

# Adult Safeguarding Policy

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## MD Statement

At Imeta Training Solutions, we are fully committed to safeguarding the welfare of all our adult learners. We recognise our duty to create a safe, inclusive, and supportive learning environment, in line with the **Care Act 2014**, the **Safeguarding Vulnerable Adults Act 2017** and the **Prevent Duty Guidance (see Prevent Policy)**.

Our safeguarding policies ensure that adults at risk are protected from harm, abuse, and exploitation. Our staff are trained to identify and respond to concerns promptly, working in partnership with local safeguarding boards and support services to uphold the highest standards of care.

Safeguarding is a shared responsibility, and we encourage all learners, staff, and stakeholders to remain vigilant and proactive in promoting a culture of safety and respect.

## Mohammed Zur

MD

Imeta Training Solutions

## Introduction

iMeta Training and Solutions is dedicated to safeguarding adults in accordance with national laws and both national and local guidelines.

We are committed to ensuring that all our activities are conducted in ways that protect adults. Our organisation fosters a zero-tolerance approach to any harm against adults, which includes recognising individuals who may be at risk, understanding situations that increase vulnerability, identifying signs of abuse, exploitation, or neglect, and being proactive in reporting concerns.

## Adult Safeguarding Policy

This commitment covers identifying and reporting harm wherever it may occur, whether within our own activities, in other community or voluntary settings, in public spaces, in personal homes, or within care facilities.

We are committed to creating and fostering a safe learning environment for ALL learners to access learning and feel protected, valued and empowered.

iMeta Training and Solutions pledges to uphold the highest standards of safeguarding, ensuring that all adults have the right to a life free from harm, abuse, exploitation, and neglect.

### Policy Statement

[iMeta Training and Solutions](#)

iMeta Training and Solutions believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

We are committed to fostering a secure and supportive environment with an open, receptive culture where individuals feel comfortable voicing concerns without fear of consequences.

iMeta Training and Solutions acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

As a social value organisation, we recognise that health, well-being, ability, disability and need for care and support can affect a person's resilience. We acknowledge that individuals may face barriers, such as challenges with communication, when trying to raise concerns or seek help, and we understand that these obstacles can change over the course of the learners learning journey.

iMeta Training and Solutions recognises that there is a legal framework within which Adult Further Education providers need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by iMeta Training and Solutions will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

# Adult Safeguarding Policy

## Aim

The aim of the policy is to outline the duty and responsibility of ALL company staff, representatives, directors and partners in relation to safeguarding Adults at Risk.

This policy aims to provide an overview of the responsibilities of the organisation, and its staff have in respect of protecting Adults at Risk.

## Objectives

- **Promote a Safe Environment:** To create and maintain a safe, welcoming, and inclusive environment where everyone, especially vulnerable individuals, feels secure and respected.
- **Provide Appropriate Training:** To deliver regular and effective safeguarding training to staff and volunteers, ensuring they are equipped to recognise and respond to potential safeguarding issues.
- **Establish Clear Reporting Procedures:** To implement clear, accessible, and confidential reporting and escalation procedures for handling safeguarding concerns, ensuring prompt and effective action.
- **Encourage an Open Culture:** To promote an organisational culture where individuals feel safe to raise concerns without fear of retribution, supporting transparency and accountability.
- **Regularly Monitor and Review Safeguarding Practices:** To conduct regular audits and reviews of safeguarding procedures and policies, ensuring they remain effective, up-to-date, and aligned with current legislation and best practices.
- **Work with External Agencies:** To collaborate with relevant agencies (such as local authorities and social services) to provide effective support for individuals in need and ensure a comprehensive response to safeguarding concerns.
- **Ensure Safe Recruitment:** To implement safe recruitment processes, including background checks, to ensure that individuals working with vulnerable groups are suitable and qualified.
- **Empower Individuals in Their Own Protection:** To provide resources and education to vulnerable individuals on their rights and the steps they can take to protect themselves and report concerns.

## Commitments

*We will...*

- Not tolerate any form of abuse or neglect within iMeta Training and Solutions, both online and offline.
- Take all reasonable steps to protect our staff, learners and stakeholders who visit our sites, take part in our activities or engage with us in any capacity.
- Give equal priority to keep adults at risk safe from harm regardless of their age, disability, gender, beliefs, race, sex, sexual orientation or socioeconomic status.

## Adult Safeguarding Policy

- Provide our staff, volunteers, trustees and partners with the knowledge and tools to guide them in promoting the protection of adults at risk.

*We will achieve this by...*

- Supporting staff and associates by establishing a clear policy and procedural framework, transparent reporting and by promoting a culture of learning throughout the organisation.
- Encouraging staff and associates to discuss any concerns immediately or as soon as practically possible with their line manager or the Designated Safeguarding Lead.
- Listening to and hearing the voice of adults at risk and respecting their views.
- Recruiting staff and associates safely, including professional references, Disclosures and Barring checks as appropriate.
- Recording and storing information safely and in accordance with the UK's General Data Protection Regulation (GDPR).
- Adhering to online safety guidance to keep all our learners safe and free from risk. As well as safeguarding staff and adults at risk when using any digital communications.
- Working in partnerships with statutory agencies responsible for safeguarding adults at risk.

### Key Points

- There is a **legal duty on Local Authorities** to provide support to 'adults at risk'.
- **Adults at risk** are defined in legislation, and the criteria applied differ between each home nation.
- The safeguarding legislation applies **to all forms of abuse** that harm a person's well-being.
- The law provides a framework for good practice in safeguarding that makes the overall **well-being** of the adult at risk a priority of any intervention.
- The law in all four home nations emphasises the importance of **person-centred safeguarding**, (referred to as '**Making Safeguarding Personal**' in England).
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (**Mental Capacity**).
- The law provides a framework for sports organisations to **share concerns** they have about adults at risk with the local authority.

## Adult Safeguarding Policy

- The law provides a framework for all organisations to **share information and cooperate** to protect adults at risk.

### Safeguarding Adults Legislation

Safeguarding Adults in England follows the following legal frameworks:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- The Care Act 2014
- Whistleblowing and The Public Interest Disclosure Act 1998 (PIDA)
- Prevent

**The Human Rights Act 1998:** This Act protects fundamental human rights, including the right to life, freedom from inhumane treatment, privacy, and freedom from discrimination, which underpin safeguarding practices for adults.

**The Data Protection Act 2018 & General Data Protection Regulation (GDPR) 2018:** These laws govern the handling of personal data, ensuring that it is collected, stored, and used lawfully, transparently, and securely, with specific considerations for sensitive information involved in safeguarding.

**Safeguarding Vulnerable Groups Act 2006:** This Act provides for the vetting and barring of individuals unsuitable to work with vulnerable groups, establishing the Disclosure and Barring Service (DBS) to help prevent harm to adults at risk.

**Mental Capacity Act 2005:** This Act outlines how to support adults who may lack capacity to make certain decisions, emphasising their rights to make as many of their own decisions as possible and providing guidelines on acting in their best interests when they cannot.

**The Care Act 2014:** This Act places a duty on local authorities to promote the well-being of adults in need of care and support, prevent abuse or neglect, and create safeguarding frameworks to protect adults at risk.

**Whistleblowing and The Public Interest Disclosure Act 1998 (PIDA):** This legislation protects individuals who report concerns (or "blow the whistle") about unsafe practices or abuse in a workplace, encouraging transparency and accountability in safeguarding contexts.

# Adult Safeguarding Policy

## Definition of an Adult at Risk

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. An adult further education provider may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

## An Adult at risk is...

England (Care Act 2014) defines an **adult at risk** as an individual aged 18 years and 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 as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## Abuse and Neglect

Abuse involves the infringement of an individual's human and civil rights by one or more people. It can happen in any type of relationship and may lead to severe harm or exploitation of the affected person. Abuse can result from intentional actions, neglect, oversight, or lack of awareness. Various forms and patterns of abuse or neglect exist, each potentially occurring under different circumstances. Although safeguarding laws in each part of the UK define abuse categories slightly differently, they all encompass the following types:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

## Adult Safeguarding Policy

Abuse can take place in any relationship, and there are many contexts in which abuse might take place, e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams. Some of these are named specifically within the home nation legislations.

Abuse can take place within any organisation, and the person causing harm can be anyone.

Some examples of abuse within further education:

- **Cyberbullying:** Repeatedly sending hurtful messages, making threats, or spreading rumours to intimidate, embarrass, or harass learners or staff through online platforms.
- **Emotional Abuse:** Manipulative behaviour or language intended to undermine a learner's confidence, cause distress, or isolate them from the learning community.
- **Sexual Harassment:** Unwanted sexual comments, messages, images, or solicitations, which can be made in chat rooms, during video calls, or via direct messaging.
- **Discriminatory Abuse:** Using offensive language, exclusion, or harassment based on race, gender, disability, religion, or sexual orientation within online interactions.
- **Grooming:** Gradual building of trust with a learner to manipulate or exploit them, which could be through one-on-one chat, direct messaging, or other digital channels.
- **Financial Exploitation:** Pressuring learners to give money, share payment details, or purchase unauthorised materials or services unrelated to the course.
- **Data and Privacy Abuse:** Misusing personal information, sharing private details without consent, or failing to protect learners' data, which could lead to identity theft or other forms of exploitation.
- **Phishing and Scamming:** Sending fake messages or links posing as official communications to trick learners into sharing personal information, payment details, or clicking on harmful links.
- **Exclusion or Isolation:** Intentionally ignoring, excluding, or not involving certain learners in group discussions, online activities, or assignments as a means of psychological harm.
- **Inappropriate Use of Authority:** Staff using their position to pressure learners into uncomfortable interactions, whether through grading threats or denying access to necessary resources without a valid reason.

Abuse or neglect could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

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Often, the perpetrator is known to the adult and may be in a position of trust and/or power.

### Signs and Indicators of Abuse and Neglect

An adult might disclose to a staff member, associate, or fellow participant that they are facing abuse either within or outside the organisation's environment. Others may also have suspicions that abuse is occurring.

Various signs and indicators could point to someone being abused or neglected. While there could be other explanations, these signs should never be disregarded. Indicators include, but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant in a team has been missing from practice sessions and is not responding to reminders from team members or coaches.
- Someone losing or gaining weight / an unkempt appearance. This could be a player whose appearance becomes unkempt, does not wear suitable sports kit, and there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant, whom they greet with a smile.
- Self-harm
- A fear of a particular group of people or an individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure.

# Adult Safeguarding Policy

## Wellbeing Principle

*At iMeta Training and Solutions, we believe that wellbeing plays a fundamental role in the success of our learners in achieving their full potential. Our learner's safety, wellbeing and welfare is at the forefront of all practice. We report directly to Birmingham Safeguarding Adults Board who are the strategic lead for safeguarding adults in our region.*

The idea of "well-being" is prominent in UK legislation and plays a central role in the laws governing health and social care. Well-being encompasses various aspects of life, including mental and physical health, relationships, community connections, and societal contributions.

A fundamental part of well-being is the ability to live safely, free from abuse and neglect.

Therefore, any measures taken to protect an adult must consider their overall well-being and be balanced according to the level of risk involved.

## Person Centred Safeguarding/ Making Safeguarding Personal

Our commitment to safeguarding is grounded in a person-centred approach, placing each individual's rights, choices, and well-being at the heart of all safeguarding practices. We believe that everyone has the right to live safely, with dignity, and to be empowered to make their own decisions, including those affecting their career choice and progression. Our safeguarding efforts are dedicated to protecting individuals from harm while respecting their autonomy, aspirations, and unique needs.

We understand that effective safeguarding is not solely about preventing abuse or harm, but about actively involving individuals in decisions that impact their safety, care, and future development. By fostering open communication, offering supportive guidance, and tailoring our actions to each person's preferences and circumstances, we ensure that safeguarding is a collaborative process rather than an imposition. We are committed to enabling individuals to make informed decisions that support their career goals and progression, promoting independence and personal growth. Through a person-centred approach, we aim to create an environment where everyone feels valued, respected, and secure, and where safeguarding practices uphold their rights, choices, and career ambitions.

Our safeguarding principles take guidance from The Care Act 2014:

<b>England (Care Act 2014)</b>
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Adult Safeguarding Policy v1.

## The Act's principles are:

- **Empowerment** - People being supported and encouraged to make their own decisions and give informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding.

## Mental Capacity and Decision Making

A core component of our person-centred safeguarding is recognising and supporting an individual's mental capacity to make informed choices about their life. We understand that mental capacity is central to safeguarding, and we strive to ensure that individuals are given full autonomy to make decisions about their own ability or inability by offering open communication and a supportive environment.

**Mental Capacity:** Mental capacity is central to safeguarding, as it determines an individual's ability to make informed choices about their own life. We strive to support each person in exercising their capacity to make decisions independently and confidently. For those who may require assistance, we provide tailored support, ensuring they have the resources and information needed to understand their options and make informed choices in a safe and supportive environment.

For example:

- A person with epilepsy may not be able to decide on a seizure.
- Someone anxious may not be able to decide at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

**Decision-Making:** We are committed to upholding individuals' rights to make decisions about their safety, care, and personal development, always respecting their autonomy. Through clear communication and supportive guidance, we empower individuals to make informed choices aligned with their goals and circumstances. Where necessary, we work collaboratively to ensure that decision-making remains a shared and respectful process, free from undue influence and in the best interests of the individual.

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Through a person-centred and capacity-sensitive approach, we create an environment where everyone feels valued, respected, and secure, and where safeguarding practices uphold their rights, choices, and ambitions, always promoting independence and self-determination.

## Recording and Information Sharing

iMeta Training and Solutions comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Our safeguarding disclosure procedure aims to provide a clear, safe, and supportive process for reporting safeguarding concerns within our online learning environment. This ensures that learners and staff know how to report concerns, how disclosures will be handled, and that individuals receive appropriate support and protection.

### 1. Recognising a Disclosure

In an online learning environment, safeguarding concerns may arise through:

- Direct communication from a learner (e.g., during virtual classes, one-on-one meetings, or via messages/emails).
- Observed behaviour or messages that indicate a potential issue (e.g., chat room discussions or comments on coursework).
- Reports from other learners or third parties.

### 2. Responding to a Disclosure

When a learner makes a disclosure, it is essential to handle it with care and sensitivity:

- Listen carefully without interruption, allowing the learner to speak freely.
- Stay calm and non-judgmental, demonstrating support and understanding.
- Avoid asking leading questions or making promises about confidentiality that cannot be kept.
- Assure the learner that their disclosure will be taken seriously and handled appropriately.

### 3. Recording the Disclosure

Immediately after the disclosure, record the details as accurately as possible, including:

- The date and time of the disclosure.
- The learner's name and any identifying details.

## Adult Safeguarding Policy

- A summary of the disclosure in the learner's own words as much as possible.
- Any actions taken so far, if applicable.

This record should be factual, objective, and confidential. Do not include personal opinions or assumptions.

### 4. Reporting the Disclosure

Report the safeguarding concern to the Designated Safeguarding Lead (DSL) or a member of the safeguarding team as soon as possible:

- In case of urgent safeguarding concerns **that are out of hours**, please immediately contact emergency services 999.
- In case of urgent safeguarding concerns during hours, please immediately contact DSL or a member of safeguarding team via email ([safeguarding@imetatraining.co.uk](mailto:safeguarding@imetatraining.co.uk)), or call 0121 714 4129 (option 4 for safeguarding)
- In case of a non-urgent safeguarding concern, you can email the DSL to flag this. Please ensure that you highlight this email as confidential and high importance.
- For non-urgent cases, forward the written record to the DSL or safeguarding officer according to internal reporting procedures.
- The DSL will assess the information and determine the next steps, which may include:
  - If immediate help is required (such as for imminent harm), contact emergency services directly.
  - Further internal review.
  - Engaging external safeguarding agencies or authorities if needed.
  - Providing additional support to the learner if required.

### 5. Follow-Up and Support The DSL

will:

- Ensure the learner is supported following the disclosure, with access to resources, guidance, or additional services as needed.
- Maintain communication with the learner (where appropriate) to provide updates or reassurance.

### 6. Confidentiality and Data Protection

All safeguarding disclosures will be treated with strict confidentiality and in compliance with data protection laws. Information will only be shared with relevant parties as necessary to protect the learner or other individuals at risk.

### 7. Reviewing the Process

The safeguarding team will periodically review disclosure procedures to ensure they remain effective, up-to-date, and in line with best practices for online learning environments.

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## 8. LLDD Process

The LLDD Officer, class tutor, and class administrator must report any absence of three consecutive days or more involving learners identified as LLDD and/or subject to safeguarding concerns to the Designated Safeguarding Lead (DSL) as a matter of urgency.

### Contact Information for iMeta Training and Solutions Safeguarding Team

Designated Safeguarding Lead (Advisor) – Lynne Whitehouse  
Email – [Lynne.whitehouse@iMetatraining.co.uk](mailto:Lynne.whitehouse@iMetatraining.co.uk) Tel:  
0121 714 4129 (option 4)

Designated Safeguarding Lead – Ahlam Mohamed Email  
– [Ahlam.mohamed@iMetatraining.co.uk](mailto:Ahlam.mohamed@iMetatraining.co.uk) Tel:  
0121 714 4129 (option 4)

Designated Safeguarding Lead (Deputy)– Jodi Feerick Email  
– [Jodi.feerick@iMetatraining.co.uk](mailto:Jodi.feerick@iMetatraining.co.uk) Tel:  
0121 714 4129 (option 4)

Designated Safeguarding Officer (Evening) – Oladipo Adeniyi  
Email – [Dipo.adeniyi@iMetatraining.co.uk](mailto:Dipo.adeniyi@iMetatraining.co.uk) Tel:  
0121 714 4129 (option 4)

## Multi-Agency Working

Under safeguarding legislation, the Local Authority has the primary responsibility for adult safeguarding; however, effective safeguarding often requires cooperation across various organisations.

iMeta Training and Solutions may need to work collaboratively with the Local Authority and the Police to support safeguarding efforts. This could involve:

- Providing additional information related to any concerns raised
- Offering a safe venue for the adult to meet with professionals, such as Police, Social Workers, or Advocates

## **Adult Safeguarding Policy**

- Attending safeguarding meetings
- Coordinating internal investigations, such as disciplinary or complaints processes, with external police or agency investigations
- Sharing outcomes from internal investigations
- Ensuring a safe environment where the adult can continue their participation in sport or their role within the organisation

### **Safeguarding Adults from COVID-19**

At iMeta Training and Solutions, safeguarding is a core part of our commitment to learner well-being, especially in the context of ongoing COVID-19 concerns. As an organisation established post-pandemic, we deliver online learning in a safe, accessible, and supportive virtual environment, reducing physical health risks associated with COVID-19.

Our online platform is designed to prioritise accessibility and engagement, ensuring that learners can participate fully without the need for in-person interaction. We also support adult learners' mental health by offering virtual check-ins, providing resources on managing pandemic-related stress, and creating a connected online community to reduce isolation.

iMeta Training and Solutions continues to monitor COVID-19 guidelines and prioritises the safety and well-being of all learners in every aspect of our service delivery.

### **• Appendix 1 - Example Role Description: Safeguarding Lead**

The designated safeguarding officer at iMeta Training and Solutions holds primary responsibility for implementing procedures to protect adults at risk. This includes supporting welfare and safeguarding leads within the organisation.

Key duties and responsibilities include:

- Collaborating with others within the organisation to foster a positive, inclusive learning/working environment.
- Leading the development and establishment of the organisation's approach to safeguarding adults and regularly reviewing its safeguarding implementation plan to ensure alignment with current legislation and best practices.

## Adult Safeguarding Policy

- Coordinating the distribution of safeguarding policies, procedures, and resources throughout the organisation.
- Ensuring other organisational policies align with its safeguarding commitments.
- Advising on training requirements and contributing to the development of a safeguarding training strategy.
- Receiving and managing reports of poor practice or abuse within the organisation, including maintaining an appropriate record-keeping system.
- Assisting the advisor in coordinating the case management process.
- Managing interactions with external agencies, such as adult social care services and the police, including making referrals as necessary.
- Serving as a central contact point for individuals and agencies concerned about the safety of adults within the organisation.
- Representing the organisation at external safeguarding-related meetings.

### Appendix 2 – Safeguarding Representatives

The Safeguarding Team consist of selected individuals with relevant skills, knowledge, experience, and/or status within the organisation, including at least one member with specific expertise in safeguarding adults. The team's role and decision-making authority should be integrated into the organisation's governance structure and connected to related functions such as codes of conduct and disciplinary policies and procedures.

The senior management team and iMeta Training and Solutions Governance Board should receive regular reports from the Safeguarding Team. These reports should summarise cases handled and their outcomes, as well as highlight any issues requiring action by iMeta Training and Solutions, such as updates to policies or procedures.

#### **Roles of the Safeguarding Team include:**

Conducting an initial assessment and agreeing on an immediate response to a safeguarding case (i.e., determining if there appears to be a case to answer)

Identifying the appropriate course for the case (e.g., internal disciplinary action alone or referral to statutory agencies along with internal disciplinary action)

Deciding at which level (local to national) the organisation should address the concern

## Adult Safeguarding Policy

Considering the need for a temporary or interim suspension order (in some organisations, the Safeguarding Team issues suspensions directly, while in others, they make recommendations to the disciplinary team)

Reviewing the progress of cases

Identifying and communicating lessons learned from cases

### The Safeguarding Team should include:

- A Designated Safeguarding Lead (Advisor)
- Designated Safeguarding Lead
- Deputy Designated Safeguarding Lead
- Designated Safeguarding Officer (Evening)

## Appendix 3 – Sources of Information and Support

**Birmingham Safeguarding Adults Board** Email:

[BSABsupportteam@birmingham.gov.uk](mailto:BSABsupportteam@birmingham.gov.uk) **Postal**

**address:**

Safeguarding Adults Team

P.O Box 15537

Birmingham B2

2PQ

**Birmingham City Council's Adult Social Care service** Email:

[CSAdultSocialCare@birmingham.gov.uk](mailto:CSAdultSocialCare@birmingham.gov.uk).

Telephone: 0121 303 1234.

**Mind** - Mental health support and advice. Tel:

03301 233 393

Email: [www.mind.org.uk](http://www.mind.org.uk)

**Samaritans** - Support for the suicidal and those that self-harm.

Tel: 116 123 [www.samaritans.org](http://www.samaritans.org)

### Men's Advice Line

For male domestic abuse survivors Tel:

0808 801 0327

**National LGBT+ Domestic Abuse Helpline** Tel:

0800 999 5428

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National 24Hour Freephone Domestic Abuse Helplines

Tel: 0808 2000 247 [www.nationaldahelpline.org.uk/Contactus](http://www.nationaldahelpline.org.uk/Contactus)

## Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk) [www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

## Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them. Tel: 020 7383 0700 or

0808 808 0700 (Helpline) Email:

[services@respond.org.uk](mailto:services@respond.org.uk)

[www.respond.org.uk](http://www.respond.org.uk)

## Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties. 24 hours service:

Telephone: 0800 138 1625

Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

E mail: [talk@stophateuk.org](mailto:talk@stophateuk.org)

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

## Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax:Email: [info@suzylamplugh.org](mailto:info@suzylamplugh.org) [www.suzylamplugh.org](http://www.suzylamplugh.org)

## Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime. Tel: 0808 168 9111 [www.victimsupport.com](http://www.victimsupport.com)

## Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)

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### Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Alcoholics Anonymous

Help and support for people suffering from alcohol addiction/abuse. Tel:

0800 917 7650

Email: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### The Money Advice Service

Free impartial money advice. Tel:

0800 138 7777

Email: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### Modern Slavery Helpline

We provide information, advice and guidance about any modern slavery issue to potential victims & survivors, the public, statutory agencies such as the NHS and police, businesses. Tel: 0800 0121 700

Email: [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)

### Safer Internet Centre

UK Safer Internet Centre is a partnership programme, funded by the Connecting Europe Facility of the European Commission, with a shared mission to make the internet a better place for all. Tel: 03443 814 772

Email: <https://swgfl.org.uk/projects/uk-safer-internet-centre/>

### Eating Disorders

Learn about eating problems, including possible causes, symptoms and how to access treatment and support. Includes self-care tips for helping yourself, plus guidance for friends and family.

Tel: 03301 233 393

Email: <https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/about-eating-problems/>

### Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector Tel: 0115 951 5400

Email: [Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)