

Safeguarding policy and procedure

This policy sets out the best practice for our Whepstead Community Association to respond to safeguarding concerns.

‘Safeguarding’ is about protecting a child or adult’s right to live in safety, free from abuse and neglect. Safeguarding is everyone’s responsibility’.

Definitions:

A child is classified as anyone under the age of 18 years of age.

An **‘Adult at risk of abuse’** refers to someone over 18 years old who, according to the Care Act 2015:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

This policy and procedure applies to all staff, volunteers and service users

The Community Association will:

- have a zero tolerance approach to abuse. We cannot and will not ignore abuse.
- tell volunteers and staff how to recognise possible abuse and how to report their concerns
- actively work to prevent abuse from occurring within the group and respond appropriately if abuse or neglect has occurred.
- report all concerns of abuse, including any concerns relating to staff and volunteers, to the relevant internal and external people quickly and appropriately.
- have a designated lead for safeguarding
- have appropriate recruitment of our staff and volunteers, including knowing when to obtain a DBS check.
- ensure that appropriate safeguarding policies and procedures are adopted, used and monitored
- ensure that systems are in place for concerns to be raised
- ensure that staff/volunteers are not placed in situations which could make them particularly vulnerable
- ensure that people who use the community centre are not placed in situations which could make them vulnerable

As Volunteers we will:

- understand the safeguarding responsibilities which are part of our role
- always act, and be seen to act, in the child’s and/or adult’s best interests
- avoid any conduct which would lead any reasonable person to question our motivation and intentions
- take responsibility for our own actions and behaviour

4. REVISION HISTORY

This policy and related guidance will be monitored by the Chairman on a regular basis for compliance and will be reviewed at least annually.

Date approved or amended	Amendments	Signed
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Reporting procedure for Safeguarding concerns (brief)

Is the child/ adult at risk of immediate harm?

Yes

If the person is at immediate risk of harm or needs medical attention call 999 to contact the ambulance service and/or the police and follow the advice given. As soon as possible (but within 24 hours) follow the reporting steps on the right.

Remember it is not your role to decide if abuse has happened.

You may hold a valuable piece of the jigsaw in the knowledge you have that the Safeguarding Lead or Suffolk Safeguarding Professionals may need to keep someone safe

It is your role to pass your concerns to your Safeguarding Lead.

You may be worried about an adult but find they do not fall into the categories that define an 'Adult at Risk of abuse' in the policy. In which case the situation might not be classed as a 'safeguarding' matter but could possibly be a 'welfare or wellbeing' matter. This just means that the person may need a different kind of support that is available from other, non-safeguarding, professionals.)

Tell your safeguarding Lead!

No

Speak with the Safeguarding Lead for your Good Neighbour Scheme who is;

INSERT NAME AND PHONE NUMBER HERE

If there is a safeguarding concern they will then either: make a safeguarding referral initially by phone to Customer First on **0808 800 4005**, or,

seek advice from the MASH (Multi Agency Safeguarding Hub) on what action to take next if they need guidance and inform you as appropriate.

MASH Professional Consultation Line on **03456 061 499** or via webchat <https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/mash/>

If the Safeguarding Lead for your Good Neighbour Scheme is not available and you think that waiting until they are available could cause a delay and leave a child or adult at risk of harm you can contact the MASH (Multi Agency Safeguarding Hub) professional support line for guidance on what action to take next. Follow their guidance.

Record the concern and send it securely within 24 hours in writing to your Safeguarding Lead including the following:

Who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned?

Remember that all of your notes may be useful and could be used at a later date so make sure that they:

- are factual and not full of opinion.
- always use the same words the person used when they told you about the situation
- include the full date.