



Registered Charity Number 1196357
www.comfortcasesuk.org

ADULT SAFEGUARDING POLICY

1. PURPOSE

Comfort Cases UK is committed to safeguarding adults who come into contact with the charity through volunteering, events, partnerships or service delivery.

We recognise our responsibility to protect adults at risk from abuse, neglect or exploitation and to respond appropriately to safeguarding concerns.

This policy sets out how safeguarding concerns involving adults will be recognised, reported and managed.

2. SCOPE

This policy applies to:

- Staff
- Trustees
- Volunteers
- Contractors
- Anyone representing or working on behalf of Comfort Cases UK

3. DEFINITION OF AN ADULT AT RISK

An adult at risk is a person aged 18 or over who:

- Has care and support needs, and
- Is experiencing or at risk of abuse or neglect, and
- Is unable to protect themselves

This definition reflects the principles of the Care Act 2014.

4. TYPES OF ABUSE

Abuse may include (but is not limited to):

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or material abuse



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- Neglect or acts of omission
- Discriminatory abuse
- Organisational abuse
- Domestic abuse
- Modern slavery

5. SAFEGUARDING LEADERSHIP

Designated Safeguarding Lead (DSL)

Sarah Jacoby
sarah@comfortcasesuk.org

Responsible for:

- Receiving safeguarding concerns
- Recording information
- Making referrals
- Liaising with statutory agencies
- Providing advice to staff and volunteers

Board Safeguarding Champion

Richard Benson
trustees@comfortcasesuk.org

Responsible for:

- Trustee-level safeguarding oversight
- Supporting escalation where required
- Monitoring safeguarding governance

6. RESPONSIBILITIES

All Staff, Trustees and Volunteers Must

- Remain alert to safeguarding concerns
- Treat concerns seriously
- Report concerns promptly
- Record information accurately
- Maintain confidentiality
- Not investigate concerns independently



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7. REPORTING PROCEDURE

Immediate Risk

If someone is in immediate danger:

Call 999

Reporting a Concern

1. Report to the DSL as soon as possible
2. Provide factual information only
3. Make a written record

Referral

The DSL will determine whether to refer to:

Hertfordshire Adult Safeguarding Team

0300 123 4042

adult.safeguarding@hertscclg.gov.uk

Or relevant Local Authority depending on location.

8. RECORD KEEPING

Comfort Cases UK maintains:

- A confidential safeguarding concern log
- Secure storage with restricted access
- Access limited to DSL and Board Safeguarding Champion unless escalation required

Information will only be shared when necessary to safeguard individuals.



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9. DISTRIBUTION MODEL CONSIDERATION

Comfort Cases UK primarily distributes goods through partner organisations.

- Once goods leave the charity hub, safeguarding responsibility transfers to the organisation caring for the recipient
- However, any safeguarding concerns received by Comfort Cases UK will be recorded and managed under this policy

10. GOVERNANCE AND REVIEW

- Trustees have completed safeguarding awareness training
- Safeguarding is reviewed at Board level (by exception)
- This policy will be reviewed annually

Approved by Board of Trustees on 4th February 2026