Active Kent & Medway

Safeguarding and Protecting Adults Policy and Procedures

July 2026

Amendments

Any amendments made to this policy prior to the next full review due in July 2028 will be listed here.

Date/Page	Amendments

Key People in Active Kent & Medway

Lead Safeguarding Officer:	Natalie Harris, Events and Safeguarding Manager Tel: 03000 412044 Email: natalie.harris@kent.gov.uk
Deputy Safeguarding Officer:	Elise Rendall, Strategic Lead - Health and Physical Activity Tel: 03000 412290 Email: Elise.rendall@kent.gov.uk
Senior Management Lead:	Liz Davidson, Active Partnership Director Tel: 03000 423044 Email: liz.davidson@kent.gov.uk
Board Safeguarding Champion:	Chris Morgan, Board Member
Sport Welfare Officers:	Jimmy McCormack Tel: 03000 411836 Email: jimmy.mccormack@kent.gov.uk Rachel Daly Tel: 03000 410964 Email: Rachel.Daly@kent.gov.uk

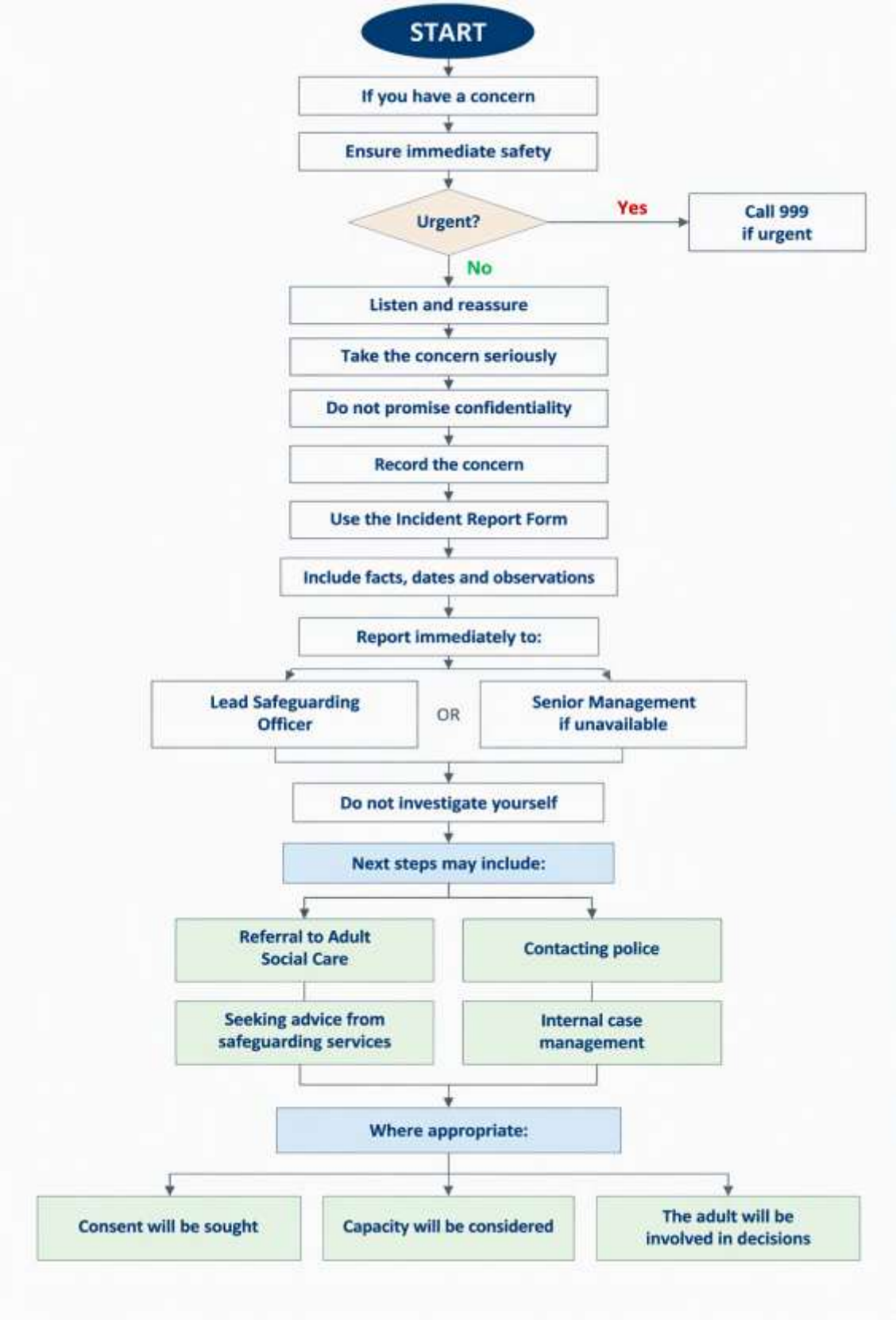
This is a core policy that forms part of the induction for all staff. It is a requirement that all members of staff have accessed and read this policy. This is recorded on the AKM Safeguarding and Equalities Training Record.

This policy will be promoted to all staff and volunteers, partners and customers, and will be available on the Active Kent & Medway website and in additional formats as required.

Date of policy:	July 2026
Date of next review:	July 2028

Safeguarding Concerns Reporting Flow Chart

Reporting Concerns



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Section 1 – Introduction

Introduction and Scope

Active Kent & Medway is hosted by Kent County Council (KCC) and funded primarily by Sport England and KCC. It plays a lead, co-ordinating role for sport and physical activity across Kent in partnership with a range of organisations.

Active Kent & Medway is committed to safeguarding adults in line with national legislation and local guidance, and to meeting its duty of care by ensuring all work is delivered safely. This includes recognising adults who may be at risk, understanding factors that may increase vulnerability, identify signs of abuse or neglect, and having clear processes for reporting concerns.

This policy applies to all staff and volunteers involved in Active Kent & Medway's work, and covers all programmes over which it has supervision and control.

The organisation also expects partner organisations to have appropriate safeguarding measures in place and will support partners, including local authorities, voluntary sector organisations, providers and sponsors, to demonstrate their commitment to safeguarding in line with the Care Act 2014.

Monitoring and Review

1. This policy takes effect from July 2026 and will be formally reviewed in July 2028, or sooner if there are major changes in legislation, organisational structure, or following a serious incident. The Events and Safeguarding Manager, acting as Lead Safeguarding Officer, will lead this process.
2. If Active Kent & Medway does not meet expected safeguarding standards, please email activekent@kent.gov.uk Complaints will be investigated and responded to promptly. Complaints can also be made via the KCC website.

Terminology

A glossary of key terms used throughout this document is provided in Appendix 7.

Section 2 - Policy

Policy Statement

Active Kent & Medway is committed to:

- Protecting adults from abuse, neglect and poor practice
- Promoting safe, inclusive and accessible environments
- Supporting staff and partners to respond effectively to concerns
- Embedding safeguarding in all work and decision-making

Principles

Active Kent & Medway is committed to ensuring that:

- All adults are treated with **respect, dignity and fairness**, and are protected from abuse, neglect and poor practice.
- Safeguarding is **person-led and outcome-focused**, recognising and respecting the views, wishes and experiences of each individual.
- Adults are **supported to make their own decisions** and give informed consent, with the presumption of capacity unless assessed otherwise.
- Safeguarding concerns are **taken seriously and responded to promptly, appropriately and proportionately**.
- **Prevention is prioritised**, recognising risk factors and taking action before harm occurs wherever possible.
- Safeguarding is a **shared responsibility**, with staff, volunteers and partners working together to protect adults.
- **Confidentiality is respected**, with information shared appropriately in line with legal requirements.

Safeguarding practice is underpinned by the six principles of the Care Act 2014:

- **Empowerment** – supporting people to make their own decisions
- **Prevention** – acting early to reduce risk
- **Proportionality** – least intrusive response
- **Protection** – support for those at greatest risk
- **Partnership** – working with others
- **Accountability** – clear roles and responsibilities

Making Safeguarding Personal

Active Kent & Medway is committed to a Making Safeguarding Personal approach, ensuring that safeguarding is person-led and outcome-focused.

Wherever possible, adults will be involved in decisions about their care and support, their views will be listened to, and their desired outcomes will inform actions taken. Consent will be sought before sharing information, unless there is a legal or safeguarding justification to do otherwise.

Organisational Responsibilities

Active Kent & Medway is committed to ensuring that effective arrangements are in place to safeguard adults, reflecting the principles of the Care Act 2014. This includes clear accountability, a person-centred approach, safe recruitment practices, appropriate training, and effective information sharing.

Active Kent & Medway is responsible for safeguarding within activities that:

- Are directly led, overseen, or delivered by Active Kent & Medway
- Are under its supervision and control
- Involve individuals employed, commissioned, or deployed by Active Kent & Medway
- Are funded or commissioned through Active Kent & Medway

These activities may include events, programmes, training, workshops, consultations, and community engagement activities delivered on a one-off or ongoing basis.

Within these areas, Active Kent & Medway will:

- Fulfil its **duty of care to safeguard adults**, particularly those with care and support needs or at risk of abuse or neglect
- Promote **respect, dignity, wellbeing, and the rights of individuals**, ensuring safeguarding is person-led and outcome-focused
- Ensure **safe recruitment practices**, including appropriate checks, in line with Kent County Council procedures
- Provide **training and support** to staff and volunteers to recognise and respond to safeguarding concerns
- Maintain **clear reporting procedures** and respond to concerns, disclosures, and allegations appropriately
- Share information **safely and appropriately**, in line with legal requirements
- Maintain **accurate and confidential safeguarding records**
- Ensure **appropriate safeguarding leadership and accountability** within the organisation
- Embed safeguarding within **risk assessments and activity planning**

- Support individuals involved in safeguarding concerns, including those raising or subject to concerns
- Promote **clear roles and responsibilities** for staff, volunteers, and partners in safeguarding adults

Partnership Responsibilities

Active Kent & Medway recognises its responsibility to ensure that appropriate safeguarding arrangements are in place when working with partner organisations. The Safeguarding Agreement Checklist tool can be used to support this process.

For the purposes of this policy, partner organisations include those that:

- Receive funding from Active Kent & Medway
- Operate under a service level agreement or other formal arrangement
- Are commissioned to deliver services or activities
- Deliver, oversee or support activities on behalf of, or in partnership with, Active Kent & Medway

Partners may include (but are not limited to) local authorities, sports and physical activity providers, governing bodies, education settings, charities, voluntary and community organisations, and commercial providers.

In these instances, Active Kent & Medway will:

- Seek assurance that partner organisations have **appropriate safeguarding adults policies, procedures, and training** in place
- Expect partners to **respond to concerns, disclosures, and allegations** in line with their own safeguarding procedures
- Ensure that **safeguarding arrangements are a key requirement** within funding, commissioning, and partnership agreements
- **Support and encourage partners** to develop and implement effective safeguarding practices in line with national guidance

Responsibilities at All Levels of the Organisation

Safeguarding adults is a shared responsibility across all levels of Active Kent & Medway. All staff, volunteers, and partners are expected to understand and fulfil their role in safeguarding.

Key responsibilities sit across:

- Partnership Board (including Safeguarding Lead/Champion)
- Senior Management Team
- Lead Safeguarding Officer

- Deputy Safeguarding Officers
- Staff and Volunteers

All individuals are responsible for:

- Understanding and following safeguarding policies and procedures
- Recognising and reporting concerns appropriately
- Promoting a safe, inclusive and respectful environment
- Contributing to a culture where safeguarding is understood and prioritised

Section 3 – Procedures

Introduction to Abuse

1. All staff and volunteers must have an awareness of adult safeguarding, including understanding the different types of abuse and neglect and knowing how and when to act. Active Kent & Medway will provide training and support to ensure that personnel can recognise and respond appropriately to concerns.
2. Abuse can occur when an adult is harmed, exploited, or treated in a way that violates their rights or wellbeing. Adults with care and support needs, or those at risk, may be particularly vulnerable, although abuse can affect any adult.
3. The Care Act 2014 identifies a range of types of abuse, which may include:

- Physical abuse
- Domestic abuse (including coercive control)
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery (including human trafficking and forced labour)
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission
- Self-neglect

4. Adults may experience more than one type of abuse at the same time. Abuse may occur as a single incident or repeated over time and may be carried out by someone known to the individual, a person in a position of trust, or a stranger.
5. Staff and volunteers should remain alert to signs of abuse and take all concerns seriously. They should respond promptly in line with safeguarding procedures and ensure that the adult's views, wishes and desired outcomes are considered wherever possible.
6. Staff and volunteers should also be aware of a range of safeguarding issues that may impact adults, including abuse or harm occurring online, bullying and harassment, exploitation (including mate crime), forced marriage, and risks related to radicalisation.

Recognising Abuse and Neglect

Abuse and neglect can happen anywhere and may be carried out by anyone, including family members, carers, professionals, volunteers, peers, or other participants. Abuse can occur within sport and physical activity settings or outside of them.

The signs of abuse are not always obvious, and the presence of one or more indicators does not necessarily mean abuse is taking place. However, any concerns should be taken seriously, discussed with the Designated Safeguarding Lead, and recorded in line with this policy. It is not the responsibility of staff or volunteers to decide whether abuse has occurred, but it is their responsibility to recognise concerns and take appropriate action. This approach aligns with Making Safeguarding Personal and good safeguarding practice.

Possible indicators of abuse or neglect may include:

- Unexplained injuries or inconsistent explanations for injuries.
- Sudden changes in behaviour, mood, confidence, or presentation.
- Fear of, reluctance to be around, or dependence on a particular person.
- Self-harm or signs of emotional distress.
- Changes in eating habits, personal care, or appearance.
- Isolation from friends, family, or activities.
- Missing belongings, money, or unexplained financial difficulties.
- Inappropriate sexualised behaviour or comments.
- A loss of interest in activities they previously enjoyed.
- A direct disclosure of abuse or neglect.

These indicators should be viewed alongside the person's circumstances and assessed sensitively and proportionately.

Online and Digital Abuse

Abuse can also take place online through social media, messaging services, email, online gaming platforms, and other digital technologies. Online abuse may involve emotional, psychological, sexual, financial, or coercive forms of harm.

Examples include:

- Harassment, intimidation, or cyberbullying.
- Unwanted or inappropriate sexual messages or images.
- Coercion, exploitation, or grooming.
- Stalking or persistent unwanted contact.

- Requests for money, financial information, or gifts.
- Controlling or manipulative online behaviour.

Any concerns about online abuse should be responded to and reported in the same way as any other safeguarding concern.

Radicalisation and Extremism (Prevent)

Active Kent & Medway recognises that safeguarding includes protecting people from radicalisation and extremism.

Radicalisation is the process by which a person may be influenced to support extremist beliefs, ideologies, or acts of terrorism. Concerns may arise from changes in behaviour, the expression of extremist views, online activity, or other indicators that a person may be vulnerable to radicalisation.

Any concerns about radicalisation or extremism must be treated as a safeguarding concern and reported to the Designated Safeguarding Lead in line with this policy. Concerns should be recorded using the organisation's incident reporting procedures.

Where appropriate, concerns may be referred to relevant statutory agencies, including Prevent or the Police. If there is an immediate risk to life or serious harm, emergency services should be contacted by calling 999.

Further information is available through Kent County Council's Prevent resources and national Prevent guidance.

Concerns About People in Positions of Trust (PiPoT)

Active Kent & Medway recognises that safeguarding concerns may arise about staff, volunteers, trustees, contractors, or others working with adults in positions of trust.

A concern may relate to a person who has:

- Behaved in a way that has harmed, or may have harmed, an adult.
- Possibly committed a criminal offence against, or related to, an adult.
- Behaved in a way that indicates they may pose a risk of harm to adults.
- Demonstrated conduct that raises concerns about their suitability to work or volunteer in a position of trust.

All concerns will be taken seriously, recorded, and managed in accordance with relevant safeguarding, disciplinary, and human resources procedures. Active Kent & Medway will work with appropriate agencies, including Adult Social Care, safeguarding partners, and the Police where necessary.

Where appropriate, consideration will be given to any potential transferability of risk between an individual's personal and professional life.

Lower-Level Concerns and Poor Practice

A lower-level concern, sometimes referred to as poor practice, is behaviour that is inconsistent with Active Kent & Medway's Codes of Conduct or expected standards, even where there is no intention to cause harm.

While such behaviour may not meet the threshold for a safeguarding referral or allegation of abuse, it can create an unsafe culture, undermine trust, and increase the risk of harm occurring if left unaddressed.

All staff, volunteers, trustees, and partners have a responsibility to recognise, challenge, and report lower-level concerns and poor practice. Concerns should be shared with the Lead Safeguarding Officer and managed in accordance with this policy and any relevant organisational procedures.

Active Kent & Medway promotes safe and professional conduct through its Codes of Conduct and wider safeguarding arrangements. These standards help ensure that everyone understands their responsibilities and expected behaviours.

Reporting Concerns

Safeguarding concerns may come to light in a number of ways, including:

- An adult discloses abuse, neglect, or exploitation.
- You observe signs or indicators of abuse, neglect, or poor practice.
- A concern is raised by a third party.
- An allegation is made about a member of staff, volunteer, partner, or another participant.

Any safeguarding concern should be taken seriously, recorded promptly, and reported in line with this policy.

Immediate Action

If an adult is in immediate danger, requires urgent medical attention, or a crime has been committed:

- Call 999.
- Take reasonable steps to ensure the person's immediate safety.
- Inform the Lead Safeguarding Officer as soon as possible.
- Complete a Welfare Incident and Concern Record.

Responding to Concerns

If a concern is disclosed or identified:

- Stay calm and listen carefully.
- Reassure the individual that they have done the right thing by sharing their concerns.
- Do not promise confidentiality.

- Avoid asking leading questions or investigating the matter yourself.
- Explain what will happen next.
- Record the information accurately using the person's own words wherever possible.
- Report the concern to the Lead Safeguarding Officer immediately.

It is not the role of staff or volunteers to determine whether abuse has occurred. Their responsibility is to recognise concerns, respond appropriately, record information, and report it.

Making Safeguarding Personal

Staff should apply Making Safeguarding Personal by involving the adult in decisions wherever it is safe and appropriate to do so.

In practice, staff should:

- Listen to the adult's views, wishes and desired outcomes.
- Explain what will happen next and what support may be available.
- Seek consent before sharing information or making referrals, unless there is a safeguarding, legal or public interest reason to share without consent.
- Consider whether the adult may need support to understand information or make decisions.
- Record the adult's views, consent, decisions made and reasons for any action taken.

Referrals and Reporting

The Lead Safeguarding Officer will assess concerns and determine the most appropriate course of action. This may include:

- Providing advice, support, or signposting.
- Managing poor practice concerns internally.
- Referring concerns to Adult Social Care.
- Referring concerns to the Police.
- Seeking advice from relevant safeguarding professionals or agencies.

Where concerns relate to another organisation, Active Kent & Medway will notify the relevant safeguarding lead and support appropriate action being taken.

Recording Concerns

All safeguarding concerns, allegations, disclosures, and welfare incidents must be recorded using the Welfare Incident and Concern Record.

Records should:

- Be completed as soon as possible and within 24 hours.
- Be factual, accurate, and objective.
- Include dates, times, observations, actions taken, and any decisions made.

- Be stored securely and shared only on a need-to-know basis.

Accurate record keeping helps protect adults, supports decision-making, and assists future enquiries.

Mental Capacity and Decision-Making

Active Kent & Medway recognises the importance of the Mental Capacity Act 2005 in safeguarding adults.

Adults are presumed to have capacity to make their own decisions unless assessed otherwise. Where safeguarding concerns arise, staff should support individuals to understand information, express their views, and make informed decisions wherever possible.

Active Kent & Medway will follow the principles of the Mental Capacity Act 2005:

- Assume capacity unless proven otherwise.
- Provide support to help people make their own decisions.
- Respect an individual's right to make unwise decisions.
- Act in the person's best interests where they lack capacity.
- Choose the least restrictive option when action is required.

Staff and volunteers are not expected to assess mental capacity. Where there are concerns about a person's ability to make decisions, advice should be sought from appropriate professionals.

Advice, Support and Signposting

Not all concerns will meet the threshold for a safeguarding referral under the Care Act 2014.

Where appropriate, Active Kent & Medway will provide information, advice, support, or signposting to relevant services to help individuals access the assistance they need.

This may include referral or signposting to health, social care, wellbeing, community, advocacy, or support services.

Confidentiality and Information Sharing

Active Kent & Medway recognises that safeguarding adults requires information to be shared appropriately and lawfully to protect people from harm.

Personal information will be treated confidentially and shared only on a need-to-know basis. However, confidentiality must never prevent action being taken where an adult, may be at risk of abuse, neglect, or harm.

Staff and volunteers must:

- Share safeguarding concerns with the Lead Safeguarding Officer in line with this policy.
- Explain to the adult, where it is safe and appropriate to do so, why information may need to be shared.

- Record decisions and the reasons for sharing or not sharing information.
- Ensure information shared is relevant, necessary, proportionate, accurate, and timely.

Where possible, consent should be sought before sharing information or making a safeguarding referral. However, information may be shared without consent where:

- The adult lacks capacity to make the decision.
- There is a risk of serious harm to the individual or others.
- An adult may be at risk.
- A serious crime has been committed or may be committed.
- There is a legal duty or public interest reason to share information.

The Lead Safeguarding Officer will consider information-sharing decisions in accordance with relevant legislation, including the Care Act 2014, the Data Protection Act 2018, UK GDPR, and local safeguarding procedures.

Appendix 1 – Reporting Contacts and Referral Information

Active Kent & Medway safeguarding contact details can be found in the Key People section at the front of this policy.

This appendix provides details of external agencies and support services that may be required when responding to safeguarding concerns.

Immediate Risk of Harm

If an adult is in immediate danger, requires urgent medical attention, or a crime is in progress:

Call 999 immediately.

Police

Emergency: 999
For immediate danger, serious crime, or where urgent police assistance is required.

Non-Emergency: 101
For reporting non-urgent crimes or seeking police advice

Kent Adult Social Care

Telephone: 03000 416161
Out of Hours: 03000 419191

Adult Social Care should be contacted where there are concerns that an adult may be experiencing, or is at risk of, abuse or neglect.

Medway Adult Social Care

Telephone: 01634 334466
Out of Hours: 03000 419191

Adult Social Care should be contacted where there are concerns that an adult may be experiencing, or is at risk of, abuse or neglect.

Kent and Medway Out of Hours Service

Where urgent safeguarding action is required outside normal office hours:

Telephone: 03000 419191

Kent and Medway Safeguarding Adults Board (KMSAB)

The Kent and Medway Safeguarding Adults Board provides safeguarding guidance, policies, procedures and learning resources for professionals and organisations working with adults.

Website: Kent and Medway Safeguarding Adults Board

Prevent – Radicalisation and Extremism

Prevent is part of the UK Government's counter-terrorism strategy and aims to safeguard vulnerable people from being drawn into terrorism or extremism. Kent County Council advises that concerns about radicalisation can be discussed with the Prevent Team before a referral is made.

Prevent Team: prevent@kent.gov.uk
ACT Early Support Line: 0800 011 3764
Anti-Terrorism Hotline: 0800 789 321

Guidance and referrals:
Report radicalisation or extremism (Prevent)

Additional Safeguarding Advice and Support

Ann Craft Trust (ACT)
National organisation specialising in safeguarding adults and prevention of abuse.

Website: Ann Craft Trust

When in Doubt

If you are unsure whether a situation constitutes a safeguarding concern:

- Record the concern.
- Seek advice from the Lead Safeguarding Officer.
- Do not delay reporting because you are uncertain.
- Remember that it is not your role to investigate whether abuse has occurred.

It is always better to seek advice and report a concern than to take no action.

Appendix 2 – Welfare Incident and Concern Record

Purpose

Active Kent & Medway is committed to ensuring that all safeguarding concerns, welfare concerns, allegations, disclosures, lower-level concerns, poor practice concerns and incidents are recorded accurately and managed appropriately.

When Should a Record Be Completed?

A Welfare Incident and Concern Record should be completed whenever:

- An adult discloses abuse or neglect.
- Abuse, neglect, exploitation or poor practice is witnessed or suspected.
- A safeguarding concern is raised by a third party.
- A lower-level concern is identified.
- A concern is raised about a Person in a Position of Trust (PiPoT).
- A concern relating to radicalisation or extremism is identified.
- There is a significant welfare concern regarding an adult's wellbeing or safety.
- Advice is sought from safeguarding agencies or services.

Welfare Incident and Concern Record

Active Kent & Medway uses an electronic Welfare Incident and Concern Record.

Reporting Form:

Safeguarding Adult Concern Reporting Form – Active Kent & Medway

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Appendix 3 – Code of Conduct for Working with Adults

Safeguarding Adults Policy and Procedures – 2026

This code applies to anyone acting on behalf of Active Kent & Medway. It supports a safe, inclusive and respectful culture for all adults, and should be read alongside the Safeguarding Adults Policy and Procedures, related KCC policies and any relevant role-specific guidance.

Expected behaviour

When representing Active Kent & Medway, you should:

Area	Expected behaviour
Professional boundaries	• Maintain appropriate professional boundaries at all times. • Be clear about your role and the limits of the support you can provide. • Avoid creating dependence, favouritism or relationships that could be misunderstood or misused.
Dignity, respect and choice	• Treat adults with compassion, courtesy and respect. • Ask before offering practical support; do not make assumptions about what someone needs. • Respect an adult's right to make their own decisions, including decisions others may view as unwise, where they have capacity.
Inclusive practice	• Recognise and value each person's identity, experience and communication needs. • Make reasonable adjustments where needed so adults can participate safely and meaningfully. • Challenge and report discriminatory, bullying, harassing or exclusionary behaviour.
Communication	• Use clear, respectful and inclusive language. • Communicate through appropriate work channels wherever possible. • Keep communication relevant to your role and avoid personal or private exchanges that could blur boundaries.
Confidentiality and records	• Treat personal information as confidential. • Record relevant decisions, actions and concerns accurately, factually and promptly. • Share safeguarding information only with those who need to know, unless there is an immediate risk or legal reason to share more widely.
Gifts, money and personal benefits	• Do not request or accept loans, money or personal benefits from adults involved in AKM work. • Declare any gifts, hospitality or potential conflicts of interest in line with KCC/AKM procedures. • Never use your role to gain personal advantage.
Physical assistance and personal space	• Respect personal space, privacy and dignity. • Only provide practical or physical assistance where it is necessary, appropriate, explained and agreed. • Where support involves additional privacy or personal care considerations, follow agreed procedures and risk assessments.
Digital conduct and social media	

	• Use organisational systems and approved communication routes where possible. • Do not use personal social media accounts to develop private relationships with adults involved in AKM activities. • Report online abuse, harassment, unwanted contact or concerning digital behaviour in line with safeguarding procedures.
Transport, meetings and lone working	• Avoid unnecessary one-to-one situations where safer alternatives are available. • Follow lone working, travel and risk assessment procedures. • Ensure arrangements are transparent, proportionate and recorded where needed.
Safe culture	• Contribute to an open culture where adults, staff and volunteers can raise concerns without fear. • Listen to concerns and take them seriously. • Report breaches of this code, including your own, using the safeguarding reporting process.

Unacceptable behaviour

When working with adults, you must not:

- Ignore, dismiss or fail to report safeguarding concerns, allegations, lower-level concerns or poor practice.
- Investigate safeguarding concerns yourself or ask unnecessary leading questions.
- Behave in a way that is abusive, discriminatory, intimidating, humiliating, threatening, coercive or exploitative.
- Make inappropriate personal comments, jokes, gestures or communications.
- Use your role to form inappropriate personal relationships or to gain influence, advantage, money, gifts or favours.
- Share personal information without a legitimate reason, consent where required, or safeguarding/legal justification.
- Use personal devices, accounts or social media in ways that breach professional boundaries or organisational procedures.
- Take unnecessary risks with an adult's safety, privacy, dignity or wellbeing.
- Act outside your role, competence or the agreed safeguarding procedures.
- Allow a concern about your own conduct to go unreported.

Lower-level concerns and poor practice

A lower-level concern, sometimes referred to as poor practice, is any concern, doubt or sense of unease that someone's behaviour may be inconsistent with this code or Active Kent & Medway's expected standards, even where there is no intention to cause harm.

Lower-level concerns should not be ignored. If left unaddressed, they can create an unsafe culture and increase the risk of harm.

Any lower-level concern or poor practice should be recorded and reported to the Lead Safeguarding Officer in line with the Safeguarding Adults Policy and Procedures. Patterns of behaviour should be considered, even where individual incidents appear minor.

Responding to Concerns

- If someone is in immediate danger, requires urgent medical attention or a crime is in progress, call 999.
- Listen, remain calm and take the concern seriously.
- Do not promise confidentiality. Explain that information may need to be shared to help keep people safe.
- Record what you have seen, heard or been told, using the person's own words where possible.
- Report the concern to the Lead Safeguarding Officer, or to the Deputy/Senior Management Lead if the Lead Safeguarding Officer is unavailable or implicated.
- Where safe and appropriate, involve the adult in decisions and seek their views and desired outcomes.

Appendix 4 – Roles and Responsibilities

Partnership Board (via Safeguarding Champion)

- Provide strategic oversight of safeguarding adults.
- Ensure adequate resources and governance arrangements are in place.
- Review safeguarding performance, risks and progress.
- Champion safeguarding throughout the organisation

Senior Management Team

- Ensure Active Kent & Medway meets its safeguarding responsibilities.
- Promote a positive safeguarding culture.
- Embed safeguarding within planning, commissioning and partnerships.
- Support the management of concerns and safeguarding improvements.

Lead and Deputy Safeguarding Officers

- Act as the main point of contact for safeguarding concerns.
- Manage safeguarding referrals, advice and record keeping.
- Liaise with Adult Social Care, Police and safeguarding partners where appropriate.
- Maintain safeguarding policies, procedures and training arrangements.

Staff and Volunteers Working with Adults

- Promote safe, inclusive and respectful environments.
- Recognise, respond to, record and report concerns.
- Follow safeguarding policies, procedures and codes of conduct.
- Complete role-appropriate safeguarding training.

Staff and Volunteers Not Working Directly with Adults

- Understand basic safeguarding responsibilities.
- Report concerns appropriately.
- Support safeguarding within their area of work.
- Maintain safeguarding awareness.

All Staff, Volunteers, Trustees and Partners

- Treat adults with dignity, respect and fairness.

- Follow safeguarding policies and procedures.
- Raise concerns about abuse, neglect, lower-level concerns and poor practice.
- Contribute to a culture where safeguarding is understood and prioritised.

Appendix 5 – Related Policies and Procedures

This Safeguarding Adults Policy and Procedures document should be read alongside other relevant Active Kent & Medway and Kent County Council policies, procedures and guidance.

Policy / Procedure	Relevance to Safeguarding Adults
Whistleblowing Policy	Supports staff and volunteers to raise concerns about unsafe, inappropriate or harmful practice.
Complaints Procedure	Provides a route for adults, staff, volunteers, partners or members of the public to raise concerns about the organisation's conduct or services.
Disciplinary Procedure	Supports the management of concerns about staff conduct, including breaches of safeguarding expectations or Codes of Conduct.
Safer Recruitment Procedures	Supports safe recruitment, vetting and appointment of staff and volunteers.
Equality, Diversity and Inclusion Policy	Supports inclusive, respectful and non-discriminatory practice.
Data Protection and Information Governance Policies	Supports lawful, proportionate and secure sharing of safeguarding information.
Health and Safety Policy	Supports safe planning and delivery of activities, events and programmes.
Lone Working Guidance	Supports staff safety when working alone or in community settings.
Social Media / Digital Communications Guidance	Supports safe, appropriate and professional online communication.
Event Management / Risk Assessment Procedures	Supports safe planning and delivery of events, activities and programmes.

Note: Related policies and procedures may be updated separately from this policy. Staff should ensure they are using the most current version available.

Appendix 6 – Safeguarding Considerations for AKM Activities and Events

Safeguarding should be considered when planning, delivering and reviewing all Active Kent & Medway activities, events, programmes and partnership activity. The level of planning required should be proportionate to the nature of the activity, the people involved and any identified risks.

Key Considerations

When planning activities and events, staff should consider:

- The needs of adults involved, including any care and support needs, reasonable adjustments or accessibility requirements.
- Whether safeguarding responsibilities and reporting arrangements are clear for staff, volunteers, partners and venues.
- Whether risk assessments include safeguarding, welfare, privacy, dignity and emergency considerations.
- Whether photography, filming, changing facilities, transport, lone working or one-to-one situations require additional safeguards.
- Whether online or virtual activities have appropriate safeguarding controls in place.
- Whether the views, wishes and needs of adults have been considered.
- Whether concerns, incidents or lower-level concerns will be recorded and reported appropriately.

Partnership and Commissioned Activity

Where activities are delivered by or with partner organisations, Active Kent & Medway should seek assurance that appropriate safeguarding arrangements are in place, including:

- A safeguarding adults policy and reporting procedure.
- A named safeguarding lead.
- Appropriate recruitment, training and safeguarding arrangements.
- Suitable risk assessments and procedures for managing concerns

Learning and Review

Following significant activities or events, safeguarding arrangements should be reviewed where appropriate and any learning used to improve future planning and delivery.

Appendix 7 – Glossary of Terms

Term	Definition
Abuse	A violation of a person's human or civil rights by another person or persons. Abuse may be physical, sexual, emotional, financial, discriminatory, organisational or take other forms recognised within the Care Act 2014.
Adult at Risk	An adult aged 18 or over who has care and support needs, is experiencing or at risk of abuse or neglect, and as a result of those needs is unable to protect themselves from the risk or experience of abuse or neglect.
Consent	The agreement of an individual for something to happen or for information to be shared. Wherever possible, adults should be involved in decisions affecting them and their consent sought before information is shared.
Lower-Level Concern	A concern, no matter how small, that someone may have acted in a way that is inconsistent with the organisation's Code of Conduct or expected standards of behaviour, but does not meet the threshold for abuse or a safeguarding referral.
Making Safeguarding Personal (MSP)	An approach to safeguarding that is person-led and outcome-focused. It supports adults to have choice, control and involvement in decisions about their safety and wellbeing.
Mental Capacity	The ability to make a specific decision at the time it needs to be made. A person must be assumed to have capacity unless it is established otherwise.
Position of Trust (PiPoT)	A role in which a person has authority, responsibility, influence or power over adults with care and support needs. Concerns about people in positions of trust may require safeguarding action and risk assessment.
Safeguarding Adults	Protecting an adult's right to live in safety, free from abuse and neglect, while promoting their wellbeing, wishes and desired outcomes.

Appendix 8 – Additional Guidance and Resources

The following organisations provide information, advice, guidance and resources relating to safeguarding adults. Staff, volunteers and partners are encouraged to access these resources where appropriate and seek advice from the Lead Safeguarding Officer if required.

Organisation / Resource	Purpose
Ann Craft Trust (ACT)	National safeguarding adults organisation providing guidance, training, research and resources to help organisations safeguard adults and prevent abuse. Website: www.anncrafttrust.org
Kent and Medway Safeguarding Adults Board (KMSAB)	Provides local multi-agency safeguarding policies, procedures, learning resources and guidance for professionals working with adults in Kent and Medway. Website: Kent & Medway SAB website
Mental Capacity Act Guidance	Information and guidance relating to the Mental Capacity Act 2005, supporting decision-making and best-interest decision processes. Website: https://www.scie.org.uk/m
Domestic Abuse Support	Information and support for anyone experiencing domestic abuse, including guidance for professionals. Website: www.nationaldahelpline.org.uk
Modern Slavery and Human Trafficking	Guidance on recognising and reporting concerns relating to modern slavery, exploitation and trafficking. Website: https://www.modernslaveryhelpline.org/
Prevent and Radicalisation Guidance	Information on recognising, responding to and reporting concerns about radicalisation, extremism and vulnerability to terrorism. Prevent is a safeguarding programme designed to support people who may be at risk of being drawn into terrorism. Website: Report radicalisation or extremism (Prevent)
The Police (Non-Emergency)	Report non-emergency crime or seek advice. Telephone: 101
Emergency Services	If someone is in immediate danger, requires urgent medical attention, or a crime is in progress. Telephone: 999

Further Information

Further safeguarding information, advice and support can also be obtained from:

- Active Kent & Medway Lead Safeguarding Officer.
- Kent Adult Social Care.
- Medway Adult Social Care.
- Relevant statutory agencies and safeguarding partners.

If you are unsure whether a situation constitutes a safeguarding concern, seek advice promptly. It is always better to discuss a concern than to ignore it.