

SAFEGUARDING POLICY



October 2022

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INTRODUCTION

This guide to safeguarding policy, procedures and best practice offers a set of helpful guidance notes for Heart of the Community to develop or review the safeguarding framework for their charity. It is divided into four sections:

- 1) **Safeguarding Policy Statement** – a policy that can be used for Heart of the Community.
- 2) **Safeguarding Procedures** – a clear outline of the reporting procedures needed
- 3) **Best Practice Guidelines** – guidelines that provide detailed information on key areas of safeguarding within the charity.
- 4) **Useful Contacts**

Annual Review

It is strongly recommended that Heart of the Community reviews its safeguarding policy, procedures and practices on an annual basis. This would usually be done by the DPS and Safeguarding Trustee, reporting back to the Leadership Team.

DEFINITIONS OF TERMS

There is no standard single definition for an adult at risk, so for our policy we are using the following simple definition:

'Any adult aged 18 or over who due to disability, mental function, age, illness or traumatic circumstances may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation'.

SECTION 1 – SAFEGUARDING POLICY STATEMENT

SAFEGUARDING POLICY STATEMENT FOR HEART OF THE COMMUNITY

Our vision

The vision statement of Heart of the Community is to provide a safe space that would enable us to engage with all members of our community, irrespective of age, background and gender.

In fulfilling this vision, we:

- Welcome children (under supervision) and adults at risk into our community
- Provide activities and hospitality to anyone who comes into our building

Our safeguarding responsibilities

The charity recognises its responsibilities in safeguarding all children, young people and adults at risk, regardless of gender, ethnicity or ability.

As members of this charity, we commit ourselves to the nurturing, protection and safekeeping of all associated with the organisation. In pursuit of this, we commit ourselves to this policy and to the development of sound procedures to ensure we implement our policy well.

- **Prevention and reporting of abuse**

It is the duty of each volunteer to help prevent the abuse of adults at risk, and the duty of each volunteer to respond to concerns about the well-being of adults at risk. Any abuse disclosed, discovered, or suspected will be reported in accordance with our procedures.

The organisation will co-operate with any statutory investigation into any suspected abuse linked with the charity.

- **Safer recruitment, support and supervision of workers**

The charity will exercise proper care in the selection and appointment of those working with adults at risk. All volunteers will be provided with appropriate training, support and supervision to promote the safekeeping of adults at risk.

- **Respecting adults at risk**

The organisation will adopt a code of behaviour for all who are appointed to work and adults at risk so that all adults are shown the respect that is due to them.

- **Safer working practices**

The organisation is committed to providing an environment that is as safe as possible for adults at risk and will adopt ways of working with them that promote their safety and well-being.

- **A safer community**

The organisation is committed to the prevention of bullying. The organisation will seek to ensure that the behaviour of any individuals who may pose a risk to young people and adults at risk within the organisation is managed appropriately.

Safeguarding contact points within our organisation

The organisation has appointed the following individuals to form part of the organisation safeguarding team:

NAME: Mary Wakeham

Designated Person for Safeguarding (DPS)

She will advise the organisation on any matters related to the safeguarding of adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Phone number 07917 810376.....Email address ...mary.wakeham@outlook.com...

NAME: Natasha Ramage

Deputy Designated Person for Safeguarding (DDPS)

She will assist the Designated Person for Safeguarding (DPS) in helping the organisation on any matters related to the safeguarding of adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Phone number 07983 005399.....Email address ...Natasharamage1994@gmail.com...

NAME: Ian Wakeham

Safeguarding Trustee

He will raise the profile of safeguarding within the organisation and oversee and monitor the implementation of the safeguarding policy and procedures on behalf of the organisation trustees.

Phone number ...07780 613900.....Email address ...Ian.wakeham@hotmail.co.uk...

Putting our policy into practice

- Each volunteer will be given a summary of the safeguarding policy and procedures and will be asked to sign to confirm that they will follow them.
- A full copy of the policy and procedures will be made available on request to any member of, or other person associated with the organisation.
- The policy and procedures will be monitored and reviewed annually, and any necessary revisions adopted into the policy and implemented through our procedures.
- The policy statement will be read annually at the organisation AGM, together with a report on the outcome of the annual safeguarding review.

SECTION 2 - SAFEGUARDING PROCEDURES

INTRODUCTION

Our organisation's safeguarding procedures will set out how your safeguarding policy is implemented in all the services, groups and meetings that are part of the life of our organisation.

All volunteers need to be familiar with these procedures, to ensure that they have the knowledge and confidence needed to deal with safeguarding issues as they arise, and they will attend safeguarding training courses every three years.

Over the following pages there are clear, specific information on how to recognise and report abuse and how to respond to concerns raised within the organisation. It is vitally important that these procedures are well known and that all those working with adults at risk in your organisation have the information and training needed to work with these procedures.

2.1 PROCEDURE FOR RECOGNISING, RESPONDING TO AND REPORTING ABUSE

2.1.1 What to do if Abuse is Suspected or Disclosed

Abuse and neglect are forms of maltreatment of a adult at risk. Somebody may abuse or neglect a adult by inflicting harm, or by failing to act to prevent harm. Adults at risk may be abused in a range of settings, by those known to them or, more rarely, by a stranger. There are many ways in which people suffer abuse. For more information, please see Appendix 1.

Everyone has their part to play in helping to safeguard adults at risk within the life of the organisation:

- If the behaviour of an adult at risk gives any cause for concern
- If an allegation is made in any context about an adult at risk being harmed
- If the behaviour of any individual towards adults at risk causes concern

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none">• Listen to and acknowledge what is being said.• Try to be reassuring & remain calm.• Explain clearly what you will do and what will happen next.• Try to give them a timescale for when and how you / the DPS will contact them again.• Take action – don't ignore the situation.• Be supportive.• Tell them that:<ul style="list-style-type: none">They were right to tell you;You are taking what they have said seriously;It was not their fault;That you would like to pass this information on to the appropriate people, with their permission;• Be open and honest.• Give contact details for them to report any further details or ask any questions that may arise.	<ul style="list-style-type: none">• Do not promise confidentiality.• Do not show shock, alarm, disbelief or disapproval.• Do not minimise what is being said.• Do not ask probing or leading questions, or push for more information.• Do not offer false reassurance.• Do not delay in contacting the DPS.• Do not contact the alleged abuser.• Do not investigate the incident any further.• Never leave an adult at risk waiting to hear from someone without any idea of when or where that may be.• Do not pass on information to those who don't need to know..

2.1.2 Responding to Concerns

When there are concerns that a young person or adult is being abused, the following process must be followed. More detailed information can be found in Appendix 2.

STAGE 1 – The Worker

A worker/organisation attendee has a concern about the welfare of an adult at risk, or the behaviour of an individual.

The person who has the concern has a duty to

RECOGNISE, RESPOND AND RECORD

A hand-written record must be made of the concern using a standard incident report form (Appendix 3) and the concern must be passed on to the organisation DPS within 24 hours.

The written record should: be made as soon as possible after the event; be legible; include the name, date of birth and address of the adult at risk; include the nature of any concerns and description of any bruising or injuries that have been noticed; include an exact record of what the adult at risk has said, using their own words where possible; include any action taken; be signed and dated; be kept secure and confidential (available only to the DPS and others responsible for safeguarding).

STAGE 2 – The Designated Person for Safeguarding (DPS)

The DPS receives the report of concern and then has a duty to:

The report will be reviewed by the DPS with any other relevant information and a decision will be taken (often in liaison with others) as to what action should follow. See appendix 2 for examples of possible actions. Any formal referral to the police or Social Services should normally be made within 24 hours of receiving the report.

STAGE 3 – The Next Steps

After the decision has been made as to what action should be taken, the DPS, Safeguarding Trustee have a duty to

SUPPORT AND REPORT

Support should be offered to all parties affected by any safeguarding concerns (this could be the organisation as a whole, but more specifically victims; alleged perpetrators; adults at risk; other family members; organisation workers; the DPS; members of the leadership team).

Where formal referrals are made, reports may need to be made to the Disclosure and Barring Service (DBS) and the Charity

If the DPS is not available, or is implicated in the situation, any reports or concerns should be passed to the DDPS.

If you think that anyone is in imminent danger of harm, a report should be made immediately to the police by calling 999.

2.1.3 Responding to Concerns Raised about Adults at Risk

When a concern is raised about an adult it should be treated in the same way as a concern about an adult at risk ie the organisation worker (paid or voluntary) should:

- 1) **Recognise** that abuse may be taking place
- 2) **Respond** to the concern
- 3) **Record** all the information they have received
- 4) **Report** the concern to the DPS who may, in turn, report it to the statutory authorities

It is not the role of an individual to decide whether someone has mental capacity and is therefore able to make decisions that impact on their safety and well-being. Decisions on mental capacity are best made by professionals with the relevant background information to hand. Always share concerns with the DPS even if you do not have the consent of the adult to do so – in this instance, make sure the DPS knows that the person concerned has not given consent for the information to be passed on.

The Care Act 2014 provides helpful guidance on these situations:

“If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not preclude the sharing of information with relevant professional colleagues. This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options. This will also enable professionals to check the safety and validity of decisions made. It is good practice to inform the adult that this action is being taken unless doing so would increase the risk of harm”.

The DPS will consider all the information to hand and decide whether it is appropriate for the information to be reported to the statutory authorities (see appendix 2 for further information). If there are any concerns about an adult's mental capacity, the DPS will contact the Local Authority Adult Safeguarding Team for advice.

2.1.4 Allegations Against Volunteers

If you see another volunteer acting in ways which concern you or might be misconstrued, speak to the DPS about your concerns as soon as you can. This includes the actions or behaviours of those in leadership positions in the organisation.

Organisation workers should encourage an atmosphere of mutual accountability, holding each other to the highest standards of safeguarding practice. The following procedure should be followed:

- 1) When an allegation of abuse has been made do not approach the alleged perpetrator about it
- 2) Follow the usual safeguarding procedure: **Recognise, Respond, Record, Report**
- 3) Once the allegation has been reported to the DPS they can liaise with the relevant statutory authority
- 4) Whilst waiting for an outcome from the statutory authorities, the worker about whom concerns have been raised will be supervised as closely as possible, without raising suspicion
- 5) Once the statutory authorities are involved, the organisation will follow their advice with regard to the next steps to take (for example, suspension of worker, putting a contract in place)
- 6) A written record of all discussions with statutory authorities or other parties should be maintained by the DPS and stored securely and confidentially, where only those directly involved in safeguarding (DPS, Safeguarding Trustee) can access them.
- 7) No information about the allegation will be shared with people in the organisation other than those directly involved in safeguarding.

The suspension of a worker following an allegation is, by definition, a neutral act. Our priority as an organisation is to protect adults at risk from possible further abuse or from being influenced in any way by the alleged perpetrator.

It may be necessary, for the sake of the adult at risk or to satisfy the needs of an investigation, for the alleged perpetrator to worship elsewhere. In such cases the new organisation DPS will be informed of the reasons for this happening.

When concerns are expressed about the organisation DPS / Safeguarding Trustee

Any safeguarding concerns involving the DPS or Safeguarding Trustee should be raised with.
Do not tell the DPS / Safeguarding Trustee that a concern has been raised about them.

2.1.5 Abuse of Trust

Relationships between adults at risk and their organisation workers can be described as 'relationships of trust'. The volunteer is someone in whom the adult at risk has placed a degree of trust. This may be because the volunteer is a provider of activities or is even a significant adult friend. It is not acceptable for an organisation worker to form a romantic relationship with an adult at risk with whom they have a relationship of trust.

2.1.6 Allegations Made Against Adults at Risk

When an allegation is made against an adult at risk the following procedure should be followed:

- 1) Do not approach the person about whom the allegation has been made or their parents /carers.
- 2) Follow the organisation's safeguarding procedure: **Recognise, Respond, Record, Report**
- 3) Seek advice from the DPS, who will speak to the police or social services about when to inform a parent. The DPS will also seek advice about what steps need to be taken to ensure the needs of both the victim and alleged perpetrator are met; this may include placing the adult at risk on a Safeguarding Contract or equivalent (see section 3.4: Safer Community / Working with Alleged or Known Offenders)
- 4) Make sure there is support in place for the adult at risk throughout the process involved.

2.1.7 Support

Following an allegation / suspicion

When an allegation/suspicion arises in the organisation, a period of investigation will follow, which will be stressful for all involved. The organisation will ensure that one person is responsible for dealing with the authorities, another offers support to the victim/s and their family, and another gives support to the alleged perpetrator, without compromising the alleged victims or their families. It may be necessary to appoint other people to support the families involved.

Where a statutory investigation is under way, this support will be provided with the knowledge of the statutory authority involved.

Where the perpetrator accepts some responsibility, they will be encouraged to seek specialised interventions/treatment to reduce the risk of re-offending. This may only be appropriate once the investigation and legal processes have been completed.

Supporting those who have experienced abuse

As an organisation, we are committed to caring for those who have experienced abuse.

We recognise it is important that those who have experienced abuse:

- Are accepted for who they are, without being made to forgive or being put into a position of feeling guilty and responsible for what happened to them.
- Can be confident that those in the organisation who know about the abuse are with them on their journey – no matter how long or difficult that journey may be.

It may be necessary to signpost individuals to specialist support. The DPS has a list of relevant local information and contacts, ready for anyone who may need it.

2.2 SAFER RECRUITMENT

As an organisation, we are committed to safer recruitment practices. When recruiting both paid and volunteer organisation workers, the following process will be applied:

- 1) We will develop a clear role profile, person specification and application form;
- 2) When advertising a role which involves working with adults at risk we will make it clear that any appointment is subject to a DBS check;
- 3) All applicants will be asked to complete an application form;
- 4) A Self Disclosure Form must be completed before the appointed person starts their role, with an enhanced DBS check satisfactorily completed within 6 weeks.

Note: Under the Criminal Justice and Court Services Act 2000, it is an offence for anyone disqualified from working with adults at risk to knowingly apply, accept or offer to work with adults at risk. It is also a criminal offence to knowingly offer work with adults at risk to an individual who is so disqualified or to knowingly allow such an individual to continue to work with adults at risk.

Supervision

The organisation's safeguarding policy and procedures will be discussed with the volunteer and they will be required to sign their agreement to adhere to them. All workers will have clear lines of accountability to a leader and the leadership team.

They will also have an assigned supervisor whom they will meet with regularly to discuss work and address any issues or areas of concern.

There will also be regular team meetings to review procedures, share concerns and identify other matters that may need clarification and guidance.

Training

It is important that all workers understand our organisation's agreed safeguarding procedures and attend Safeguarding training at least once every four years. Additional specialist training will also be arranged where needed, for example, in First Aid.

2.3 SAFER BEHAVIOUR

The organisation has a code of behaviour for all those working with adults at risk so that everyone is shown the respect that is due to them:

- Treat everyone with dignity and respect.
- Use age and ability appropriate language and tone of voice. Be aware of your body language and the effect you are having on the adult at risk.
- Listen well to everyone. Be careful not to assume you know what the adult at risk is thinking or feeling. Listen to what is being spoken and how it is said. At the same time, observe the individual's body language to better understand what is being said.
- Be aware of any physical contact you may have with an adult at risk and record it when necessary. For instance, if you need to stop a fight, administer First Aid, give a hug to someone in distress, or protect yourself or others from danger.
- Do not make sexually suggestive comments about or to a adult at risk, even in 'fun'.
- Do not scapegoat, belittle, ridicule or reject an adult at risk.
- Keep a record of any significant incidents or concerns on a Safeguarding Incident Form (see Appendix 3). Enter the names of all those present and anything of note which you observe, e.g. details of any fights broken up by the workers, allegations made, etc. All workers who witnessed the incident, overheard it or responded in any way should record the details and sign and date the form.

No one should normally be left working alone with adults at risk, but should instead work as part of a team. If there are insufficient leaders for groups:

- Internal doors should be left open.
- At least two people should be present before external doors are opened for an event.
- Consider whether you could combine groups together or rearrange planned activities.

SECTION 3 - BEST PRACTICE GUIDELINES

Heart of the Community has an amazing position in society, engaging with individuals from the whole community, from the very young to the very old. These best practice guidelines are in place to help those working on behalf of the organisation to do it well, prioritising the safety and well-being of those they are working with. This section does not apply best practice in relation to children as the Charity's policy is to ensure that any children activities have parental supervision.

3.1.1 Electronic Communications - Cyber Safety

Modern Technologies and Safe Communication

A volunteer's role description will include an acknowledgement and approval of technologies such as email, social networking and mobile phone communications as a legitimate means of communicating with people at risk, regardless of age. It should also include the expectations of the organisation in relation to their use.

Email

Email should be limited to sharing generic information and the Charities email should be used for this to ensure transparency. It is important workers use clear and unambiguous language to reduce the risk of misinterpretation.

Communicating using Instant Messaging (eg. Snapchat, Whatsapp, Instagram)

Instant messaging should be kept to an absolute minimum. Volunteers should save significant conversations and keep a log stating with whom and when they communicated.

Mobile Phones

Volunteers need to take care in using mobile phones to communicate with young people:

- Mobile phone use should primarily be for the purposes of information sharing.
- Volunteers should keep a log of significant conversations/texts.
- Any texts or conversations that raise concerns should be passed on to the worker's supervisor.
- Workers should not take photos of children, young people or adults at risk unless permission is sought in advance and should not store such photos on personal phones.

3.2 WORKING WITH ADULTS AT RISK

3.2.1 Premises

The organisation building will be made as accessible as possible to all people. Any restrictions to access, visibility, audibility, toilet facilities, lighting or heating will be addressed wherever possible, and where necessary, aids and adaptations put in place.

3.2.2 Language

Every effort will be taken to use appropriate language and suitable vocabulary, enabling the greatest level of inclusivity and accessibility.

3.2.3 Insurance

We will take reasonable steps to safeguard adults at risk and will follow any specific safeguarding requirements as laid out by our insurance company.

3.2.4 Financial integrity

Arrangements are in place for dealing with money, financial transactions and gifts, as outlined below:

- Volunteers should not seek personal financial gain from their position beyond any recognised expenses.
- Volunteers should not be influenced by offers of money.
- Any gifts received should be reported to the organisation trustees, who should decide whether or not the gift can be accepted.
- Any money received by the organisation should be handled by two unrelated organisation workers.
- Care should be taken not to canvass for organisation donations from those adults who may be at risk, such as the recently bereaved.
- Workers should ensure that organisation and personal finances are kept apart to avoid any conflict of interest.

3.2.5 Photographs

Volunteers should make sure that they have the person's permission to take a picture, and that the subject is happy with the intended use of the pictures. When taking group pictures, volunteers should remember to get permission from everyone who will be photographed.

This applies regardless of age and background.

3.3 HEALTH AND SAFETY - Safe Practice and Safe Premises

3.3.1 Health and Safety

All activities for children, young people and adults at risk will comply with the organisation's current health and safety policy and will be conducted in accordance with *Heart of the Community*, with particular attention paid to the sections on Fire Action, First Aid, Health and Safety and Kitchen and Food Hygiene.

3.3.2 Fire

It is the responsibility of all group leaders/responsible persons within the building to ensure the safety of themselves and those who are in their care. In addition, it is a legal requirement that all group leaders/responsible persons are familiar with the emergency procedures in the event of a fire.

3.3.3 First Aid

Heart of the Community has a number of trained First Aiders and there is a list showing who they are on the noticeboard. We have a first aid kit as well as an incident reporting book, which must be completed in the event of any accidents, injuries or incidents. A nominated individual will ensure that the contents of the first aid kits are checked on a regular basis. Completed accident forms should be passed on to the nominated individual.

3.3.4 Food Hygiene

The Food Hygiene (England) Regulations 2013 state that anyone who handles food or whose actions could affect its safety must comply with the regulations. It therefore follows that those with responsibility for food will need to possess the Basic Food Hygiene Certificate and be aware of food safety (preparation, handling and storage, disposal of waste, etc).

3.4 SAFER COMMUNITY

3.4.1 Bullying

Bullying is another form of abuse, and it can be verbal or physical. Bullying doesn't just happen to children, often adults can be victims too. There is no legal definition of bullying, but it is usually defined as a repeated pattern of behaviour intended to cause emotional or physical harm to another person or exert power over them. The effect of bullying on the victim can be profound, both emotionally and physically, regardless of their age, ability or status.

It is important to recognise that bullying happens within organisations, and it is not isolated to the children and young people. Anyone in the organisation can be a victim of bullying, just as anyone in the organisation can be the bully, including those in leadership.

Some examples of bullying that could arise in the organisation context are:

- Being verbally or physically abusive towards another person
- Isolating or deliberately ignoring someone, or excluding them from group activities
- Spreading rumours and malicious untruths about another person in the organisation
- Use of email, phone or social media to publicly challenge or undermine someone
- Name calling and personal insults
- Making false accusations
- Sending abusive messages or degrading images via phone, email or social media

Bullying will always cause a great deal of pain and harm for those on the receiving end. Many people affected by bullying, both children and adults, believe they have nowhere to turn. They are scared to speak out and often blame themselves. They can become fearful and reclusive. It is important that organisations are able to recognise when bullying is occurring and are prepared to take action to resolve the situation.

Some signs that can indicate a person is being bullied are as follows:

- Withdrawal from group or organisation activities; appearing anxious, tearful or more reticent than usual, particularly in a certain context; development of mental health difficulties, such as depression or anxiety disorders; drop in performance relating to any organisation roles; physical injuries.

In order to help prevent bullying, the following procedures will be adopted within the organisation:

- The organisation will display signs stating the importance of valuing and respecting each other even in disagreements and this will be practically embedded into the leadership approach to others.
- Everyone in the organisation, should know how they can report any incidents of bullying.
- All allegations of bullying will be treated seriously, and details will be carefully checked before action is taken.
- The bullying behaviour will be investigated, and bullying will be stopped as quickly as possible.
- An attempt will be made to help bullies change their behaviour.
- All allegations and incidents of bullying will be recorded, together with the actions that are taken.
- Where an allegation of bullying is made against an organisation or group leader, advice will be sought from the Designated Safeguarding lead.
- Incidents of bullying may be reported to the statutory authorities in line with the organisation safeguarding procedures.

It is important to distinguish bullying from other behaviour, such as respectfully challenging or disagreeing with someone else's beliefs or behaviours, setting reasonable expectations with regard to work deadlines and activities or taking legitimate disciplinary action.

APPENDIX 1 - DEFINITIONS OF ABUSE

Understanding, Recognising and Responding to Abuse

Abuse and neglect are forms of maltreatment of an adult at risk. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. Adults at risk may be abused in a family, or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or a child or children. There are many different ways in which people suffer abuse. The list below is, sadly, not exhaustive.

The children's definition of abuse is provided for reference so that volunteers know what signs to look for when Children are on the premises with their guardians.

Type of abuse	Child	Adult at risk
<i>Type of Abuse</i>	Additional Definitions	
<i>Financial</i>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	
<i>Discrimination</i>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.	
<i>Institutional</i>	The mistreatment or abuse of a person by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment. The organisation as an institution is not exempt from perpetrating institutional abuse.	
<i>Domestic Abuse</i>	Domestic abuse is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality or social status. Domestic abuse can be physical, sexual or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.	
<i>Cyber Abuse</i>	The use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate manner.	
<i>Self-harm</i>	Self-Harm is the intentional damage or injury to a person's own body. It is used as a way of coping with or expressing overwhelming emotional distress. An individual may also be neglecting themselves, which can result in harm to themselves.	
<i>Mate crime</i>	'Mate crime' is when people (particularly those with learning disabilities) are befriended by members of the community, who go on to exploit and take advantage of them.	
<i>Modern Slavery</i>	Modern slavery is the practice of treating people as property; it includes bonded labour, , sex slavery and trafficking. It is illegal in every country of the world.	
<i>Human Trafficking</i>	Human trafficking is when people are bought and sold for financial gain and/or abuse. Men, women can be trafficked, both within their own countries and over	

	international borders. The traffickers will trick, coerce, lure or force these vulnerable individuals into sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice.
<i>Radicalisation</i>	The radicalisation of individuals is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some individuals are more vulnerable to the risk of being groomed into terrorism than others.
<i>Honour / Forced Marriage</i>	An honour marriage / forced marriage is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.
<i>Female Genital Mutilation</i>	Female genital mutilation (FGM) comprises all procedures involving partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons as defined by the World Health Organisation (WHO). FGM is a cultural practice common around the world and is largely performed on girls aged between 10 and 18.
<i>Historic Abuse</i>	Historic abuse is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.

Whilst it is not possible to be prescriptive about the signs and symptoms of abuse and neglect, the following list sets out some of the indicators which might be suggestive of abuse:

- unexplained injuries on areas of the body not usually prone to such injuries
- an injury that has not been treated/received medical attention
- an injury for which the explanation seems inconsistent
- an adult at risk discloses behaviour that is harmful to them
- unexplained changes in behaviour or mood (e.g. becoming very quiet, withdrawn or displaying sudden bursts of temper)
- signs of neglect, such as under-nourished, untreated illnesses, inadequate care.

It should be recognised that this list is not exhaustive and the presence of one or more indicators is not in itself proof that abuse is actually taking place. It is also important to remember that there might be other reasons why most of the above are occurring.

APPENDIX 2 – DETAILED GUIDANCE ON REPORTING REQUIREMENTS

STAGE 1 – THE VOLUNTEER

The duty of the person who receives information or who has a concern about the welfare of a, young person or adult at risk is to RECOGNISE the concerns, make a RECORD in writing and RESPOND by passing on their concerns to the DPS. If he/she is not contactable, or they are implicated in the situation, another member of the organisation Safeguarding Team should be contacted instead.

Concerns should be passed on to the DPS within 24 hours of the concern being raised. If anyone is considered to be in imminent danger of harm, a report should be made immediately to the police by calling 999. If such a report is made without reference to the DPS, they should be informed as soon as possible afterwards.

A written record using the standard incident report form should be made as soon as possible after an adult at risk tells you about harmful behaviour, or an incident takes place that gives cause for concern.

The record should:

- be hand-written as soon as possible after the event
- be legible and state the facts accurately (when hand-written notes are typed up later the original hand-written notes should be retained)
- include the adult at risk's name, address, date of birth (or age if the date of birth is not known)
- include the nature of the concerns/allegation/disclosure
- include a description of any bruising or other injuries that you may have noticed
- include an exact record of what the adult at risk has said, using their own words where possible
- include what was said by the person to whom the concerns were reported
- include any action taken as a result of the concerns
- be signed and dated
- be kept secure and confidential and made available only to the organisation Safeguarding Team representatives of any statutory authorities involved.

If concerns arise in the context of adult at risk work, the worker who has the concern may in the first instance wish to talk it through with their group leader, where appropriate. However, such conversations should not delay concerns being passed on to the DPS. It should be clear that the duty remains with the worker to record and pass on their concerns to the DPS.

If an issue concerns an adult at risk who does not give permission to pass on the information to anyone else, the worker should explain that they will need to speak with the DPS, who will have greater expertise in dealing with the issue at hand.

If a concern is brought to the attention of a group leader by one of the workers, the leader should remind the worker of their duty to record and report, and will also themselves have a duty to pass on the concern to the DPS.

STAGE 2 – THE DESIGNATED PERSON FOR SAFEGUARDING (DPS)

The duty of the DPS on receiving a report is to REVIEW the concern that they have received and REPORT the concern on to the appropriate people, where necessary.

The duty to REVIEW

In reviewing the report that is received, the DPS:

- should take into account their level of experience and expertise in assessing risk to adults at risk.
- must take into account any other reports that have been received concerning the same individual or family.
- may speak with others in the organisation where appropriate (organisation Safeguarding Team, unless allegations involve them) who may have relevant information and knowledge that would impact on any decision being made. Such conversations should not lead to undue delay in taking any necessary action.
- may consult with other agencies to seek guidance and advice in knowing how to respond appropriately to the concerns that have been raised.

The duty to REPORT

The DPS will decide who the report should be referred on to, working in conjunction with the organisation Safeguarding Team where appropriate. They may:

- refer back to the worker who made the initial report if there is little evidence that a adult at risk is being harmed, asking for appropriate continued observation.
- refer the concern to others who work with the adult at risk in question, asking for continued observation where appropriate.
- Inform parents / carers under certain circumstances, where doing so would not present any further risk of harm.
- Make a formal referral to the police or local Social Services team. With adults at risk, confidentiality means that someone's personal business is not discussed with others, except with their permission. This is not always possible when considering passing relevant information about abuse or concerns to the statutory authorities, however, it is possible to keep the information confidential to the relevant parties. This means not telling or hinting to others what has been disclosed. For adults at risk, concerns will only be referred to the police or Social Services without consent where:
 - the person lacks the mental capacity to make such a choice
 - there is a risk of harm to others
 - in order to prevent a crime
- If an allegation is made against someone who works with adults at risk*, it should be reported to the police or Adult Social Services.

**If a volunteer has an allegation made against them, they should step down from all organisation duties until the incident has been investigated by the statutory authorities.*

- Whenever a formal referral is made to the police or Social Services, the DPS should report the referral to the Safeguarding Trustee

A record should be kept of all safeguarding incidents and should be considered in the annual review of the organisation's safeguarding policy. All original reports should be retained safely and securely by the DPS

and a written record should be made of the actions taken.

STAGE 3 – THE NEXT STEPS

Responsibilities to **REPORT** and **SUPPORT** in stage 3 of the process are shared by the organisation and the Safeguarding Team.

The duty to SUPPORT

Once concerns, suspicions and disclosures of abuse have been addressed, the organisation continues to have a responsibility to offer support to all those who have been affected, including:

Victims; Alleged perpetrators; Adults at risk; Other family members; Organisation workers; Organisation Safeguarding Team; Leadership Team.

The duty to REPORT

If an organisation volunteer has been accused of causing harm to adults at risk this would be classed as a serious incident that should be reported to the Charity Commission by those organisations that are registered with the Charity Commission.

If a worker has been removed from their post or would have been removed from their post because of the risk of harm that they pose to young people or adults at risk, there is also a statutory duty to report the incident to the Disclosure and Barring Service (DBS).

APPENDIX 3 – SAFEGUARDING INCIDENT FORM

This form should be completed by the Designated Person for Safeguarding

Name of organisation / organisation	
Contact details of organisation / organisation	

Name of Designated Person for Safeguarding (DPS)	
Contact details of Designated Person for Safeguarding	

Name of concerned person or to whom disclosure was given	
Contact details of concerned person or whom disclosure was given	

INDIVIDUAL OF CONCERN - CONTACT DETAILS

Name	
Date of birth	
Address	
Phone number / Email address	

THE INCIDENT

What happened? (Nature of concern / disclosure made - use the person's own words if known)

When did it happen? (date, time)

Where did it happen? (specific location)

Who was allegedly involved and in what way? (includes witnesses)

ANY ACTION THAT HAS BEEN TAKEN

Have the statutory authorities been informed?

Yes	No	
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If so, please complete the table:

Example:

Authority	Police				
Name	Bobby				
Position	abuse officer				
Email contact	bobby@police.com				
Phone contact	077999				
Contacted by					
Date & time of contact	1.30pm 1/4/15				

Any other action taken:

FUTURE ACTION TO BE TAKEN

What action needs to be taken?

Who is responsible for this?

SIGNATURES

Signature of Designated Safeguarding Person		Signature of Organisation Safeguarding Team member	
Date & time		Date & time	

This policy has been produced in England and Wales.

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