

Safeguarding Adults Policy

Yellow Door is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect. We are committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines. We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe. The Procedure for responding to concerns is at the end of the policy and documented in a flowchart on Appendix 3 **Contact details for referrals to Adults Services are in Appendix 5.**

This document outlines Yellow Door's responsibilities and approach to safeguarding adults at risk. All statements and procedures apply to Yellow Door work by staff, volunteers and contracted services undertaken both on Yellow Door premises and at any other locations. This document should be read in conjunction with other Yellow Door Policies and Procedures. This policy is endorsed by the Board of Trustees.

Yellow Door policy and procedures are consistent with the Care Act 2014 and current local safeguarding procedures. [4LSAB Adult Safeguarding Policy Process and Guidance July 2023](#) [4LSAB Safeguarding Concerns](#) This Policy has been reviewed using the 4 Local Safeguarding Adults Board Organisational Safeguarding Self Audit Tool, last completed in February 2026 (Hampshire, Southampton, Portsmouth & IOW).

We have also used British Standards (BS 25800:2024 *Safeguarding for Organisations. A Guide*). British Standards are the UK National Standards Body; this guide is for UK organisations on how they can develop a consistent approach to safeguarding practice and demonstrate this.

Yellow Door is committed to creating a culture of zero-tolerance of harm to adults where safeguarding is everyone's business. This necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Definition of an Adult at Risk

Safeguarding Adults* is working with adults with care and support needs to keep them safe from abuse or neglect. The Care Act requires agencies to use the term 'Adult at Risk' (under section 42 (1) of the Care Act); this is 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) AND;
- is experiencing, or at risk of, abuse or neglect, AND;
- 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



What does Safeguarding Adults at Risk mean: Statutory Safeguarding Guidance

Safeguarding Adults in England is compliant with United Nations directives on the rights of Disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018
- England - The Care Act 2014

‘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 Act 2014, Chapter 14.

The Care Act’s principles are:

Empowerment - People being supported and encouraged to make their own decisions and 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

You should consider raising a safeguarding concern to the local authority if you have **reasonable cause to suspect** that an adult (under section 42 (1) of the Care Act): a) has needs for care and support (whether or not the local authority is meeting any of those needs); and b) is experiencing, or at risk of, abuse or neglect The local authority will consider the concern to see if it meets the above criteria, as well as whether: c) as a result of those care and support needs the individual is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Making Safeguarding Personal

Making Safeguarding Personal means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Yellow Door will work to support adults to achieve the outcomes they want for themselves. The adult’s views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people’s sense of self-worth and supports recovery from abuse.



Mental Capacity & Decision Making

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you, their views. If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions. There may be times when a Yellow Door worker needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include; sharing information about safeguarding concerns with people that can help protect them and stopping them being in contact with the person causing harm.

Unpaid Carers

The Care Act 2014 makes clear provisions for those who care for others in an unpaid capacity. 'A carer is anyone, including children and adults, who provides care to a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction, and who could not cope without this 'necessary care'. The care they give is unpaid. The guidance is clear that this support can be emotional as well as practical.' Please see a summary below: <https://www.local.gov.uk/publications/care-act-2014-and-unpaid-carers-handy-summary>

All workers should be aware of the provisions made for unpaid carers and the rights to an assessment by the local authority. When working with adults who present as a carer or with adults who have care and support needs and are supported by an unpaid carer, workers should consider whether this carer could be in need of an assessment and additional support due to their caring role. Please see further guidance on carers assessment process: <https://www.carersuk.org/media/ooudwsan/carers-assessments-report-2023.pdf>

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

In conjunction with their manager and the wishes of the carer, refer to the statutory guidance to determine whether we should make a referral for an assessment. **To make a referral for a Carer's Assessment in:**

Southampton

<https://www.southampton.gov.uk/adult-social-care/support-carers-away-home/carers/carers-assessment/>

Hampshire

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/carers-assessment>

Portsmouth

<https://portsmouthcarersservice.co.uk/resources-for-professionals/referrals/>



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Policy

'A safeguarding concern is – any knowledge, anxiety, worry, suspicion or feeling that an individual has experienced or might be at risk of, any harm, mistreatment or neglect. The concern could be based on something seen or heard, a disclosure by the individual or someone else, or information obtained from any other source. A safeguarding concern might relate to the behaviours of the individual about whom the concern is raised or the actions or inaction of someone else and could be something that is happening in the context of services or activities provided by the organisation or in the individual's life at home or in the community. A safeguarding concern could also relate to a failure or weakness in the organisation's policies, procedures or operations that causes harm or creates the risk of harm'. (BS 25800:2024) <https://www.bsigroup.com/en-GB/insights-and-media/insights/brochures/bs-258002024-safeguarding-for-organizations/>

All adults without exception have the right to protection from abuse regardless of age, ability or Disability, sex, race, religion, ethnicity, sexual orientation, marital or gender status. Yellow Door recognises its responsibility to safeguard and promote the welfare of adults by protecting them from physical, sexual, emotional abuse, neglect and bullying as far as is possible within the scope of our work. We are committed to an anti-racist and non-biased provision of services including our safeguarding policies and procedures.

Yellow Door recognises that language directly impacts how we safeguard and impacts perceptions, fosters or erodes trust and assigns accountability. This, in turn, determines the effectiveness of our interventions. The choice of words used by professionals can either empower victims or inadvertently blame, shame, and re-traumatise them. All workers are to be mindful of the language used and challenge the use of it for our service users.

Whose responsibility is safeguarding?

At Yellow Door, we believe that safeguarding is everybody's responsibility. Any person working for Yellow Door in a paid or voluntary capacity, regardless of their role, is required to be alerted to risks and pro-active about safeguarding within the scope of their roles and take responsibility for the safeguarding of adults within the terms of this policy.

Leadership and Management

Yellow Door's Leadership Team will create a safeguarding culture and uphold the highest standards of practice. Safeguarding is prioritised throughout the organisation through effective governance and management. (BSI 25800:2024) The Chief Executive Officer (CEO) takes operational lead responsibility, and the Head of Therapeutic Services is the Designated Safeguarding Lead (DSL). The Chair of Trustees holds overall governance responsibility for safeguarding.

We recognise that anxiety around adult safeguarding could undermine good practice and so have established clear lines of accountability, supervision, training and advice to support the process and individual staff/volunteers as needed. Each operational area has a safeguarding manager and other managers, or DSL can be contacted in their absence. Any individual can contact the DSL if they have concerns about an adult/ Service User.

Underpinning principles:

Yellow Door fosters a culture that embraces accountability and responsibility and actively pursues and models openness, professional curiosity and integrity amongst workers, providing an environment of support where safeguarding concerns can be aired safely and taken seriously.

Yellow Door works in a trauma informed way throughout the adult's journey, and we ensure this approach is embedded throughout the safeguarding processes. Consultation and discussion with Service Users is at the heart of Yellow Door's approach to safeguarding. Please see government's definition: <https://www.gov.uk/government/publications/working-definition-of-trauma-informed-practice/working-definition-of-trauma-informed-practice>

All staff and volunteers will raise safeguarding concerns with an operational service manager and / or designated safeguarding lead/s as required and detailed in the procedures that follow.

Yellow Door intends to provide the highest possible level of confidentiality consistent with the law and the Ethical Framework for the Counselling Professions 2018 <https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf>

Whilst Yellow Door maintains confidentiality and respects Service User wishes regarding the sharing of information as far as is possible, these factors will always be balanced with the need to protect children and adults and statutory safeguarding obligations. Timely and appropriate information sharing is essential for effective risk assessment and early identification of need.

Yellow Door is committed to working in partnership with other relevant agencies involved in safeguarding adults who have care and support needs and to provide relevant information where possible and appropriate.

Where Yellow Door decides that information should be disclosed to the appropriate authorities, consideration should be given to whether it is more appropriate to support a client to themselves refer these concerns to appropriate authorities or for Yellow Door to disclose such information on their behalf.

Where Yellow Door does share information, consent for this will be sought as far as is safe and appropriate. Consent to share information will not be considered necessary where safeguarding and statutory obligations take precedence. 'GDPR, like the previous legislation, allows us to share information without consent in certain circumstances. If it is deemed to be in the public interest, data may be collected, processed, shared and stored. It may be stored for longer

periods in the public interest and in order to safeguard the rights and freedoms of individuals' Safeguarding Adults: Sharing Information (SCIE) and also refer to Data Protection Policy and the Data Protection Act 2018.

Yellow Door is committed to continuous improvement in safeguarding- whole team safeguarding training is provided annually to create opportunity in response to changes in law, guidance or organisational learning and for learning and reflection on national/ local emerging issues and internal reporting procedures. Staff should be mindful in identifying improvement opportunities and raising these with management to be actioned and to increase awareness and knowledge. Additional training will be provided to appropriate staff where there is an identified need to support Service Users and their vulnerabilities.

Providing a Safe and Trusted Environment

All 1:1 and group work should take place when a manager is present in the Yellow Door building. Offsite work should take place with an offsite risk assessment and when a safeguarding manager/ DSL is available for support. (Please refer to the Yellow Door Lone Working policy)

Safer Recruitment, Induction and Training

All workers who have direct contact with Service Users Adults will:

- Complete a form declaring any previous court convictions
- Give full details of their working history including any reasons for gaps in employment This applies for all applicants for paid employment, sessional workers and volunteers who work directly with our services users.
- Undergo appropriate Disclosure and Barring Service (DBS) check before commencing work. The level of DBS check (including Children's Barred List check) is determined by the nature, frequency, and level of contact with service users and is aligned with current DBS guidance. Checks are updated at least every 3 years, or more frequently depending on the role.
- Conditional offers given until satisfactory evidence is provided for example, satisfactory explanation for any gaps in employment, satisfactory references and DSB checks.
- Yellow Door is diligent in ensuring that no one is appointed who is disqualified as a trustee or to a senior manager position (at chief executive or finance director level) and the register of declarations is updated annually. See Yellow Door Safer Recruitment Policy on the website for further details of the process for informing Yellow Door about convictions; Yellow Door is required to make barring referrals. DBS information is stored on our HR database and updated accordingly.
- Provide identification and evidence of relevant qualifications.
- Pre-employment online searches and check employment history and any gaps.
- Provide two references asking specifically about their suitability to work with vulnerable people.
- Receive this policy and other associated policies and provide written confirmation that they have read and agreed to abide by the policies and procedures of the organisation.
- Successfully complete a pre-determined probationary period which may be extended at the discretion of the service.



- Attend mandatory local & Online Safeguarding Adults level 1 and 2 training as appropriate to their role as part of induction and then every two years thereafter. Safeguarding Team and DSL will in addition attend Level 3/ Advanced & DSL Safeguarding Training.
- All recruiting managers will attend Safer Recruitment training on induction and updated every three years
- Have access to appropriate levels of supervision, training and other learning opportunities to develop their awareness of working with adults who have need of care and support
- Receive information and guidance on issues relating to adults in relation to their work for Yellow Door, including being made aware of the Local Safeguarding Adults Boards who have needs for care and support guidance available on the internet at [Southampton Local Safeguarding Adults Board – Working together to improve the safety and wellbeing of Adults at risk of harm in Southampton \(southamptonlsab.org.uk\)](https://southamptonlsab.org.uk). Please see the documents section and in particular the guidance available about the voluntary sector. We also promote the wellbeing of adults, ensuring that safeguarding activities are of a high quality and in line with the Care Act 2014.

Supervision and Risk Assessment for Volunteers and Short-Term Workers:

- Yellow Door undertakes risk assessments to determine supervision levels and DBS checking requirements for volunteers or short-term workers.
- Factors considered include the nature and duration of contact with service users, whether the role allows unsupervised contact, and any host-setting requirements (e.g. schools).
- Volunteers not considered in regulated activity will not work with / have access to service users and will be directed by a designated safeguarding lead or appropriately checked staff member at all times.

Working in Schools and External Settings:

- When delivering services in external settings, Yellow Door will comply with the host setting's safeguarding requirements, including induction, supervision, and reporting procedures.
- Yellow Door will share its safeguarding procedures with the host in advance and agree roles/responsibilities for supervision and reporting concerns.
- Where the host's DBS or safeguarding requirements exceed YD's internal thresholds, personnel will meet the host's requirements before commencing activities.
- External settings will be informed of Yellow Door's safeguarding lead contacts and escalation pathways.

Touch

Yellow Door workers, both staff and volunteers, should not instigate touch with a service user. However, there will be occasions where touch may be required to assist someone who needs first aid or support to move. It is also recognised when working with adults with care and support needs that safe touch will be important therapeutically, so as not to reject or when behaviour may warrant restraint for safety. Where this happens the worker should be thoughtful about the response to maintain safety and not provide confusing messages around touch. If touch is required, this should be clearly documented in Lamplight (Yellow Door client management system) and, where restraint is needed/ has been used more than once, a safeguarding discussion is required to establish if the work can continue safely.

Expectations of staff and volunteers include that they:

- Comply with Yellow Door's Dignity at Work Policy (In Employee Handbook) and their Job Descriptions which will have their Safeguarding responsibilities documented.
- Remain alert to the possibility of abuse towards adults at risk.
- Maintain appropriate professional boundaries (see Employee Contracts) and avoid behaviour which might be misinterpreted by others.
- Report and record any concerning behaviour from an adult towards a worker or vice versa.
- Remain conscious that their behaviour/ actions outside of the workplace could indicate an unsuitability to work with Adults at Risk and lead to action being taken to safeguard service users.
- Do not share any personal information including social media requests with service users and should not request, or respond to, any personal information from a service user, other than that which might be appropriate as part of their professional role.
- Attend training in line with requirements set out above, provide certificates/ proof of attendance to their line manager.
- Will adhere to any requirements from the 4LSAB in terms of adults who are at risk but do not meet the threshold for Safeguarding within the limits of our service remit under the MARM framework: <https://www.southampton.gov.uk/media/5glkyjkb/4lsab-guidance-on-responding-to-self-neglect.pdf>
- Will consider if this service user is eligible for an Advocate to support the statutory processes, please see link for Hampshire wide support: <https://www.portsmouthsab.uk/wp-content/uploads/2025/12/One-Minute-Guide-to-Advocacy-Oct-2025.pdf>

Governance:

See Appendix 2 for Roles and Responsibilities of Safeguarding throughout the organisation.

Yellow Door maintains a Risk Register which documents contingency planning for unprecedented demand for safeguarding, supporting safe staffing levels of practitioners and managers to mitigate risk. (See Risk Register available on request)

Safeguarding is a standing agenda item for the following meetings:

- Trustee Board
- Senior Leadership Team
- Managers
- Whole Team
- All individual Service Teams
- Line Management/ Case Management
- Supervision/ Reflective Practice

As a charity, Yellow Door must follow the guidance from the Charity Commission on safeguarding and the responsibility of the Trustees to adhere to this: <https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities/strategy-for-dealing-with-safeguarding-issues-in-charities>

Yellow Door will undertake internal audits and comply with audits from the local authority and other contract providers and partners.

Cameras, mobile phones and other recording devices

Because many mobile phones have inbuilt cameras or recording devices which could inadvertently be on, members of groups will be asked to switch off mobile phones during sessions. Workers must not use cameras, or any other recording devices in Service User sessions or make use of them during any contact with Service Users other than for the purpose of recording material as part of Yellow Door's work with Service Users and with their permission. Any photographing or filming during sessions should not be of the service users themselves but of the work they have created during the therapy. All such photographs or film will be stored on the internal server which is password protected and will only be put into the public domain if written consent is gained. Please refer to Yellow Door's Data Protection Policy.

Complaints Policy

At Yellow Door we are committed to transparent and clear communication with Service Users and other key stakeholders. We proactively seek feedback about our services. We respond openly to negative feedback, concerns and complaints, looking to resolve these fairly and learn when there is something that the service needs to change. Our Complaints Policy and Procedure is available on our website and is available in alternative formats upon request.

Procedure

Responding to an Emergency level of risk:

When there is evidence that an Adult is at high risk of immediate harm, Yellow Door staff and volunteers should contact the appropriate services including Adult's Services or emergency (police / ambulance) services as required.

On some occasions it may be appropriate to also contact another person who supports or cares for the person, however workers must always consider and assess if the person they are contacting is involved in the harm or risk to the Adult or client and not to increase this risk by making contact.

When managing crisis or emergency situations on Yellow Door premises, staff and volunteers should work with other members of the Yellow Door team who will be present in the building and/or liaise with partner agencies to ensure:

- immediate safety of and minimise negative impact on all Service Users and workers and
- maximise privacy, empowerment and choice for any person in crisis



Risk may relate to one event that is of significant concern or a series of events that mean the accumulated risk is believed to be high. For offsite working please refer to the Lone Working Policy & Offsite risk assessments completed for that activity to gain support.

Non-Emergency Risk

In any situation where a Yellow Door worker becomes aware of risk to an adult they should respond calmly and in such a way that provides as much reassurance to the adult as possible. It should be made clear that confidentiality cannot be guaranteed and that their concerns will need to be discussed with appropriate others as detailed in our Underpinning Principles above. Workers should be transparent with adults about their concerns and the information they are sharing.

Concerns should be discussed, at the earliest available opportunity, with an operational manager who is part of the Safeguarding Team, to determine the course of action. To refer to a statutory service Safeguarding Manager advice should be sought. See below for a list of these managers. If deemed necessary/ appropriate, concerns should be escalated to a DSL. If an operational safeguarding manager is not available, contact should be made with a DSL.

The DSL will assess the risk regarding the information received and give guidance. If the risk is significant, they should liaise with another DSL. Where an adult has not consented to information being shared this should be discussed and action agreed by the DSL and a Safeguarding Manager the rationale and legal basis for sharing should be documented in the safeguarding notes. Please also refer to the Data Protection Policy

The urgency of the process outlined above will depend upon the level and immediacy of the risk and should be actioned as soon as possible. This should always be within 1 working day of the concerns arising. A full written record, recorded on Client file in Lamplight, must be produced by the staff member or volunteer raising the concern also within 1 working day.

Once discussed and actioned the Yellow Door worker will complete the appropriate Service User case record safeguarding section on Lamplight (Yellow Door Client Management System) and update accordingly with any resulting or ongoing actions and monitoring procedures. These actions should be carefully recorded/ dated with a safeguarding manager/ DSL linked in the records and are completed and signed off as per the Lamplight process (See Appendix 4). It should be clearly documented what information has been shared and with whom. Where decisions have been made not to share information a rationale must be provided in the records.

The worker will use existing structures (i.e. line management meetings, group and individual supervision) to review any ongoing areas of concern. Safeguarding supervision will be provided by managers where required to support effective work with clients and to manage complex presentations. Please ask your line manager if you feel you require this, managers are also responsible for identifying this need.



Challenging a decision

Occasionally a situation may arise when Yellow Door has raised a safeguarding concern in relation to an Adult and it is felt the response from statutory services may not have provided the safest outcome for the person. The safety of the individual is the paramount consideration in any professionals' disagreement and workers should feel able to challenge decision making in a timely fashion in order to best safeguard the person. In any such event Yellow Door will follow the local safeguarding partnership 'escalation' policy and procedure. <https://hampshiresab.org.uk/wp-content/uploads/2025/04/One-Minute-Guide-to-the-4LSAB-Escalation-Protocol.pdf> The worker will be supported to do this by a safeguarding manager and a DSL.

Allegations/ Concerns about a Yellow Door worker or about a person in a position of trust

Any concern or allegation about a member of the Yellow Door team must be taken seriously and acted upon. Please refer to the Duty to Act (Whistle blowing Policy on the website) for details. Please note there is a clear distinction between an allegation, a concern about the quality of care or practice, or a complaint. For complaints see Yellow Door website. When required a referral or contact must be made to Local Authority: https://www.southampton.gov.uk/media/vk5njchd/4lsab_framework_on_managing_allegations_2025_final.pdf

To complete the Form please see the section on Managing Allegations against people in a position of Trust, where there is a form to complete. <https://www.southampton.gov.uk/adult-social-care/care-info-professionals/southampton-safeguarding-adults-board/professionals/multi-agency-policies-and-guidance/>

Any worker (employed or volunteer) should be aware that working with Service Users (children or adults) has the potential for Safeguarding allegations. If a Yellow Door worker should become subject to safeguarding allegations Yellow Door has the right to instigate no-blame suspension, restrict their role and provide increased supervision until such time as there is an outcome. (See Employee Handbook). For Serious Incidents please refer to the Serious and Critical incidents Policy.

Allegations/ Concerns – internal to Yellow Door and external

Safeguarding allegations can include situations where an individual, group of individuals or an organisation has:

- Behaved in a way that has harmed or might have harmed an individual.
- Possibly committed a criminal offence against or related to an individual.
- Behaved in a way that indicates they pose a risk of harm to an individual; or
- Behaved in a way that indicates that they might not be suitable to work in their current role

(BSI 25800:2024)

Allegations against Other Professionals/ Organisations

These should be reported to a safeguarding manager and DSL. Advice should be sought from relevant statutory bodies (Police/ Local Authority/ other regulatory bodies – ICO / BACP etc) before any investigation processes commence. Then follow procedures in the Duty to Act Policy and Employee Handbook.* **(BSI 25800:2024)** British Standards Institute: BS25800: 2024 Safeguarding for Organisations Guide



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Who to contact for Safeguarding Support in Yellow Door:

Everyone within Yellow Door has a responsibility to safeguard adults at risk, and operational managers have additional responsibility for safeguarding, to support staff and volunteers with safeguarding practice and procedures, namely Yellow Door's DSL and the Safeguarding Team.

An up-to-date DSL / Safeguarding Team Contact List is available on Yellow Door's notice boards in each team room and also on the HR system - Breathe. All staff who work off site are required to ensure they have access to this information both onsite and when working out of the building.

The DSL and safeguarding managers are readily contactable, urgent safeguarding work takes priority over other work. See contact numbers below in Appendix 1.

Lead Safeguarding Responsibility:

CEO

The Designated Safeguarding Lead:

Head of Therapeutic Services

Deputy Designated Safeguarding Lead:

Head of Service Development

Safeguarding Team of Operational Managers are:

Head of Advocacy Services

Head of Business Operations & Strategy

Therapeutic Services Manager

Domestic Abuse Service Manager

Diversity & Inclusion Advocacy Manager

Independent Sexual Violence Advisor Service Manager

Therapeutic Service Manager (Frankie Worker Service)

Therapeutic Service Manager (Hampshire Domestic Abuse Therapy Service)

This policy is made available on our website, (www.yellowdoor.org.uk) Staff HR System. If an alternative format is required, please contact Yellow Door Offices.

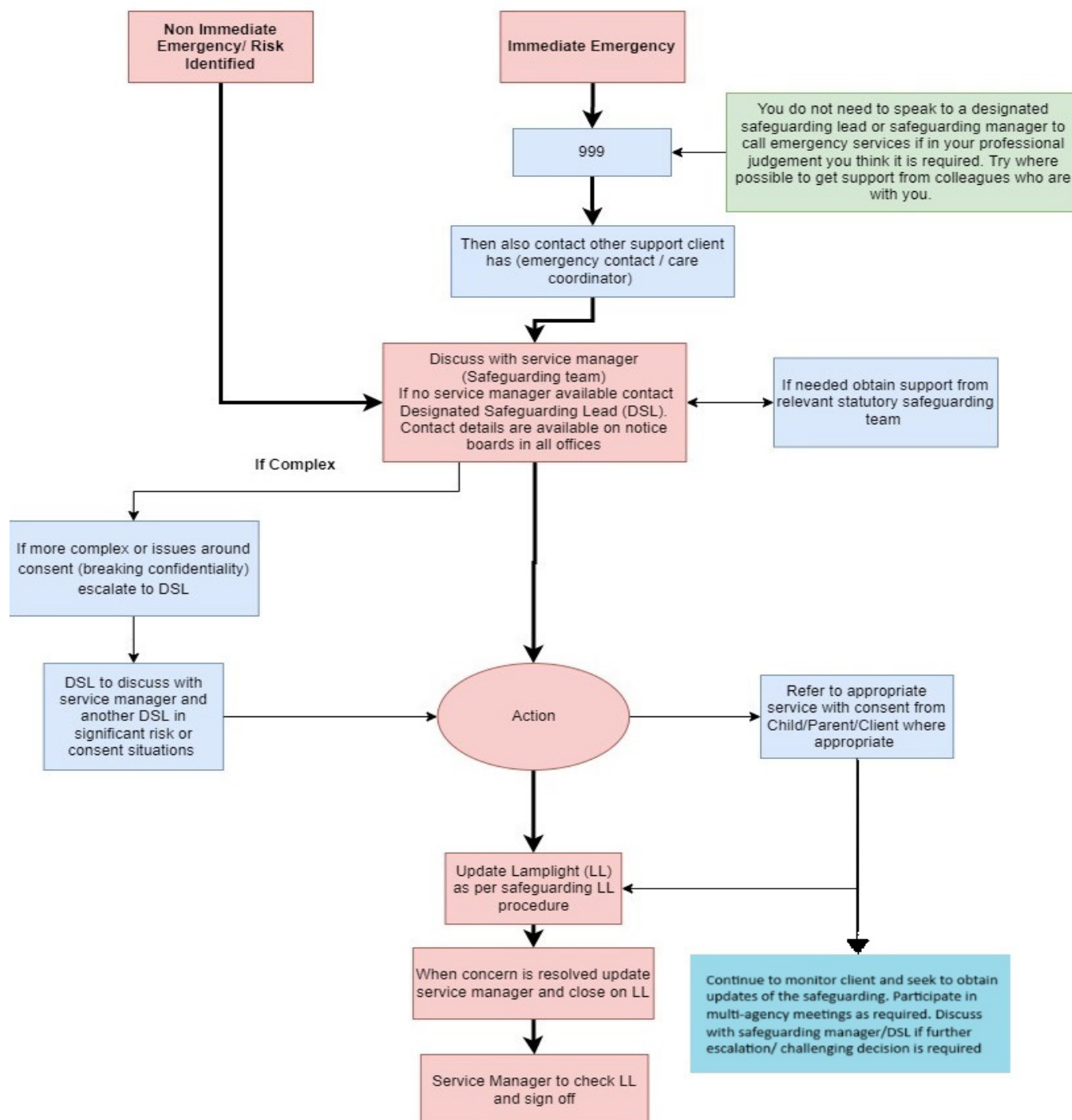


Appendix 2: Roles and Responsibilities

Role	Responsibilities
Trustees	• Ratify the Safeguarding Policies and ensure that they are reviewed on an annual basis • Design KPIs/ performance measures so safeguarding is at the forefront of business provision • Review significant safeguarding risks e.g. serious case reviews • Keep abreast of the Charity Commission's strategy for Safeguarding Charities • Attend regular role appropriate training and read updates • Review the risk register in regard to safeguarding annually
Senior Leadership Team (SLT)	• Ensure Policy and Procedures are updated annually • Communicate the Safeguarding Policies to Staff and Volunteers • Provide annual Safeguarding training • Create and maintain a culture of safeguarding in the organisation • Ensure learning is fed back to the team on a regular basis • Ensure details on Safeguarding are included in the relevant Service Level Agreements • Complete Internal and External Audits • Report serious incidents to Trustees and relevant regulatory bodies • Update the Risk Register with relevant Safeguarding measures • Facilitate regular Safeguarding Governance Review Meetings • Attend regular role appropriate training and read updates
Managers	• Ensure that staff / volunteers are following the processes established to ensure safeguarding • Provide evidence as part of regular auditing processes • Ensure safeguarding risks are recorded, reviewed, updated and closed on Lamplight • Work with SLT when new services are established/ existing services changed to ensure safeguarding processes are in place • Flag/ escalate any risks to SLT • Attend regular role appropriate training and read updates • Complete regular safeguarding audits and contribute to the safeguarding culture
Safeguarding Team	• Communicate on safeguarding regularly to inform learning and build a culture of safeguarding • Lead and support auditing process • Safeguarding Plans are in place & regularly reviewed and open concerns are monitored/signed off • Attend regular role appropriate training and read updates
All Staff Members	• Follow the Safeguarding Policy and Procedures • Flag/ escalate any risk to Safeguarding Managers and or DSLs • Attend regular role appropriate training and read updates to support CPD
Volunteers	• Follow the Safeguarding Policy and Procedures • Flag/ escalate any risk to Safeguarding Managers and or DSLs • Attend regular role appropriate training and read updates to support CPD

Appendix 3: Procedure Flow Chart for Safeguarding

Yellow Door Safeguarding Procedure





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Appendix 4: Lamplight Procedure for Safeguarding (omitted from public documents)

Appendix 5: Safeguarding Teams Adults

Please note these links and numbers were accurate when the policy was updated but may change or get updated. Please check the gov.uk links and numbers when using.

Southampton:

Telephone: **023 8083 3003**

Outside of normal office hours: **0300 555 1373**

Referral form: [Spot the Signs of Abuse and Speak Out \(southampton.gov.uk\)](https://www.southampton.gov.uk/adult-social-care/care-info-professionals/southampton-safeguarding-adults-board/members-of-the-public/worried-about-an-adult/)
(<https://www.southampton.gov.uk/adult-social-care/care-info-professionals/southampton-safeguarding-adults-board/members-of-the-public/worried-about-an-adult/>)

Email: adultsocialcareconnect@southampton.gov.uk

Hampshire

Telephone: **0300 5551386** Office Hours

Telephone: **0300 5551373** Out of Office Hours

Referral Form: [Adults' Health and Care help and support | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://hants.gov.uk/adults-health-and-care-help-and-support)

Portsmouth

Telephone: **02392 680810** (8.00 am to 8.00 pm Monday to Friday)

Telephone: **0300 555 1373** Emergency Duty Service

Referral form: [Reporting Concerns \(portsmouthsab.uk\)](https://portsmouthsab.uk)

Email AdultSafeguarding@portsmouthcc.gov.uk

Isle of Wight

Telephone: **01983 823900** during office hours.

Telephone: **01983 21105** for an immediate risk or out of hours.

Referral form: <https://www.iow.gov.uk/article/1747/Report-a-concern>

Email: safeguardingconcerns@iow.gov.uk.

Managing Allegations Against People in a Position of Trust:

This link to the HIPS wide LASB multiagency Framework.



https://www.southampton.gov.uk/media/vk5njchd/4lsab_framework_on_managing_allegations_2025_final.pdf

<https://www.southampton.gov.uk/adult-social-care/care-info-professionals/southampton-safeguarding-adults-board/professionals/multi-agency-policies-and-guidance/> See the section on Managing Allegations against people in a position of Trust, where there is a form to download and complete.

Appendix 6: Definitions of Abuse

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance. There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

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

The Care Act Code of Practice outlines categories of abuse more widely and now includes:

Physical Abuse

May include hitting, slapping, pushing, kicking, misuse of medication, misuse of restraint, or inappropriate sanctions.

Domestic Abuse

The Domestic Abuse Act 2021 introduced the first ever statutory definition of domestic abuse (section 1 of the Act). The statutory definition is clear that domestic abuse may be a single incident or a course of conduct which can encompass a wide range of abusive behaviours, including a) physical or sexual abuse; b) violent or threatening behaviour; c) controlling or coercive behaviour; d) economic abuse; and e) psychological, emotional, or other abuse. Under the statutory definition, both the person who is carrying out the behaviour and the person to whom the behaviour is directed towards must be aged 16 or over and they must be "personally connected" (as defined in section 2 of the Domestic Abuse Act 2021). The definition ensures that different types of relationships are captured, including ex-partners and family members.



Sexual Abuse

May include rape and sexual assault, or sexual acts to which the adult has not consented, or could not consent, or where pressure was applied to secure their consent.

Psychological, Emotional or Mental Abuse

May include verbal abuse, emotional abuse, threats, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, isolation or withdrawal from services or supportive networks.

Financial Abuse

May include theft, fraud, exploitation, pressure in connection with wills, property of inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern Slavery

May include human trafficking, forced labour and domestic servitude.

Discriminatory Abuse

May include racist or sexist remarks or comments based on a person's impairment, Disability, age or illness, and other forms of harassment, slurs or similar treatment.

Organisational Abuse

Involves the collective failure of an organisation to provide an appropriate and professional service to adults at risk. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

Neglect and Acts of Omission

May include acts of omission, ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, food and drink and heating.

Self-neglect

May include behaviours neglecting to care for one's personal hygiene, health or surrounding, includes hoarding.

Elder Abuse

There are four main types of elder abuse - physical, financial, emotional and neglect.



Honour Based Abuse

Honour Based Abuse is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community 'honour', this may include, forced marriages, honour crimes and genital mutilation.

Radicalisation

This can be a type of process that causes someone to adopt radical positions on political or social issues.

Forced marriage: Any person may be forced into marriage, this includes people of all ages, genders, ethnicities and religions. A forced marriage is where one or both people do not or cannot consent to the marriage and pressure or abuse is used to force them into the marriage.

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.

This is not an exhaustive list.

For office use only

Stage	Date	Staff member	Comments
Review date	Jan 2026	RE	
Update	Jan 2026	RE	
Approved SLT	April 2026	NK, SW and CG	
Signed off by Board	June 2026	LF and Full Board	
Review Date	June 2027	RE	