

Organisation	Hands Together Ludlow
Policy	Safeguarding
Lead Person	Safeguarding Lead
Date Approved	March 2019
Review Date	(Annually)

1 INTRODUCTION

Safeguarding is everybody's job. It requires everybody linked to the charity to help protect those we work with, especially vulnerable people, from harm, abuse or neglect.

A vulnerable adult is someone 18 or over who is unable to care independently for themselves or unable to protect themselves against significant harm or exploitation. This could be due to a physical or learning disability, illness or injury or mental health issues; old age; substance addiction; domestic violence or abuse or other reasons. It can be a temporary or a permanent condition.

A vulnerable child is someone below 18 who is unlikely to achieve or have the opportunity of achieving a reasonable standard of health or development without the provision for them of social care services, has a physical or mental impairment, or who is in care or living in accommodation provided by a public authority.

As a charity committed to helping people in need it is essential that everyone fully supports the concept of safeguarding, knows what to do if they have a safeguarding concern, and how to report it.

Volunteers might hear about alleged historical safeguarding concerns. If so these should be treated in the same manner as current concerns.

2 POLICY STATEMENT

Hands Together Ludlow is fully committed to protecting its clients, volunteers, trustees and employees from all forms of abuse including physical, sexual and emotional harm and provides volunteers and staff with regular training and advice to support them in their work.

Any concerns regarding safeguarding must be reported to the 'Safeguarding Lead' or appropriate external organisation straight away, never assuming somebody else will report a concern.

Safeguarding Lead: **Erica Garner**

Email: safeguarding@handstogetherludlow.org.uk

Telephone: **07464 068478**

All concerns regarding safeguarding are recorded on a central safeguarding file by the Deputy Safeguarding Lead and investigated by the Safeguarding Lead. All outcomes are reported to trustees

Volunteers must have received safeguarding training and have a clear enhanced DBS check before they can work alone with vulnerable clients in private places such as in cars when providing transport. All volunteers requiring a DBS check will receive this through Hands Together Ludlow free of charge.

3 IMPLEMENTATION

3.1 All trustees, employees and volunteers must satisfactorily complete safeguarding training before working with clients unsupervised. Update training is also required, ideally no longer than two years after initial training is received.

3.2 Volunteers who are available for unsupervised 1:1 help will require an enhanced DBS check. Volunteers helping in a supervised setting or meeting clients in public places – eg a café – do not require a DBS check but must have received Safeguarding training within the past 2 years.

3.3 The Deputy Safeguarding Lead will maintain a record of DBS checks and safeguarding training undertaken and liaise with individuals to ensure update training is received, ideally every two years.

3.4 If a client discloses information to you which raises a safeguarding concern you must make clear that confidentiality cannot be guaranteed. Listen carefully and write everything down as it is said, or as soon as possible straight after. Take care NOT to ask any leading questions. Do not investigate and do not put words into their mouth or re-phrase what the client says to achieve better grammar or avoid awkward words. It is essential you write down exactly what the client says, in the manner that they express it.

3.5 All safeguarding concerns must be reported to the Safeguarding Lead or Safeguarding Deputy immediately. Give the Safeguarding Lead your notes and any other relevant information. Once alerted, the Safeguarding Lead will ensure the person is safe whilst the matter is investigated and investigate as quickly as possible, informing other outside agencies as appropriate.

3.6 If the information disclosed leads you to believe the person is in immediate danger, or intervention is needed straight-away, and you cannot speak to the Safeguarding Lead, one of the below external agencies must be contacted and made aware of the situation so they can decide whether and how to intervene.

For People under 18

- Always dial 999 for an on-going situation. The police are trained to assess situations and involve social workers or other agencies as appropriate.
- For concerns about a situation not happening now dial the Council's Social Services Team on 03456789021. This is a priority line putting you in touch with a Social Worker focussing on children.

For People over 18

- 8.45 – 5.00pm Monday to Friday: Dial 0345 6789044 & press 'option 4' for Shropshire Council Social Services team. They will take the situation from you and decide who to involve.
- Out of office hours: Dial 0345 6789040 (Social Services '1st point of contact' team). This puts you through to a Social Worker (on a 24/7 rota) who will take the situation and decision making off you. This number is always answered.

In addition (but not instead of) you should email your concerns to the safeguarding lead, with a copy sent to firstpointofcontact@shropshire.gov.uk

3.7 All concerns regarding safeguarding are recorded on a central 'safeguarding' file by the Deputy Safeguarding Lead and investigated by the Safeguarding Lead, involving or passing to external agencies if appropriate.

3.8 The Safeguarding Lead will review the central safeguarding file with the Deputy Safeguarding Lead at least quarterly and will report the findings from all safeguarding concerns raised to the trustees. The trustees will disclose information to the Disclosing and Barring Service if required

3.9 Where volunteers are needed to provide unaccompanied support, eg in a person's home, the Volunteer Coordinator will assess the probability of any safeguarding risk by reference to information supplied by the referring agency or their own knowledge of the client. If it is felt that there is a safeguarding risk to the volunteer then assistance by a lone worker will not be offered. Clients will be offered accompanied visits or referred on to another organisation for support.

3.10 If working unaccompanied – e.g. providing transport to a client – volunteers / employees should always let somebody else know where they are and how long they anticipate being, and then let that person know once they have left the client.

3.11 Volunteers should not give their contact details direct to clients. Volunteers can make arrangements with clients either face to face, by blocking their number before 'phoning, or ask the Volunteer Coordinator to make and confirm arrangements on their behalf.

3.12 The Volunteer Coordinator will maintain a log of all visits made and contact volunteers and those helped as soon as it is practical to do so after assistance has been given to confirm both parties are happy.

3.13 Safeguarding procedures play an important part in keeping people in the voluntary sector safe, further useful information is provided in the 'Volunteer Handbook' and through the Hands Together Ludlow website

4 MONITORING

4.1 The Safeguarding Lead will keep a factual log of concerns raised and findings following investigation, and provide a safeguarding update at every Trustee meeting.

4.2 The Safeguarding Lead will ensure an annual safeguarding report is presented to Trustees. This will highlight safeguarding concerns raised and the outcomes, awareness of safeguarding within the charity, training activity and national or local events linked to safeguarding such as changes in legislation.

4.3 The Deputy Safeguarding Lead will keep a record of DBS checks.

5 SUPPORTING DOCUMENTATION

Safeguarding for volunteer organisations

National Council for Voluntary Organisations, online advice

Advice on DBS and regulated activities

Government resource offering online advice

Recruitment policy

Hands Together Ludlow website

Safeguarding guidance notes

In the volunteer handbook

Safeguarding training notes

Distributed during training, available from the office

***** END *****