



Safeguarding Policy – Adults at Risk



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Who's this for?	Honeycomb Group including subsidiaries
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Consultation with stakeholders – please list	Safeguarding Leads Group representatives • Executive Director Support and Well-being • Head of Customer and Neighbourhood • Head of Domestic Violence and Abuse Services • Head of Business Development and Operations • Head of Homelessness and Complex needs • Business partner: Quality assurance • Health & Safety Manager
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Owner (Executive Lead)	Executive Director of Support & Wellbeing
Reviewed by:	Safeguarding Leads Group
Approved by:	Honeycomb Group Board of Management 21.09.2026

Document Revision History

Version	Date	Description of Change	Author
1.0	19/08/2026	Annual review	Lucy Willis

Links to Associated Policies and Procedures

This Safeguarding policy will be supported by detailed procedures on:

- Adults at Risk procedures
- The Role of Designated Safeguarding Leads
- Managing allegations against staff and volunteers
- Safeguarding Recording Procedures
- Serious Incident Procedure and Guidance

Our policy will be used alongside other policies, strategies and procedures including:

- Anti-harassment and anti-bullying policy
- Anti-social behaviour policy (Inc. Respect)
- Child Protection policy and supporting procedures
- Domestic Abuse policy and procedures
- Safeguarding and Risk Escalation Procedure
- Code of Conduct Policy
- Professional Boundaries Policy
- Complaints policy
- Data Protection and Retention policy and procedures
- Equality and Diversity policy
- Manager's Guide to Safe Recruitment
- Risk Management Policy
- Managing Risk
- Whistle Blowing policy
- Lone Working Policy

All these documents can be found on The Hive

1. Introduction and purpose

Honeycomb Group believes that adults must always be protected from harm and abuse. We believe every adult should be valued, safe and happy. We want to make sure that adults we have contact with know this and are empowered to tell us if they are suffering harm.

We want adults who use or have contact with this organisation to benefit from what we have to offer in safety.

We give individuals relevant information about recognising abuse and the choices available to them to ensure their safety. We give them clear information about how to report abuse and crime and any necessary support in doing so. We consult them before we take any action. Where someone lacks capacity to make a decision, we always act in their best interests

We empower staff to identify abuse and respond appropriately, through an ongoing programme of training, providing opportunity for reflection and learning, and through access to support from managers and Designated Safeguarding Leads

We have effective local information-sharing and multi-agency partnership arrangements in place and staff understand these. We foster a "one" team approach that places the welfare of individuals above organisational boundaries.

If we discover or suspect an individual is suffering harm, we will follow our procedures in order that they can be protected. If necessary, in an emergency calling 999.

This policy applies to all employees (including sessional and agency staff), the Board of Management and Charity Trustees, volunteers, contractors, students or anyone working on behalf of Honeycomb Group Ltd and its subsidiaries.

The purpose of this policy:

- To promote wellbeing and independence.
- Ensure that safeguarding is a priority for all paid staff, volunteers and partners, and that they feel equipped to respond to safeguarding concerns.
- To ensure that all adults using our services are protected and enabled to live as independently as possible in a safe environment.
- We respond promptly to situations which indicate that someone may be being mistreated or neglected. We will respond sensitively to the needs and rights of the individual including their ethnic and cultural heritage, gender, age, religious beliefs, physical and mental abilities, and sexual orientation, and ensure this will not adversely affect the services a customer receives.
- We promote the designated Safeguarding leads of the organisation (Appendix 1) so that staff and volunteers can approach any known lead for advice and support.

2. Policy aims and objectives

- Individuals receiving our services understand what abuse is and can report incidents with confidence that we will respond
- We all understand what abuse is and can respond to any incidents with confidence
- We respond promptly and effectively to all reports of abuse
- We understand and work within professional boundaries
- We have effective procedures which comply with legislation and best practice
- We have a clear process for staff consultation with the Leads for Safeguarding and a system for escalating concerns when the appropriate response from the LAs is not achieved.
- We participate in a multi-agency approach to safeguarding adults at risk
- Our Board receives assurance that customers are effectively safeguarded

3. Links to Legislation, Regulation and Codes of Practice

Our policy has been developed so that it complies with the legal framework and is compatible with the work of the Safeguarding Boards in every Local Authority that we operate.

We will comply with all relevant legislation and take account of guidance and good practice.

Relevant legislation, guidance and good practice includes but not exclusive to:

- Care Act 2014
- Care and Support Statutory Guidance Issued under the Care Act 2014
- Criminal Justice and Court Services Act
- Domestic Abuse Act 2021
- Domestic Violence, Crime & Victims Act
- Equalities Act
- Human Rights Act
- Mental Capacity Act 2005
- Modern Day Slavery Act
- Counter Terrorism and Security Act
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2006

- Sexual Offences Act 2003
- Local Safeguarding Adult Boards Policy and Procedures
 - Cheshire East Safeguarding Adults Board -
 - Staffordshire and Stoke on Trent Adult Safeguarding Partnership Board (SSASPB)
 - Derbyshire Safeguarding Adult Board
 - Derby Safeguarding Adult Board

4. Key Principles

We adopt the six key principles set out in the Care Act (Statutory Guidance 2014) that underpin adult safeguarding:

- Empowerment – people being supported and encouraged to make their own decisions and informed consent
- Prevention – it is better to act before harm occurs
- Proportionality – least intrusive response appropriate to the risk presented.
- Protection – support and representation for those in greatest need
- Partnership – local solutions through services working with communities. Communities have a part to play in preventing, detecting, and reporting abuse.
- Accountability – accountability and transparency in delivering safeguarding.

We accept our duty to co-operate with local authorities and other partners in implementing the statutory duties around safeguarding. This may include:

- Making referrals to local adult safeguarding services when required.
- Carrying out 'enquiries' into incidents as requested by Safeguarding Boards
- Information sharing with Safeguarding Boards including participating in 'serious case reviews'
- Participating in local Safeguarding Boards.
- Participating in MARAC

We will ensure that staff are familiar with the principles of safeguarding, are trained to be vigilant, recognise signs of abuse and know what action to take. We will promote and use the 'Making Safeguarding Personal' approach to focus on personalised outcomes desired by vulnerable adults who have been abused. More information on this can be found at:

<https://www.local.gov.uk/our-support/partners-care-and-health/care-and-health-improvement/safeguarding-resources/making-safeguarding-personal>

In addition, we will:

- Ensure that adults at risk and children are safeguarded by effectively integrating policies, strategies, and procedures relevant to risks of abuse and harm
- Safeguard the right to independence of adults at risk by ensuring that risk assessments and appropriate support arrangements are provided
- Consider safeguarding risks in the design and delivery of services
- Ensure all staff working with adults at risk will be Disclosure and Barring Service (DBS) checked and receive training on safeguarding

- Ensure staff are aware of and are trained to use the Safeguarding Recording Tool (Log) to note down any concerns they have about the care and protection of a vulnerable adult.
- Ensure all Contractors and Partners working with adults at risk or in their homes are DBS checked at the appropriate level

5. Contextual safeguarding and cultural sensitivities

We recognise the importance of contextual safeguarding, that children, young persons or adults should not be seen in isolation from the environment around them.

We understand cultural sensitivities and that issues of ethnicity, faith and race can be challenging in safeguarding.

We will ensure that staff:

- Develop cultural competence by educating themselves about the relevant faiths and/or cultures in which they work to effectively protect children and young people and safeguard adults at risk.
- Can identify practice issues regarding cultural sensitivity, community beliefs and religion.
- Undertake assessments using a variety of sources of information to support professional decision-making, including the family, other professional perspectives and historical information.

6. Mental Capacity

We recognise that capacity and consent are central themes in safeguarding adult work and that every adult has the right to make their own decisions, a person is assumed to have capacity to do so unless there is evidence that they do not.

A referral will be made to the local social care team where there are concerns that a person being abused lacks mental capacity so a Mental Capacity Assessment can be made, and that person will be informed of this referral.

Best Interests

Everything that is done for or on behalf of a person who lacks capacity must be in that person's best interests. The Mental Capacity Act 2005 provides a checklist of factors that decision-makers must work through in deciding what is in a person's best interests.

Further information can be found on Hive in the document 'Mental Capacity Act – Guidance for staff'. [Mental Capacity Act - Guidance for staff](#)

7. Reported or Suspected Abuse

The range of circumstances in which abuse, or neglect may occur, together with the variety of our customers who may be at risk, means that all staff need to consider safeguarding whenever they have concerns.

There are local interagency procedures in place through the safeguarding boards which set out the local procedures to follow, the most up to date procedures can be found on the local safeguarding board websites.

Stoke - <https://www.ssaspb.org.uk/Home.aspx>
Staffordshire - <https://www.ssaspb.org.uk/Home.aspx>
Cheshire East - <http://www.stopadultabuse.org.uk/home.aspx>
Derby - <https://www.derbysab.org.uk/>
Derbyshire - <https://www.derbyshiresab.org.uk/home.aspx>

Referrals will be made to the relevant safeguarding teams following the actions outlined in the 'Adults at Risk' procedure (available on The Hive).

8. Code of Conduct for Employees and Volunteers

- Always remember that while you are supporting customers you are in a position of trust and your responsibilities to them, and the organisation must always be uppermost in your mind
- Always be aware of and comply with the HC 'Professional Boundaries – Policy Guide for Staff' - [Professional Boundaries policy](#)
- Always listen to and respect customers. Treat them fairly and without prejudice or discrimination
- Never use any kind of physical punishment or chastisement such as smacking or hitting.
- Do not undertake work with customers whilst under the influence of any substance which could impair your behaviour as a role model to them, whether legal, prescribed, or illegal.
- Never behave in a way that frightens or demeans any customers.
- Do not use any racist, sexist, patronising, threatening or offensive language.
- You should not give customers presents or personal items.
- Similarly, do not accept gifts yourself.
- You should not invite a customer to your home or arrange to see them outside the set activity times.
- You should not engage in any sexual activity (this would include using sexualised language) with a customer you meet through your duties or start a personal relationship with them, this would be an abuse of trust.
- Exercise caution about being alone with a customer. In situations where this may be needed (for example where a customer wants to speak in private) think about ways of making this seem less secret for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others and lastly **always** note the conversation in the log.
- Physical contact should be open and initiated by the customer's needs, e.g. for a hug when upset. Always prompt customers to carry out personal care themselves and if they cannot manage to do this always ask if they would like help.
- Do talk explicitly to customers about their right to be kept safe from harm.
- Do listen to customers and take every opportunity to raise their self-esteem.
- Do work as a team with your co-workers/volunteers. Agree with them what behaviour you expect from customers and be consistent in enforcing it.
- If you must speak to a customer about their behaviour, remember you are challenging 'what they did' not 'who they are'.
- Do make sure you have read the Adults at Risk Policy and any related procedures and that you feel confident you know how to recognise when a customer may be suffering harm, how to handle any disclosure and how to report any concerns.
- Do seek advice and support from your colleagues, activity leaders, line managers and the adult safeguarding lead.
- Do seek opportunities for training such as that available through local safeguarding boards

- Tell your line manager if you feel you need more training or aren't confident in your role around safeguarding issues.
- Any concerns about a member of staff / volunteer should be reported
- Do not give your personal contact details / personal website details to customers.
- Do not use internet or web-based communication channels to send exclusive personal messages to/ befriend customers.
- Do not use mobile telephones or any other devices to take images of customers without their knowledge and permission.

9. Training

We will ensure that all staff and volunteers receive relevant training, advice and development in the form of:

- New staff induction
- Access to specialist safeguarding training courses at all levels, including refresher training at pre-agreed intervals
- Ongoing consideration of training needs within Check Ins and appraisals
- The policy, procedures and guides available to all on Hive
- Reflective Reviews (where appropriate) will provide opportunity for reflective practice and learning from serious incidents
- Clinical debrief / supervision (where appropriate)

Staff will be required to follow good practice and participate in local inter-agency partnerships and training.

A training matrix will be used to identify which training is required across the Group. The matrix will be reviewed quarterly by the Safeguarding Leads team to ensure the most appropriate training is given.

10. Performance monitoring & compliance

Incidents of abuse or suspected abuse will be recorded in the case files and the 'Safeguarding log'. Safeguarding Leads will review all reported cases each quarter and report any concerns to the Executive Team Safeguarding Lead.

Annually there will be a summary report to Board on safeguarding activity including staff training, number of safeguarding incidents (recorded and referred to safeguarding boards) and lessons learned.

The Executive Team and the Safeguarding Group will lead on safeguarding monitoring and improvement. Honeycomb Charitable Services Board has delegated responsibility for all HG (and subsidiaries) safeguarding activity and will review progress at each meeting.

All monitoring and reporting will comply with HG's Data Protection policy.

Responsibilities

The Chief Executive - retains the overall corporate responsibility for the implementation of this policy. The Director of Support and Wellbeing is the designated executive team lead.

Safeguarding Leads - There are designated safeguarding leads within each of the Group's brands, including a second contact each responsible for either children and young people, or

adults (detailed in Appendix 1). The Leads will have the appropriate knowledge, training experience and skills to provide help and advice to staff and to act as a lead on safeguarding issues.

Service Managers - At an operational level, responsibility for implementing safeguarding will be delegated to service managers.

All employees - are responsible for understanding, reporting, and sharing information relating to safeguarding and will be briefed and/or trained accordingly.

Board and Trustees - provide strategic oversight to ensure that safeguarding is taken seriously throughout the organisation and receive regular assurance on compliance, through safeguarding performance and that appropriate policies, procedures, training and reporting arrangements are in place.

11. Data Protection

Data protection law supports and enables people to share in a fair, proportionate and lawful way when required to identify adults at risk of harm and to safeguard them from harm. It does not prevent a person from sharing information to safeguard an adult.

Information relating to safeguarding concerns, domestic abuse, family circumstances, and the welfare of adults will be collected, used, stored, and shared only where this is lawful, necessary, and proportionate to support the safety and wellbeing of those affected.

The Group recognises that effective safeguarding depends on the timely and appropriate sharing of information. Staff, volunteers, trustees, board members, and contractors must share relevant information where there are concerns that an adult may be at risk of abuse, neglect, exploitation, or other forms of harm. The safety and welfare of the adult will always be the primary consideration when making decisions about information sharing.

All safeguarding records will be maintained securely, with access restricted to individuals who have a legitimate safeguarding or operational need to know. Information will be retained and disposed of in accordance with the Group's records retention requirements.

While the Group respects and promotes confidentiality for all service users, confidentiality cannot be guaranteed where there is a safeguarding concern. There is a legal obligation to disclose information/share information where necessary to protect a child or adult from significant harm.

If you are unsure or require further advice, contact a Safeguarding Lead in the first instance, or if there has been a personal data breach, contact the Group's Data Protection Officer immediately.

12. Review

This policy shall be reviewed annually unless there is a change in legislation or regulation.

Date: August 2026

Appendix 1



Safeguarding Children and Young People and Vulnerable Adult Lead Contacts – Role Description

- **To provide advice, guidance and direction to all our staff on matters of Safeguarding Children and Young People and Vulnerable Adults**
- **Ensure that formal referrals are made as appropriate to Children or Vulnerable Adults Social Care Services.**
- **Liaise and work with statutory agencies regarding concerns, disclosures and incidents of abuse or harm to Children, Young People and Vulnerable Adults.**
- **To raise with external partners and with Executive leads any concerns about external responses to referrals made by our staff**
- **To respond to concerns raised in accordance with our escalation procedure**
- **Receive and act on all information from Staff, Parents, Relatives, Children/Young People and Vulnerable Adults about abuse or safeguarding concerns**
- **To contribute to the implementation, monitoring and review of Safeguarding Children and Young People and Vulnerable Adult Policies and Procedures**
- **In conjunction with People Team managers, ensure that adequate training in Safeguarding Children and Young People and Vulnerable Adults is provided for all customer facing staff at the appropriate level.**
- **Be responsible for the adequate storage and protection of recordings and information relevant to safeguarding concerns**
- **Be aware of the role of Stoke-on-Trent, Cheshire East, Derbyshire and Staffordshire Safeguarding Children and Adult Safeguarding Boards and ensure that we have access to and works in accordance with the relevant Safeguarding Procedure**

Honeycomb Group – Safeguarding Leads	
Designated Executive Team Lead	Kerry Birtles – Executive Director of Support and Wellbeing Mobile: 07970 938972 Direct Dial: 01782 743801 kerry.birtles@honeycombgroup.org.uk
Domestic Abuse Related Death Review Lead	Lucy Willis – Head of Domestic Violence and Abuse Services Mobile: 07816 072280 Direct Dial: 01782 743813 lucy.willis@findtheglow.org.uk

Concrete			
First Contact	Steve Barkess – Head of Homelessness and Complex Needs Mobile: 07583 091 451 Direct Dial: 01782 697 474 steve.barkess@thisisconcrete.org.uk	Second Contact	Children and Young People Steph Hughes – Operations Manager Mobile: 07583 091442 Direct Dial: 01782 697497 steph.hughes@thisisconcrete.org.uk
			Vulnerable Adults Michelle Coles – Operations Manager Mobile: 07583 091442 Direct Dial: 01270 439862 michelle.coles@thisisconcrete.org.uk

Glow			
First Contact	Lucy Willis – Head of Domestic Violence and Abuse Services Mobile: 07816 072280 Direct Dial: 01782 743813 lucy.willis@findtheglow.org.uk	Second Contact	Children and Young People Vicki Bevington – Service Manager Mobile: 07889 535943 Direct Dial: 01782 713737 vicki.bevington@findtheglow.org.uk
			Vulnerable Adults Jackie Capewell – Operations Manager Mobile: 07884 311218 Direct Dial – 01782 697398 jackie.capewell@findtheglow.org.uk

Revival			
First Contact	Diane Pyatt – Head of BD, & Operations Mobile: 07815 017335 Direct Dial: 01782 743887 diane.pyatt@honeycombgroup.org.uk	Second Contact	Katie Thompson - Operations Manager (Support & Wellbeing) Mobile: 07816 484736 Direct Dial: 01782 572249 katie.thompson@thisisrevival.org.uk
			Kay Sargent - Wellbeing Support Supervisor Mobile: 07866 933 930 Direct Dial: 01782 572 256 Kay.sargent@thisisrevival.org.uk

			Bethany Clews - Wellbeing Support Supervisor Mobile: 07813 591180 Direct Dial: 01782 572252 bethany.clews@thisisrevival.org.uk
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Staffs Housing			
First Contact	Giles Parkyn – Head of Customer & Neighbourhood Mobile: 07970 939799 Direct Dial: 01782 743916 giles.parkyn@staffshousing.org.uk	Second Contact	Julie Sisk – Neighbourhood Manager (Sheltered and Extra Care) Mobile: Direct Dial: 01782 316092 julie.sisk@staffshousing.org.uk
			Danielle Jones -Neighbourhood Manager (General) Mobile: 07950 911534 Direct Dial: 01782 911534 danielle.jones@staffshousing.org.uk
			John Blair – Customer Hub Manager Mobile: 07779 416180 Direct Dial: 01782 743889 john.blair@honeycombgroupp.org.uk