**Factsheet 10: Safeguarding and Example Policy**

This video also talks about safeguarding and should be used as a guide for new volunteers: <https://youtu.be/aFMQDUe1e88>

**Example Policy**

This policy applies to all volunteers or anyone operating on behalf of XXXXXXX

The purpose of this policy:

* To protect individuals who receive our support
* To provide all volunteers with the information and practices to keep them safe

XXXXXXX believes that no one should ever experience abuse of any kind. We are committed to carrying out our work in a way that protects everyone from harm.

**We seek to keep people safe by:**

* Valuing, listening to, respecting and empowering people to tell us if they are suffering harm
* Supporting a Safeguarding Lead
* Adopting safeguarding practices and a code of conduct for volunteers
* Developing and implementing an effective online safety policy and procedure
* Providing effective support for volunteers
* Recruiting volunteers safely, ensuring necessary checks are made
* Recording and storing information professionally and securely in line with data protection regulations
* To only share concerns and relevant information with agencies who need to know
* To manage any allegations against volunteers and users appropriately
* Having effective complaints and whistleblowing measures in place

**Categories of abuse and how to recognise them**

Abuse can take place anywhere, at any time. People may be abused by a wide range of people including relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends, peers and associates, people who deliberately exploit vulnerable people and strangers.

Abuse can take many forms. Incidents of abuse may be one-off or multiple and affect one person or more. Abuse may also be very subtle. You should always report concerns relating to the welfare of volunteers and the people we support. You don’t need to decide if any abuse has occurred and should never confront any suspected abuser.

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| Type of abuse  | Definition  |
| Physical Abuse | Intentional bodily injury |
| Sexual Abuse | Non-consensual sexual contact (any unwanted sexual contact) |
| Emotional Abuse | Infliction of mental anguish or pain |
| Financial Abuse / Exploitation | Illegal or improper use of funds or other resources |
| Neglect | Through action or inaction, depriving care necessary to maintain a person’s physical or mental health |
| Self-neglect | Behaviour that threatens one's health or safety |
| Abandonment  | Action or inaction that leaves the vulnerable person without the ability to obtain food, clothing, shelter or care |
| Organisational or Institutional Abuse | The mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation, or because proper procedures are not in place to protect them from harm. |
| Modern Slavery  | Modern Slavery encompasses slavery, domestic servitude, human trafficking and forced labour. It can include victims that have been brought the the UK from overseas and vulnerable people within the UK who are forced to work illegally against their will, often in illegal establishments. |
| Discriminatory Abuse | Means the unequal treatment of a person due to their race, gender, age, disability, sexual orientation or religion. |

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| Other categories of abuse are: | **Definition**  |
| Human trafficking | the action or practice of illegally transporting people from one country or area to another, typically for the purposes of forced labour or sexual exploitation. |
| Female Genital Mutilation | the practice, traditional in some cultures, of partially or totally removing the external genitalia of girls and young women for non-medical reasons |
| Grooming | the action by a paedophile of preparing a child for a meeting, especially via an Internet chat room, with the intention of committing a sexual offence. |
| Bullying  | seek to harm, intimidate, or coerce (someone perceived as vulnerable). |
| Extremism | the holding of extreme political or religious views |
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Many of the signs of abuse will be common and include:

* Unexplained injuries or marks, including cuts and bruises
* Displaying anti-social behaviour
* Suffering from depression or anxiety
* Engaging in inappropriate touching or contact
* Involved in substance abuse
* Isolation from family, friends and carers
* Displaying poor appearance and hygiene
* Possessing unaccounted for money or goods
* Unexplained absences
* Behaving differently or signs of fear in the presence of certain individuals
* Seeming frightened or depressed, with a sense of hopelessness

Recognising abuse can be difficult and it is easy to jump to the wrong conclusions. Not all concerns raised will be abuse. However, this should not prevent you from reporting any concerns that could demonstrate the individual’s need for protection.

**Practices to be avoided during the coronavirus pandemic:**

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of the persons concerned:

* Entering the home of the client when making a delivery
* Asking a client to hand over cash to a volunteer who isn’t subject to necessary background checks
* Asking a client to hand over a bank card in order to withdraw cash or pay for shopping
* Sharing personal information outside of XXXXXXX

**Practices never to be sanctioned:**

 You should never:

* Engage in physical contact or touching in any way
* Allow anyone to use inappropriate language unchallenged.
* Make sexually suggestive comments
* Form intimate relationships with the supported person
* Reduce anyone to tears as a form of control.
* Allow allegations made by anyone to go unchallenged, unrecorded or not acted upon.

**Who to speak to if you have a concern about an individual**

If you have any concerns about the welfare or safety of any person we have supported, including siblings or other children in the care of parents or carers, then you should speak to the Safeguarding lead who will support you with your concern.

**Contact details**

Designated Safeguarding Lead

Name: Tel:

Email:

If unavailable:

Name:

Tel:

Email

**Reporting**

If you are worried about an adult/child who is in immediate danger or needs medical treatment contact the police and/or call an ambulance on 999.

Anyone who becomes aware of concerns of abuse **must report those concerns as soon as possible and in within one working day**. In the first instance, you may need to report the information verbally. If in doubt, report sooner rather than later.

If you have a concern that an Adult is being subjected to harm, abuse or neglect. You should call

* Peterborough: 01733 747474
* Cambridgeshire: 0345 045 5202
* Out of Hours Emergency Duty Team (EDT): (01733) 234724

If you are concerned that a child may be suffering physical, sexual or emotional abuse or neglect or is at risk of significant harm you should telephone Children Services using one of the following numbers:

* Cambridgeshire children: 0345 045 5203
* Peterborough children: 01733 864180
* Out of Hours Emergency Duty Team (EDT): (01733) 234724

**More information**

Cambridgeshire County Council

<https://www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-a-vulnerable-adult>

Cambridge and Peterborough Safeguarding Board

<http://www.safeguardingpeterborough.org.uk/>