



Safeguarding Policy and Procedures

Friend in Deed's safeguarding policy

Introduction

This policy should be read and adhered to by all staff, volunteers, parents/carers and partner organisations involved in the Friend in Deed (FiD) project. FiD believes that everybody has the right to be safe. We recognise that by the nature of our work, FiD may operate within communities that include individuals who could be considered vulnerable. This policy reflects the procedures in place to protect such individuals from abuse.

The purpose of this policy:

To ensure that all adults working for, on behalf of or delivering services in partnership with Friend in Deed are working together to safeguard and promote the welfare of children, young people and adults at risk.

This policy should be read alongside our policies and procedures on:

- Safer Recruitment
- Employee/Volunteer Handbook
- Whistleblowing Policy
- Health and Safety Policy
- Complaints Policy

We recognise that:

Safeguarding and promoting the welfare of children and vulnerable adults is everyone's responsibility.

What is safeguarding?

Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect. Safeguarding is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that services work together to identify people at risk, and put steps in place to help prevent abuse or neglect.



Definitions

A child/young person is any person under the age of 18.

Adults aged 18 and over have the potential to be vulnerable or at risk (either temporarily or permanently) for a variety of reasons and in different situations.

An adult may be vulnerable if he/she:

- Has a learning or physical disability
- Has a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs
- Has a reduction in physical or mental capacity
- Is in the receipt of any form of healthcare
- Is detained in custody
- Is receiving community services because of age, health or disability
- Is living in sheltered or residential care home
- Is unable, for any other reason, to protect himself/herself against significant harm or exploitation.

It is recognised that people who meet one or more of the criteria above may not be vulnerable at all, or all of the time. However, until Friend in Deed has direct contact with people on an individual basis, it may be impossible to identify whether vulnerability exists in relation to an activity or event involving adults that we are planning

The Mental Capacity Act 2005

The Mental Capacity Act 2005 is a legal framework which protects people who may lack capacity to make decisions for themselves. It also sets out how decisions should be made on their behalf. The act covers all sorts of decisions, from life-changing events to everyday matters. All safeguarding decisions that Friend in Deed takes must be in accordance with the act.

The act says that: "... a person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or disturbance in the functioning of the mind or brain."

The presumption is that adults have mental capacity to make informed choices about their safety and how they live their lives. Mental capacity and a person's ability to give informed



consent are at the heart of decisions and actions taken by Friend in Deed under this safeguarding policy. Every time we become involved on a safeguarding issue we need to take into account the ability of adults to make informed choices about the way they want to live and the risks they want to take.

This includes how able they are:

- To understand what is likely to result from or affect their situation
- To take action themselves to prevent abuse
- To take part as fully as they can in making decisions about getting other parties involved.

How may adults at risk be abused?

Abuse and neglect of adults at risk can take many forms. Abuse can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal or psychological.

If Friend in Deed suspects that abuse or a crime against an adult at risk has been committed, we will refer the matter to the relevant authorities and/or police.

Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

The Children and Adults at Risk Safeguarding Policy also seeks to manage effectively the risks associated with Friend in Deed activities and events involving children and adults at risk by considering the following:

- Completing a risk assessment process which involves identifying risks and means of reducing or eliminating these;
- Implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis;
- Ensuring that the appropriate DBS or basic disclosure checks are conducted, depending on eligibility, for any individuals starting or moving into work which involves working with children or vulnerable adults;
- Requiring new employees and individuals involved in working with children or adults at risk to familiarise themselves with the content of this policy and the other Friend in Deed policies and procedures.



The following legislation is relevant to this policy

- Health and Safety at Work Act 1974
- Rehabilitation of Offenders Act 1974
- Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975
- The Police Act 1997
- Children Act 1989
- Management of Health and Safety at Work Regulations 1999
- The Human Rights Act 1998
- Sexual Offences Act 2003
- The Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Protection of Freedoms Act 2012
- Keeping Children Safe in Education 2022
- Safeguarding Adults in Care Homes by NICE 2021

The Protection of Freedoms Act 2012 is of particular importance as all decisions made to bar individuals from working with children or adults are now made by the Disclosure and Barring Service (DBS) under this legislation

Designated Safeguarding Lead

Friend in Deed will ensure that there is a Designated Safeguarding Lead who has up to date training at a level appropriate to carry out the duties and responsibilities required. Any training will be in accordance with Norfolk safeguarding board guidelines.

Recognising and Reporting Abuse

Any paid and unpaid staff members that have a safeguarding concern about a child or vulnerable adult should use the reporting framework set out in appendix 1.

This includes referring to the flow chart 'What to do if you have a safeguarding concern' on page 12. If the situation is urgent, this must be reported to the DSL immediately who will contact social services and/or the police. It is important to report all concerns even if felt an allegation or disclosure may not be true. Failure to report might put a vulnerable child or adult at risk



Safer management

It is the responsibility of the director/management to:

- Ensure paid staff/volunteers are clear about their responsibilities with regard to safe practices and procedures.
- To support staff/volunteers to apply and adhere to safer working practices.
- Ensure that staff have the necessary skills and knowledge required to be effective in their roles, through induction and ongoing development.
- Ensure that their probationary review assesses their competent application of safe practices.
- Ensure that staff/volunteers have access to other related procedures- grievance and disciplinary procedures, whistle blowing.
- Provide appropriate guidance and learning opportunities, throughout induction and continued employment.
- Ensure that all paid staff/volunteers have access to regular support/supervision.
- Review the role, with regard to safe practices, should there be any changes to the level of contact that the paid staff/volunteer has with vulnerable adults and children.

Allegations against members of staff working with children

When allegations arise against a person working with children (including volunteers) Friend in Deed will abide by procedures in line with **Working Together to Safeguard Children (2015) and the Norfolk Safeguarding Children's Board**

This means that the procedures will be used when an allegation is made that an adult has:

- Behaved in a way that has harmed, or may have harmed a child;
- Possibly committed a criminal offence against, or related to a child; or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

If anyone associated with Friend in Deed has concerns about an adult working with a child under the age of 18 we would refer to the LADO Guidance and consultation documents available on Norfolk safeguarding Board website. FiD's DSL would make any LADO referrals via LADO@norfolk.gov.uk within 24 hours. This procedure would be repeated should a similar thing happen outside of Norfolk, the relevant LADO for that local authority would be contacted as per the procedures.



Friend in Deed's Safeguarding Responsibilities

Friend in Deed works as a connector between older people in care homes and younger people from the community. FiD organises and advertises intergenerational sessions/activities between care home residents and visitors. 'Little Visitors' are children under 18 who attend sessions whilst under the supervision of an appropriate adult (e.g. parent/carer). Most visits take place at care homes and during these visits, appropriate adults are fully responsible for the child or children that is/are attending. If the care home staff have concerns about the conduct of any visitor, they should refer to their own visitor policy/safeguarding policy. If any accidents or injuries happen during a FiD session, care homes should refer to their accident policy.

On the occasions where FiD sessions/activities take place at a school or other educational/childcare setting, care home residents are the responsibility of the care home staff that are in attendance with them. If the school staff have concerns about the conduct of any visitor, they should refer to their own visitor policy/safeguarding policy. If any accidents or injuries happen during a FiD session, the school/setting should refer to their accident policy/safeguarding policy.

Schools/educational and childcare settings, and care homes are advised by FiD to adhere to their risk assessment policies in accordance with the activity location and the type of activity. This will include schools and care homes taking the responsibility to consider suitable people ratios for the activity in question.

This safeguarding policy is also available to all visitors and anybody who chooses to participate in Friend in Deed projects/activities once they sign up to an event.

Norfolk's Safeguarding Board

The Norfolk Safeguarding Adults Board (NSAB) is the formal arrangement which brings together statutory and non-statutory organisations to actively promote effective working relationships between different organisations and professional groups to address the issue of abuse and harm. In doing so NSAB's aim is to promote awareness and good practice in Norfolk in:

- safeguarding 'adults at risk' from abuse or neglect
- prevention and detection of abuse
- using the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)



In addition, every Local Authority in the country has a Local Safeguarding Children Board in place to make sure that children are protected from harm and that their welfare is promoted. In Norfolk (where FiD is based), the Norfolk Safeguarding Children Board (NSCB) is made up of statutory and voluntary partners who work with families and children. They are an independent organisation and make sure that people working with children carry out their safeguarding responsibilities as required by the law. Friend in Deed will keep up to date with the respective boards and follow any guidelines or protocols that are published.

Whistleblowing

Where concerns are raised about an adult at risk of abuse or neglect due to malpractice or misconduct in the workplace or due to the direct actions of an employee, those concerns should in most circumstances be raised with the organisation concerned. This provides staff with the greatest degree of protection and the employer with a chance to address the concerns. However, there may be circumstances where the person with concerns feels at risk of being victimised, dismissed or perceived as a troublemaker by their employer. They may believe that their employer will not be interested or prepared to take the appropriate action, i.e. having previously raised concerns with the employer which were disregarded or ignored.

The provisions of the Public Interest Disclosure Act 1998 may protect the alerter in raising concerns outside the workplace, providing:

- The disclosure is made in good faith
- The disclosure is substantially true
- The disclosure is not made for personal gain
- There is good reason to believe that they would be victimised, that a cover-up would occur, or that, although others are aware of the matter, no action has been taken

Support is available via the Whistleblowing Advice Line for NHS Social Care: Tel 08000 724725. This is not a disclosure route, but support and advice on whom and how to contact the most relevant parties will be given.



Appendix 1- Types of abuse

Physical - This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone or only letting them do certain things at certain times.

Domestic - This includes psychological, physical, sexual, financial or emotional abuse. It also covers so-called 'honour' based violence.

Sexual - This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts the adult didn't consent to or was pressured into consenting.

Psychological - This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

Financial or material - This includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits.

Modern slavery - This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.

Discriminatory - This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation or religion.

Organisational - This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes and practices within an organisation.



Neglect and acts of omission - This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.

Self-neglect - This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding.

Abuse can take many forms. It might not fit comfortably into any of the above categories, or it might fit into more than one. Abuse can be carried out by one adult at risk towards another. This is still abuse and should be dealt with. The adult at risk who abuses may also be neglecting him/herself which could also be reason for a safeguarding referral.

All staff should also have an awareness of other specific safeguarding issues, some of which are listed below.

- Drug and alcohol misuse
- Faith abuse
- Cyber bullying
- Gangs and Youth Violence
- Fabricated or induced illness
- Children missing education
- Child sexual exploitation
- Children and young people/adults at risk being drawn in to violent extremism
- Private fostering
- Sexting
- Trafficking
- Relationship abuse
- Peer on peer abuse

Definitions from 'Working together to safeguard children 2015'

Physical Abuse - A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.



Emotional Abuse - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as

Sexual Abuse - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs



Appendix 2- Indicators of abuse

Possible Indicators of Physical Abuse- Children and Adults at risk

- Multiple bruising
- Bruising in unusual places
- Fractures
- Burns
- Fear
- Depression
- Unexplained weight loss
- Unexplained injuries

Possible Indicators of Neglect - Children and Adults at risk

- Malnutrition
- Untreated medical problems
- Confusion
- Over-sedation
- Hunger
- Inappropriate clothing
- Frequent injuries
- Lack of appropriate supervision

Possible Indicators of Emotional Abuse - Children and Adults at risk

- Fear
- Depression
- Confusion
- Loss of sleep
- Unexpected or unexplained change in behaviour

Possible Indicators of Sexual Abuse - Children and Adults at risk

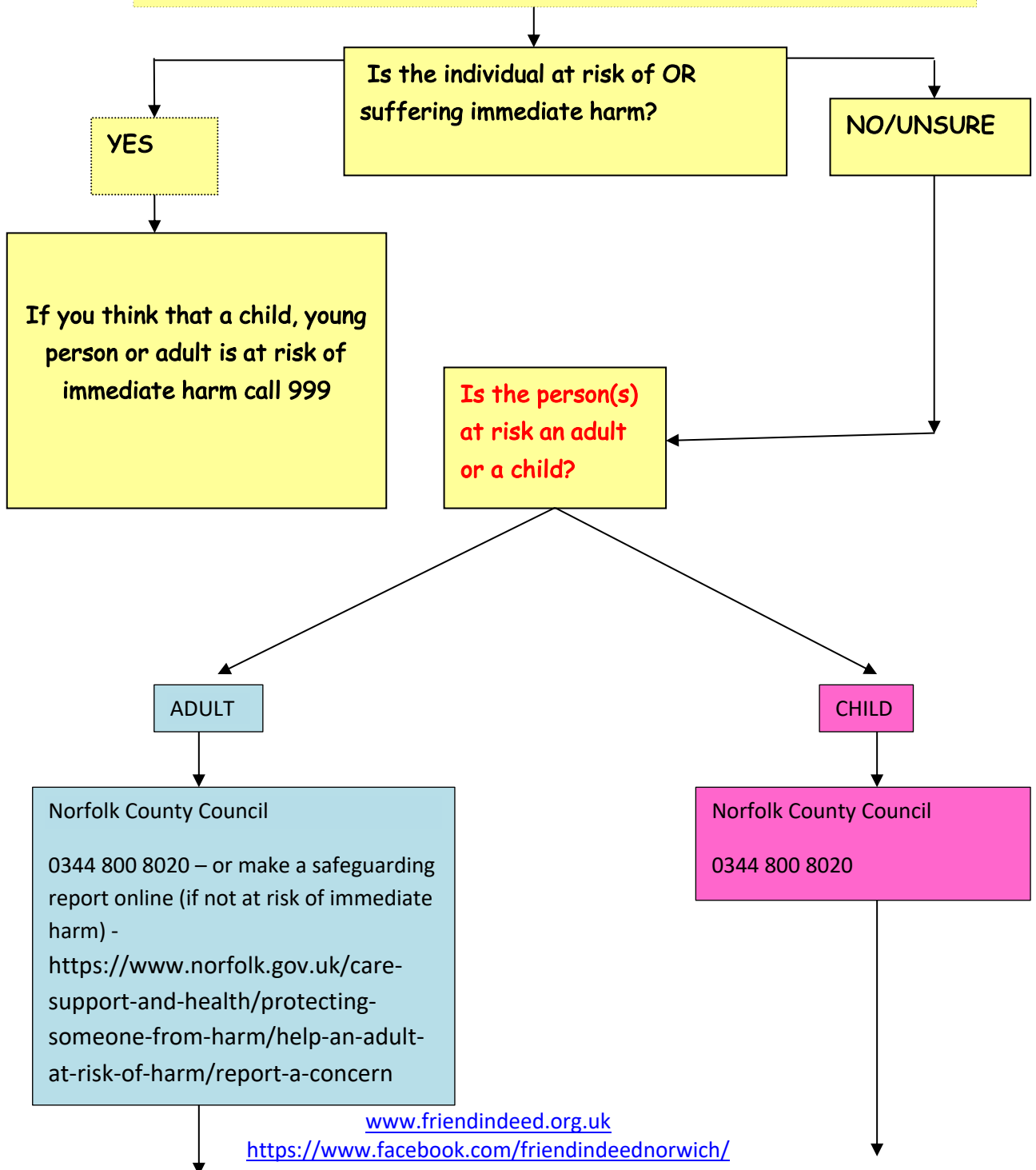
- Loss of sleep
- Unexpected or unexplained change in behaviour
- Bruising
- Soreness around the genitals
- A preoccupation with anything sexual
- Sexually transmitted diseases
- Self-mutilation



What to do if you have a safeguarding concern

Report it immediately to the police or relevant council by using the flow chart below. If this isn't possible, contact FiD's Designated Safeguarding Lead by email and copy in FiD's email. Call the DSL to confirm receipt of email - 07771 795592. In the event that the DSL cannot be reached, call Friend in Deed on 07518 520745

Emma Frost - emma.frost1983@gmail.com hello@friendindeed.org.uk





Suffolk County Council
0808 800 4005 - or make a safeguarding report online (if not at risk of immediate harm) - <https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/report-abuse-of-an-adult/>

Cambridgeshire County Council
0345 045 5202 or 01733 243 724 - or make a safeguarding report online (if not at risk of immediate harm) - <https://www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-an-adult-at-risk>

Essex County Council
0345 7630 or 0345 606 1212 - or make a safeguarding report online (if not at risk of immediate harm) – socialcaredirect@essex.gov.uk

Suffolk County Council
0808 800 4005 – or make a safeguarding referral online (if not at immediate risk of harm) - <https://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/>

Cambridgeshire County Council
Report safeguarding concerns online (if not at immediate risk of harm) - <https://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection>

Essex County Council
0345 603 7627 or 0345 606 1212 – or via a request for support form - <https://www.essex.gov.uk/report-a-concern-about-a-child/Report-a-concern-about%20a%20child>

Once reported to the relevant council. FiD's DSL must be contacted by email and phone so that they can monitor the outcome of the safeguarding concern



E-Safety

The organisation is committed to the safeguarding of children and vulnerable adults and this includes the use of electronic communication and internet, social media, computers, tablets, smartphones and other devices.

Friend in Deed has a range of communication methods including but not limited to:

- Social Media
- Email
- Telephones (desktop and mobile)

We will adopt the following standards

- We will maintain an incident log- of any e-safety concerns
- We have an Acceptable Use Policy in place (AUP)
- We identify all technologies used within the scope of our work and carry out risk assessments with regards to online safety
- Have appropriate filtering processes in place if children or service users use our equipment
- Use up-to-date security software / solutions
- Monitor network usage
- Ensure personally identifiable logons (including a secure password) are provided to all people using the access

Social Media

We recognise that in the 21st Century social media can be a powerful resource and tool to communicate and promote the work we do. We also recognise the dangers of the internet and therefore are committed to the following:

- We will not post pictures or images of children or vulnerable adults without prior consent or permission
- We will do what we can to avoid identifying anyone on social media i.e. not publishing names and/or locations
- Friend in Deed staff will not take pictures of service users on their own devices
- Not to enter into any personal communication with young people or vulnerable adults outside of Friend in Deed related issues, e.g. not to accept personal friend requests on social media, and not to arrange to meet young people or vulnerable adults outside of project activities etc.



The person responsible for E-safety issues is the **Designated Safeguarding Lead**

On-line /e-safety issues should be reported using normal safeguarding reporting procedures.

This policy will be reviewed at least annually. The safeguarding policy will also be reviewed at any time if it is deemed necessary by the DSGL/trustees.

Policy review completed 20th November 2022 by Kelly Lindsay and Emma Frost
Policy to be reviewed on or before 20th November 2023