

Safeguarding Adults Policy Summary

Reviewed July 2026

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1. Summary of Policy

- 1.1 Age UK Shropshire Telford & Wrekin (Age UK STW) is committed to protecting adults, and has adopted the West Midlands Multi-Agency Adult Protection Policy, which has been developed by Shropshire Council and Telford & Wrekin Council (and other agencies in the West Midlands). Full details about this policy can be seen on the following document: [West Midland Adult Safeguarding](#)
- 1.2 An adult at risk is anyone who may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation because of mental or other disability, age or illness.
- 1.3 Abuse can be a single act, multiple acts or an act of neglect or a failure to act.
- 1.4 Abuse or neglect can happen in different settings and may take different forms. It could be:
 - Physical abuse (for example being hit or being locked in).
 - Domestic Violence
 - Psychological abuse (for example being threatened or bullied, or someone controlling you).
 - Financial or material abuse (for example having money or things stolen or being bullied into letting other people use credit cards).
 - Neglect and acts of omission (for example not being given enough to eat or drink, being given the wrong medicine, not calling for medical help when help is needed).
 - Sexual abuse (for example being touched, kissed or made to have sex when it is not wanted, being made to listen to sexual comments).
 - Discriminatory abuse (for example ignoring your beliefs, nasty comments about race, disability or sexuality).
 - Organisational abuse (for example repeated instances of poor care, rigid routines to suit staff).
 - Self Neglect (for example not being able to maintain a habitable home environment or other care outcomes)
 - Modern Slavery (for example people trafficking for commercial gain)
- 1.5 Abuse or neglect, must involve 'significant harm', so consideration must be given to not only the immediate impact on and risk to the person, but also the risk of future or long-term harm. The seriousness of harm, or the extent of the abuse/neglect, may not always be clear at first, so all suspicions or concerns should be approached with an open mind, and reported to a senior manager.

- 1.6 Age UK STW has adopted procedures to help staff and volunteers to identify and report any incidents of abuse or neglect. This is done in a number of ways:
- Induction:
All new staff are informed about the policy and given a copy of the summary as part of their induction pack; volunteers are also made aware of the policy.
 - Training:
All staff have to attend a 'Safeguarding Adults' Course and to complete a biennial online training update. The majority of volunteers are also offered this training, depending on their role.
 - Individual Development Reviews:
Reviews for all staff are carried out annually by their manager. They include a discussion about any concerns they may have about any safeguarding issues.
 - Pre-employment and pre-volunteering checks:
All staff and volunteers who are eligible undergo a DBS check for criminal records and barring, and have to be approved by a senior manager before they can work for or volunteer in a service.
- 1.7 Age UK STW will work alongside and co-operate with the two leading Adult Safeguarding Boards where appropriate: -
- www.shropshiresafeguardingcommunitypartnership.co.uk/
www.telfordsafeguardingpartnership.org.uk/site/index.php

2. The Role of Advocacy in Supporting Safeguarding incidents

- 2.1 As part of their role, Age UK STW's advocacy staff will support any older person who is at risk and may be the subject of abuse or neglect. This support will be overseen by the Quality & Performance Director

3. Reporting and Recording Incidents.

- 3.1 You must report any suspicion of abuse or neglect witnessed or disclosed to you, or from another person (a third party) to your line manager or senior manager immediately. A member of the Senior Management Team must be notified by the line manager in all instances, as soon as possible.

- 3.2 Volunteers should talk to any member of staff at Age UK STW, who must report it to their line manager (see above).
- 3.3 Managers (or anyone who needs to report a safeguarding matter) can find guidance on Safeguarding Adults procedure kept here: Age UK STW P drive: P:\Organisation & Governance\Policies & Procedures\AUSTW.Policies\S Safeguarding Adults Procedure
- 3.4 The Chief Executive and the Quality & Performance Director are the lead officers for safeguarding issues at Age UK STW. The Quality & Performance Director also oversees support for individuals going through the process, as required.
- 3.5 If a member of Age UK STW staff or a volunteer is the subject of an abuse allegation, they may be asked to cease their work or volunteering role on a temporary basis while the issue is investigated. This should not be seen as an indication that they have carried out the alleged abuse. Every effort will be made to investigate the matter as quickly as possible, and to keep the staff member or volunteer informed of what is taking place, (as far as we are able to do this without prejudicing the investigation). If the allegation is proved to be true, disciplinary action may be taken against a member of staff, and a volunteer may be asked to leave. They may also be registered with the disclosure and barring service depending on the incident.
- 3.6 All incidence of safeguarding, whether a client being supported by advocacy through a safeguarding process, or an allegation made against a member of staff or volunteer, must be recorded and reported to the Services committee on a quarterly basis by the Senior Management Team. These records are kept here;
<P:\SMT\safeguarding\Adult Safeguarding Referral & Issue Log.docx>

4. Reporting a Serious Incident to the Charity Commission or NHS

- 4.1 If any member of staff or volunteer believes a serious incident may have taken place this must be reported to the Chief Executive and in their absence the Director of Quality & Performance immediately.
- 4.2 In the event of an extremely serious safeguarding incident, for example, one which involves significant harm to a client, or multiple allegations of abuse, the trustees may need to report the matter to the Charity Commission.
- 4.3 Guidance on how to report such an incident to the commission is available on their website here: [How-to-report-a-serious-incident-in-your-charity](https://www.charitycommission.gov.uk/your-charity/how-to-report-a-serious-incident-in-your-charity)

- 4.4 Trustees are mindful of the guidance issued by the Charity Commission in relation to trustees responsibilities for Safeguarding which are on their website here:
<https://www.gov.uk/government/publications/guidance-on-reporting-safeguarding-concerns-in-a-charity/guidance-on-reporting-safeguarding-concerns-in-a-charity>
- 4.5 In the event of an incident relating to children or young people in NHS funded services the following guidance should also be consulted:
<https://www.england.nhs.uk/wp-content/uploads/2015/07/safeguarding-children-young-people-adults-at-risk-saaf.pdf>