

MODEL: Safeguarding Policy

1. Introduction:

Our organisations is committed to keeping people safe from harm. In our work with service user groups and individuals and who may be at risk due to age, illness, disability, or other vulnerability, our organisations will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them.

We aim to protect our service users from harm or maltreatment, prevent the impairment of health or development, ensure the provision of safe and effective care, promote people's life chances and ensure children enter adulthood successfully.

We will work in partnership with other local / national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required.

We will comply with all relevant legislation, including the requirements of Part 7 of the Social Services and Wellbeing Act 2016 and All Wales Child Protection procedures.

2. Safer recruitment

To ensure we deliver on this commitment our organisations will seek to recruit using appropriate procedures, safeguards and checks.

We will take up references for all posts and volunteer roles prior to confirming appointment. We will determine which roles are in regulated activity and where the nature of the role requires it and we are able to legally do so, we will use the Disclosure & Barring Service (DBS) to help us assess suitability at the appropriate level. We will assess any criminal record information that is disclosed in line with our data protection and equalities policies.

We will provide an induction programme for all new volunteers and staff, appropriate training to enable all personnel to undertake their roles safely and confidently, and ongoing training as benefits the personal and professional development of individuals and of our organisation.

We will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. DBS and barring list checks

3. Volunteers

It is important to our organisations that all volunteers are treated fairly, are given clear expectations of their role within the organisation and are supported to fulfil that role and as such all internal volunteer roles will be supported by a member of the team or a Volunteer Co-ordinator.

In line with our equalities policies, volunteers will be treated equally alongside any paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications and acknowledgement for their contribution to our organisation. In turn, our volunteers will adhere to the Code of Conduct at all times as a representative of our organisation.

Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

4. Safeguarding Officer

Our appointed Safeguarding Officer is *[Insert name]* supported by *[insert name]* as deputy, who will be available to all staff, volunteers and service users to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of service users, volunteers and staff.

The safeguarding officer and deputy will have access to appropriate training to support them in these roles. They will liaise with appropriate local and national agencies, contribute to appropriate policies, ensure records are maintained and keep confidentiality, adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

5. Awareness of harm and abuse

Harm can be caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable a person to participate in activities that are open to most of their peers.

All incidents of harm to anyone involved in our service will require an appropriate response to reduce risks to our service users.

Deliberate acts of harm (sexual, physical, emotional and financial) and neglect are abuses against the person and will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS) if in regulated activity.

6. Significant harm

Where there is risk of significant harm to our service users, volunteers or staff, the Safeguarding Officer and deputy are empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally with *senior staff* / *Chair of the Board*
- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances.

- Make a referral to the Disclosure and Barring Service regarding staff or volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity

7. Confidentiality

All reports and logs (including personnel records) will be kept securely and confidentially according our data protection policy, or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

8. Communication

We will communicate this policy to all staff, volunteers, service users and their families / carers, using appropriate methods, formats and language to get the essence across. We support and encourage all service users, volunteers and staff to speak up and contact the named Safeguarding Officer or deputy where there is:

- a concern (a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances), or
- a disclosure (information about a person at risk of or suffering from significant harm) or
- an allegation (the possibility that a volunteer or staff member could cause harm to a person in their care)

Staff or volunteers can report things that aren't right, are illegal or if anyone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. In the first instance they should speak with the Safeguarding Officer, or the deputy with appropriate responsibility.

We would prefer our members and personnel to use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral to statutory agencies such Social Services or the Police, in their own right as a private individual. We also support our staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will provide opportunities for training, discussions about issues and concerns at team meetings, develop policy and procedures to reflect, review and to continue to learn and improve in our safeguarding responsibilities.

9. Other References and links

[Safeguarding guidance](#) issued by the Welsh Government

[All Wales Safeguarding procedures](#)

[Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse](#)

[Disclosure and Barring Service](#)

[WASPI](#) Wales Accord on Sharing Personal

10. Policy Review

This policy will be reviewed every two years unless changes to the law or other circumstances necessitate an earlier review.

Document No:	Vers01_SAF	Date Reviewed:	
Date Adopted:		Next Review Date:	



Safeguarding Procedures and Guidance

1. What is abuse?

Our organisations uses the definition of abuse commonly used by the World Health Organisation:

‘Abuse’ or ‘maltreatment’ constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power’

2. Categories of Abuse

The main categories are:

2.1 Neglect:

This is the persistent failure to meet the child’s basic physical and/or psychological needs likely to result in the serious impairment of the child’s physical or cognitive development. For example, inadequate care and supervision which leaves a individual in a dangerous situation where they could be harmed (but only where this can be avoided).

2.2 Physical Abuse:

This may involve hitting, shaking, throwing, burning/scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a individual they are looking after (Munchausen’s Syndrome by Proxy).

2.3 Sexual Abuse

This involves forcing or enticing a individual to take part in sexual activities whether or not the individual is aware of what is happening or gives consent. The activities may involve physical contact including penetrative (e.g. rape) or non-penetrative acts. They may also include non-contact activities such as involving children in looking at, or in the production of pornographic materials or watching sexual activities or encouraging children to behave in sexually inappropriate ways.



2.4 Emotional Abuse

This is the persistent emotional ill-treatment of an individual such as to cause severe and long lasting effects on the individuals' emotional development. It may involve conveying to the children that they are worthless and unloved, inadequate, or valued only so far as they meet the needs of the other person. It can also involve age or developmentally inappropriate expectations being imposed on children, or causing children frequently to feel frightened or in danger. Some level of emotional abuse is involved in all types of ill-treatment of a child, though it may occur alone.

Other types of abuse commonly recognised, such as commercial exploitation, and trafficking, are complex manifestations of a combination of the above four categories. Bullying is also a form of abuse.

Abuse can take place in many forms and anywhere: in the family; community or on the internet. Abuse can also be manifesting itself in technologies such as smart phones and can take many forms including sexual harassment.

3. Recognising abuse

It is very important that any employee, member or volunteer with a project should be alert to the possible indicators of abuse. Anyone who knows, is concerned about or suspects that a individual is being harmed or at risk from being harmed **must** pass on those concerns.

4. What signs to look for

It is not your responsibility to decide whether or not abuse has taken place or if an individual is at significant risk of harm from someone. You do, however, have a responsibility and duty to act in order that the appropriate agencies can investigate and take any necessary action to protect an individual at risk.

The following information should help you to be more alert to the signs of possible abuse.

4.1 Neglect:

- constant hunger;
- constantly dirty;
- loss of weight, or being constantly underweight
- inappropriate clothing for the conditions
- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- mentioning being left alone unsupervised (where supervision is required)

4.2 Physical abuse:

- unexplained bruising, marks of injuries on any part of the body;
- multiple bruises-in clusters, often on the upper arm, outside of the thigh;
- cigarette burns;
- human bite marks;
- broken bones;
- scalds with upwards splash marks;
- multiple burns with a clearly demarcated edge;
- fear of parents being approached for an explanation;
- aggressive behaviour and severe temper outbursts;
- flinching when approached or touched;
- reluctance to get changed, for example in hot weather;
- depression;
- withdrawn behaviour;
- running away from home

4.3 Sexual abuse:

- pain or itching in the genital area;
- bruising or bleeding near the genital area;
- sexually transmitted disease;
- vaginal discharge or infection;
- stomach pains;
- discomfort when walking or sitting down;
- pregnancy;
- sudden or explained changes in behaviour e.g. becoming aggressive or withdrawn;
- fear of being left with a specific person or group of people;
- having nightmares;
- running away from home;
- in relation to children the additional signs may also be relevant such as sexual knowledge which is beyond the child's age, or developmental level;
- frequent or repeated injuries;
- very low self-esteem;
- fearful and withdrawn behaviour;
- an adult who has unrealistic expectations of a child;
- failure to thrive and meet developmental milestones;
- sexual drawings or language;
- bedwetting;
- eating problems such as overeating or anorexia;
- self-harm or mutilation, sometimes leading to suicide attempts;
- saying they have secrets they cannot tell anyone about;
- substance or drug abuse;
- suddenly having unexplained sources of money;
- not allowed to have contact with friends / other social interaction

4.4 Emotional abuse:

- neurotic behaviour e.g. sulking, hair twisting, rocking;
- being unable to play;
- fear of making mistakes;
- sudden speech disorders;
- fear of parent being approached regarding their behaviour;
- developmental delay in terms of emotional progress.

4.5 Financial Abuse

Financial or material abuse can take the form of fraud, theft or using of the vulnerable adults property without their permission. This could involve large sums of money or just small amounts from a pension or allowance each week.

It is important not to jump to the wrong conclusions too quickly, however the following is a list of possible indicators of financial abuse:

- Sudden inability to pay bills
- Sudden withdrawal of money from an account
- Person lacks belongings that they can clearly afford
- Lack of receptivity by the persons relatives to necessary expenditure
- Power of attorney obtained when the person is unable to understand what they are signing
- Extraordinary interest by family members in the vulnerable adults assets
- Recent change of deeds o the house
- Carers main interest is financial with little regard for the health and welfare of the vulnerable adult
- The person managing the finances is evasive and uncooperative
- Reluctance to accept care services
- Purchase of items that the individual does not require or use
- Personal items going missing
- Unreasonable or inappropriate gifts

These indicators are not definitive but are a guide to assist you. It is important to remember that many children may exhibit some of these indicators at some time and that the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as bereavement or relationship problems between parents/carers.



5. PROCEDURE

If someone tells you that they or another individual is being abused:

- listen and let them know you are taking them seriously;
- encourage the individual to talk but don't prompt them or ask too many questions;
- explain what you have to do next;
- do not promise confidentiality – you have a responsibility to disclose information to those who need to know;
- write down what has been said using the exact words if possible. Use the Safeguarding Alert Form (Appendix A);
- make a note of the date, time and place and who was present;
- report your concerns to the manager immediately;
- do not dismiss your concerns;
- do not confront the person about whom you have concerns.

6. NEXT STEPS

Complete the safeguarding alert form to the best of your ability.

Report the incident to *[insert name, title]* on *[insert contact]* or designated responsible officer. If you suspect a senior manager, then report to Trustees via the Chairperson

If the person is at immediate risk of serious harm, do not hesitate to contact the duty social worker or police prior to the above two contacts. Your duty of care is to the individual first and foremost.

Do not worry about making a mistake. Contacts include:

Social Services

Report a child at risk

Email: earlyhelp@bridgend.gov.uk.

Email: assessmentteamduty@bridgend.gov.uk.

Telephone: 01656 642320.

Emergency Duty Team (out of hours office) Telephone: 01443 743665.

NSPCC: 0808 8005000.

Report an Adult at risk

<http://www1.bridgend.gov.uk/services/adult-services/safeguarding-adults-from-abuse.aspx>

BCBC Adult Safeguarding team 01656 642477

SMS: (for D/deaf and hard of hearing customers) 07581 157014

Emergencies outside office hours: 01443 743665

Police

Divisional Police 01656 655555

101

Emergency 999

SAFEGUARDING ALERT FORM

This form is to be used by anyone who wishes to report concerns about an individual who has either made a disclosure of abuse to them or where abuse is suspected. Please complete it as soon as possible and forward it on without delay to *[Insert name and contact]*.

If you do not have all the information requested please fill in what you can and pass it on within the same working day.

1. The Referrer:

Name of Referrer:	Date:
Position:	
E-mail:	
Phone:	Fax no:

2. Details of the vulnerable person:

Surname:			
Forename(s):			
Date of Birth:			
Male:		Female:	
Address:			
Postcode:			
Phone:			

3. Details of the Alleged Perpetrator:

Name:
Address:
Phone:

4. Please give details of the incident/disclosure/reasons for suspicion:

Try to be as factual as possible using the alleged victims own words. Detail any action taken so far (including medical intervention).

Incident/disclosure, reason for suspicion details:
Date:
Time:
Location:



5. When completed as fully as possible please forward to our organisations CEO:

This form was passed to:

Name:

Position:

Date:

6. To be completed by CEO:

Received by (signature):

Name:

Position:

Date:

Sent to Statutory Agency: yes No

Name of Agency:

Name of person dealt with at agency:

Date:

Time:



REQUEST FOR HELP FORM

Please return the completed form to:
earlyhelp@bridgend.gov.uk

1. Details of person completing request

Name:	Email:
Agency:	Telephone No:

2. Family / Young Person Contact Details

Home Address	
Telephone numbers	

3. Family Details

	Name	Live in household (Y/N)	Nursery / School / College	Family relationship e.g. mother, son	Date of birth	M/F
Referred Individual1						
Referred Individual2						
Referred Individual3						
Other 1						
Other 2						
Other 3						
Other 4						

(Tab down to increase rows)

**Is the family currently open to Children's Services?
Is this referral for a Young Carers Assessment?**

YES / NO (please delete)
YES / NO (please delete)



4. Why do you consider a Joint Family Assessment or intervention is needed for this individual/ young person / family?

What are the worries for this individual/ young person / family? What has happened or what have you seen that has made you worried about this individual/ young person (past and current worries)?

What's going well for the individual/ young person? e.g. positive adult relationships (family, school, community), peer friendships, engaged in learning, interests, hopes, ambitions, positive outlook and sense of self, good problem solver, etc.

What additional help do you consider this individual/ young person / family needs in order to change?



5. Using the Threshold of Need document please indicate the current level of your concern

1. Universal	2a. Additional / 2b. Vulnerable	3. Complex	4. Acute
			Please follow Individual Protection Procedure

6. Is parent / carer aware of this referral?

YES / NO (please delete)

7. Are there any known risks relating to any person connected with this referral?

YES / NO (please delete)

If yes to above please provide full details.



NOT POLICY:

Additional Information/resources related areas to safeguarding

1. Forced Marriage

1.1 The tradition of arranged marriages has operated successfully within many countries and communities. A clear distinction must be made between a forced marriage and an arranged marriage. In arranged marriage's the families of both spouses take a leading role in arranging the marriage but the choice whether to accept the arrangements remains with the individuals. In forced marriages at least one party does not consent to the marriage and some element of duress is involved. Forcing someone to marry in the UK is a criminal offence.

1.2 Most cases of forced marriage involve young women and girls aged between 13 and 30 years. However, there is increasing evidence to suggest that as many as 15% of victims are male. This includes heterosexual, as well as gay, bi and transsexual men.

2. Child Sexual Exploitation

2.1 Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example, being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain.

2.2 In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability (National Working Group for Sexually Exploited Children and Young People (NWG) 2008).

2.3 Sexual exploitation results in children and young people suffering harm and may be supported to recover whilst others may suffer serious life-long impairments which may, on occasion, lead to their death, for example through suicide or murder.

3. Female Genital Mutilation (FGM)

3.1 Female genital mutilation is a collective term for procedures which include the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons. This practice is not required by any major religion and medical evidence indicates that female genital mutilation causes harm to those who are subjected to it. Girls may be circumcised or genitally mutilated illegally by doctors or traditional health workers in the UK or Ireland or sent abroad for the operation.

3.2 Female circumcision, excision or infibulation (FGM) is illegal in both Ireland and UK.

4. Modern Slavery / Trafficking

4.1 Modern Slavery includes exploitation in the sex industry, forced labour, domestic servitude in the home and forced criminal activity. These types of crimes are often called human trafficking. It can be perpetrated against men, women, and children, and include victims that have been brought from overseas, and vulnerable people in the UK and Ireland, being forced to work illegally against their will in many different sectors, including brothels, cannabis farms, nail bars and agriculture. Threats, use of force or other forms of coercion, abduction, abuse of power or position of vulnerability are just some of the ways perpetrators will force their victims to concede.

5. Honour Based Violence

5.1 'Honour' based violence is a crime committed when family members or acquaintances feel that dishonour (shame) has been brought to their family or community by doing something that is not in keeping with traditional beliefs of their culture. For example; having a relationship with someone from a different culture or religion, wearing clothes or taking part in activities that might not be considered traditional within their particular culture, or wanting to leave an arranged marriage or forced marriage.

6. Domestic Abuse

6.1 Domestic abuse is defined as an incident or pattern of incidents of controlling, coercive or threatening behaviours, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. It includes 'honour' based violence, emotional, sexual, financial, psychological and physical abuse.

7. Stalking

7.1 Stalking can be defined as a pattern of repeated unwanted behaviour that causes an individual to feel distressed, scared, and / or fear violence. It differs from harassment, in that the perpetrator will be obsessed with, or fixated on, the individual they are targeting. Such as repeatedly damaging property, watching or spying including tracking devices, contacting workplaces, colleagues, friends close to the victim, online monitoring, blackmail, making threats to hurt those close to the victim, including their children, repeatedly sending unwanted letters or gifts and sexual and physical assault.

8. Hate Crime

8.1 Hate crime or incidents means any incident that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, beliefs, gender identity or disability. Anyone can be a victim of hate crime or incidents regardless of race, age, disability, sexuality or gender. Lesbian, gay, bisexual and transgender (LGBT) individuals could face additional concerns around homophobia and gender discrimination. Individuals may be concerned that they will not be taken seriously, recognised as a victim. Abusers may also control their victims by threatening to 'out' them to friends and family or support services.

9. Extremism and Radicalisation

9.1 Extremism can range from incitement of social, racial or religious hatred through to advocating and justifying the use of violence to achieve fundamental change in society.

9.2 Radicalisation is the context of extremism and refers to the process by which people come to support violent extremism and in some cases, join terrorist groups. It is important to note however that having radical views is not wrong or illegal. It is when radical views cross over to incitement of hatred and justification of violence that it moves into criminality.

9.3 HM Government defines ‘extremism’ as a vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs and any calls for death of members of its armed forces, whether in this country or overseas.

10. Cyber Abuse / Sexting

10.1 Cyber bullying is facilitated through electronic technology which includes devices and equipment such as cell phones, computers and tablets. Communication tools are also utilised such as social media sites, chat and websites. Examples of cyber bullying are rumours sent via e-mail or posted on social networking sites and embarrassing pictures, videos, and fake profiles.

10.2 Children, young persons and adults who are being bullied in this way have difficulty removing themselves from this behaviour as cyber bullying can take place 24 hours a day, 7 days a week and can reach a person when he or she is alone. Messages and images can be posted anonymously and distributed quickly to a very wide audience. It can be difficult or in some cases, impossible to trace the source. It is also extremely difficult to delete inappropriate or harassing messages, texts or pictures once they have been posted or sent.

11. Gangs

11.1 A gang is defined as a relatively durable group who have collective identity and meet frequently. They are predominately street-based groups of young people who see themselves (and are seen by others) as discernible groups, engaging in criminal activity and violence which can be integral to the group’s identity, laying claim over territory (this is not just geographical territory but also includes illegal economy) and in conflict with other similar gangs.

11.2 The risk posed to young people involved in gangs are being exposed to violence, weapons, drugs and sexual exploitation.

11.3 Evidence suggests that gangs are predominately male with an average age of 20 years. They have extensive criminal histories with the average age of the first conviction being at 15 years old. However, there is a reported increase in female members in gangs. There is often pressure for girls to associate with young boys in gangs to ‘link’ with gang members to attain status for their own protection and perhaps benefit from a criminal lifestyle. Sexual exploitation and abuse is a risk for girls. For example, rape by

gang members as a form of retaliation or as an act of violence is said to occur quite frequently in some areas and reports to police are rare due to fear of intimidation

12. Bullying

12.1 Whilst there is no legal definition of bullying it is often described as repeated behaviour which is intended to hurt someone either emotionally or physically and is often aimed at certain people because of their race, religion, gender or sexual orientation or any other aspect such as appearance or disability. It can happen anywhere, including school, university and in the work place. Bullying can take many forms including, name calling, damaging belongings, making things up to get someone into trouble, threats, intimidation, stealing money, posting insulting messages, or rumours on the internet etc.