

RRN SAFEGUARDING ADULTS POLICY

Last reviewed: 14/02/2026



1 Aims

RRN works with refugees and asylum seekers and aims to help them overcome challenges they face and settle into their new communities in the Hampshire area. To achieve these aims RRN works with landlords willing to provide accommodation for those arriving under the Resettlement Programme and other government schemes. RRN's community volunteers work with families once they arrive in their new homes. RRN also provides ESOL lessons, employment support, training grants, equipment and household items when needed. Additionally, RRN runs a drop- in centre and regular day trips for young unaccompanied minors. Some of the adults that RRN help have had traumatic experiences and consequently they may be considered vulnerable. RRN recognises that many adults it supports may have experienced trauma, displacement or persecution. Safeguarding responses should be trauma-informed, culturally sensitive and avoid re-traumatisation wherever possible. This policy will provide structure to those working with and for RRN so that vulnerable adults will get the care that they need and they will be kept safe.

RRN will not tolerate the abuse of adults in any of its forms and is committed to safeguarding vulnerable adults from harm.

This policy outlines the steps RRN will make to safeguard an adult if they are deemed to be at risk. This policy sets out the roles and responsibilities of RRN in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

RRN will ensure that decisions made will allow adults to make their own choices and include them in any decision making. RRN will also ensure that safe and effective working practices are in place.

This policy is intended to support staff, trustees and volunteers working within RRN to understand their role and responsibilities. . All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of RRN to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where a vulnerable adult is deemed to be at risk

Copies of this policy should be available within RRN. Staff, trustees and volunteers should be provided with a copy of this policy and/or be made aware of how this policy can be accessed.

2 What does Safeguarding adults mean?

The term “safeguarding” describes the putting in place and maintenance of procedures that aim to keep people safe.

‘Safeguarding means 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 and Support Statutory Guidance (Care Act 2014), Department of Health and Social Care

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction, illness or the impact of traumatic experiences.

RRN adheres to following the six key principles that underpin safeguarding work (See Care Act guidance):

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Staff, trustees and volunteers should ensure that their work reflects the principles above and ensure any adult deemed to be vulnerable is involved in the decision making process and that informed consent is obtained. RRN should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and

abuse. RRN should be transparent and accountable in delivering safeguarding actions. Furthermore the individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving their quality of life, wellbeing and safety.

RRN will ensure adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

3 Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to any adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

4 Who do I go to if I am concerned?

The named responsible person for safeguarding duties for RRN is Nadia Potts.

All staff and volunteers should contact Nadia Potts with any concerns/queries they have in regards to safeguarding adults. Her contact details are given below.

A detailed record of the concern must be kept. See the attached form Appendix 2.

Nadia Potts will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary. In an emergency, however, immediate steps might have to be taken by those with concerns, see below.

Nadia Potts in conjunction with the trustee responsible for safeguarding will ensure that the safeguarding adult policies and procedures are in place and up to date.

5 What should I do if I am concerned?

Staff, trustees and volunteers who have any adult safeguarding concerns should:

1. Respond

- If you consider someone is in harm, risk of harm or needs urgent medical attention dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct an investigation. It is appropriate to ask questions to clarify matters that are not clear to you but avoid asking direct questions. In the course of your interaction with the vulnerable adult reassure them that the matter will be taken seriously, listen patiently and where language barriers exist ensure that appropriate interpreting support is used so that the adult can fully understand and participate in safeguarding discussions.
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this. Where there are concerns about an adult's ability to make informed decisions, staff and volunteers should consider the principles of the Mental Capacity Act 2005. Any decision made on behalf of an adult who lacks capacity must be made in their best interests and recorded clearly. Adults may well be concerned about issues of confidentiality and should be reassured insofar as is possible. However it should be clearly explained that issues raised will be shared with the safeguarding lead and possibly others if deemed necessary. In some cases the responsibility to ensure the safety of the vulnerable adult and/or others will dictate that the matter needs to be reported regardless of issues of confidentiality. In situations where you consider that the person is at risk of harm and the matter requires an urgent response there may not be time to give any or any detailed consideration to the issues of capacity, confidentiality and consent.
- Useful contact numbers are detailed below

If at any point you feel that your own personal safety is at risk you should leave the situation immediately and refer the matter to the safeguarding lead without delay.

2. Report

- Report the incident and/or concerns to the safeguarding lead, Nadia Potts.

3. Record

- Make a clear note of matters that are reported, as soon as reasonably possible after the event and ensure that these records are available to the designated safeguarding lead in the process of reporting the concern.
- As far as possible, records should be written contemporaneously, dated and signed.
- Whilst it is important to remember that your role is to support and help in these circumstances and that your role is not to undertake an investigation it is also important that if matters are disclosed to you about abuse or the identity of an abuser that you adhere closely to the guidelines on recording the information you have gathered. It is particularly important to make a note at the time or shortly after the time of the disclosure and to sign and record the time and date of that note.
- RRN's standard forms for recording concerns and making notes of what occurs should be used or referred to for guidance. These should be available to RRN staff and volunteers. Records about safeguarding concerns should be kept confidential and in a safe place. Access should not be given to any unauthorised person for accessing confidential information including the sharing of passwords.

4. Refer

- In making a decision whether to refer or not to refer the matter, the designated safeguarding lead should take into account:
 - a. the adult's wishes and preferred outcome
 - b. whether the adult has mental capacity to make an informed decision about their own and others' safety
 - c. the safety or wellbeing of children or other vulnerable adults
 - d. whether there is a person in a position of trust involved
 - e. whether a crime has been committed
- This should inform the decision whether to notify the concern to the following people:
 - the police if a crime has been committed and/or
 - social services
 - family/relatives as appropriate (advice on this should be sought from adult social services)
- In all circumstances the Designated Safeguarding Lead should report the matter to the trustee responsible for safeguarding and to the Chair of the Board of Trustees. The trustee responsible for safeguarding is Katherine Lawrence and her contact details are set out below.

- The Designated Safeguarding Lead should keep a record of the reasons for referring the concern or reasons for not referring.
- Incidents of abuse may be one-off or multiple and may affect one person or more than one person. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.
- RRN is committed to learning from safeguarding concerns and incidents. Where appropriate, safeguarding cases will be reviewed to identify lessons learned and improvements to practice, training or procedures.

6 What are your roles and responsibilities?

All staff, trustees and volunteers are expected to report any concerns to the named person for safeguarding. If the allegation is against one of RRN's members of staff, volunteers or trustees seek advice from the safeguarding lead without delay. If the allegation is against the named person for safeguarding the trustee responsible for safeguarding should be contact without delay. .

Staff and volunteers should try to ensure that the vulnerable adult is involved at all stages of the safeguarding enquiry ensuring a person-centred approach is adopted. There may be circumstances in which this is not possible in part or in full, however, staff and volunteers should aim to keep the vulnerable person involved wherever possible.

RRN is committed to ensuring that staff and volunteers who report incidents that might be deemed damaging to RRN in good faith and in the public interest will be protected from reprisals and victimisation. The relevant Whistleblowing Policy is available on RRN's website.

7 Why is it important to take action?

It may be difficult for vulnerable adults to take action to protect themselves and to report abuse. They rely on you to help them.

8 Confidentiality and information sharing

RRN expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, RRN does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm.

9 Recruitment and selection

RRN is committed to safe employment and will undertake Disclosure and Barring checks when recruiting volunteers and members of staff.

10 Training, awareness raising and supervision

RRN ensures that all staff and volunteers receive basic awareness training on safeguarding vulnerable adults.

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to RRN's Children's Safeguarding Policy which is available on RRN's website.

11 Radicalisation

If a member of staff, a volunteer or a trustee suspects that a family or individual they are working with is vulnerable to radicalisation they should raise their concerns with the CEO, Nadia Potts and/or the trustee responsible for safeguarding in order that they can consider whether to make a Prevent referral.

[See Prevent duty guidance on www.gov.uk website.]

12 Useful contacts

Nadia Potts

Safeguarding Lead

Operations@ruralrefugeenetwork.org

079392762929

Katherine Lawrence

Trustee Lead for Safeguarding

research@ruralrefugeenetwork.org

07758600345

Hampshire Adult Social Services

Office Hours: 0300 555 1386

Out of hours : 0300 555 1373

Appendix 1

What are the types of abuse adults might experience ?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

Abuse may also occur online or through digital means. This can include financial scams, coercion or control via social media, online exploitation, harassment or threats. These concerns should be treated in the same way as other safeguarding risks and responded to in line with this policy.

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered. You may come across incidents that could be described as Hate Crimes for instance.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the types of abuse adults might experience ?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia

- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Appendix 2 - Safeguarding Reporting Form

This is mandatory where possible (unless emergency).

This form can be downloaded from the policies section of the website.

This form should either be used to record safeguarding concerns relating to vulnerable adults or the form should be used as a guide for making a record. .

In an emergency please do not delay in informing the police or social services. All the information must be treated as confidential and reported to the Designated Safeguarding Officer without delay.

The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

Your details – the person completing the form

Name
Position
Telephone
Email

Details of the person affected

Name
Address
Telephone
Email

Details of the incident (please describe in detail using only the facts)

Other present or potential witnesses

Name
Address
Telephone
Email

Additional relevant information (please detail anything else that you believe to be helpful or important) including whether you think the adult has the relevant capacity to make informed decisions, whether you believe someone else (adult or child) may be at risk and what the adult has said about what should happen next.

Signed

Print name

Signature

Date and Time

Action Taken:

Referral made to:

Time:

We are committed to reviewing our policies annually.

This policy was last reviewed on **14 February 2026**.

Signed

A handwritten signature in black ink that reads "R. Lawrence". The signature is written in a cursive style with a large, stylized initial "R".

Safeguarding Lead on Board of Trustees

Dated 14/2/2026