



The Anchor Room CIC

Safeguarding Adults Policy

Policy Review Date: May 2026

Next Review Due: May 2027

1. Purpose of This Policy

The Anchor Room CIC is committed to creating a safe, respectful, inclusive, and emotionally supportive environment for all women who engage with our services. We support women rebuilding their lives after experiences such as domestic abuse, emotional abuse, sexual abuse, coercive control, financial hardship, trauma, isolation, and the challenges of single motherhood. Our work focuses on longer-term recovery, confidence-building, peer connection, wellbeing, and practical pathways towards independence.

Safeguarding is everyone's responsibility.

This policy sets out how The Anchor Room CIC will:

- Promote the safety, dignity, and wellbeing of adults using our services
- Recognise and respond appropriately to safeguarding concerns
- Maintain safe professional boundaries
- Reduce the risk of harm, exploitation, neglect, or abuse
- Work in partnership with relevant agencies where appropriate
- Create emotionally safe and respectful spaces for women accessing support

2. Our Safeguarding Ethos

The Anchor Room CIC believes every woman deserves:

- To feel safe
- To be treated with dignity and respect
- To be listened to and believed
- To have choice and control wherever possible
- To access support without judgement
- To rebuild confidence at her own pace

Our safeguarding approach is guided by the following principles:

Empowerment

We support women to make informed choices and regain confidence in themselves and their decision-making.



Prevention

We aim to create safe environments and clear boundaries that reduce the risk of harm.

Proportionality

We respond in ways that are appropriate, respectful, and centred around the individual's wellbeing and wishes wherever possible.

Protection

We take safeguarding concerns seriously and act appropriately where someone may be at risk.

Partnership

We work collaboratively with trusted services and agencies when additional or specialist support is needed.

Accountability

All staff, volunteers, and facilitators are responsible for maintaining safe practice and responding appropriately to concerns.

Our work is grounded in compassion, inclusion, dignity, emotional safety, and ethical practice.

3. Scope

This policy applies to:

- Directors
- Staff
- Volunteers
- Freelance facilitators
- Workshop leaders
- Peer mentors
- Contractors
- Anyone representing The Anchor Room CIC

This policy applies across:

- Workshops and programmes
- Group sessions
- Events
- Online spaces
- Peer support activities
- 1:1 conversations connected to our services
- Community outreach activities

4. Who We Support

The Anchor Room CIC primarily supports adult women aged 18+ who may:

- Have experienced domestic or emotional abuse
- Be recovering from trauma or coercive control
- Experience low confidence or isolation



- Face financial hardship
- Be navigating single motherhood
- Need emotional and practical support to rebuild stability and independence

Our programmes are designed for women who are no longer in immediate crisis and who are suitable for group-based recovery and empowerment support.

The Anchor Room CIC does not provide:

- Emergency safeguarding intervention
- Refuge or crisis accommodation
- Clinical therapy
- Mental health crisis services
- Emergency domestic abuse support

Where appropriate, women will be supported with signposting or referrals to specialist services.

5. Management Responsibility

Amy Burrage is the Designated Safeguarding Lead with responsibility for safeguarding within the CIC. Amy Burrage should be contacted immediately if there is a concern or referral for an adult at risk. Telephone: (Mob) 07773041117. Email:

contact@theanchorroom.co.uk.

Sophia Dacey is the Safeguarding contact for general enquiries and information relating to safeguarding within the Anchor Room CIC. Telephone: (Mob) 07872337804. Email:

contact@theanchorroom.co.uk.

6. Definition of an Adult at Risk

For the purposes of this policy, an adult at risk is someone aged 18 or over who:

- Has needs for care or support
- May be experiencing abuse, neglect, exploitation, or harm
- May be unable to protect themselves due to their circumstances or vulnerabilities

Safeguarding concerns should always be taken seriously, even where risk may appear unclear or uncertain.

7. Types of Abuse

Abuse can take many forms and may happen once or repeatedly.

This can include:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Domestic abuse or coercive control
- Financial abuse
- Online or digital abuse
- Discriminatory abuse



- Neglect
- Exploitation
- Grooming or manipulation
- Organisational abuse
- Self-neglect

We recognise that abuse can happen within relationships, families, communities, workplaces, organisations, or online environments.

We also recognise that trauma, fear, shame, financial dependence, isolation, and coercive control can affect a person's ability to seek support or identify abuse clearly.

8. Safeguarding Responsibilities

All Directors, staff, volunteers, and facilitators are responsible for:

- Promoting emotional and physical safety
- Maintaining professional boundaries
- Recognising possible safeguarding concerns
- Responding appropriately to disclosures
- Reporting concerns promptly
- Recording concerns factually and respectfully
- Completing safeguarding training appropriate to their role

The Directors of The Anchor Room CIC hold overall responsibility for safeguarding within the organisation.

A designated safeguarding lead will:

- Receive safeguarding concerns
- Maintain safeguarding records
- Support decision-making
- Liaise with external agencies where appropriate
- Support staff and volunteers with safeguarding responses

9. Responding to Safeguarding Concerns

If someone discloses abuse, harm, or risk, staff and volunteers should:

DO:

- Listen calmly and respectfully
- Take the concern seriously
- Reassure the person they have done the right thing by speaking up
- Explain that concerns may need to be shared appropriately
- Record information factually as soon as possible
- Report concerns to the designated safeguarding lead

DO NOT:

- Promise confidentiality
- Investigate the situation yourself



- Pressure someone to share more than they want to
- Make assumptions or judgements
- Confront an alleged perpetrator directly

Where someone is at immediate risk of serious harm, emergency services should be contacted immediately.

Doing nothing is not an option where there are genuine safeguarding concerns.

10. Reporting a concern

If you need to make a safeguarding referral, the numbers for each local area are:

Bristol

Care Direct Telephone: 0117 922 2700

8.30am to 5pm Monday to Friday (answerphone outside office hours)

Bristol Local Authority Designated Officer (LADO):

Tel: 0117 903 7795

Mob: 07795 091020

South Gloucestershire

Adult Care Customer Service Desk

Telephone: 01454 868007

South Gloucestershire Local Authority Designated Officer (LADO)

Tel: 01454 868924

Cardiff Multi-Agency Safeguarding Hub (MASH)

02922 330888

Out of hours: 02920 788570

Vale of Glamorgan Adult Services

01446 700111

11. Recording and Information Sharing

Safeguarding concerns should always be recorded clearly, factually, and securely.

Records should include:

- Date and time
- What was seen, heard, or disclosed
- Actions taken
- Who the concern was shared with

The Anchor Room CIC respects confidentiality and privacy. However, information may need to be shared where:

- Someone is at risk of serious harm



- A crime may have been committed
- There are safeguarding concerns involving children or vulnerable adults
- There is a legal or professional duty to share information

Information will only be shared on a need-to-know basis and in line with data protection responsibilities.

12. Mental Capacity and Consent

The Anchor Room CIC recognises that adults should be assumed to have capacity to make their own decisions unless there is evidence otherwise.

Where possible:

- Women will be involved in decisions about their safety and support
- Consent will be sought before sharing information
- Personal choice and autonomy will be respected

However, there may be circumstances where safeguarding concerns must still be shared if:

- There is serious risk of harm
- Others may be at risk
- A legal duty applies

13. Professional Boundaries

Maintaining safe and ethical boundaries is essential.

Directors, staff, volunteers, and facilitators must:

- Maintain professional relationships with service users
- Avoid relationships that could create dependency or exploitation
- Communicate respectfully and appropriately
- Avoid favouritism or inappropriate personal involvement
- Raise concerns promptly if boundaries become unclear

The Anchor Room CIC aims to create supportive relationships while maintaining clear safeguarding boundaries.

14. Safe Recruitment and Training

The Anchor Room CIC is committed to safer recruitment practices.

Depending on the role, this may include:

- Interviews and references
- DBS checks
- Safeguarding training
- Induction processes
- Ongoing supervision and support



All staff, volunteers, and facilitators will receive guidance on safeguarding expectations before working with participants.

15. Equality, Inclusion, and Non-Discrimination

We are committed to creating an inclusive environment where all women feel respected and safe.

We recognise that experiences of abuse, discrimination, and exclusion may be shaped by factors including:

- Race
- Disability
- Sexual orientation
- Gender identity
- Religion or belief
- Poverty
- Immigration status
- Mental health
- Neurodiversity

Discrimination, harassment, bullying, or exclusion will not be tolerated.

16. Legal Framework

This policy is informed by relevant safeguarding legislation and guidance, including:

- Care Act 2014
- Mental Capacity Act 2005
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2006

17. Policy Review

This policy will be reviewed annually or sooner if:

- Legislation changes
- Organisational services significantly change
- Safeguarding procedures are updated
- A safeguarding incident identifies the need for review

The Anchor Room CIC is committed to continually strengthening safeguarding practice in ways that are ethical, compassionate, proportionate, and centred around the wellbeing and dignity of the women we support.

This policy should be read in conjunction with The Anchor Room's:

- Code of Conduct



- Data Protection and GDPR Policy
- Complaints Procedure
- Disciplinary Procedure
- Best Practice guidance
- Social Media Policy