

Safeguarding Policy

This policy is intended to be practical, accessible and in plain English, to promote its execution. It also points to where professional help can be sought. You are required to sign the end of this policy.

Purpose

The purpose of this policy is to ensure that Hidden Help is committed to safeguarding and promoting the welfare of vulnerable adults and others who use our services. We aim to provide a safe and secure engagement for all our service users, staff, and volunteers (which includes trustees).

Scope & priority

This policy applies to all staff, volunteers, trustees, and anyone working on behalf of Hidden Help. Hidden Help comes into contact with vulnerable adults but is not the lead for safeguarding those adults since all “clients” come through referral. Our principal focus is to protect those vulnerable adults from any harms arising from contact with Hidden Help and to report any safeguarding concerns to the relevant authorities if we see issues that they are not already aware of. We should also be mindful of safeguarding issues with our own volunteers and staff.

Policy Statement

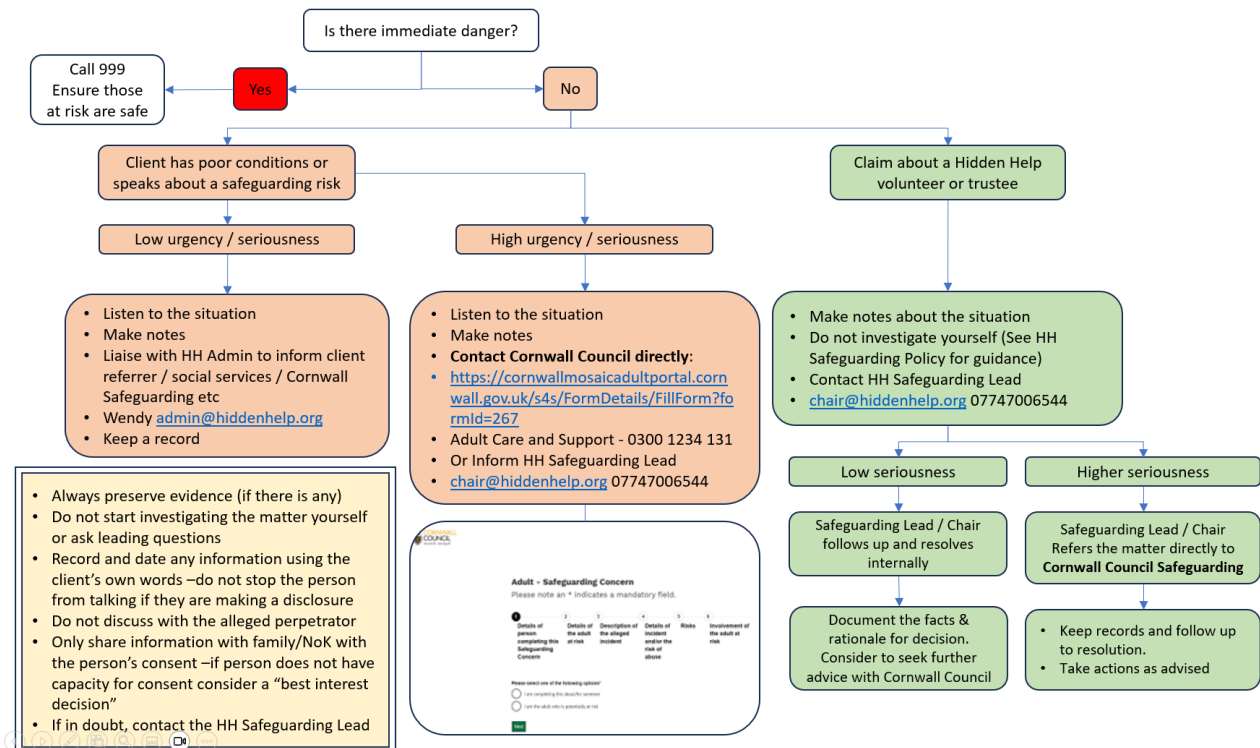
Hidden Help is committed to preventing abuse and neglect of vulnerable adults who use our services. We will take all necessary steps to ensure that our service users are protected from harm and that their welfare is promoted.

Adults at risk -who do we need to consider for safeguarding?

Hidden Help supports adults who are or have the following types of situations, most typically:

<p>Clients</p> <ul style="list-style-type: none"> • Principally adults: (We are not left alone with children) • Women leaving refuge homes (domestic violence) • People with mental health issues • Homeless • Disabilities, elderly, ex-offenders and people who want anonymity • Other clients might be considered to not be vulnerable, but we would / should operate with the same procedures and due care. 	<p>Categories of harm</p> <ul style="list-style-type: none"> • Causing the harm • Seeing harm • Preventing harm (& impairment of health & development) • Being accused of harm
<p>Volunteers</p> <ul style="list-style-type: none"> • Their interests and needs • And safeguard them from abuse from clients, donors and others 	<p>Types of harm (see next page)</p> <ul style="list-style-type: none"> • Physical • Emotional • Sexual • Neglect • (Living conditions)
<p>Areas to pay attention to</p> <ul style="list-style-type: none"> • Training • Records, GDPR / safe record keeping • Reporting 	

Reporting Process



Types of Risks and Harm

Harm and risks you must be alert to, whether online or in person, include:

- sexual harassment, abuse and exploitation
- criminal exploitation
- a charity's culture, which may allow poor behaviour and poor accountability
- people abusing a position of trust they hold within a charity
- bullying or harassment
- health and safety
- commercial exploitation
- cyber abuse
- discrimination on any of the grounds in the Equality Act 2010
- people targeting your charity
- data breaches, including those under General Data Protection Regulations (GDPR)
- negligent treatment
- domestic abuse
- self-neglect
- physical or emotional abuse
- extremism and radicalisation
- forced marriage
- modern slavery
- human trafficking

Procedures

Hidden Help will:

1. Ensure that all staff and volunteers are aware of their responsibilities under this policy.
2. Ensure that all staff and volunteers are aware of the **signs of abuse and neglect**.
3. Encourage service users / clients to report any concerns they may have about their safety or welfare.
4. Take appropriate action if abuse or neglect is suspected or reported.
5. Ensure that all incidents of abuse or neglect are reported to the relevant authorities.
6. **Provide training** to those who are in contact with vulnerable adults.
7. Keep good records of people, roles, training and DBS checks.
8. Include safeguarding in processes for volunteer recruitment.
9. Review this policy annually to ensure that it remains up-to-date and effective.

Key actions / strategies

Action	Lead
Safe recruitment > Meet volunteers before accepting offer of help (volunteering interview @warehouse) > Complete the volunteer form > References > DBS checks > Induction with safeguarding requirements	Founder / Ops Admin Admin Volunteer /Admin Admin / Ops
Safeguarding training > for client facing roles Refresher training basic Refresher training every 2 years Trustee training	Safeguarding lead Safeguarding lead Cornwall Council Safeguarding lead
Ensure volunteers & others are aware of their responsibility and who to contact	Admin & Ops
Record keeping	Admin, Ops, Chair
Code of conduct	Chair
Ensure policies & procedures are updated regularly. Annual review. Recording all instances of alleged or reported abuse.	Safeguarding lead
Laise with other agencies	Safeguarding lead
Risk assessment	Safeguarding lead
Whistleblowing policy	Chair
Safeguarding policy (this one)	Safeguarding lead
Ensure accurate records	Admin, Ops, SL
Update DBS checks every 3 years	Admin, SL

Allegations Reporting Procedure

Purpose

The purpose of this procedure is to provide guidance on how to report any concerns about the safety or welfare of vulnerable adults who use our services and also allegations about HH volunteers, staff or trustees.

Procedure

If you have any concerns about the safety or welfare of a service user, you should:

1. **If it is an emergency then call emergency services (999).**
2. **Report your concerns immediately to the designated safeguarding officer (Chair of Trustees).**
3. Record your concerns in writing as soon as possible.
4. Do not investigate the concern yourself.
5. Cooperate fully with any investigation that may be carried out.
6. Maintain confidentiality at all times.
7. The safeguarding officer should inform the Referrer in the case of an HH client. In the case that the referrer is a professional carer or social services then Cornwall Social Services should take the lead.
8. The safeguarding officer should report any substantive allegations to Cornwall Council immediately if the referrer is not Social Services or similar.
9. We are likely to be encouraged not to conduct our own investigation before agreement with the Council Local Authority Designated Officer.

What makes a good referral and what you need to do

1. Clear factual examples are given that reflect concerns
2. Risk factors and protective factors are considered and included
3. State what has been tried already
4. Be clear as to what you want to happen following the referral
5. It is best practice to inform carers that a safeguarding referral is being made unless this will increase risk of harm
6. Clarify your information and its sources
7. Think critically about the case
8. Challenge assumptions
9. Think about what may happen if you do not refer and may happen if you do
10. Accurately record concerns, actions and outcomes

Network of contacts / links

Body	Link
	https://cornwallmosaicadultportal.cornwall.gov.uk/s4s/FormDetails/FillForm?formId=267
HH Safeguarding Lead / Chair	chair@hiddenhelp.org 07747006544
Cornwall Council	https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/ https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/request-help-for-an-adult/ 0300 1234 131
Cornwall & Isles of Scilly Safeguarding Partnership	https://ciossafeguarding.org.uk/
Adult Safeguarding Policies, Standards and Guidance - Local	https://ciossafeguarding.org.uk/sab/p/safeguarding-resources/adult-safeguarding-policies-standards-and-guidance-local
Threshold guidance	https://ciossafeguarding.org.uk/assets/2/threshold_guidance_-_approved.pdf

Guide to identifying quality, risk and safeguarding concerns relating to adults

Identifying when safeguarding referrals should be made is not always easy, especially when you do not have the consent of the person.

If necessary, refer to the following document:

https://ciossafeguarding.org.uk/assets/2/threshold_guidance_-_approved.pdf

Key Considerations In establishing the nature and extent of potential harm experienced by a person you should take into account a number of key considerations:

- How long has the alleged abuse been occurring for?
- Is there a pattern of abuse?
- Have there been previous concerns – not just safeguarding adult referrals, but other issues related to the adult at risk, e.g. Anti-social behaviour, hate crime incidents, but also in relation to the person alleged to be responsible for abuse or neglect?
- Any other adults at risk?
- Is the situation monitored?
- Are the incidents increasing in frequency and/ or severity?
- Are there children present? If you have concerns about children please contact the Multi-agency referral unit (MARU) on 0300 123 1116

Wellbeing Principle

“Wellbeing” is a broad concept, and it is described as relating to the following areas personal dignity (including treatment of the individual with respect)

- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over day-to-day life (including over care and support provided and the way it is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- the individual’s contribution to society

Training links

Intro to Safeguarding Adults (Level 1)	https://www.highspeedtraining.co.uk/courses/safeguarding/safeguarding-vulnerable-adults-training-course/	£37.20	2hrs
Advanced Safeguarding Adults Training (Level 2)	https://www.highspeedtraining.co.uk/courses/safeguarding/advanced-safeguarding-adults-training/	£48.00	2-3hrs
Level 3 Safeguarding Adults Training	https://www.highspeedtraining.co.uk/courses/safeguarding/level3-safeguarding-adults-training/	£78	3-4hrs

Hidden Help roles & risk assessment

Hidden Helper Role	DBS Check	Potential risks	Training level
Driver/delivery	Yes, Basic	May sometimes work alone. Have access to client details and may enter client homes, potentially with them there.	2 Read policies Complete forms
Van assistant	Yes, Basic	Can see where clients live / visit client locations, potentially with the client there.	1 Read policies Complete forms
Driver/collection	NA	Collect items from donors. Not considered to be a significant safeguarding risk. Donors are not vulnerable adults / it's not possible to know / general public.	Read policies Complete forms
Warehouse	NA	Will require a DBS if also does driver/delivery role to customers houses. If solely in warehouse, has no access to vulnerable customers or their details	Read policies Complete forms
Stock management	NA	May need to see client requirements and client number, but not client details.	Read policies Complete forms
Shop	NA	Need to separate client confidential information from the shop area.	Read policies Complete forms
Upcycler / Furniture restoration	NA	Works at Primrose Workshops or at home.	Read policies Complete forms
Social media	Yes, Basic	Social media has access to enquiries.	1 Read policies Complete forms
PAT Tester	NA	See Warehouse Helper	Read policies Complete forms
Admin and support for Founder	Yes, Basic	Have access to client details Client information should be kept out of the public view / confidential Shoppers should not be allowed to enter the office area	2
Trustees	NA or Basic	Depends on the Trustees role & function If we use existing DBS it should be current	1
Safeguarding lead Chair	Yes, Basic	Limited. Should be a Lead Safeguarder.	3

NA = Not Applicable

Confirmation

1. Everyone is required to read these guidelines
2. Check your role, and if a DBS check is required you should arrange to get that done. You can claim it back. <https://www.gov.uk/request-copy-criminal-record>
3. Check if safeguarding training is required and get that done (see links). You can claim it back
4. Give confirmation of these to Wendy at admin@hiddenhelp.org
5. Return this form to Wendy.

Key actions	Your answer:	Office use:	Date:
Your role			
DBS check required?			
DBS check confirmed done?			
Training level required?			
Training confirmed done?			

Your name

Date.....

Last reviewed/updated: 11/11/2023

Last review by Board of Trustees 13/11/2023

Next regular review by or before: 11/11/2024

Prepared by: Jake Backus, Safeguarding lead, Chair of Trustees, Hidden Help
chair@hiddenhelp.org 07747006544

Future considerations:

- Directions on how to listen, react and record any allegations/concerns (training)

Other links / related documents:

1. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>
2. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#policies-procedures-and-practices-you-need-to-have>
3. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#handle-and-report-incidents-and-concerns>
4. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#get-checks-on-trustees-staff-and-volunteers>
5. <https://www.gov.uk/dbs-check-applicant-criminal-record>
6. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#protect-volunteers-and-staff>
7. <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#handle-and-report-incidents-and-concerns>
8. <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>