



## Safeguarding Adults Procedure

**Last review: 12.6.26**

**Reviewed by: Amy Holgate, DSL**

**Approved by: Board Safeguarding Lead, Katherine Conlon**

**Next review: 12.6.27**

This procedure sets out the operational steps all adults must follow to keep adults at risk safe in NeonDaisy's work. It applies to staff, freelancers, volunteers, moderators, external practitioners, co-delivery partner staff and any adult who interacts with NeonDaisy around children's groups, online spaces or lived-experience work. NeonDaisy shares this procedure with partner organisations where relevant to joint delivery.

This procedure should be read alongside NeonDaisy's:

- Safeguarding Adults Policy
- Safeguarding Children Policy and Procedure
- Digital Safeguarding Policy
- NeonDaisy Practice Handbook: Under the Surface
- Behaviour Code
- Data Protection, Privacy and Device Use Policies

### 1. Purpose and scope

The Adult Safeguarding Procedure translates the Safeguarding Adults Policy into clear, operational steps for recognising concerns, responding safely, recording accurately and reporting promptly.

NeonDaisy does not run adult groups or adult programmes. Adult safeguarding applies to:

- Adults who may be at risk in their own lives
- Adults whose behaviour may affect the safety of children's groups
- Adults who interact with NeonDaisy online
- Adults contributing lived-experience, creative or consultancy work
- Adults in our workforce who may need safeguarding support

This procedure applies whenever a concern arises about:

- An adult's safety or wellbeing
- An adult's behaviour, including low-level concerns
- Online or digital interactions
- Contextual risks in community, school or partner-venue environments

If a young person turns 18 during a programme, this Adult Safeguarding Procedure applies from that date. A short handover is completed with the young person and staff.

Safeguarding applies equally to adults who engage only online and have no in-person contact with NeonDaisy.

## 2. Key contacts

### **Designated Safeguarding Lead (DSL)**

Amy Holgate – Managing Director  
amy@neondaisy.org.uk / 07842 737933

### **Deputy Safeguarding Lead (DDSL)**

Ellayah Woodward-Lindsay, Non-Executive Director  
[hello@ellayahmay.com](mailto:hello@ellayahmay.com) / 07934 924571

### **Board Safeguarding Lead**

Katherine Conlon - Non-Executive Director  
katherineneondaisy@gmail.com

### **Local authority adult safeguarding**

Adult Social Care (via local authority websites)  
Emergency Duty Team (all areas): 01454 615165

### **Emergency response**

Police: 999  
Police non-emergency: 101

## 3. Definitions: summary

*See Safeguarding Adults policy for full definitions.*

**Adult:** Anyone aged 18 or over.

**Adult at risk:** An adult at risk is anyone aged 18 or over who has care and support needs and is experiencing, or is at risk of, abuse or neglect. Because of those needs, they may be unable to protect themselves from harm or the risk of harm.

**Abuse:** Physical, emotional, sexual, financial, neglect, domestic abuse, discriminatory abuse, organisational abuse, self-neglect, exploitation, coercion, modern slavery and trafficking.

**Prevent:** Concerns about extremist influence, coercive ideology or radicalisation.

**Specific vulnerabilities:** Sensory overwhelm, shutdowns, masking, fawning, communication differences, difficulty identifying unsafe adults, misinterpretation of distress, racialised or gendered misinterpretation, normalising unsafe behaviour due to past trauma, adultification of Global Majority adults.

**Carer-related risk:** Coercion, controlling behaviour, neglect or financial abuse from partners, family members or carers.

**Low-level concern:** Any behaviour or situation that feels “off”, inconsistent with the Behaviour Code or could be misinterpreted, and may indicate emerging risk.

**Disclosure:** When an adult communicates - directly or indirectly, in person or online - that they are unsafe.

## 4. Adults in NeonDaisy’s work

### 4.1 NeonDaisy staff, freelancers, volunteers and directors

Adults working for NeonDaisy (staff, freelancers, volunteers and directors) are recruited and inducted through NeonDaisy’s safer-recruitment, DBS and training processes. They must:

- Follow this procedure
- Report concerns immediately
- Maintain safe, boundaried practice
- Never work alone with children unless part of a planned, risk-assessed activity approved by the DSL
- Communicate needs and request support where regulation or decision-making may be affected. NeonDaisy provides reflective practice and supervision to support safe, regulated work.

NeonDaisy provides reflective practice, supervision and clear, concrete communication to support safe, regulated work.

### 4.2 Parents/carers present in or near children’s sessions

Parents/carers present in or near sessions follow NeonDaisy’s basic safety and behaviour expectations and follow staff direction. Their behaviour can affect the safety and regulation of the group, and staff monitor the environment accordingly.

Parents/carers are not responsible for safeguarding decision-making.

### **4.3 Parents/carers in the online community**

Adults in NeonDaisy's online spaces (e.g., private Facebook group):

- May raise concerns
- May themselves be adults at risk
- Must follow community rules
- Are supported through predictable processes and clear signposting, not advice or crisis support

Moderators escalate concerns to the DSL. Moderators do not provide support, investigate, or intervene in adults' personal situations.

### **4.4 Adults contributing lived-experience, creative or consultancy work**

These adults may:

- Share personal experiences
- Participate in interviews, filming or editorial processes
- Contribute to co-design or consultancy

They may be at increased risk due to:

- Sensory, communication or processing needs
- Masking, fawning or over-agreement
- Trauma history
- Domestic abuse
- Immigration issues
- Public visibility

NeonDaisy staff monitor emotional readiness, consent, boundaries and environmental safety throughout lived-experience work. Staff do not ask for trauma detail, investigate personal circumstances or provide therapeutic support.

### **4.5 Co-delivery partner practitioners from other organisations supporting children's sessions**

These adults:

- Hold an appropriate DBS check verified by NeonDaisy before delivery
- Receive a safeguarding briefing before joining a children's session
- Complete project-specific training where the work requires additional skills (eg affirming practice, sensory-safe facilitation, digital safeguarding, supporting other adults bringing lived experience)
- Follow NeonDaisy's safer working practice
- Are treated as part of the delivery team for the duration of the session

- Report concerns immediately to the Session Safeguarding Officer or DSL

Co-delivery partner practitioners follow their own organisation's safeguarding procedure alongside NeonDaisy's.

#### **4.6 Visitors / other adults**

Includes venue staff, photographers, interpreters, technical support, designers and other adults accompanying a child. These adults:

- Are supervised at all times
- Do not have unsupervised access to children or adults at risk
- Do not undertake safeguarding decision-making
- Pass any concerns directly to the Session Safeguarding Officer or DSL

#### **4.7 Adults who may be at risk in their own lives**

Adults connected to NeonDaisy may be at risk in their own lives due to domestic abuse, coercive control, mental-health crisis, self-neglect, financial exploitation, carer stress or contextual/digital exploitation. Staff recognise and record concerns, escalate to the DSL and provide signposting only. Safeguarding applies equally to adults who engage solely through online spaces.

## **5. Before sessions and projects**

### **5.1 Children's sessions and venues**

Team leads gather essential information about adult facilitators before sessions begin to put supports and accommodations in place, including:

- Communication needs
- Sensory profiles
- Regulation strategies
- Known risks relating to parents/carers or partner-venue staff

Where NeonDaisy becomes aware of a known offender or person who may pose a risk, the DSL completes a proportionate risk assessment and puts safety measures in place.

NeonDaisy completes a single risk assessment for each children's project or session type. This includes venue, activity and cohort considerations. Risk assessments are reviewed before each project, updated when new information emerges and shared with facilitators in accessible formats.

Before delivery of any partner groups, NeonDaisy and partner staff hold a practical safeguarding discussion to:

- Agree individual needs, communication requirements and any risks relating to adults or children
- Clarify reporting routes for adult and child safeguarding concerns
- Confirm supervision arrangements
- Ensure shared understanding of thresholds and escalation routes

Information is gathered using clear, concrete communication to support adults to express needs confidently.

Where safeguarding concerns arise during joint delivery, NeonDaisy's DSL leads initial decision-making and liaises with the partner organisation's safeguarding lead.

## **5.2 Online spaces and parent community**

Before joining the moderator team, new moderators receive a clear briefing on:

- Digital safeguarding
- Boundaries
- Escalation routes
- What to do if they see or hear a concern in the parent Facebook group or other online spaces

Moderators follow a weekly rota and use a shared communication channel to raise concerns, request cover and ensure proportionate oversight when the DSL is not present in real time.

Digital communication boundaries are agreed in advance where relevant, following the Digital Safeguarding Policy.

## **5.3 Preparing adults for lived-experience, creative or consultancy work**

Before any lived experience, creative or consultancy work begins, the DSL or project lead has a short safeguarding preparation conversation with the adult. This covers:

- Emotional readiness for the planned activity
- Any sensory, communication or access needs
- The purpose and limits of the work
- Any known risks
- Boundaries and consent, including what is out of scope
- The option to pause or stop at any time

## **6. During sessions: Expectations and boundaries**

### **6.1 Facilitators**

NeonDaisy maintains clear expectations for facilitators to ensure the safety and regulation of both children and adults. Facilitators must:

- Follow the Behaviour Code
- Maintain safe, bounded adult–child relationships
- Avoid disciplining other people’s children
- Avoid joining private conversations with young people
- Avoid taking photos or videos on personal devices
- Follow supervision and movement rules set out in the Children’s Safeguarding Procedure
- Adults without a DBS are always supervised and are never left alone with children.
- To maintain adult safety and wellbeing, facilitators are supported to:
  - Communicate sensory, regulation or access needs
  - Seek support from the Session Safeguarding Officer if required

## **6.2 Adults who become distressed in sessions**

If an adult in the space becomes distressed (facilitator, parent/carer, visitor or partner staff), NeonDaisy staff:

- Use calm, concrete communication to support regulation and reduce overwhelm
- Reduce sensory load where possible
- Offer a quiet, safe space
- Ensure another adult is aware
- Inform the DSL if safety, boundaries or decision making may be affected

## **7. Adults in online spaces**

Online safeguarding is governed by this procedure and the Digital Safeguarding Policy.

Volunteer moderators of NeonDaisy’s private Facebook group for parents/guardians:

- Do not provide advice, crisis support or private communication
- Do not investigate concerns
- Escalate concerns immediately to the DSL
- Operate under daily DSL oversight

Public-facing channels are not used for crisis support or safeguarding reporting. Adults receive clear signposting when they contact NeonDaisy online.

Some adults in the online community may themselves be adults at risk. Safeguarding applies equally to adults who engage only online and have no in-person contact with NeonDaisy.

## 8. Identifying concerns about adults

Adults share concerns immediately, however small. Concerns may relate to an adult's safety, wellbeing, behaviour or the safety of others. Examples include:

- Disclosures of abuse or neglect
- Unsafe adult behaviour (facilitators, parents/carers, partner staff, moderators)
- Domestic abuse or coercive control
- Digital coercion or harassment
- Financial exploitation or self-neglect
- Mental health crisis affecting safety
- Concerns about capacity or coercion
- Modern slavery, trafficking or exploitation
- Extremist influence or radicalisation
- Contextual risks in venues, online spaces or community settings

Concerns relating to modern slavery, trafficking or exploitation are escalated immediately to the DSL. The DSL may seek advice from local Prevent teams and records the rationale for any Prevent-related decision.

Digital safeguarding concerns - including concerning messages, posts, emails, direct messages, unsafe content or contact from adults - are recognised in the same way as in-person concerns.

Safeguarding applies when:

- There is risk of significant harm
- There is coercion or control
- The adult lacks capacity
- Others (including children) may be at risk

## 9. Handling disclosures from adults

When an adult (facilitator, parent/carer, contributor, moderator, partner staff) discloses information that indicates they may be unsafe, adults respond calmly, clearly and without judgement.

Adults:

- Move to a space in sight but out of earshot (if in person)
- Listen without interruption
- Reassure the adult
- Use clear, concrete language
- Avoid leading questions
- Avoid questioning the alleged abuser

- Explain sensitively that information may need to be shared
- Record and report to the DSL as soon as possible

Self-harm or suicidal thoughts are treated as safeguarding concerns. Adults reduce sensory load if the adult is distressed, explain sensitively that information may need to be shared and report immediately to the DSL. If there is immediate danger, adults call 999.

### **9.1 Online disclosures**

Online disclosures follow the same steps. Adults:

- Do not view or store illegal images
- Respond briefly using clear, concrete language
- Avoid extended conversation
- Move communication to a safer route (e.g., email, phone, signposting)
- Do not use personal accounts

Online disclosures are handled in line with the Digital Safeguarding Policy and the steps in Responding to concerns in the Safeguarding Adults Procedure.

### **9.2 If the adult withdraws or minimises**

If an adult withdraws, minimises or changes their disclosure, adults reassure them they are believed and explain sensitively that information may still need to be shared with the DSL.

### **9.3 If the adult or facilitator becomes overwhelmed**

If the adult or the facilitator handling the disclosure becomes overwhelmed, another trained adult may join to ensure calm, regulated support.

## **10. Responding to other concerns**

Adults record observable behaviour only, using clear, factual language, avoid interpretation or assumptions, and report the concern to the DSL as soon as possible. Adults follow the DSL's direction on next steps.

Safeguarding applies equally to adults who engage only online and have no in-person contact with NeonDaisy.

### **10.1 Recording online concerns**

For online concerns, adults record:

- Platform
- Date and time

- Username (if known)
- Factual description of what was seen or disclosed
- Immediate actions taken

Adults do not screenshot or delete digital content unless directed by the DSL.

## **10.2 Immediate vs non-immediate risk**

If the adult is not in immediate danger, adults:

- Record the concern immediately using the adult safeguarding concern log
- Notify the DSL within 24 hours

If the adult is at immediate risk, adults:

- Call 999
- Inform the DSL as soon as possible
- Ensure children and other adults remain supervised and safe

If the DSL and Deputy DSL are unreachable, adults contact Adult Social Care or the police and inform the DSL as soon as possible afterwards.

## **10.3 Concerns about organisational practice**

Concerns that NeonDaisy's systems, routines or culture may be causing harm or restricting rights are treated as potential organisational abuse and escalated to the DSL and the Board Safeguarding Lead.

## **11. Low-level concerns**

Low-level concerns help identify early indicators of risk before harm occurs. Adults are encouraged to raise any concern, even if unsure. Adults record observable behaviour only and pass it to the DSL.

Low-level concerns may relate to:

- Inconsistent boundaries
- Inappropriate tone or communication
- Repeated difficulty maintaining boundaries
- Blurred professional or relational boundaries
- Dismissive or disrespectful communication
- Moderators applying rules inconsistently
- Parents/carers undermining safety in sessions or online spaces
- Minor breaches of safer working practice

The DSL monitors patterns and responds proportionately. Welfare concerns that do not meet safeguarding thresholds are still recorded and reviewed.

Historic or non-recent abuse is taken seriously, and adults are supported to report concerns regardless of when they occurred.

## **12. Adults who may pose a risk**

If NeonDaisy becomes aware of a known offender or person who may pose a risk to children, facilitators or other adults, the DSL:

- Completes a proportionate risk assessment
- Puts safety measures in place (e.g., supervision, boundaries, exclusion from spaces)
- Informs partner venues where appropriate
- Consults Adult Social Care or police where required

Adults who display unsafe behaviour, coercive control, repeated boundary breaches or behaviour that may place others at risk are escalated to the DSL immediately.

## **13. Concerns about adults working for NeonDaisy**

Concerns about adults include any behaviour that may pose a risk, breach boundaries or indicate difficulty maintaining safe practice. Adults report concerns immediately and do not question the adult or the person affected.

Concerns may include:

- Harm or potential harm to adults or children
- Possible criminal offences
- Breaches of the Behaviour Code
- Repeated low-level concerns
- Distress or dysregulation affecting safe practice
- Over-identification with a child or parent
- Ignoring sensory or communication needs
- Seeking time alone with a child or adult at risk
- Inappropriate personal disclosures

If the concern is about the DSL, adults report to the Deputy DSL or the Board Safeguarding Lead.

If the DSL and Deputy DSL are unavailable, adults may contact Adult Social Care or the police.

Concerns about partner-venue staff are reported to the DSL, who informs the venue's safeguarding lead and Adult Social Care where required.

## **14. Safeguarding in lived-experience, creative and consultancy work**

Lived-experience work is central to NeonDaisy's mission. Adults may share personal stories, creative work or insights that relate to trauma, discrimination or service involvement. NeonDaisy ensures this work is safe, bounded and neuro-affirming, drawing on the reflective practice principles in our practice handbook.

### **14.1 Purpose and scope**

Lived-experience work includes creative contributions, consultancy, interviews, story-based content and co-production. Safeguarding applies whether work is public, anonymised or internal.

### **14.2 Safe preparation and consent**

Before any lived-experience activity, the DSL or project lead:

- Explains the purpose and audience
- Clarifies what will and will not be shared
- Discusses anonymity or attribution
- Checks emotional readiness
- Identifies sensory, communication and access needs
- Agrees boundaries and topics that are off-limits
- Explains how to pause or stop at any time

Consent is ongoing, not one-off.

### **14.3 Safe practice during lived-experience work**

Adults facilitating lived-experience work:

- Use clear, concrete communication
- Avoid probing for detail
- Check in regularly and offer breaks
- Ensure the adult retains control over what is shared

If distress occurs, adults pause, reduce sensory load, offer grounding options and escalate to the DSL if safeguarding thresholds are met.

### **14.4 Digital and contextual safety**

NeonDaisy:

- Uses secure storage
- Avoids personal accounts
- Minimises identifiable detail
- Reviews online safety before publication

## **14.5 Ending work and withdrawing consent**

When work ends, NeonDaisy:

- Checks in with the adult
- Confirms what will happen with their content
- Revisits consent
- Offers signposting

Adults may withdraw consent at any time. NeonDaisy removes or edits content where possible and explains any limits.

## **14.6 When lived-experience work becomes a safeguarding concern**

If an adult discloses harm, appears coerced, becomes distressed or shows signs of risk, staff follow the steps in Sections 9-10.

## **16. Recording and information management**

NeonDaisy records all safeguarding concerns about adults using the Adult Safeguarding Concern Log. Records are:

- Factual - observable behaviour only
- Timely - completed as soon as possible
- Accurate - no assumptions or interpretation
- Secure - stored in line with data protection policies

Records include:

- Date, time and location
- Adult's name (if known)
- Factual description of what was seen, heard or disclosed
- Immediate actions taken
- Who was informed
- DSL decision and rationale

Adults do not keep personal copies of safeguarding records.

Records are reviewed in line with NeonDaisy's Data Protection Policy and the reflective-practice principles in our practice handbook.

### **16.1 Storage and retention**

Safeguarding records are stored securely and retained in line with NeonDaisy's Data Protection Policy. Access is restricted to the DSL, Deputy DSL and Board Safeguarding Lead.

## **16.2 Sharing information**

Information is shared on a need-to-know basis only. NeonDaisy may share information with:

- Adult Social Care
- Police
- Partner organisations
- Other safeguarding leads

Information is shared when:

- There is risk of significant harm
- Others may be at risk
- The adult lacks capacity
- A crime may have been committed

NeonDaisy follows the six Caldicott principles when sharing information.

## **17. Governance, oversight and learning**

NeonDaisy maintains proportionate safeguarding governance to ensure safe practice across all work with adults.

### **17.1 DSL responsibilities**

The DSL:

- Oversees all adult safeguarding concerns
- Maintains the safeguarding log
- Provides advice to staff and freelancers
- Liaises with statutory services
- Provides safeguarding oversight for lived-experience work
- Reviews patterns and emerging risks
- Reports to the Board Safeguarding Lead

### **17.2 Board Safeguarding Lead responsibilities**

The Board Safeguarding Lead:

- Provides oversight and challenge
- Reviews anonymised safeguarding themes and patterns
- Ensures policies are up to date
- Supports the DSL in complex cases
- Ensures organisational learning is implemented

### **17.3 Training and supervision**

All adults working for NeonDaisy complete Adults' safeguarding training.

For longer projects or roles with additional responsibilities, project-specific preparation includes adult-safeguarding considerations and digital-safety expectations relevant to the work.

Moderators receive digital-safeguarding preparation before joining the online team.

Neurodivergent facilitators receive reflective practice and supervision to support regulation, decision-making and safe boundaries, informed by our practice handbook.

### **17.4 Reviewing this procedure**

This procedure is reviewed annually or sooner if:

- Legislation changes
- Learning emerges from safeguarding cases
- Partner organisations request updates
- New delivery models introduce new risks

**Safeguarding concerns are recorded using the Adult Safeguarding Log, held as separate documents and reviewed annually.**