

YSS Adult Safeguarding Policy

2026/27

This safeguarding policy is written to inform and support good practice. All YSS Staff and Volunteers are expected to comply with it. The policy is updated on an annual basis.

Policy Owner: Designated Safeguarding Lead
Relevant to: All YSS staff and volunteers

Approved by: CEO, SMT and Designated Safeguarding Trustees

Dates

Date of Statement: 17th June 2026

Date of last review: 17th June 2026

Date for next review: 17th June 2027

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Charity Overview

YSS (registered charity 1081992, registered company 4024428) works across Worcestershire, Herefordshire, Shropshire, Telford & Wrekin and Warwickshire). We support adults, children, young people and families within the justice and care systems. People involved in the justice and care systems often face disrupted relationships, low confidence, stigma, crisis-driven responses and limited long-term support. Our dedicated teams of Support Workers and Volunteers are based in local communities and walk alongside people to rebuild confidence, purpose and independence. Through restorative, person-centred practice, we influence how services and systems respond. Our vision is for a society where every person has the confidence, support and freedom to make informed choices and shape the future they choose.

The purpose and scope of this policy statement

The purpose of this policy statement is to protect adults at risk who receive YSS's services from harm.

This policy applies to anyone working on behalf of YSS including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work.

All employees, trustees, volunteers and partner agencies are expected to familiarise themselves with the policy. Those employees and volunteers working directly with adults at risk must also read all additional related policies. If clarity is required, employees and volunteers should speak to their line manager or the YSS Designated Safeguarding Lead.

The designated safeguarding lead responsible for safeguarding adults at risk is Lia Palios-Hayden, Director of Services and Designated Safeguarding Lead.

YSS have comprehensive safeguarding policies which are reviewed annually.

Legal Framework

This policy has been drawn up based on legislation, policy and guidance that seeks to protect adults at risk in England.

Adult protection is part of safeguarding and refers to: *“An adult at risk of abuse or neglect is defined as someone who has needs for care and support, who is experiencing, or at risk of, abuse or neglect and as a result of their care needs - is unable to protect themselves” (Care Act 2014).*

The Care Act applies to adults aged 18 and over, including those who have children’s services until they are 19 or 25 years old

This does not only refer to adults who lack capacity. Adults with full capacity can still be considered at risk if they are unable to take care of themselves or protect themselves from significant harm. The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

This policy also draws on **The Mental Capacity Act (MCA)** which is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment.

Making Safeguarding Personal sits within the Department of Health (DH) Care and Support Statutory Guidance, (revised in 2017) that supports the implementation of the **Care Act (2014)**. It is a guide for local authorities to use to;

- Ensure safeguarding adults is person-led and outcome-focused
- Engages the person and enhances involvement, choice, and control
- Aims to improve the quality of life, well-being, and safety of individuals

Making Safeguarding Personal must not simply be seen in the context of a formal safeguarding enquiry (**Care Act, 2014, Section 42 enquiry**), but also in the whole spectrum of activity when supporting adults at risk. When working with someone

you have safeguarding concerns about, always remember: “*no decision about me, without me*”. Have you consulted with and gained consent from the person you are worried about.

<https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2019/05/Making-Safeguarding-Personal.pdf>

Supporting Documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Role description for the Designated Safeguarding Lead
- Responding to disclosures and concerns about an adult at risk
- Managing allegations against staff and volunteers
- YSS Company Handbook
- Photography and sharing images guidance
- Safer recruitment policy
- Online safety
- Anti-bullying policy
- Complaints, comments and complements policy
- Whistle Blowing policy
- Health and Safety
- Data protection policy
- Confidentiality and Information Sharing policy
- Equality, Diversity and Inclusion policy
- Lone working policy
- Prevent policies (children and adults)

Policy statement

YSS believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all our beneficiaries, staff and volunteers, to keep them safe and to practise in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up, if they have any concerns.

YSS recognise that:

- The welfare and wellbeing of children, young people, and adults at risk are paramount in all aspects of our work and in every decision we make.
- All children, young people, and adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, or identity, have the right to equal protection from all forms of harm, abuse, neglect, and exploitation.
- Some individuals may be additionally vulnerable due to previous experiences, levels of dependency, communication needs, mental or physical health needs, or other circumstances, and may therefore require additional safeguarding measures and support.
- Working in partnership with children, young people, adults at risk, parents, carers, and partner agencies is essential to promoting welfare, wellbeing, and safety.
- We all share a legal and moral responsibility to take all reasonable steps to minimise the risk of harm, safeguard those who access our services, and always exercise an appropriate duty of care.
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- Positive, respectful, and person-centred engagement with adults who may be at risk is essential in promoting their wellbeing, independence, and safety.

YSS will seek to safeguard children, young people, their families, and adults at risk by:

- Valuing, listening to, and respecting all people who access our services.
- Promoting good safeguarding practice and managing services in a way that promotes wellbeing, safety, and reduces the risk of harm, abuse, neglect, bullying, or exploitation.
- Appointing a Designated Safeguarding Lead (DSL), Deputy Designated Safeguarding Leads, and Trustee safeguarding leads with responsibility for safeguarding oversight and practice.
- Ensuring all trustees, staff, and volunteers are aware of this policy, understand their safeguarding responsibilities, and know the procedures to follow when concerns arise.

- Providing all staff and volunteers with appropriate induction, safeguarding training, refresher training, supervision, support, and quality assurance to ensure they can carry out their safeguarding responsibilities confidently and competently.
- Ensuring all staff and volunteers understand their legal and professional duty to report concerns, disclosures, allegations, or inappropriate behaviour promptly and appropriately.
- Responding appropriately to all safeguarding concerns, allegations, disclosures, or suspicions of abuse, including concerns relating to staff, volunteers, or trustees, and ensuring appropriate support is provided.
- Recruiting and selecting staff and volunteers safely by following safer recruitment procedures, including obtaining references, carrying out enhanced Disclosure and Barring Service (DBS) checks, and undertaking regular DBS status checks through the DBS Update Service where applicable.
- Ensuring all staff, volunteers, and trustees adhere to organisational policies, professional boundaries, codes of conduct, dignity at work expectations, and safe working practices at all times, including during online and off-site activities.
- Developing and maintaining effective safeguarding, online safety, whistleblowing, complaints, confidentiality, anti-bullying, and health and safety procedures.
- Recording, storing, and sharing information appropriately, securely, and in accordance with data protection legislation, confidentiality requirements, and safeguarding responsibilities.
- Sharing information with relevant agencies where necessary to safeguard children, young people, or adults at risk, including where there is a legal duty or risk of harm.
- Working in partnership with local safeguarding partnerships, statutory agencies, and other relevant organisations, including attendance at safeguarding meetings and contributing to multi-agency safeguarding arrangements where required.
- Establishing and maintaining safe, inclusive, and respectful environments where individuals feel secure, are treated with dignity, and are encouraged and supported to speak openly about concerns.
- Ensuring trustees and senior leaders receive regular safeguarding updates and reports to support effective governance and oversight of safeguarding practice.
- Responding appropriately to changes in safeguarding legislation, statutory guidance, and best practice.

Ensuring Adults at Risk are Protected

We will seek to safeguard adults at risk by:

- Adopting the six principles of adult safeguarding and embedding person-centred approaches in line with the principles of Making Safeguarding Personal.

- Involving adults at risk, wherever possible, in decisions relating to safeguarding concerns, interventions, and outcomes.
- Working in accordance with the principles and requirements of the Mental Capacity Act 2005 and its Code of Practice.
- Ensuring staff and volunteers understand how to recognise and respond appropriately to concerns relating to adults at risk, including self-neglect, exploitation, domestic abuse, financial abuse, and coercion.
- Sharing safeguarding concerns and relevant information with appropriate agencies while involving adults at risk appropriately and respecting their rights, wishes, and independence wherever possible.
- Supporting adults at risk in a manner that promotes dignity, choice, wellbeing, independence, and safety.
- Ensuring all practitioners working directly with adults at risk receive appropriate and up-to-date safeguarding adults training.

Internal safeguarding contact details

The designated member of staff responsible for safeguarding is -

Lia Palios-Hayden, Director of Operations – lia.palios-hayden@yss.org.uk

Deputy DSLs

Laura Fullelove, Team Manager – laura.fullelove@yss.org.uk

Elaine Stewart, Team Manager – elaine.stewart@yss.org.uk

Jamie Swartout-Phipson, Team Manager - jamie.swartout-hipson@yss.org.uk

Olivia Gallacher, Every Step Together Practitioner – olivia.gallacher@yss.org.uk

Local Authority Safeguarding Contact details

If you believe that an adult is at immediate risk of harm:

- Contact the Police by phone: 999

If there is no emergency but you think a crime may have been committed:

- Telephone: West Mercia Police 101*

HEREFORDSHIRE

Please complete the safeguarding concern form:

- [HSAB-Concern-Form-3.docx](#)

The following document will provide you with advice on how to complete the form:

- [Practice-guidance-FINAL.docx](#)

Not all situations will require reporting to the local authority as a safeguarding concern, for example when the impact on the person is low and you are satisfied that the abuse will not continue and you have taken action.

Please read this document for further information:

- [HSAB-Safeguarding-Concern-or-Alternative-Action-1.docx](#)

If you require any advice or have continuing concerns contact the team using the details below:

- 01432 260101 (Monday to Friday from 9am-5pm)
- Email: Safeguarding@herefordshire.gov.uk

The Advice and Referral Team will assist in any requests for Care Assessments or Carers Assessments.

- They can be contacted on 01432 260101
- Please follow this link to access the Herefordshire Children's Safeguarding Partnership - <https://www.herefordshiresafeguardingboards.org.uk/>

WORCESTERSHIRE

To report an ADULT safeguarding concern

- Please call 01905 768053
- Professionals can complete an online form using this link: [Safeguarding Form](#)

If you would like safeguarding advice, please phone the Adult Safeguarding Team on **01905 843189** (note this number does not accept referrals)

- Please follow this link to access the Worcestershire Safeguarding Board
<https://www.safeguardingworcestershire.org.uk/>

WARWICKSHIRE

Where an adult is:

- Unable to look after themselves, due to the level of their care and support needs, and is experiencing or is at risk of abuse or neglect
- Contact Social Care and Support on: **01926 412080**. Our social care and support teams can offer advice and support to you and, where necessary, arrange appropriate services.

Please follow this link to access the Warwickshire Safeguarding Board

- <https://www.safeguardingwarwickshire.co.uk/>

SHROPSHIRE

To report a safeguarding concern by phone ring the First Point of Contact team

- **0345 678 9044 Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.**

If you have urgent adult safeguarding concerns outside of these hours, please phone the Emergency Social Work Duty Team

- **0345 678 9040.**

What to expect when you contact us

All calls will be dealt with sensitively and in the strictest of confidence by a friendly and dedicated team of advisers, who will ensure customers get the right help and support as quickly and easily as possible.

They'll do one of a number of things:

- They may sort out your query over the phone
- They may put you directly in touch with another team or service
- They may give you details of another organisation to contact
- They may offer you an appointment at one of our 'Let's Talk Local' sessions in a town near you where you can have a longer discussion
- They may take your details and an advisor will ring you back

Please follow this link to access the Shropshire Safeguarding Board

- [Shropshire Safeguarding Community Partnership](#)

TELFORD & WREKIN

Adult social care portal - our online front door, use our online portal to request:

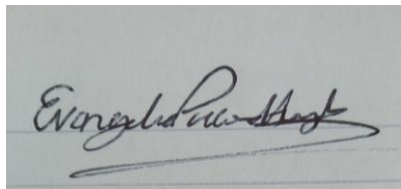
- report an adult safeguarding concern
- care and support
- an occupational therapy assessment
- a carer's assessment
- a review if your circumstances change.

Emergency Duty team

- Telephone: 01952676500
Monday to Sunday after 5pm

Please follow this link to access Telford & Wrekin's Safeguarding Children's Partnership

- <https://www.telfordsafeguardingpartnership.org.uk/site/index.php>



Signed.....

Signator: Lia Palios-Hayden- Director of Services

Date: 17th June 2026