



LEGAL & SAFETY

Safeguarding Adults Policy.

Organisation	Run Love Sprint Ltd (Company No. 17113721), operating the Run Love Sprint app and runlovesprint.com
Version	1.0
Effective date	22/07/2026
Next review	By 22/07/2027, or sooner if our services change materially
Owner	Sam Carey, Founder and Designated Safeguarding Lead · hello@runlovesprint.com

01 Purpose and scope

This policy sets out how Run Love Sprint (RLS) protects the adults who use our platform and attend our official runs, how concerns can be raised, and how we respond to them. It applies to the RLS mobile app, our website, and any run or event organised and led by Run Love Sprint Ltd itself. It covers all users, all of whom must be 18 or over to hold an account.

We are honest about our scale. RLS is a young London running community, founded in 2026, run by a small team. This policy reflects what we actually do, not what a larger organisation might do. We will expand it as we grow.

02 What RLS is, and the limits of our role

RLS is a free community platform that helps Londoners find running mates, join group runs, discover clubs and events, and connect with coaches. It is not a clinical service, a befriending service, or a mental health intervention, and we do not present it as one. We aim to be one accessible, no-cost option that social prescribers, charities and community organisations can signpost people towards where appropriate.

Two distinct settings are covered by this policy, with different levels of responsibility:

- › **The platform.** Runs, groups and connections created by users are peer arrangements between adults. RLS provides the digital noticeboard, verification of coach listings, safety information, and reporting tools, but does not organise, supervise or lead these activities. Users meet at their own discretion, and we say so plainly in our Terms of Service and in-app.
- › **Official RLS runs.** Where a run is organised and led by Run Love Sprint Ltd (for example our Sunday London Bridge run), we act as the organiser. These runs operate under our Official Run Safety Framework: a pre-run check of conditions and the planned course, an attendance record, a no-runner-left-behind approach to pacing, an incident log, and public liability insurance held by the company.

03 Adults at risk

We use the definition in the Care Act 2014. An adult at risk is a person aged 18 or over who has needs for care and support, is experiencing or at risk of abuse or neglect, and as a result of those needs is unable to protect themselves against it. Because RLS is built with loneliness and mental health in mind, we recognise that some of our users may be adults at risk, and we design our processes accordingly.

04 Designated Safeguarding Lead

Our Designated Safeguarding Lead (DSL) is **Sam Carey**, Founder and Director, reachable at **hello@runlovesprint.com**. The DSL holds responsibility for all safeguarding decisions, including whether a concern is escalated to a local authority safeguarding team, the police, or emergency services. There is no circumstance in which a safeguarding concern raised with RLS goes unseen by the DSL.

05 Raising a concern

Anyone can raise a safeguarding concern with us, whether or not they hold an RLS account. Concerns can be raised:

- › Through the in-app report function, available on every profile and in every conversation.
- › By email to the DSL at hello@runlovesprint.com.
- › In person to the run leader at any official RLS run.

Concerns we would expect to hear about include harassment or intimidation on or off the platform, behaviour at a run that made someone feel unsafe, a user who appears to be at risk of harm from another person, or content suggesting a user may be at risk of harming themselves.

06 How we respond

Every concern is reviewed personally by the DSL. Our response times are set out in the RLS Moderation and Reporting Policy, which sits alongside this document: all reports are reviewed within 48 hours, safety-related reports within 24 hours. Where a report suggests someone may be at immediate risk of serious harm, we act on it as soon as we see it and will contact the emergency services ourselves where that is the right thing to do.

Where a concern relates to conduct on the platform, the actions available to us include content removal, warnings, suspension and permanent removal, as set out in the Moderation and Reporting Policy. Where a concern relates to an adult at risk, the DSL will consider, on the facts, whether to signpost the person to support, contact them directly, or refer the matter externally.

07 Escalation to external authorities

RLS is not an investigative body and does not attempt to be one. We escalate externally when:

- › There is a credible risk to someone's life or physical safety: we contact the police on 999.
- › Behaviour reported to us appears criminal (for example stalking, threats of violence, or sexual offences): we preserve the relevant records and report to, and cooperate with, the police.
- › We believe an adult at risk is experiencing or at risk of abuse or neglect: the DSL may make a safeguarding referral to the adult social care team of the relevant London borough.

We keep a written record of every escalation decision, including decisions not to escalate and the reasons for them.

08 Signposting and support

Support resources are built into the app and website and are available to all users at all times, without needing to raise a report. We signpost to:

- › **Hub of Hope** (hubofhope.co.uk), the UK's national mental health support directory.
- › **Samaritans**, 116 123, free, 24 hours a day.
- › **SHOUT**, text SHOUT to 85258, free, 24 hours a day.
- › **CALM** (Campaign Against Living Miserably), 0800 58 58 58.

Where we become aware that a user has expressed thoughts of suicide or self-harm, we respond with signposting to these services and, where there appears to be immediate risk to life, we contact the emergency services.

09 Records, confidentiality and data

Safeguarding concerns are recorded and retained by the DSL, held securely and shared only on a need-to-know basis. We do not collect or store medical records or health information, and we do not ask referrers or link workers to share clinical information with us. Our data practices are set out in our Privacy Policy; Run Love Sprint Ltd is registered with the Information Commissioner's Office as a data controller. Where a user deletes their account, personal data is removed from our production systems, with residual copies in encrypted backups expiring within the backup retention cycle of 30 days.

10 Review

This policy is reviewed at least annually by the DSL, and sooner if our services, team or run programme change materially. Feedback on it is welcome at any time at hello@runlovesprint.com.