

**Safeguarding Policy**

**1. Purpose**

1.1 Filwood Hope is committed to safeguarding and promoting the welfare of all. We want every person who has contact with us to benefit from what we have to offer in safety.

1.2. The purpose of this policy is to:

* Provide protection for the children and adults at risk who visit Filwood Hope
* Provide our staff and volunteers with guidance on procedures they must adopt in the event that they suspect a child or adult at risk may be experiencing, or be at risk of, harm.

1.3 An ‘adult at risk’ is anyone over 18 who has needs (whether or not met) for care and support, where these needs limit their ability to protect themselves from abuse or neglect, including risk of. An adult at risk of abuse may:

* have an illness affecting their mental or physical health
* have a learning disability
* suffer from drug or alcohol problems
* be frail

**2. Scope**

2.1 This policy and procedure applies to all trustees, employees, workers, volunteers, as well as contractors including self-employed or limited companies, temporary workers, agency workers and anyone working on behalf of Filwood Hope that has contact with clients.

**3. Procedure – Overview**

3.1 Filwood Hope commits to:

* Checking that people are suitable to act in their roles
* Designating a safeguarding lead
* Knowing to spot and refer or report concerns
* Operating safely
* Sharing information effectively (having a clear system of referring or reporting to relevant organisations as soon as concerns are suspected or identified)
* Setting out risks and how they will be managed
* Having appropriate policies and procedures in place

Each of these points is expanded in order below.

**4. Safer Recruitment**

4.1 To help safeguard those who access our services, we will ensure that robust procedures are followed for the recruitment and selection of all Filwood Hope staff including volunteers and trustees.

4.2 To ensure a robust process, we will request to obtain a standard, enhanced or enhanced with barred list criminal record check processed through the Disclosure and Barring Service (DBS) for all Filwood Hope staff, volunteers and trustees, including contractors, where their role is eligible for a check in accordance with the guidance on the Government website[[1]](#footnote-0). If a role is not eligible for a standard or enhanced check, we will ask the person to apply for a basic check.

4.3 Automatically disqualified[[2]](#footnote-1) people will not be appointed to trustee or manager positions.

4.4 The check will be made upon condition offer of a role.

4.5 References and checks on gaps in work history will be requested for all roles.

4.6 All members of staff, including contractors and volunteers, will be made aware of their responsibilities for safeguarding as part of their induction. They will be provided with a copy of this safeguarding policy and procedure.

**5 Designated Safeguarding Lead**

5.1 The role of the designated safeguarding lead is assigned to the Safeguarding Lead Trustee (Tilly Marston) who will:

5.1.1 Ensure that all Filwood Hope staff are aware of what they should do and who they should go to if they are concerned that someone may be subject to abuse or neglect.

5.1.2 Ensure that any concern is acted on, clearly recorded, referred on to the relevant bodies where necessary and, followed up to ensure the issues are addressed.

5.1.3 Record any reported incidents in relation to a concern, or a breach of this policy. This will be kept in a secure place and its contents will be confidential.

**6 Safeguarding Training**

6.1 At Filwood Hope, all staff may come into contact with children and adults at risk as part of their job, so all staff are trained in safeguarding to an appropriate level. They will also receive refresher training annually if required.

6.2 The training will include how to actively listen to clients, how to detect abuse (including definitions), and what to do, including timescales (delay is not an option).

6.3 The training will be up-do-date using up-to-date material, for example from Bristol Safeguarding Boards’ resources[[3]](#footnote-2).

6.4 This formal training will be complemented by effective management including supervision and support for team members.

**7 Working Safely**

7.1 The complexities of definitions around children and adults at risk are simplified at operational level by treating all people in the same way while they are at the Centre.

7.2 All team members will ensure that, while on the premises:

7.2.1 Parents (or guardians or other responsible adults) are present and take responsibility for children and young people in their care;

7.2.2 No abusive behaviour is carried out by team members or clients;

7.2.3 All concerns are documented and acted upon, in line with this procedure.

7.3 Agencies operating on Filwood Hope premises must have appropriate safeguarding procedures in place. Our safeguarding lead will make sure there are clear lines of responsibility and reporting between all bodies involved.

**8 Reporting**

**8.1 *Summary***

* Concern documented and reported to safeguarding lead.
* Safeguarding lead reports to external agency using risk register, within 24 hours.
* If safeguarding lead is not available, the concerned team member to report to external agency, or if required, involve a more senior colleague or a trustee, within 24 hours.

8.2 A report must be made should an individual suspect any safeguarding issue, or have safeguarding concerns, without delay. Filwood Hope will support members of the public to make a report.

8.3 The initial written record of a concern by a team member will include:

* Team member’s name
* Date, time and location of incident/conversation
* Name of individuals involved in incident/conversation
* Organisation where individual is registered (if applicable)
* Brief description of incident/conversation (facts and exact quotes)
* Brief outline of actions/advice taken or given, including any other services/people contacted at this point
* Names of witnesses of incident/conversation

8.4 The report will be signed by the team member within 48 hours. They will keep a copy for their own records and give a copy to either the designated safeguarding lead, or, in circumstances where this would be inappropriate (for example the report implicates the safeguarding lead) to a trustee.

***8.5 Reporting concerns about a member of the Filwood Hope team***

If any concern is raised about the behaviour of a team member, this must be reported immediately (or within 48 hours) to the designated safeguarding lead. The concerns will be investigated in accordance with the disciplinary procedure. During the investigation, the individual’s role will be suspended.

***8.6 Reporting concerns about a child or adult at risk***

8.6.1 Information about concerns will be shared promptly with relevant agencies who need to know, using the risk register below and with reference to GDPR policy.

***8.6.2 Risk register***

The risk register below seeks to guide the reporting process, as well as steps carried out to avoid issues. Where more than one agency is listed for reporting purposes, they are listed in order of preference: always start with the first on the list for the relevant category. If there is any ambiguity, Bristol Safeguarding Boards’ website can help clarify the reporting requirements further: [www.bristolsafeguarding.org](http://www.bristolsafeguarding.org/)

Because of the nature of our work, mitigation of these risks while on site includes safer recruitment, adequate staffing levels, adequate training, and effective systems as described in this procedure.

| **Risk** | **Reporting (under-18s)** | **Reporting (over 18s at risk)** |
| --- | --- | --- |
| **Immediate Danger** | Police: 101 (non-emergency) or 999 (emergency) | |
| **Sexual Harassment, Abuse and Exploitation** | First Response 0117 903 6444 (out of hours 01454 615 165).  NSPCC 0808 800 5000  Police 101 | <https://www.bristol.gov.uk/en_US/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk>  Care Direct: 0117 922 2700  Safeguarding Co-ordination Unit: 0117 903 1690 |
| **Negligent Treatment** |
| **Physical or Emotional Abuse** |
| **Bullying or Harassment** |
| **Forced Marriage** |
| **Human Trafficking** |
| **Female Genital Mutilation** |
| **Self-Neglect** |
| **Criminal Exploitation** |
| **Cyber Abuse** |
| **Discrimination (Equality Act 2010)** |
| **Criminal Behaviour** | Police: 101 (non-emergency) or 999 (emergency) | |
| **Modern Day Slavery**  **(and Human Trafficking)** | First Response 0117 903 6444 (out of hours 01454 615 165).  Modern Day Slavery National Helpline  0800 0121 700  <https://modernslavery.co.uk/report-it.html> | Modern Day Slavery National Helpline  0800 0121 700  <https://www.modernslaveryhelpline.org/report>  <https://www.bristol.gov.uk/en_US/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk>  Care Direct: 0117 922 2700  Safeguarding Co-ordination Unit: 0117 903 1690 |
| **Extremism and Radicalisation** | Call 101 and ask for the Prevent Team  Crime stoppers 0800 555 111 | |
| **Concern about an Adult who Works with Children** | Local Authority Designated Officer 0117 903 7795 | N/A |
| **Concern about Abuse in a Care Home** | First Response 0117 903 6444 (out of hours 01454 615 165)  Care Quality Commission 0300 616161 | <https://www.bristol.gov.uk/en_US/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk>  Care Quality Commission 0300 616161  Care Direct: 0117 922 2700  Safeguarding Co-ordination Unit: 0117 903 1690 |
| **People Targeting Our Charity and Commercial Exploitation** | Have effective management, governance, procedures and insurance  Report issues to safeguarding lead | |
| **Health and Safety** | Have effective management, governance, procedures and insurance  Report issues to health and safety lead | |
| **Data Breaches, including those under General Data Protection Regulations (GDPR)** | Report to Centre Manager  Manager determine whether ICO report is necessary. | |
| **Our Charity’s Culture Allowing Poor Behaviour and Poor Accountability** | All to share responsibility and ‘ownership’ of the charity’s culture.  Document expected behaviours in a code of conduct.  Make this policy available to the public.  Report issues to safeguarding lead. | |
| **People Abusing a Position of Trust they Hold in our Charity** | Have bullying, harassment and whistleblowing procedures.  “Not let one trustee dominate our work - trustees should work together” (GOV.UK)  Report issues to safeguarding lead. | |

**9. Whistleblowing**

9.1 If anyone connected with Filwood Hope should need to contact the authorities in relation to the known or suspected abuse of a child or adult, or any do not delay, even if you're not sure about some of these details.

9.2 If reporting the abuse puts you at risk, you can choose to do so anonymously.

9.3 See Complaints Policy, section 9, for more information on whistleblowing.

**10. Review**

10.1 This policy, procedure and risk register will be reviewed at least once a year. This review will include a check that it is still being implemented, whether official guidance requires the document to be updated, and whether the reporting pathways and agencies are still correct.

10.2 The centre manager will report at every trustee meeting on safeguarding, including, where appropriate, supporting information such as qualitative reports.

**11. Linked Documents**

* Code of Conduct
* Disciplinary Procedure
* Volunteer Agreement
* Health and Safety Policy (including First Aid, Fire Safety and Digital Safety)
* Complaints Policy

Rewritten March 2019 to reflect new requirements of

[www.gov.uk/guidance/safeguarding-duties-for-charity-trustees](http://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees)

Reviewed Annually

Minor updates June 2022

Next Review May 2023

1. www.gov.uk/disclosure-barring-service-check/overview [↑](#footnote-ref-0)
2. www.gov.uk/guidance/automatic-disqualification-rule-changes-guidance-for-charities [↑](#footnote-ref-1)
3. https://bristolsafeguarding.org/ [↑](#footnote-ref-2)