

Safeguarding Adults at Risk

Document owner	Regenda Safeguarding Team
Approved by	Executive Team
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Scope	The Regenda Group

1. Introduction/ policy statement

The Care Act 2014 provides a clear legal framework for how agencies should work in partnership with other services to protect adults at risk, and places adult safeguarding on the same statutory footing as child safeguarding. Safeguarding adults is about protecting an adult's right to live in safety, free from prejudice, abuse, and neglect. Although the statutory obligations of the Care Act 2014 apply to local authority departments, as a provider of social housing and other associated services we are well placed to support our colleagues in social care, health, education, and the police to safeguard adults at risk.

Safeguarding is everyone's business.

It is about doing as much as possible to prevent abuse happening in the first place by raising awareness and understanding, but also knowing when to raise alerts where abuse is suspected. It's about working together, not just with other agencies, but also with individuals, and supporting them to make decisions about the risks they face in their lives and protecting those who lack the mental capacity to make these decisions.

Regenda and its staff play a critical part in safeguarding adults and, as an organisation, recognises the serious effect that abuse can have, both in the short and long-term on those affected. Regenda therefore takes its duty to protect all customers, service users, learners, volunteers, colleagues, and those associated with the organisation from any form of abuse very seriously and is committed to supporting all staff to confidently: identify adults at risk; share information and work in partnership with others to ensure that all allegations of abuse are properly recorded and investigated.

We can effectively safeguard our customers by working within each of the Regenda Values:

- **Customer Centric** – focussing on the risks and support needs of the customer, actively listening to them and understanding their situation ensures we can help prevent and protect them from abuse and neglect
- **One Team** – understanding that safeguarding is everyone's responsibility and working together as an organisation, across multiple teams where required, ensures that Regenda's response will be effective in safeguarding our customers
- **High Performance** – Regenda are committed to providing a high level of support, taking all appropriate action, to ensure the safety and wellbeing of our customers. This may include professional challenge and escalation when staff feel that external services are not responding to the needs of the adult at risk
- **Ambition and Dynamism** – safeguarding training, the review and improvement of our services will always be at the forefront of the organisation's agenda



- **Openness and Honesty** – providing us with the opportunity to build trust with our customers, allowing them to inform us of any risk and allow us to help them
- **Efficiency and Value for Money** – safeguarding our customers, especially those most at risk, may prevent formal procedures, such as tenancy enforcement or eviction, from taking place. The Safeguarding Team will provide consistent support to staff to reduce the need for external training and advice
- **Communication** – is vital for safeguarding adults at risk. Effective communication can help to prevent issues our customers are facing from putting them at risk. Customers will know that Regenda staff are available to help and support them when required

Purpose

- Promote and prioritise the health, safety, and wellbeing of adults at risk who access services delivered by the Regenda Group
- Promote and prioritise the health, safety, and wellbeing of adults at risk living in or visiting properties owned or managed by the Regenda Group
- Outline the responsibilities of our staff, volunteers, contractors, agency workers and Board Members in relation to protecting adults at risk from abuse, neglect, and exploitation
- Ensure all staff, volunteers, contractors, agency workers, residents, service users, managing agents, Board Members and carers/family members are familiar with the policy and our associated procedures for safeguarding adults at risk
- Ensure all staff, volunteers, contractors, agency workers and Board Members are able to recognise the different types of abuse and neglect (signs, symptoms, and indicators)
- Provide staff, volunteers, contractors, agency workers, residents, service users, managing agents, Board Members and carers/family members with the overarching principles that guide our approach to safeguarding and protection
- Provide staff, volunteers, contractors, managing agents and Board Members with a clear procedure to implement and what to do when they have any safeguarding concerns

Aims

Our policy aims to keep adults at risk safe by:

- Ensuring everyone in the organisation understands their role and responsibilities in relation to safeguarding adults at risk.
- All staff, volunteers, contractors, managing agents, agency workers and Board Members promoting the welfare and safety of adults at risk and acting on any suspicion, or evidence of abuse or neglect.
- Sharing our information and concerns to a relevant person/agency in line with GDPR guidelines.
- Providing a Regenda Group centralised safeguarding team to support and promote this policy.
- Appointing local Designated Safeguarding Leads (DSLs) and Deputy Designated Safeguarding Leads (DDSLs) in each service area or department as appropriate.
- Forming a Strategic Safeguarding Group including DSLs/DDSLs from each service area.
- Ensuring appropriate and prompt action is taken in the event of an incident or a concern being raised, providing effective support to those who raise or disclose the concern.
- Providing effective management for staff, contractors, agency workers and volunteers through the provision of effective supervision, support, training, and quality assurance measures.



- Working within the framework of each local authority Adults Board/Partnership/Partner Agency across the local authority areas in which we operate.
- Managing any allegations against staff, contractors, and volunteers appropriately.
- Having effective complaints and whistleblowing procedures in place.
- Apply this policy in conjunction with other relevant Regenda Group policies and procedures.
- Ensuring that suitable and appropriate staff are recruited and that staff who are working regularly with, or coming into contact with, adults at risk, undergo enhanced DBS checks.
- Keeping up to date with developments in legislation, local and national policy and guidance to comply with the law and best practice.
- Working in partnership with statutory and other agencies in performing our obligations to safeguard adults at risk.
- Providing effective induction and on-going training and support to our staff, volunteers, contractors, agency workers and Board Members so that they can develop the necessary skills to perform their duties and safeguard adults at risk.
- Providing clear guidance on escalating and appealing local authority threshold decisions in relation to their acceptance of safeguarding referrals.
- Promoting and supporting the wellbeing of adults who report challenges affecting their personal care and support functions by actively seeking improvements, focusing on the adult's needs, goals and wishes. This may include, but is not limited to, signposting to universal services.
- Having robust and effective reporting, recording, and monitoring procedures in place ensuring continuity across the Group in relation to data management.

2. Definitions

Adults at risk	An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and/or support.
Care and support needs	A mixture of practical, financial, and emotional support for adults who need extra help to manage their lives and be independent. Care and support includes an assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support.
MAPPA	Multi-Agency Public Protection Arrangements. A mechanism through which statutory agencies aim to manage, in a co-ordinated way, risks posed by sexual and violent offenders, in order to protect the public.
MARAC	Multi-Agency Risk Assessment Conference. A multi-agency forum for the purpose of managing high risk cases of Domestic Abuse, stalking and honour-based violence.
MASH	Multi-Agency Safeguarding Hub. A model adopted by some local authorities which brings together key partners (e.g., local authority, police, health authority) to work as a team, to share information and decision making and to improve the initial response to safety concerns.
DSL/DDSL	Designated Safeguarding Leads and Deputy Designated Safeguarding Leads. Colleagues from across the Regenda Group who ensure the safeguarding policy and procedures are implemented in their work area. Designated Safeguarding Leads



	will represent their department or work area on the Strategic Safeguarding Group (SSG).
LADO	The Local Authority Designated Officer works within the local authority to manage and oversee allegations of abuse or neglect by staff or volunteers responsible for the care and support needs of adults at risk. The LADO provides advice and guidance to employers, organisations and other individuals concerned about the behaviour of a person working with vulnerable adults.
DBS checks	Disclosure and Barring Service. The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involving children or vulnerable adults, and provides wider access to criminal record information through its disclosure service for England and Wales.
Multi-agency	Multi-agency working brings together practitioners from different sectors and professions to provide an integrated way of working to support adults at risk
LSAB/LSAP	Local Safeguarding Adult Boards or Local Safeguarding Adult Partnerships. The overarching purpose of LSAB/LSAP is to help and safeguard adults with care and support needs. It does this by assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance. The LSAB/LSAP promotes a person-centered approach, working collaboratively to prevent abuse and neglect where possible. It ensures agencies and individuals give timely and proportionate responses when abuse or neglect have occurred.
Managing Agents	Organisations responsible for delivering care and support to tenants in Regenda Supported Living properties.
Partner Agencies	Replacing LSCB representing various organisations in a local authority who are involved in safeguarding children. See above
Regenda Safeguarding Team	The Regenda Safeguarding Team includes: The Regenda Group Strategic Safeguarding Lead The Regenda Group Safeguarding Coordinator The Regenda Homes Senior Safeguarding Officer and Regional Safeguarding Officer for Merseyside The Regenda Homes Regional Safeguarding Officer for Lancashire The Regenda Homes Regional Safeguarding Officer for Greater Manchester and Cheshire Director of Safety
Safeguarding concern	Details raised in a safeguarding referral in SHE that requires a referral to emergency and/or external support services such as Social Care, the Mental Health team, IDVA services/Domestic Abuse refuge services (for example). The adult at risk has care and support needs and/or is at immediate risk of significant abuse or harm.
SHE	The software system used to report, manage and monitor safeguarding and cause for concern referrals. The SHE portal can be accessed by all Regenda Group staff and others associated with the Group (as appropriate) to complete the referral
SSG	The Strategic Safeguarding Group has delegated authority to oversee and monitor the Safeguarding of Adults, Children and



	Young People arrangements for the Regenda Group and to ensure that all safeguarding functions are embedded in the governance structures of the organisation.
Welfare concern	Details raised in a safeguarding referral in SHE that suggests an adult may be at risk of some form of abuse, harm or neglect but does not have a multi-agency approach in place or may not yet have specific care and support needs. Addressing the welfare concern early is likely to prevent an adult from developing care and support needs or the risk becoming significant.
Wellbeing	'Wellbeing' is a broad concept, and it is described as relating to the following areas in particular: • personal dignity (including treatment of the individual with respect) • physical and mental health and emotional wellbeing • protection from abuse and neglect • control by the individual over day-to-day life (including over care and support provided and the way it is provided) • participation in work, education, training or recreation • social and economic wellbeing • domestic, family and personal • suitability of living accommodation • the individual's contribution to society (UK GOV Care and Support Guidance 2024)

3. Scope and exemptions

Our Safeguarding Adults at Risk policy relates to people aged 18 or over who:

- Have care and support needs (whether the local authority is meeting those needs or not)
- Are experiencing, or is at risk of, abuse or neglect
- As a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect

While not an exhaustive list, an adult with care and support needs may be:

- An older person
- A person with a physical disability, a learning difficulty, or a sensory impairment
- Someone with mental health needs, including dementia or a personality disorder
- A person with a long-term health condition
- Someone who misuses substances or alcohol to the extent that it affects their ability to manage day to day living

This policy applies to:

- Every resident of accommodation owned by the Regenda Group
- Visitors to customers residing in accommodation owned by the Regenda Group
- Everyone accessing services and/or supported by Regenda Group subsidiaries
- All Regenda Group staff, volunteers, contractors, agency workers, Board Members, and anyone else working on behalf of the Regenda Group including managing agents

4. Policy detail

We recognise that:

- Safeguarding is a multi-agency approach which depends upon effective joint working
- Information sharing between organisations is essential to safeguard adults at risk



- Anyone raising a safeguarding concern in good faith should always be listened to, believed, and assured that we will act on their concerns
- Safeguarding is everyone's responsibility
- We have a role to play in creating a safeguarding culture across the organisation that empowers each adult to make choices and have control about how they want to live their life

This policy and associated processes are rooted in the six principles that underpin all adult safeguarding, which can be summarised as:

Empowerment	Adults are encouraged to make their own decisions and are provided with support and information to do this
Prevention	Strategies are developed to prevent abuse and neglect that promotes resilience and self-determination
Proportionate	A proportionate and least intrusive response is made balanced with the level of risk
Protection	Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding
Partnerships	Local solutions are developed through services working together within their communities
Accountable	Accountability and transparency in delivering a safeguarding response

5. Associated documents

5.1. Associated legislation, regulation, and guidance

Associated legislation, regulation, and external standards
General Data Protection Regulations GDPR (2018)
The Care Act (2014)
Care and Support Statutory Guidance (updated 2024)
The Safeguarding Vulnerable Groups Act (2006)
The Protection of Freedoms Act (2012)
The Equality Act (2010)
The Mental Capacity (Amendment) Act (2019)
The Housing Act (2004)
Keeping Children Safe in Education (2026)
The Health and Care Act (2022)
The Counter Terrorism and Security Act (2015)
Prevent Duty Guidance (2023)
Domestic Abuse Act (2021)

5.2. Associated Regenda Homes / Group documents / guidance

Associated Regenda Homes / Group documents / guidance
Safeguarding Guidance Documents



Safeguarding Children Policy
Managing Allegations Policy
Health and Safety Policy
Domestic Abuse Policy
Domestic Abuse guidance
Vulnerability and Reasonable Adjustments policy
Data Protection Policy
Disciplinary Policy
Grievance Policy
IT Strategy
Customer Feedback Policy
Speak Up Policy and Procedure
Anti-Social Behaviour Policy
Volunteer Policy
ASB and Hate Crime Policy
Group Code of Conduct and Probity Policy
Youth Hostel Association (YHA) Safeguarding Policy and Procedures
Equality, Diversity, and Inclusion Strategy 2022 – 2026
Recruitment Policy 2022
DBS Policy 2026

6. Equality, diversity, and inclusion

The Regenda Group aims to be an inclusive organisation that values diversity, ensures equal opportunities, challenges discrimination and integrates equality, diversity and inclusion into everything that we do. We understand that adults at risk, children and young people may find themselves at risk of harm or neglect at any time of their lives and for many different reasons. Regenda are dedicated to ensuring that every safeguarding incident/cause for concern is managed individually, with the needs of every customer being taken into consideration. The Regenda Group works closely with partners to create knowledge, resources and skills to ensure that we can provide tailored support for our customers. We continue to develop our communication guidelines to ensure communications with customers, partners and staff are clear, simple, easy to understand and that they meet our customers' needs. We are committed to raising awareness and making use of tools and resources available such as translation/specialist services and expert support and guidance in order to deliver a bespoke service to everyone.

7. Data Protection

The Data Protection Act is not a barrier to sharing information, it provides a framework to ensure that personal information about living persons is shared appropriately. Remember:

- Be open and honest with the person (and/or their family where appropriate), share information with consent where appropriate and where possible respect the wishes of those who do not consent to share confidential information
- Base information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions
- Ensure the information you share is necessary for the purpose for which you are sharing it and is only shared with those people who need to have it
- **All** safeguarding concerns involving **children and young people** under the age of 18 where there is an immediate risk of harm must be reported to the emergency services and/or Children's Social Care Services



- An **adult at risk** has the right to decide if and how they wish to be helped, do they **consent** to the safeguarding interventions?
- Talk to the person about your concerns and seek their **consent** about the next steps you feel are necessary – what are the person's views and wishes?
- If language is a barrier it is important to use an interpreter **not** a family member or someone from a local cultural or religious organisation which the vulnerable person or suspected abuser is a member
- There will be instances where the person's decision not to refer the situation to the appropriate authorities will have to be over-ridden if it is in the public interest to do so. This will occur where:
 - other people or children could be at risk from the person causing harm
 - it is necessary to prevent a crime
 - there is a high risk to the health and safety of the adult at risk
 - the person lacks capacity to consent
 - there is an allegation against a Regenda Group staff member or contractor and should be recorded accordingly
- Don't pass on the information to anyone other than those with a legitimate need to know
- Tell the person you are going to inform the appropriate person and also report the disclosure to the Regenda Safeguarding Team

Please see our Group's Data Protection Guidance for more guidance or speak to the Regenda Governance team.

8. Monitoring and reporting

The completion of staff and where appropriate, contractor induction and training records will be monitored by the Regenda Safeguarding Team and will be reviewed by the Strategic Safeguarding Group. Colleagues involved in inducting, training and supervising staff and contractors will be required to fully understand the content of this guidance and where appropriate, supporting documentation and associated information. The Regenda Safeguarding team will also regularly review the number of safeguarding and cause for concern referrals, where they have come from and where possible, the outcomes. The Strategic Safeguarding Group will meet quarterly as part of the review process and findings and actions will be minuted. Minutes will be made available to the Director of Safety and M&Y Executive Director.

9. Risk Management

Reference	Name	Internal controls
H&S OR06	Inadequate approach and management of safeguarding	• Staff Safeguarding training • Annual review and updates of safeguarding policies and procedures

10. Prevent



The overall aim of the UK's counter-terrorism strategy, CONTEST is to reduce the risk from terrorism to the UK, its citizens and interests overseas, so that people can go about their lives freely and with confidence.

Prevent remains one of the key pillars of CONTEST, alongside the other three 'P' work strands:

- Prevent: to stop people becoming terrorists or supporting terrorism
- Pursue: to stop terrorist attacks
- Protect: to strengthen our protection against a terrorist attack
- Prepare: to mitigate the impact of a terrorist attack

The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. Prevent also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. The duty helps to ensure that people who are susceptible to radicalisation are supported as they would be under safeguarding processes.

If any significant concerns are raised around radicalisation via a Regenda Safeguarding/Welfare Concern Reporting Form on the SHE portal, the Regenda Safeguarding Team will complete a Prevent Referral and Assessment Form and submit it to the North West Counter Terrorism Policing Unit. This may then be discussed at a Channel panel meeting, the members of which will decide on the appropriate action to take to ensure that the vulnerable adult or child in question is offered support to stop them from becoming involved in criminal terrorist activity. The Regenda Safeguarding Team will liaise and work in partnership with the NWCTU and Local Authority Prevent teams to ensure Regenda complete any safeguarding actions relevant to our role and responsibilities for the person at risk. Prevent concerns will be recorded in SHE as per the process for all other safeguarding/welfare concerns.

11. Responsibilities

The Regenda Group Chief Executive and Executive Team retains the overall responsibility for the implementation of this policy.

The Director of Safety and Strategic Safeguarding Lead take the strategic lead on managing safeguarding and will be involved in decision making.

The Director of Safety is responsible for operational management of safeguarding across the Group. The Director of Safety is included in the Regenda Safeguarding Team and supports the Strategic Safeguarding Lead in their role.

The Strategic Safeguarding Lead and Senior Safeguarding Officer (Regenda Homes) have responsibility for the day-to-day management of safeguarding, providing support to all those connected with the Regenda Group to make safeguarding and welfare referrals. The Strategic Safeguarding Lead and Safeguarding Coordinator will be responsible for recording, monitoring, and reviewing referrals, staff training and contributing to quarterly reports.

The Strategic Safeguarding Lead has the autonomy to escalate safeguarding concerns directly to the Chief Executive. This would include where it is believed safeguarding referrals or welfare concerns are not being appropriately managed and therefore creating or increasing risk for an individual.



The Senior Safeguarding Officer (Regenda Homes/Merseyside), the Regional Safeguarding Officers (Fleetwood and Greater Manchester and Cheshire) and the Subsidiary Designated/Deputy Designated Safeguarding Leads (DSLs/DDSLs) are essential to the success of implementing the Regenda Safeguarding Children Policy. They will advise front line-staff on safeguarding concerns, offer feedback and review referrals, and will work closely with the Regenda Strategic Safeguarding Lead and Safeguarding Coordinator.

Any employee within the Group working directly with children who believe a safeguarding alert or welfare concern has not been appropriately or adequately addressed by the Group, must escalate their concerns directly to the Chief Executive.

12. Contact details

Regenda Safeguarding Team

Tel: 0151 703 3777

Email: RegendaSafeguarding@regenda.org.uk

Ria Hall: Strategic Safeguarding Lead

Tel: 0151 703 3261/07528969031

Email: ria.hall@regenda.org.uk

Deniece Pendlebury: Safeguarding Coordinator

Tel: 0151 703 3264/07989715195

Email: deniece.pendlebury@regenda.org.uk

Catherine Williams: Senior Safeguarding Officer - Regenda Homes/Merseyside

Tel:

Email: catherine.williams@regenda.org.uk

Jemma Birch: Regional Safeguarding Officer – Lancashire

Tel: 07814075118

Email: jemma.birch@regenda.org.uk

TBC: Regional Safeguarding Officer – Greater Manchester and Cheshire

Tel: TBC

Email: TBC

David Morrell: Director of Safety

Tel: 0151 703 3826/07966877596

Email: david.morrell@my-maintenance.co.uk

13. Amendment log

Change	Made by	Authorised by	Effective date
Associated policies and guidance information section: KCSIE date updated	Ria Hall	Dave Morrell Regenda Executive Team	April 2026
Definition table 'Regenda Safeguarding Team' description updated in line with team changes	Ria Hall	Dave Morrell Regenda Executive Team	April 2026



Associated documents; Associated Regenda Homes/Group documents/guidance updated with the new Domestic Abuse guidance, ASB and Hate Crime policy and Vulnerabilities and Reasonable Adjustments policy	Ria Hall	Dave Morrell Regenda Executive Team	April 2026
Responsibilities section updated in line with Regenda Safeguarding Team changes/new staff/roles	Ria Hall	Dave Morrell Regenda Executive Team	April 2026
Regenda Safeguarding Team contact details all updated in line with team changes	Ria Hall	Dave Morrell Regenda Executive Team	April 2026
Prevent section updated in line with amendments to the Prevent Duty from the Home Office	Ria Hall	Dave Morrell Regenda Executive Team	April 2026