

Caring Hands



In the Vale

Caring Hands in the Vale

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Safeguarding Policy

Caring Hands in the Vale is committed to safeguarding the rights, well-being and safety of children and vulnerable adults who come into contact with any of their services. This policy outlines the steps Caring Hands in the Vale will take to ensure that vulnerable adults and children are protected. This policy will be reviewed on an annual basis by the Trustees and Safeguarding Officers.

Definitions (for this policy):

Safeguarding: (Caring Hands in the Vale follows the Charity Commission that defines Safeguarding as below)

- Protecting from maltreatment
- Preventing impairment of health or development
- Ensuring children are growing up in circumstances consistent with the provision of safe and effective care

Vulnerable Adult:

- A person who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.
- Vulnerable adults are entitled to: privacy; be treated with dignity; lead an independent life and to be enabled to do so; be able to choose how they lead their lives; the protection of the law; have their rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religion or cultural background.

Child:

- A child is a person aged 0-17 years

Types of Abuse:

Physical Abuse is an act or another party involving contact intended to cause feelings of physical pain, injury or other physical suffering or bodily harm.

Sexual Abuse is forcing undesired and unwanted sexual behaviour by one person onto another

Emotional Abuse is any kind of abuse that is emotional rather than physical in nature. It can include anything from verbal abuse and constant criticism to more subtle tactics, such as intimidation, manipulation, coercion and refusal to ever be pleased.

Neglect and Acts of Omission is the ongoing failure to meet a person's basic needs.

Financial/Material Abuse is the misuse of a person's money, property or assets through theft or fraud.

Spiritual Abuse takes place when leaders to whom people look for guidance and spiritual nurture use their positions of authority to manipulate, coerce, control and dominate.

Organisational Abuse includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.

It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Modern Day Slavery includes slavery, human trafficking and forced labour and domestic servitude.

Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude, and inhumane treatment.

Self-Neglect covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding, self-mutilation and eating disorders.

Domestic Abuse includes psychological abuse, physical abuse, sexual abuse, financial abuse, emotional abuse, so-called 'honour'-based violence, FGM, forced marriage and coercive/controlling behaviours.

Discriminatory Abuse include forms of harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation or religion.

Policy Statement

Caring Hands in the Vale wants to restore dignity and revive hope to people from all walks of life. We are concerned with individuals and their circumstances and actively encourage an inclusive environment throughout all of our services.

We seek to ensure that all our employees and volunteers are aware of what is required from them under the safeguarding policy and ensure that it is followed at all times.

We commit ourselves to co-operate fully with the appropriate statutory services when they are conducting official investigation into the abuse and neglect of vulnerable adults, children or young people (by an adult or young person)

This statement is to be brought to the attention of all employees and volunteers when they join, as part of an induction program. Any amendments will be brought to the attention of all employees and volunteers. The statement will be displayed in an appropriate location.

Implementation:

Caring Hands in the Vale shall:

Plan its work to minimise the possibility of any abuse of vulnerable adults or children

Reduce the opportunities for abuse in various ways. Caring Hands in the Vale will, for instance:

- Ensure that there is adequate supervision, where required, for all vulnerable adults and children.
- Ensure that any vulnerable adult or child working or volunteering within any of the services provided by Caring Hands in the Vale is aware of who they can talk to if they have any concerns.
- Arrange that an adult is not left alone with a child where there is little or no opportunity of the activity being observed by others.
- Make sure that the Safeguarding Officers receive correct and up-to-date training.
- Ensure that the Local Authority is informed if any safeguarding allegations, incidents or concerns.
- Ensure that the Charity Commission is informed of any suspicions, allegations and incidents of abuse or mistreatment of vulnerable service users by those who are employees or volunteers with Caring Hands in the Vale. The Charity Commission's 'Serious Incident' guidance will be followed. The Trustees of Caring Hands in the Vale should be made aware of any such suspicions, allegations or incidents.
- Ensure the Disclosure and Barring Service is informed if the Trustees have dismissed or ceased using an employee or volunteer because they believe they have harmed or posed a risk or harm to a child or vulnerable adult.
- Ensure any employees or volunteers who may come into contact with a child or vulnerable adults are suitable trained, including understanding what to do in the event that a disclosure or abuse is made.
- Encourage a culture of transparency, ensuring that employees and volunteers feel able and empowered to report and suspicions or concerns regarding the behaviour of any employees, volunteers or service users.

Designated officers and their roles:

Caring Hands in the Vale has a Designated Safeguarding Officer (DSO) who is responsible for dealing with any concerns about the protection of vulnerable adults or children. This is Diane Bennett, Community Worker and can be contacted on 07721559387.

There is also a Secondary Safeguarding Officer (SSO) who is responsible for dealing with any concerns in the event of the DSO being ill, on leave or an allegation of abuse has been made against the DSO. This person is Steve Wilderspin or the current Chair of the Trustees. He can be contacted on 07780 113982.

The Safeguarding Officers will never be related to each other.

The Safeguarding Officers will be available for vulnerable adults or children, as well as employees and volunteers, to speak to if they feel the need to talk with someone about an incident which has happened within any of Caring Hands in the Vale's projects, particularly if they feel that a vulnerable adult or child has been physically, sexually, spiritually, financially or emotionally abused or neglected by an adult or another young person. The Safeguarding Officers will treat all concerns with the utmost importance.

Where employees or volunteers have a concern about the safety or well-being of a vulnerable adult or child and neither of the Safeguarding Officers are available, or if they have concerns about the conduct of the Safeguarding Officers, they should contact one of the other Trustees or the Police or Social Services Safeguarding Team or Local Authority Designated Officer. The contact numbers are:

- Police 101
- Adult Social Work Safeguarding Team 01905 822613/4
- Children's Social Work Safeguarding Team 01905 768054
- Local Authority Designated Officer 01905 752800

Recording:

Caring Hands in the Vale has a standard recording template for recording of disclosures Appendix 1.

The Safeguarding Officers will make notes and keep confidential records of any disclosure or concerns they or another employee or volunteer has and seek advice from Thirtyone:eight (formerly CCPAS), Social Services Safeguarding Team, Local Authority Designated Officer or Police, if appropriate.

Employees and Volunteers must ensure that their recording of disclosures, incidents, assessments, referrals and case discussions are all sufficient, accurate, concise, up-to-date, legible, dated and factual. When recording details it is important not to jump to conclusions or judge the situation and to remember that the role of Safeguarding Officer is to refer to appropriate agencies, not to undertake an investigation. Suspicions should be noted carefully and backed up with factual evidence. These records must be stored in an individual file and held securely in a manner that safeguards the individual's right to privacy and security. These records are available to authorised individuals on request (not third party information) and may be used as evidence in disciplinary proceedings, in civil prosecutions or criminal prosecutions.

Once employees or volunteers have passed on their records, they have no right to know what happens next. They will only receive more information about the case if they are required to be part of civil or criminal proceedings. Employees and volunteers must refrain from talking to other employees or volunteers or outside persons about the safeguarding concern, with the exception or Safeguarding Officer, Police, Social Services or Local Authority Designated Officer.

Disclosure:

Where an employee or volunteer of Caring Hands in the Vale receives a disclosure of abuse from a vulnerable adult or child, they must:

1. **Ensure** that they do not promise confidentiality to anyone wishing to share a secret. This is important in case information needs to be share with the Safeguarding Officers, Police, Social Services or Local Authority Designated Officer.
2. **Listen** – if the disclosure is particularly complicated and the person is not very young, this may mean asking permission to make notes as the disclosure is made to ensure that nothing is missed. The employee or volunteer hearing the disclosure can ask the vulnerable adult or child to repeat something if it has not been said clearly but must not ask leading questions.

3. **Reassure** – making a disclosure of abuse can be a frightening process and often the vulnerable adult or child is afraid that they won't be believed. Reassure the individual that they have been brave and that the information will be passed on, is vitally important.
4. **Record** – notes must be made as soon after the disclosure as possible. The notes must reflect that the vulnerable adult or child has said in their own words. The record must be signed and dated.
5. **Report** – the record must be passed to the Safeguarding Officer at the earliest possible opportunity and the vulnerable adult or child told what will happen next.

The Safeguarding Officers will ensure that the Trustees are informed of any incident, concern or allegation of abuse. The Trustees must also notify the Charity Commission, following the Charity Commission's 'Serious Incident' guidelines in the event of an incident or suspected incident at any of the services provided by Caring Hands in the Vale.

Whistleblowing:

Caring Hands in the Vale has a separate Whistleblowing Policy, which is attached to this Safeguarding Policy as Appendix 2.

Domestic Violence/Abuse:

Where a service user reports an incident of domestic violence/abuse which has taken place whilst a vulnerable adult or child was in the home, this must be treated as a disclosure of abuse and should be passed onto the Safeguarding Officer immediately. Where an incident of domestic violence/abuse is reported and there is no vulnerable adult or child present, they should be signposted to an appropriate agency but must not attempt to coerce them to contact the police, unless the service user feels ready to do so. Where an employee or volunteer witnesses an act of domestic violence/abuse, they must contact the police immediately.

For advice or information about anything relating to domestic violence/abuse, the National Domestic Violence Helpline number is 0808 2000 247.

Use of Images:

Images of vulnerable adults or children will only be used where the vulnerable adult or child give their informed consent. The following principles will be followed:

- Images will not be taken without consent from the individual and their parent/guardian.
- The employee or volunteer will explain to the individual and their parent/guardian how and where the images will be used and will adhere to this.
- If appropriate written consent should be obtained using the consent form attached to the policy as Appendix 3.
- Images used on Caring Hands in the Vale's website, Facebook page, twitter account or other social media should not be used by employees or volunteers for personal use.
- External media, television crews and journalists must obtain their own informed consent from service users.

Additional Information:

It is important that employees and volunteers are aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional agencies to which a referral is made.

If a vulnerable adult or child begins making a disclosure of abuse to an employee or volunteer who feels unable to cope with what they are hearing, they should gently halt the conversation and contact a Safeguarding Officer immediately. If neither Safeguarding officer is available, a senior employee or volunteer should take over the conversation.

The wellbeing of employees and volunteers is of significant important to Caring Hands in the Vale. If a disclosure has been made which has caused upset to the person hearing it, Caring Hands in the Vale will endeavour to offer or facilitate counselling or support, if requested.

Caring Hands in the Vale employees and volunteers should not disclose personal information to any service user, including home address or telephone number.

Caring Hands in the Vale employees and volunteers are discouraged from giving lifts to a lone service user who may be struggling to carry the resources they have been provided with, unless a second person is available to go with you. It is suggested that the food parcel is dropped to the person's home once they have arrived home at an arranged time. Employees and volunteers should make another person aware that they will be dropping off the items at the person's home address and then make that person aware when this has been completed.

The contents of the Safeguarding Policy are relevant and applicable to all employees and volunteers of Caring Hands in the Vale. Failure to follow the procedures in this policy correctly could lead to disciplinary proceedings being taken.

Availability of Policy Document:

Caring Hands in the Vale will ensure that this policy is available to all employees and volunteers and that any change in Safeguarding Officer details will be updated immediately.

Disclosure of Information:

There is a difference between confidentiality and secrecy. All personal and delicate information disclosed to an employee or volunteer of Caring Hands in the Vale is confidential but may not always be secret.

Personal and delicate information about an employee or volunteer will be:

- Confidential and can be shared with employees and volunteers strictly on a 'need to know' basis, and
- Can be shared with another agency when:
 - Permission is given by the individual about whom the information is held, or
 - There is an overriding justification to share information without the individual's consent, or
 - The law requires it.

Role:

Abuse of vulnerable adults and children is most easily concealed where there is confusion among adults about roles and responsibilities. Therefore, all job descriptions will include a statement laying down the behaviour and values expected from them.

Expected behaviour towards vulnerable adults and children will be explained as part of induction for a new employee or volunteer. Safeguarding procedures will also be covered as part of this induction.

Caring Hands in the Vale does not engage in regulated activities (close or personal tasks such as washing, dressing or accompanying to the toilet) with vulnerable adults or children and therefore employees and volunteers are ineligible for Disclosure and Barring Service checks (DBS). Caring Hands in the Vale will continue to monitor any further legislative changes from the DBS.

Supervision:

Regular team meetings are held with volunteers and employees. During these meetings any relevant information regarding a vulnerable adult or child will be communicated. Regular updates on Safeguarding procedures will be covered in these team meetings.

Caring Hands in the Vale has a number of vulnerable adults who volunteer within the drop-in diner. Each of these vulnerable adults will have an allocated employee or volunteer to support them and to ensure that they receive the support and guidance needed.

Vulnerable adults who volunteer in the diner will be subject to the same recruitment procedures as other volunteers in completing a volunteer application form and references obtained.

Where children are volunteering in the drop-in diner through school placements, they would normally be supported by a member of school staff. Where the child is volunteering as part of the work experience scheme, the policies and procedures of the work experience scheme must be followed. Any children volunteering under the work experience scheme will be supervised by Diane Bennett, Community Worker, during the period of their work experience.

General:

All employees or volunteers driving any vehicle which transports vulnerable adults and/or children must hold a valid driver's licence for the type/class of vehicle they are driving.

All vehicles, whether belonging to an employee, volunteer or Caring Hands in the Vale, must have valid road fund licence, be appropriately insured, have a valid MOT certificate and comply with the appropriate legislation and regulations. Seat sharing is not permitted and seat belts must be worn, unless there is a certified medical reason why one should not be worn.

This policy will be reviewed on an annual basis.

Policy approved on:

Signed:

Appendix 1:

<h2 style="margin: 0;">Safeguarding - Incident Report Form</h2> <h3 style="margin: 0;">Caring Hands in the Vale</h3>
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Please use the following to template to record and report an incident or disclosure. Please send it to your Designated Safeguarding Officer (Diane Bennett) or Secondary Safeguarding Officer (Steve Wilderspin or current chair of Trustees)

Safeguarding Incident Recording

Your Details:	
<ul style="list-style-type: none"> • Name: 	
<ul style="list-style-type: none"> • Job Role 	
<ul style="list-style-type: none"> • Date 	
<ul style="list-style-type: none"> • Contact Details <p style="margin-left: 20px;">Address</p> <p style="margin-left: 20px;">Telephone</p> <p style="margin-left: 20px;">Mobile Number</p> <p style="margin-left: 20px;">Email Address</p>	
Details of Incident / disclosure	
<ul style="list-style-type: none"> • Date of initial raising of concern / incident 	
<ul style="list-style-type: none"> • Who raised the concern? <ul style="list-style-type: none"> ○ Name ○ Contact details 	
<ul style="list-style-type: none"> • Who is the vulnerable person / child? <ul style="list-style-type: none"> ○ Name ○ Age (if applicable in the case of Under 18) ○ Contact details ○ Parents contact details 	

<ul style="list-style-type: none"> • Where did the incident occur? 	
<ul style="list-style-type: none"> • When did the incident occur? <ul style="list-style-type: none"> ○ Date and time 	
<ul style="list-style-type: none"> • What happened? 	
<ul style="list-style-type: none"> • Were there witnesses? <ul style="list-style-type: none"> ○ Name ○ Age (if applicable in the case of Under 18s) ○ Contact details ○ Name ○ Age (if applicable in the case of Under 18s) ○ Contact details 	
After the incident/ disclosure	
<ul style="list-style-type: none"> • Were there any witnesses to the referral? <ul style="list-style-type: none"> ○ Name ○ Contact details 	
<ul style="list-style-type: none"> • Who have you discussed this incident with? <ul style="list-style-type: none"> ○ Name ○ Contact details 	

Please save this document securely and send to the Designated Safeguarding Office or Secondary Safeguarding Officer. You must not disclose this document to any other person.

Guidance for handling a Disclosure or Concern

- **Take all complaints, allegations or suspicions seriously;**
- **Ensure the immediate safety of the person affected;**
- **Stay calm, and offer support and reassurance to the person making the disclosure;**
- **Do not make any promises regarding confidentiality;**
- **Listen, keep questions to a minimum, make brief but careful notes and check the person affected agrees with them (where applicable);**
- **Explain what you will do.**

Caring Hands in the Vale

Whistleblowing Policy

Introduction

Caring Hands in the Vale ensures that, if anyone has concerns about things that happen at any of the services provided by Caring Hands in the Vale, there is a safe, fair and effective procedure to enable these concerns to be raised. We therefore have a whistleblowing policy for members of the general public, service users, volunteers and employees of Caring Hands in the Vale, and anyone involved with Caring Hands in the Vale. There is also a Caring Hands in the Vale Complaints Procedure.

Reporting Concerns

If you become aware of bad practice, we encourage you to report your concerns to our Community Worker or Chair of the Steering Group without fear. Examples could include failure to uphold professional standards, danger to health and safety, possible criminal activity, or concern that a child or vulnerable adult is being put at risk,

Caring Hands in the Vale takes very seriously any form of misconduct and wants to help people to raise concerns at an early stage and in the right way. We would rather the matter was raised when it is just a concern than wait for proof.

As long as people are acting in good faith, it does not matter if they are mistaken. Caring Hands in the Vale will not tolerate the harassment or victimisation of anyone raising a genuine concern.

Caring Hands in the Vale will not tolerate someone raising a matter they know is untrue, in order to create trouble or cause mischief to the organisation or to a particular person or people. If this happens, Caring Hands in the Vale will take appropriate action.

If Caring Hands in the Vale is asked to protect someone's identity we will not disclose it without their consent (unless required to do so for legal reasons).

Caring Hands in the Vale also has a Complaints Procedure and Bullying and Harassment Policy copies of which can be obtained from the Community Worker or Chair of the Steering Group.

How to make contact and how concerns are dealt with

Anyone wishing to raise a concern under this policy can use any of the following methods: speak to, email or write to the Community Worker or Chair of the Steering Group. Please say if you want to raise the matter privately so that they can make appropriate arrangements.

Chair of the Steering Group will provide you with information about the process.

The Chair of the Steering Group will assess what action should be taken. Caring Hands in the Vale will confirm its response in writing.

Caring Hands in the Vale may not be able to tell you the precise action we take if this would involve Caring Hands in the Vale breaking the confidentiality of another person.

Caring Hands in the Vale will deal with all matters raised fairly and properly.

Contact details

You can contact the Chair of the Steering Group at the following address:

Caring Hands in the Vale
C/o Vale of Evesham Christian Centre
Bewdley Street
Evesham
Worcestershire
WR11 4AD

Email: info@chands.org.uk

Tel: 01386 765946

Information in writing should be put into a sealed envelope marked for the attention of the Chair of the Steering Group at the above address, and marked Private and Confidential.

Appendix 3:

Photography/Image Consent Form:

Full Name:

I agree to Caring Hands in the Vale:

- Using my photograph/image on its website *Yes/No
- Using my photograph/image on social media i.e. Facebook, Twitter etc. *Yes/No
- Using my photograph/image in promotional material, newsletters, leaflets, annual report, in articles and potentially for publicity purposes *Yes/No
- Using my photograph/image in presentations to community groups *Yes/No
- That my photograph/image may be shared with media or local press *Yes/No

I can withdraw this consent at any time by emailing info@chands.org.uk if I change my mind. This does not apply to material already published.

Signature:

Are you over 16? *Yes/No

If under 16, parent/guardian signature:

Name:

Relationship to child under 16:

Date:

*Delete as applicable