

'TOO IMPORTANT TO GET WRONG'

An organisational commitment to safeguarding –
what does 'good' look like?



Safeguarding should be of central importance for all organisations working with people and considered to be a personal responsibility for all members of that organisation.

To ensure that staff and volunteers are equipped to step in to prevent people suffering abuse and neglect, it is essential that leaders (including trustees) provide a structure that ensures effective policies and procedures are in place.

The detail of the policies and procedures issued by organisations will vary depending on their size and the nature of their functions, however even the smallest organisations (including sole traders) play a crucial part in helping safeguard vulnerable members of our community.

This guidance, together with our 'self-assessment tool' is designed to help organisations reflect on how robust their arrangements are for a range of safeguarding scenarios that broadly fall within the following four areas:

1. Their recruitment, training and supervision/support of staff/volunteers.
2. Their development of safeguarding procedures that are routinely reviewed/revised.
3. Their leadership and the quality of the governance provided by senior managers/trustees.
4. Their ability to work collaboratively and know how and when to share information.

Understanding who can be at risk

Anyone can be at risk of abuse, but research shows some people and some situations can lead to increased vulnerability to abuse. It can be perpetrated by men and women as well as children. It can take place in family settings, in institutions, the local community and it can take place online.

While the Bracknell Forest Safeguarding Board promotes an 'all age approach' to safeguarding it is important that organisations are aware of the different laws and statutory guidance for children and adults.

Safeguarding Children and young people

(A child is anyone under the age of 18 years)



All organisations and individuals have a responsibility to safeguard children and will need to be familiar with the detailed guidance that can be accessed via the [Safeguarding Board's website](#):

The NSPCC provide a wide range of helpful resources that remind us that “child abuse happens when a person either intentionally or unintentionally harms a child. Such harm can take the form of physical, sexual or emotional abuse, but can also involve neglect. Children may be abused by:

- ❖ family members
- ❖ friends
- ❖ people working or volunteering in organisational or community settings
- ❖ people they know
- ❖ strangers.



Safeguarding Adults

(An adult is anyone 18 years old or over)



Safeguarding means protecting the health, wellbeing and human rights of adults at risk, enabling them to live safely, free from abuse and neglect.

The Care Act 2014 (section 42) describes an adult at risk as any person who is aged 18 years or over, and:

- ❖ has needs for care and support (whether or not the authority is meeting any of those needs),
- ❖ is experiencing, or is at risk of, abuse or neglect, and
- ❖ as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Abuse or neglect may be the result of deliberate intent, negligence or ignorance and can take many different forms. The Care Act identifies 10 different types of abuse such as physical, domestic, sexual, emotional etc.

To safeguard adults, people and organisations should work together to prevent and reduce both the risks and experience of abuse or neglect. It means making sure the adult's wellbeing is supported and their views, wishes, feelings and beliefs are respected when agreeing on any action.

The levels of risk of abuse rarely remain static and may vary as circumstances change. As a result, staff/volunteers should be aware of the detailed guidance on safeguarding adults that can be accessed via the [Safeguarding Board's website](#).



Supporting staff or volunteers

In addition to maintaining safeguarding procedures it is important that organisations provide robust support for your staff/volunteers. This will include providing induction and on-going training.

Whistleblowing/Raising concerns

Organisations should have their own whistleblowing policy but there are also national organisations that staff and volunteers can contact. The NSPCC has a [whistleblowing advice line](#) for professionals who are worried about how child protection issues are being handled in their workplace. The Care Quality Commission (CQC) has a quick [guide for health and care staff](#) about whistleblowing. For independent advice [speak to Protect](#) who are specialists in whistleblowing related to charities.

Managing allegations against staff and volunteers

It is important that organisations are aware of the different processes for managing allegations made against staff and volunteers. Help is available for both [children's](#) and [adults'](#) processes.

Digital Safety

There are a range of considerations that need to be given to the safeguarding challenges associated with the use of different 'online' platforms. These can include the information you publish on social media, through to how you store organisational data. As a result, it is important that you consider safeguarding when you design and deliver digital services. The [NSPCC](#) and [DigiSafe](#) provide useful information that organisations may find helpful.

Responding and reporting

Through their induction, training and with support, all staff/volunteers should know how to raise concerns about individuals in need and understand what steps they can take to help prevent or minimise risks.

They should also understand how to report concerns using the local authority [online form](#) or teams below:

Children

Where a child or any young person is considered to be risk, staff should know the importance of a timely contact to the [Multi Agency Safeguarding Hub](#):

- email: mash@bracknell-forest.gov.uk
- phone: 01344 352005

Adults

Staff/volunteers concerned about an adult should phone Adult Social Care on:

- 01344 351500
- or [report a safeguarding concern](#)

Out of Hours

Staff/volunteers should also be familiar with the availability of the local authority out of hours team:

- 01344 786543
-

Police

Staff/volunteers should also know how to summon more urgent help from Thames Valley Police by contacting their local police at any time by calling **101**, or **999** should they consider there to be any immediate danger to an individual.

How to raise a concern about care

If you have concerns about a care home, home-care agency or other adult social care service, you can contact adult social care or you can report concerns to Care Quality Commission (CQC).

Six Principles of Safeguarding

While the following principles are taken from The Care Act 2014 and underpin the safeguarding of adults, they can provide a useful framework to help underpin safeguarding approaches to children and younger people:

Empowerment	People are supported and encouraged to make their own decisions and provide informed consent.
Prevention	It is better to take action before harm occurs.
Proportionality	The least intrusive response appropriate to the risk presented.
Protection	Support and representation for those in greatest need.
Partnership	Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
Accountability	Accountability and transparency in delivering safeguarding.

Informed consent

In most cases it is appropriate to seek consent to share sensitive information. However, there are some cases where it is not. Consent should not be sought if doing so would:

- ❖ Place a person (the individual, family member, worker or a third party) at increased risk of significant harm (if a child) or serious harm (if an adult).
- ❖ Prejudice the prevention, detection or prosecution of a serious crime - this is likely to cover most criminal offences relating to children.
- ❖ Lead to an unjustified delay in making enquiries about allegations of significant harm (to a child) or serious harm (to an adult).

Support for Voluntary and Community Sector

Involve are the local support organisation for voluntary, community and faith groups.



They offer various support services including start up help, ongoing governance, policy development, networking opportunities, training, trustee and volunteer recruitment, funding advice and grant application support.