Hours Team)

Email: organiser@richmondgoodneighbours.org.uk

(Immediate action - If there is immediate risk to the adult at risk, you, or anyone else, and emergency action needs to be taken dial 999 to call the police or ambulance service.)

Staff and volunteers at RGN cannot be sworn to secrecy. The client needs to be made aware that disclosures are shared with the Director and any other relevant parties.

If anyone associated with RGN is concerned that any client is experiencing abuse or neglect whether by an employee, carer, family member, neighbour or other, it is their responsibility to report any concern immediately.

In the event that the person reporting a safeguarding matter has concerns that a member of RGN’s staff or an RGN trustee who is involved in the reporting line set out in this policy is involved in the matter being reported, use should be made of RGN’s Whistleblowing policy which can be found on the RGN website:

<https://www.richmondgoodneighbours.org.uk/about-us/policies-and-reports>

Scope of Policy

Who is an ‘adult at risk’ (Recognise)

The term ‘adult at risk’ directly replaces ‘vulnerable adult’ and refers to: An adult aged 18 years or over ‘who is or may be in need of community care services by reason of mental, or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation’.



An adult at risk could be someone who:

- is elderly and frail due to ill health, physical disability or cognitive impairment.
- has a physical disability and/or a sensory impairment.
- has mental health needs including dementia or a personality disorder.
- has a long-term illness/condition.
- is a carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse.
- is unable to demonstrate the capacity to make a decision and needs care and support.

This is not an exhaustive list.

It is important to bear in mind that just because a person is old or frail or has a disability, does not mean they are inevitably 'at risk'.

What is abuse?

Abuse is a violation of an individual's human and civil rights, by any person or persons that results in significant harm.

It could be:

- A single act or repeated acts.
- An act of neglect or failure to act.
- Multiple acts, for example, an adult at risk may be neglected, and financially abused.

Definition of abuse

For the purpose of this Safeguarding Adults policy the term abuse is defined as:

A violation of an individual's human and civil rights by any other person or persons which results in significant harm.



Abuse can take various forms:

Physical: hitting, pushing, pinching, shaking, misusing medication, scalding, the misuse or illegal use of restraint, inappropriate sanctions, exposure to heat or cold and not giving adequate food or drink.

Sexual: Including rape and sexual assault or sexual acts to which the adult at risk has not consented, could not consent or was pressured into consenting, including watching sexual activity.

Psychological: includes threats of harm or abandonment, being deprived of social or any other sort of contact, humiliation, blaming, controlling behaviour or intimidation, coercion and bullying.

Financial / material: use of a person's property, assets, income, funds or any resources without their informed consent or authorisation.

Neglect or acts of omission: Ignoring medical or physical needs, failing to allow access to appropriate health, social care and educational services, and withholding the necessities of life such as medication, adequate nutrition, hydration or heating.

Discriminatory: Including racist, sexist behaviour or harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability, and any other forms of harassment, slurs or similar treatment.

Institutional abuse: Mistreatment or abuse or neglect of an adult at risk by a regime or individuals within settings and services that adults at risk live in or use, that violate the person's dignity, resulting in lack of respect for their human rights.

Procedure for staff and volunteers to follow if abuse is suspected or disclosed (Report and Refer)

If a member of staff, a trustee or a volunteer is concerned that any adult at risk is experiencing abuse or neglect, whether it is by an employee, carer, family member, neighbour or other they should gain the full facts and circumstances and decide on the best course of action. A decision should never be made unilaterally.

- 1) Every effort should be made to ensure the person understands why a referral is advised and what it will entail.
- 2) Consider whether the adult at risk has capacity. This includes thinking about:
 - Awareness: Is the person aware of the choice he/she is making?
 - Consequences: Can the person say and understand what the consequences of their actions will be?
 - Communicate: Has that choice been communicated?
- 3) Is the person's ability to make an informed decision affected by the abuse that is occurring? If the person has capacity and agrees to a referral, then RGN should explain to the adult at risk what will be shared with other organisations.



4) If after discussion with the adult at risk, they refuse to consider any intervention; their wishes will be respected unless:

- There is a public interest, for example, not acting will put other adults or children at risk.
- There is a duty of care to intervene, for example, a crime has been or may be committed. Please see 'Suspected crime' see below.

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https://www.richmond.gov.uk/safeguarding_adults

(Immediate action - If there is immediate risk to the adult at risk, you, or anyone else, and emergency action needs to be taken dial 999 to call the police or ambulance service.)

In the event that the person reporting a safeguarding matter has concerns that a member of RGN's staff or an RGN trustee who is involved in the reporting line set out in this policy is involved in the matter being reported, use should be made of RGN's Whistleblowing policy which can be found on the RGN website:

<https://www.richmondgoodneighbours.org.uk/about-us/policies-and-reports>

If no referral is made in line with the person's wishes, then the situation should be monitored and reviewed later. In the meantime, all other avenues of support should be explored.

Suspected crime

The police should be informed if a criminal activity is suspected. The police must be involved if:

- There is an allegation from an adult to another person of sexual abuse.
- There is a suspicion that sexual abuse has occurred.



- There has been an alleged or suspected case of physical injury that has caused harm to an adult constituting an assault, actual or grievous bodily harm.
- An alleged or suspected case of cruelty, including where an adult is illtreated or neglected.
- There are allegations or suspicions that involve unusual circumstances e.g. organised or institutional abuse.
- There is an alleged or suspected case of financial abuse.

What RGN will do to reduce the risk of harm

RGN will recruit all staff and volunteers in line with the RGN Recruitment Procedures for Staff and Volunteers in order to ensure as far as is reasonably possible that those representatives of RGN who interface with adults at risk have been adequately screened. A copy of the procedures can be found on the RGN website. RGN staff and trustees have undergone training in safeguarding. Level 1 training for all, and Level 2 for the Nominated Safeguarding Person (The Director) and the Nominated Safeguarding Trustee. All RGN staff and volunteers must have a recent Disclosure and Barring Services check. In addition, each volunteer will be sent a copy of this policy and asked to acknowledge that they have read it before any volunteering activity can take place. The policy will be reviewed annually and discussed at the appropriate trustees meeting. Feedback from staff, volunteers and trustees is encouraged.

Personal data of clients, staff and volunteer will be protected through compliance with the RGN Data Privacy Policy, which can be found on the RGN website.

Logging and monitoring safeguarding (Record)

The Director will file a report of any reported incidents of alleged abuse. A review and follow up shall be carried out and the situation monitored.

Safeguarding concerns are also recorded on the RGN Safeguarding Register.

Further information

For more information on Richmond upon Thames' safeguarding policy and procedures see:

www.richmond.gov.uk/services/adult_social_care/safeguarding_adults



Supporting policies and procedures

This policy should be read in conjunction with:

- Richmond Good Neighbours Data Privacy Policy
- Richmond Good Neighbours Recruitment Procedures for Staff and Volunteers
- Richmond Good Neighbours Whistleblowing Policy