



Adult Protection and Safeguarding Policy and Procedures

Document History			
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Commitment

Scope of the Policy

This policy provides guidance to all adults working within the College whether paid or voluntary or directly employed by the College or by a third party.

Adult at Risk Statement:

Our College is committed to safeguarding adults at risk and promoting their welfare and expects all staff, Trustees, volunteers and visitors to share this commitment and maintain a vigilant and safe environment. Everyone has a responsibility to act, without delay, to protect adults at risk by reporting anything that might suggest an adult at risk is being abused or neglected. It is our willingness to work safely and challenge inappropriate behaviours that underpins this commitment. The College seeks to work in partnership with families and other agencies to improve the outcomes for adults at risk who are vulnerable or in need.

In preparing this guidance we have consulted with, referred to, and worked within the Liverpool Safeguarding Adults' Board Inter-agency Safeguarding Adults Procedures. This policy has been updated to include referrals to Channel in compliance with the Prevent Duty.

The College further reinforces their duty of care to all students, irrespective of age or vulnerability, within all relevant training, guidance, policies and procedures.

This policy will enable The Greenbank Project (referred to as Greenbank) to demonstrate its commitment to complying with and ensuring that adults stay safe from harm.

Greenbank acknowledges its duty to act appropriately and promptly to any allegations, reports or suspicions of abuse, whether it occurs on the premises, in a home setting or any other setting.

This policy provides guidance to ensure all Council of Management, staff, volunteers and service users understand and comply with Greenbank's duty to safeguard and promote the welfare of adults and in particular vulnerable adults. Greenbank will actively use training, publications and other communications to convey the importance of safeguarding vulnerable adults.

Greenbank will review the implementation of this policy and procedures through its designated safeguarding group and report to Council of Management on an annual programme of review.

All those who work in partnership with Greenbank including contractors, suppliers, placement providers and others are expected to support the commitment and procedures within this policy.

Where Greenbank is delivering training to adults as part of a subcontract, it will follow the Lead Contracts referral process for Safeguarding.

Definitions

Adult protection looks at recognising abuse and neglect and acting on it - it is an important aspect of safeguarding.

Safeguarding looks at keeping children, young people and vulnerable adults safe from abuse and neglect or potential harm and delivers preventative action not just reaction.

Abuse is any behaviour towards a person that deliberately or unknowingly causes harm, endangers life or violates an individual's human and civil rights by any other person or persons. There are many types of abuse as specified in the Care Act 2014 and they are:

- Physical abuse
- Domestic violence
- Emotional or psychological abuse
- Sexual abuse
- Financial or material abuse
- Modern Slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

The Care Act refers to six principles of Safeguarding:

- Empowerment-presumption of person led decisions and informed consent
- Prevention-It is better to take action before harm occurs
- Proportionality-Proportionate and least intrusive response appropriate to the risk presented
- Protection-Support and representation for those most in need
- Partnerships-Local solutions through services working with their communities
- Accountability-Accountability and Transparency in delivering Safeguarding

Greenbank also has responsibilities to prevent people from being drawn into terrorism, supporting terrorism or violent extremism. Extremism is "Vocal, or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs. It also includes "Calls for death of members of our armed forces whether in this country or overseas"*

*Prevent duty guidance for Further Education Institutions.

Regulated activity relating to adults no longer labels adults as vulnerable. Instead, the definition identifies the activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time. This means the focus is on the activities required by the adult and not on the setting in which the activity is received, not on the personal characteristics or circumstances of the adult receiving the activities. There is no longer a requirement for the person to do the activities a certain number of times before they are engaging in regulated activity.

'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 2014 sets a clear framework for how local authorities should protect adults at risk of abuse or neglect. The Act places a duty on local authorities to make enquiries, or cause others to do so, if it believes that an adult:

- has needs for care and support (whether or not the authority is meeting those needs) and
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or the neglect or the risk of it.

'Where an adult at risk is suffering significant harm, or is likely to do so, action should be taken to protect that adult at risk.'

Legislation and guidance

The Counter-Terrorism and Security Act 2015 places a duty upon local authorities and educational providers to 'have due regard to the need to prevent people from being drawn into terrorism' (CTSA 2015). 'The fundamental aims of Prevent, as part of the revised 2018 Contest Strategy are, "to safeguard vulnerable people to stop them becoming terrorists or supporting terrorism."' (**Work Based Learners and the Prevent Statutory Duty 2018**). The DfE has provided statutory guidance for colleges and childcare providers: '**Revised Prevent Duty Guidance: England and Wales**' (DfE 2019). The guidance summarises the requirements of colleges in terms of four general themes: risk assessment, working in partnership, staff training and IT policies. Our College will ensure that staff are aware of the indicators of extremism and radicalisation and know how to respond in keeping with local and national guidance. Staff will use their judgement in identifying adults who might be at risk of radicalisation and act proportionately which may include making a referral to the Channel programme. Equally, adults at risk will be made aware of the risks and support available to them. We will ensure that adults at risk are safe from terrorist and extremist material when accessing the internet in College. The Government has developed an 'educate against hate' website providing information and resources for colleges and parents to support them to recognise and address extremism and radicalisation in young and/or vulnerable people.

The Teaching Standards (DfE 2013) also requires all tutors to 'uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside College, including:

- treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a tutor's professional position
- having regard for the need to safeguard students' wellbeing, in accordance with statutory provisions
- showing tolerance of and respect for the rights of others

The College will also take account of additional guidance and legislation including:

The Equality Act 2010

Special educational needs and disability code of practice: 0 to 25 years Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities (DfE 2015)

Criminal Exploitation of children and vulnerable adults: County Lines Guidance (DFE, 2017)

Information sharing: Advice for practitioners providing safeguarding services (HMG, 2018)

Revised Prevent Duty Guidance: for England and Wales (DfE, 2019)

How social media is used to encourage travel to Syria and Iraq (DFE Briefing note for colleges)

Designated Safeguarding Officers Team

Greenbank has designated named people for safeguarding who are senior within the organisation.

Named Protection Officers are listed in the table below.

Name	Role	Email
Lisa Turner	EHCP Lead Designated Safeguarding Lead	lisa.turner@greenbank.org.uk
Hannah Vincent	Safeguarding and Student Support Manager Deputy Safeguarding Deputy	hannah.vincent@greenbank.org.uk
Tracy Murphy	Board of Trustees Safeguarding Lead	Tracybc19@gmail.com
Mary Beaumont	Chief Executive Officer (CEO)	mary.beaumont@greenbank.org.uk
Alan Irving	Board of Trustees Chair	alan.irving@hotmail.co.uk

Referral Procedure

If an incident constitutes an emergency then dial 999 for the police or ambulance services.

In the case of suspected abuse or where Greenbank has a concern about a vulnerable adult welfare or a vulnerable adult may, or is likely to be at risk of suffering significant harm, then Greenbank has a responsibility to make a referral to the local authority via Careline on 0151 459 2606 (Careline is a 24-7 contact centre for social care enquiries including safeguarding and referrals for children, families and homeless families).

Referral procedure:

If abuse is suspected i.e. there is a concern, or there is a disclosure about the welfare or safety of a vulnerable adult:

- The concerned person, council member, staff or volunteer has a duty to discuss the allegation or concern with the designated safeguarding officer on duty, or in their absence an Senior Management Team member and a referral is made to Careline as a matter of urgency.
- Council member, staff or volunteer discusses the allegation or concern with named protection officer or in their absence, a Senior Management Team member and a referral is made to Careline as a matter of urgency.

The designated safeguarding officer or Senior Management Team member should make the referral to Safeguarding Adults services (via Careline). Concerns about a vulnerable adults safety once highlighted will be responded to and assessed in accordance with Liverpool Safeguarding Adults Board safeguarding procedures. Greenbank should then await advice from investigators, support service users and staff, consider if suspension of staff is required.

Recording information:

Details of the alleged abuse should be recorded giving as much information as is possible to supply.

All information recorded should include:

Factual information, for example times, dates names of people, whether information was gathered face to face, by telephone in person or via a third party. Retain rough notes, letters, emails or other documents which might be supporting evidence.

All referrals must be recorded in writing within 24 hours and sent to: Liverpool City Council, Children, Families & Adults, Safeguarding Unit, Brougham Terrace, 1-7 West Derby Road, Liverpool L6 1AE unless directed otherwise.

Area	Adult Services
Liverpool	0151 459 2606
Halton	907 8306
Knowsley	443 2600
Sefton	0151 319 9262
St Helens	01744 676767
Wirral	0151 677 6557
Merseyside Police	709 6010 or 101 - 999 in emergencies

Procedures for reporting adult at risk protection or adult at risk welfare concerns:

- All concerns should be reported without delay following the College’s published Safeguarding Policies /Reporting Procedures. This should be followed by a written account of the concerns completed on the College’s Safeguarding reporting System CPOMS.
- Consideration will need to be given to immediately protecting the adult at risk and contacting the police and/or ringing for an ambulance if the adult at risk is injured or at risk of immediate harm.

- The Designated Safeguarding Lead or Deputy Designated Safeguarding Leads will take immediate action and will make a referral to Adult Services by telephone if an adult at risk is believed to be suffering or likely to suffer significant harm. This referral will always be followed up in writing.
- The Designated Safeguarding Lead or Deputy Designated Safeguarding Lead will follow the LSAB and Local Authority multi-agency procedures and consider the adult at risk's needs and consider whether a referral to Adult Services is needed.
- Concerns about an adult at risk should always lead to timely support. The College may need to escalate its concerns with Adult Services to ensure a referral is accepted.
- Concerns that an adult at risk is being radicalised should follow the normal safeguarding referral mechanism with an additional Channel referral being made to the Local Authority's Prevent and Channel team.

Process to follow if a vulnerable adult makes a disclosure

Staff should:

- Listen and keep calm. Do not interrupt
- Not promise the person that they will keep the matter confidential. Explain who they will need to tell and why
- Observe visible bruises and marks, but should not ask them to remove or adjust their clothing to view them
- Keep questions to a minimum as their role is not to investigate. If staff need to ask questions in order to ascertain whether this is a safeguarding concern, they should ensure they are open questions
- Use the "TED" model for asking open ended questions: "Tell me about that", "Explain that to me", "Describe that"
- Make a record of what has been said immediately afterwards in words used by the vulnerable adult and the member of staff to the best of their memory. Use capital letters for their words to help distinguish between the two.
- Note anything about the person which is connected i.e. any visible injuries including the position and description, the demeanour or behaviour of the person i.e. crying, withdrawn etc.
- Clearly indicate whether fact, opinion or third party information
- Report the matter immediately to the Designated Safeguarding Lead
- Seek advice from the Designated Safeguarding Lead if in doubt

Staff should not:

- Ask leading questions, put words into the person's mouth or press for details
- Rush them
- Examine them
- Investigate
- Promise confidentiality
- Summarise or use your own words to describe events
- Delay sharing the information with the Designated Safeguarding Lead.

Allegations and/or concerns about a staff member or volunteer:

A staff member or volunteer must be referred to the Disclosure and Barring Service (DBS) in the following circumstances:

The adult working with a vulnerable adult has harmed a child or vulnerable adult
The adult working with vulnerable adults may harm a child or vulnerable adult in a way that indicates they are unsuitable to work with vulnerable adults

Greenbank's named protection officer or SMT member should also contact Liverpool's Local Authority Designated Officer (LADO).

Mark Goddard, LADO & Risk Manager: Tel: 0771 670 2034

Catherine Ballans, LADO & Risk Manager: Tel: 0771 670 2034

Pauline Trubshaw, Deputy LADO: Tel: 0784 172 7309

All referrals should be sent by email to the LADO at lado@liverpool.gov.uk

LADO referrals should no longer be sent to Careline.

Form to make a referral to LADO: [LADO Referral Form](#)

Further detailed information about the LADO: [LADO Process in detail](#)

The role of the LADO is to:

- Manage and oversee individual cases
- Provide advice and guidance
- Liaise with police and other agencies

The Board of Trustees will ensure that:

- This policy is reviewed at least annually by the full Board and available to parents/carers, normally via the College's website.
- There is a named Designated Safeguarding Lead who is a member of the College's Senior Management Team. There are colleagues trained to provide cover for the role.
- The College has procedures in keeping with the Merseyside Safeguarding Adults Board (MSAB) for dealing with any allegations made against any adult working within the College.
- There is a nominated Trustee, usually the chair, who is the case manager for managing any allegations against the CEO.
- There is an additional nominated safeguarding Trustee to liaise with the Designated Safeguarding Lead and champion safeguarding on behalf of the Board.
- The College follows safer recruitment procedures, including the statutory pre-employment checks on all staff. The Chair of the Board of Trustees and safeguarding Trustee together with the CEO review the College's single central record.
- The College itself is a safe environment where the views of adults at risk and families are listened to and where adults at risk are taught about safeguarding and how to keep themselves safe, including on the internet or when using new technology. Any complaints about services lead to improvements in practice.
- The College will ensure there are appropriate filters and monitoring systems in place in respect of internet use and encourage safe and responsible use of new technologies.
- The College scrutinises the impact of its training strategy so that all staff, including temporary staff and volunteers, are aware of the College's safeguarding policies and procedures. All staff must undertake safeguarding training which is regularly updated. The Designated Safeguarding Lead and Deputy Designated Safeguarding Leads undertake training in keeping with statutory training requirements.

- The Trustees are given guidance to support them to ensure the College meets its statutory safeguarding requirements.
- All safeguarding practices are quality assured by the Designated Safeguarding Lead, including the auditing of safeguarding records and the supervision of the Deputy Safeguarding Lead, Safeguarding Officers and other members of the safeguarding team.
- The Board of Trustees will appoint an appropriately trained designated person to promote the educational achievement of adults at risk who are looked after.
- Governing bodies are accountable for ensuring the College has effective policies and procedures in line with local and national guidance, and for monitoring the College's compliance with them. Neither the Board of Trustees nor individual Trustees have a role in dealing with individual cases or the right to know the detail of cases (except when exercising their disciplinary functions in respect of allegations against a member of staff or investigating a complaint brought to their attention).

The CEO will ensure that:

- The Single Central Record is up to date and the safer recruitment practices are followed in line with the College's Recruitment and Selection Policy and Procedures. At least one member of every recruitment panel has attended safer recruitment training.
- Job descriptions and person specifications for all roles make specific reference to adult at risk protection and safeguarding.
- There is a listening culture within the College where both staff and adults at risk are able to raise concerns about poor or unsafe practices.
- Referrals are made to the Disclosure and Barring Service as appropriate.
- They liaise with the Local Authority Designated Officer where an allegation is made against a member of staff.
- The Designated Safeguarding Lead has a job description in keeping with safeguarding requirements and that sufficient time, training and support are allocated to this role, including the appointment of colleagues able to deputise for the Designated Safeguarding Lead who have undertaken the same training.
- The curriculum provides opportunities to help students stay safe especially when online. Adults at risk should be aware of the support available to them.
- In keeping with the Prevent Duty reasonable checks are made on visiting speakers in line with the External Speakers Protocol.
- CEO should ensure that the policies and procedures, adopted by their governing bodies (particularly those concerning referrals of cases of suspected abuse and neglect), are understood, and followed by all staff

Designated Safeguarding Lead

The Designated Safeguarding Lead will quality assure the College's adult at risk practices including the auditing of safeguarding records and the supervision of the Safeguarding Operational Lead, Safeguarding Officer and other members of the safeguarding team to ensure that actions and decisions are reviewed appropriately and that staff's emotional needs are met.

Whilst the activities of the designated safeguarding lead can be delegated to appropriately trained deputies, the ultimate lead responsibility for safeguarding and child protection, as set out above, remains with the designated safeguarding lead. This responsibility should not be delegated.

The latest safeguarding legislation set out the broad areas of responsibility for the Designated Safeguarding Lead:

Managing Referrals

The Designated Safeguarding Lead is expected to:

- Refer cases of suspected abuse to the local authority Adult Services as required;
- Support staff who make referrals to Adult Services;
- Refer cases to the Channel programme where there is a radicalisation concern as required;
- Support staff who make referrals to the Channel programme;
- Refer cases where a person is dismissed or left due to risk/harm to an adult at risk to the Disclosure and Barring Service as required; and
- Refer cases where a crime may have been committed to the Police as required

Work with others

- Liaise with the CEO to inform them of issues especially ongoing serious safeguarding concerns and police investigations;
- Liaise with staff (especially support staff, IT technicians and the named person with oversight of SEN in a College) on matters of safety and safeguarding (including online and digital safety) and when deciding whether to make a referral by liaising with relevant agencies. Act as a source of support, advice and expertise for staff.

Undertake training

The Designated Safeguarding Lead (and any deputies) should undergo training to provide them with the knowledge and skills required to carry out the role. This training should be updated at least every two years.

The Designated Safeguarding Lead should undertake Prevent awareness training.

In addition to the formal training set out above, their knowledge and skills should be refreshed (this might be via e-bulletins, meeting other Designated Safeguarding Leads, or simply taking time to read and digest safeguarding developments) at regular intervals, as required, but at least annually, to allow them to understand and keep up with any developments relevant to their role so that they:

- Understand the assessment process for providing support, including Adult Services' referral arrangements.
- Ensure each member of staff has access to and understands the College's Adult at risk policy and procedures, especially new and part time staff;
- Are alert to the specific needs of adults at risk in general and those with special educational needs and young carers;
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the General Data Protection Regulation;

- Understand the importance of information sharing, both within the College, and with the three safeguarding partners, other agencies, organisations and practitioners;
- Are able to keep detailed, accurate, secure written records of concerns and referrals;
- Understand and support the College with regards to the requirements of the Prevent duty and are able to provide advice and support to staff on protecting adults at risk from the risk of radicalisation;
- Are able to understand the unique risks associated with online safety and be confident that they have the relevant knowledge and up-to-date capability required to keep adults at risk safe whilst they are online at College;
- Can recognise the additional risks that adults with SEN and disabilities (SEND) face online, for example, from online bullying, grooming and radicalisation and are confident they have the capability to support SEND adults to stay safe online
- Obtain access to resources and attend any relevant or refresher training courses; and
- Encourage a culture of listening to adults at risk and taking account of their wishes and feelings, among all staff, and any measures the College may put in place to protect them.

Raise Awareness

- The Designated Safeguarding Lead should ensure the College's adult at risk protection policies are known, understood and used appropriately.
- Ensure the College's adult at risk policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this;
- Ensure the adult at risk policy is available publicly and parents/ carers are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the College in this; and
- Link with the local MSAB to make sure staff are aware of training opportunities and the latest local policies on safeguarding.

All staff should

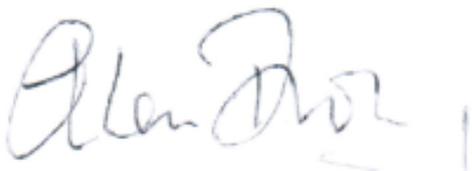
- Contribute to ensuring students learn in a safe environment.
- Recognise that any adult at risk will benefit from timely support, but should be particularly alert to the potential need for an adult at risk who:
 - is disabled and has specific additional needs
 - has special educational needs
 - is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups is misusing drugs or alcohol themselves
 - is at risk of modern slavery, trafficking or exploitation
 - is showing early signs of abuse and/or neglect
 - is at risk of being radicalised or exploited
- Report any concerns about an adult at risk's welfare without delay to:
 - the Safeguarding Team (or Duty Manager) in line with published procedures
 - the Safeguarding Officer or Safeguarding Manager
 - the Designated Safeguarding Lead, or in their absence a senior member of staff

- Understand that any member of staff can make a referral to Adult Services should that be required, informing the Safeguarding Team of any action taken.
 - Report any concerns without delay about the behaviour of staff towards an adult at risk to the Principal, Designated Safeguarding Lead or the Chair of Trustees.
 - Understand their responsibility to escalate their concerns and 'press for reconsideration' if an adult at risk remains at risk or their needs are not met. This includes the understanding that any member of staff can make a referral to Adults Services if required to do so.
 - Follow all College's policies including this policy and the College's Code of Conduct.
 - Be aware safeguarding issues can manifest themselves via abuse among peers
 - Understand that some adults at risk, including those with Special Educational Needs, may be more vulnerable to abuse.
 - 'Adults at risk with special educational needs (SEN) and disabilities can face additional safeguarding challenges. This can include:
 - assumptions that indicators of possible abuse such as behaviour, mood and injury relate to their disability without further exploration;
 - adults at risk with SEN and disabilities can be disproportionately impacted by things like bullying - without outwardly showing any signs; and
 - 'communication barriers and difficulties in overcoming these barriers.' (DfE 2016)
 - Have access to the College's Code of Conduct and Whistleblowing policy.
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Agreed by Greenbank Board of Trustees

A handwritten signature in blue ink, appearing to read 'Alan Irving', with a horizontal line underneath the name.

Dr Alan Irving, Chairman