

Herefordshire City of Sanctuary
Safeguarding Children, Young People and Vulnerable Adults
Policy and Procedures

Introduction

Herefordshire City of Sanctuary is a small voluntary organisation. The core group are therefore ultimately responsible for the activities of Herefordshire City of Sanctuary and for ensuring that this Safeguarding Policy is implemented. Working Together To Safeguard Children 2018 (DfE 2018) reminds all voluntary, charity and faith based organisations that “practitioners working in these organisations and agencies who are working with children and their families are subject to the same safeguarding responsibilities, whether paid or a volunteer” This latest guidance also highlights that “charity trustees are responsible for ensuring that those benefitting from, or working with, their charity, are not harmed in any way through contact with it”.

Policy and Procedures

1. Policy Statement on Safeguarding

- 1.1 The protection and welfare of children, young people and vulnerable adults are very important to the Herefordshire City of Sanctuary. Herefordshire City of Sanctuary aims to provide a safe environment for children, young people and vulnerable adults to volunteer, visit and participate in activities with us. We believe that individuals have a right to live and develop within a safe environment. We recognise our responsibility to develop awareness of safeguarding issues and are committed to practice that reflects the Herefordshire City of Sanctuary duty of care and protects children and vulnerable adults from harm.
- 1.3 Herefordshire City of Sanctuary policy and procedures for Safeguarding have been informed by a wide range of documentation and legislation, including Safeguarding Children and Young People and Young Vulnerable Adults Policy (OFSTED September 2019), Working Together To Safeguard Children and Young People (DfE 2018), Keeping Children Safe in Education (DfE 2020) and associated briefings and guidance from the Independent Safeguarding Authority and HM Government. Herefordshire City of Sanctuary approaches to safeguarding are based on the principles recognised within UK and international legislation and government guidance. The following have informed this Policy:
 - Rehabilitation of Offenders Act 1974
 - Children Act 1989
 - UN Convention on the Rights of the Child 1989
 - Data Protection Act 1998
 - Human Rights Act 1998
 - No Secrets: Guidance on developing and implementing multiagency policies and procedures to protect vulnerable adults from abuse. (DH 2000)
 - Sexual Offences Act 2003
 - Children Act 2004 (S.53)
 - Mental Capacity Act 2005
 - Safeguarding Vulnerable Groups Act 2006
 - Protection of Freedoms Act 2012
 - Care Act 2014

- Children and Social Work Act 2017
- Statutory Framework for the Early Years Foundation Stage (Welfare Requirement) 2019
- Working Together to Safeguard Children (HM Government 2018)
- What to do if you're worried a child is being abused (March 2015)
- Keeping Children Safe in Education (DfE 2020)
- Protection of Vulnerable Adults (POVA) guidance 2005- now Adult's List guidance
- Herefordshire Council Local Safeguarding Children Board Policy and Procedures
- Herefordshire Council Safeguarding Adults Board Policy and Procedures

1.4 Herefordshire City of Sanctuary organises and participates in a wide range of activities that involve volunteers and associates' involvement with children, young people and vulnerable adults in various settings. These include but are not limited to:

- Activities for children and young people
- Family based events
- Specific events and activities for adults who could be deemed vulnerable

1.5 In all of its activities, Herefordshire City of Sanctuary is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults as part of its common law duty of care and in response to specific legislation. We will take all reasonable measures to:

- Ensure that all have the opportunity to participate in Herefordshire City of Sanctuary activities in a safe and secure environment;
- Take appropriate measures to identify and prevent anyone who is unsuitable to work or volunteer with children, young people and vulnerable adults from doing so;
- Aim to ensure that any child, young person or vulnerable adult who is at risk of, or experiencing significant harm is identified and responded to appropriately and without delay;
- Ensure that all concerns are taken seriously, responded to appropriately and without delay;
- Work co-operatively with other agencies that provide safeguarding services for children, young people and vulnerable adults, and in partnership with the parents and guardians of children and young people where appropriate.

1.6 Herefordshire City of Sanctuary expect that all volunteers accept the fundamental principle and legal requirement that, in any given situation, the welfare of the child (any young person under the age of 18¹) or vulnerable adult is paramount. The term 'vulnerable adult' is used within this document to more correctly imply adults over the age of 18 years (who meet the statutory definition contained in 1:7 below) and who are deemed to be potentially at risk of abuse or neglect.

1.7 Drawing on the definition contained in the Care Act 2014 (Chapter 23), in safeguarding terms a vulnerable adult is deemed to be a person aged 18 or over who:

- (a) Has needs for care and support (whether or not a local authority is meeting any of those needs);
- (b) Is experiencing, or is at risk of, abuse or neglect, and;

¹ Children Act 1989

- (c) As a result of these needs is unable to protect him or herself against the risk of abuse or neglect.

1.8 Although the following list is not exhaustive, a vulnerable adult/adult at risk may be a person who:

- Is frail due to age, ill health, physical disability or cognitive impairment, or a combination of these;
- Has a severe learning disability;
- Has a physical disability and/or a sensory impairment;
- Has mental health needs including dementia or a personality disorder;
- Has a long-term illness/condition (the Safeguarding Vulnerable Adults Act 2006 specifically excludes dyslexia, dyscalculia and dyspraxia);
- Misuses substances or alcohol;
- Is unable to demonstrate the capacity to make a decision and is in need of care and support.

1.9 For those who do not meet the criteria as a vulnerable adult but who nevertheless appear to be at high risk, there are alternative sources of referral and support. In such cases support may be found in local adult social care management procedures or other local processes. These are people with welfare needs.

2. Scope of policy

- 2.1 This policy and its associated procedures cover all areas of Herefordshire City of Sanctuary activities.
- 2.2 This guidance aims to ensure that within Herefordshire City of Sanctuary all children, young people under 18, vulnerable adults, and all those who volunteer with them, are safe and appropriately supported in the activities we organise. The aim is to achieve this by minimising the risk of harm from discrimination, bullying, accidents, injury and abuse in all its forms.
- 2.3 Our aim is to protect volunteers, and others using our facilities or engaged in Herefordshire City of Sanctuary facilitated activities from harm regardless of age, gender, race, colour, nationality, ethnic origin or nationality, age, socio-economic background, disability, religious or political beliefs, trade union membership, family circumstances or sexual orientation.
- 2.4 The guidance applies to all Herefordshire City of Sanctuary volunteers and anyone else representing Herefordshire City of Sanctuary, as well as visitors. The guidance applies to any activity organised and/or delivered by Herefordshire City of Sanctuary, regardless of where the activity takes place.
- 2.5 Herefordshire City of Sanctuary has a duty of care to all visitors. External groups and organisations running activities for young people and/or those with additional vulnerabilities under its auspices are required to do so in accordance with approved risk assessments and safeguarding policies.
- 2.6 Where appropriate this policy should be read in conjunction with the policy statement on the recruitment of ex-offenders and Public Interest Disclosure [Whistleblowing]. By its nature, most aspects of the Herefordshire City of Sanctuary wider policies and procedures, at whatever level, potentially contain aspects related to safeguarding in the widest sense.

3. Implementation

- 3.1 Full copies of this document will be available on the Herefordshire City of Sanctuary web site and will be promoted amongst the HCOS core group members, the Herefordshire City of Sanctuary steering group members, volunteers, partner organisations, parents and children taking part in our activities.
- 3.2 Reference to this guidance will be included with other policies and procedures in any volunteer induction and resource packs. All Herefordshire City of Sanctuary core group members, and volunteers will be informed about safeguarding during their induction processes and will be provided with a level of training appropriate to the risks involved.
- 3.3 Issues arising from the operation of this policy should be directed in the first instance to **Saadi Hasan** (Herefordshire City of Sanctuary), who is the Designated Safeguarding Lead (DSL) for Herefordshire City of Sanctuary and **Ken Godbert**, Deputy Safeguarding Officer (DSO) for HCOS.
- 3.4 *It is mandatory for all those contributing to the Herefordshire City of Sanctuary activities comply with this Safeguarding Policy and promote the welfare of children, young people and vulnerable adults. Failure to follow this guidance and procedures would constitute a matter of concern for Herefordshire City of Sanctuary.*
- 3.5 *Anybody reporting a concern in good faith and in the genuine belief that there are concerns relating to safeguarding will be supported to do so even in the event of that concern subsequently being found to be unsubstantiated.*
- 3.6 If volunteers are concerned that another volunteer is not following the guidance and procedures, they should contact one of the Herefordshire City of Sanctuary safeguarding officers. Where the Designated Safeguarding Lead or Deputy Safeguarding Officer is the object of concern then further advice should always be sought. Herefordshire City of Sanctuary will follow the procedures laid down by the Herefordshire Safeguarding Children Board (under 18s) or the Herefordshire Safeguarding Adult Board (for vulnerable adults who are over 18).

4. Values and Principles

4.1 Herefordshire City of Sanctuary:

- Recognises that the welfare of children, young people and vulnerable adults is paramount;
- Recognises that all children, young people and vulnerable adults, whatever their age, disability, faith, beliefs, gender, race or sexual orientation have the right to be protected from abuse;
- Believes that all children, young people and vulnerable adults should be listened to and heard;
- Believes that all children, young people and vulnerable adults should be valued and treated as individuals and respected for their individuality and identity;
- Believes that children, young people and vulnerable adults should be involved in decisions, whenever it is possible and appropriate;
- Recognises that abuse and neglect can have serious long-term effects in terms of development, health and well-being including to self-esteem and self-image;
- Will take all concerns and suspicions or allegations of abuse and neglect seriously and respond swiftly and appropriately;
- Will share information about our safeguarding policy and good practice guidance with trustees, volunteers, partner organisations, parents and young people;
- Will share concerns about the welfare of any child, young person or vulnerable adult with the relevant agencies, involving parents and young people appropriately;
- Will adopt and implement carefully the recognised procedures for recruitment and selection of volunteers who may be in contact with children, young people or vulnerable adults;
- Will develop and implement appropriate procedures for responding to accidents, incidents, alleged or suspected harm;
- Will provide effective management for volunteers through safeguarding awareness and general support;
- Has identified a safeguarding management infrastructure based on:
 - One senior deputy safeguarding officer (DSO), who is a Herefordshire City of Sanctuary core group member with the HCOS Safeguarding Lead (Operational) safeguarding remit.

5. Safeguarding Training Structure

Herefordshire City of Sanctuary accepts that it is important to ensure that its volunteers are adequately trained to safeguard the children, young people and vulnerable adults they support and themselves. Herefordshire City of Sanctuary will identify the training needs of volunteers to ensure that an appropriate level of training is provided. This may involve some or all of the following, depending upon the nature of the duties performed by the volunteer:

- Direct face to face training provided internally
- E-Learning Awareness raising by completing safeguarding courses at basic and DSO levels as offered by LCC for both children and adults.

6. Signs, definitions of different types of harm and possible indicators of abuse and neglect

HCOS volunteers should be aware that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.

Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. They may be abused by an adult or adults or by another child or children.

Physical abuse: a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is also a specific safeguarding issue.

Neglect: the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Specific safeguarding issues

All HCOS volunteers should have an awareness of safeguarding issues that can put children at risk of harm. Behaviours linked to issues such as drug taking, alcohol abuse, deliberately missing education and sexting (also known as youth produced sexual imagery) put children in danger.

HCOS volunteers should be aware that safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include, but may not be limited to:

- Bullying (including cyber-bullying);
- Physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm;
- Sexual violence and sexual harassment;
- Sexting (also known as youth produced sexual imagery); and
- Initiation type violence and rituals.

HCOS volunteers should be clear as to the organisation's policy and procedures with regards to peer on peer abuse.

Contextual Safeguarding: HCOS acknowledges that safeguarding incidents and/or behaviours can be associated with many factors and/or can occur between children in a range of settings and places. All HCOS volunteers and, but especially the Designated Safeguarding Lead (or Deputy- the DSO) should consider the context within which such incidents and/or behaviours occur. This is known as **contextual safeguarding**, which means considering whether the wider environmental factors that are present in a child's life are a threat to their safety and/or welfare. By virtue of their central role in safeguarding Children's Social Care assessments must formally consider such factors. As such it is important that HCOS as an organization provide as much information as possible as part of the referral process. This will allow any assessment to consider all the available factors and the full context of any abuse.

7. Roles and Responsibilities

7.1 The Designated Safeguarding Lead and Deputy Safeguarding Officer

These roles are designed to oversee the framework and provide named lead safeguarding advisors for safeguarding and protecting children and vulnerable adults. The DSL and DSO maintain key safeguarding records centrally and securely. The DSL will produce an annual safeguarding report that is circulated to the HCOS Core group .

- 7.2 The DSL or DSO make the actual referrals to Children's Social Care or Adult Social Care and in the case of children and young people inform parents/carers of their decision to make the referral.
- 7.3 The DSL and Deputy Safeguarding Officer will be a source of advice, support and communication and act as the safeguarding contact within Herefordshire City of Sanctuary and represents an integral element of Herefordshire City of Sanctuary safeguarding infrastructure. The DSL or in their absence the DSO has the responsibility to notify the Chair of Herefordshire City of Sanctuary of any concerns, reports or referrals to statutory services regarding any safeguarding issues.
- 7.4 **The DSL and DSO** monitor and review Herefordshire City of Sanctuary Safeguarding policies and procedures on a regular basis and aim to support their effective implementation. The DSL will produce an annual action plan based on the annual safeguarding report.

8. Recruitment and Selection of Volunteers

8.1 Herefordshire City of Sanctuary is mindful of various guidelines to assist with the safeguarding element of their work:

- Disclosure and Barring Scheme (DBS)
- Policy Statement on the Recruitment of Ex-Offenders
- Disqualification Under the Child Care Act 2006

8.2 Whilst DBS arrangements potentially provide additional safeguards, they do not necessarily apply to Herefordshire City of Sanctuary volunteers who are not engaged in “regulated activities” and who do not have unsupervised access to children, young people or vulnerable adults. Moreover, it is important to remember that DBS arrangements are part of a wider framework of safe recruitment and selection practices. In particular, it does not replace the need for on-going vigilance in matters concerning safeguarding. Nor does it remove the need for Herefordshire City of Sanctuary to develop and apply robust safeguarding procedures including, where necessary, activity leads have DBS deployment checks in place.

Based on the advice contained in Keeping Children Safe in Education 2020, Herefordshire City of Sanctuary are required to complete a risk assessment for each volunteer in order to decide whether they need to do an enhanced DBS check or not.

9. Volunteers Code of Behaviour – Children, Young People and Vulnerable Adults

Volunteers whose work brings them into contact with children, young people and vulnerable adults may be in a position or situation to harm or abuse them or behave inappropriately. Herefordshire City of Sanctuary has produced a written code of behaviour that sets out its core principles in relation to this area. Although this addresses the specific situation of children and young people, its’ general principles and approach apply equally to the protection of vulnerable adults and volunteers should use it for this purpose.

10. Recognition of Concerns and Responsibilities

10.1 All concerns relating to a child, young persons or vulnerable adult’s welfare, an individual’s behaviour or allegations of abuse will be taken seriously and responded to proportionately and appropriately. The impact of becoming aware of concerns and responding to them is potentially distressing for all concerned. It is important that all allegations are handled correctly and proper records are kept.

10.2 It is **not** the responsibility of anyone volunteering for Herefordshire City of Sanctuary, to decide whether or not abuse is taking place. However, there is a legal and moral responsibility to act on concerns to protect children, young people and vulnerable adults in order that Herefordshire City of Sanctuary can take any necessary action to protect the child, young person or vulnerable individual(s).

11. Causes for Concern

11.1 Any incident that causes concern in respect of a child, young person or vulnerable adult is required to be recorded immediately and passed to the DSL or DSO for a same day discussion. Below are examples of incidents that are required to be reported whenever:

- You are concerned that a child, young person or vulnerable adult is, or may be subject to abuse, neglect or harm;

- You are approached by a child young person or vulnerable adult that s/he is being, or has been harmed or groomed;
- There is a concern that a relationship is developing which may be an abuse of trust;
- You are worried that a child, young person or vulnerable adult is becoming attracted to you;
- You are worried that a child, young person or vulnerable adult is becoming attracted to a HCOS colleague who has regular contact with them;
- You have been required to physically intervene to prevent a child, young person or vulnerable adult from harming themselves or another or from causing significant damage to property;
- You receive a report from a child, young person or vulnerable adult who is alleging abuse regarding a volunteer or a member of an external organisation using a Herefordshire City of Sanctuary resource;
- You become aware of a child, young person or vulnerable adult is being recruited or is recruiting into extremist organisations and/or involved with activities that could reflect ‘County Lines’.

12. Recognition of Abuse

12.1 The on-line training provided through HC aims to develop your awareness of the various types of abuse and neglect. However it is important to note:

- You have **no** investigative role
- It is not the place of the Herefordshire City of Sanctuary to make a judgement about whether abuse has occurred - this is the remit of external agencies
- Child and vulnerable adult abuse can occur within any setting and abusers may seek to use community and voluntary organisations to gain access to children, young people and vulnerable adults.

13. Responding to an Allegation

13.1 Receiving information about potential concerns/abuse

13.1.1 It is vital to recognise that while Herefordshire City of Sanctuary can have a robust policy and procedural framework, if the culture of the organisation and/ or volunteers at Herefordshire City of Sanctuary makes it impossible for people to talk about concerns and/or abuse or for children, young people or vulnerable adults to share concerns then this will have limited value.

13.1.2 If a child, young person or vulnerable adult says or indicates that he or she is being abused, or information is obtained which gives concern that they are being abused, the person receiving this information should:

- Ensure the immediate safety of the child, young person or vulnerable adult
- If the child, young person or vulnerable adult needs immediate medical treatment, call for an ambulance, informing the call centre that that this is a safeguarding issue
- Not promise to keep secrets and remind the child, young person or vulnerable adult of the limits to confidentiality
- React in a calm and considered way so as not to frighten or deter the child, young person or vulnerable adult

- Believe what the child, young person or vulnerable adult is telling them and respond appropriately
- If appropriate, reassure the child, young person or vulnerable adult he/she is not to blame for what has happened and that he/she was right to share this information
- Take what the child, young person or vulnerable adult says seriously, recognising the difficulties inherent in interpreting what is said by a child, young person or vulnerable adult who has a disability and/or differences in speech, communication or language
- Keep any questions to the minimum required to clarify the concern and ensure a clear and accurate understanding of what has been said. Only use open questions.
- Do not ask leading questions or make suggestions about what may have happened
- Listen without interrupting if the child, young person or vulnerable adult is recounting significant events
- Reassure the child, young person or vulnerable adult and tell them what you will do next
- Record the details of the concern, incident and/or what the child, young person or vulnerable adult has disclosed as soon as possible and before leaving a Herefordshire City of Sanctuary session. Include details of who this information has been shared with and when
- Always date and sign any records
- Discuss with the DSL or DSO without delay- this must always be a same day discussion
- ***Always follow the procedures outlined in the flowchart in [Appendix A](#)***

13.1.3 The DSL and/or the DSO will consider all concerns and complete the relevant sections of the recording pro-forma (see Appendix B). They will provide support and where appropriate telephone the referral into Children's Social Care/ Adult Social Care (CSC/ASC), the Emergency Duty Team (EDT) or the police. In the case of children and young people they will normally advise parents/ carers that this is being done. They will also ensure that the appropriate referral form for external agencies (CSC/ EDT or ASC) is completed within 24 hours. The DSL will keep all original notes as these may be needed later.

13.1.4 The principle of least delay should always apply. Where appropriate (because of delays in the DSL or DSO being available or because of concerns about reporting internally for example) seek advice from the Herefordshire City of Sanctuary Chair or her/his deputy, if not external advice from Children's Social Care, Adult Social Care or the Police who will advise on the action to be taken, including advice on contacting parents. Always ensure that the DSL or DSO is informed of any actions taken. The Herefordshire City of Sanctuary Chair must always be informed in writing within 24 hours that an action has occurred.

13.1.5 *The person receiving the disclosure or information should NOT:*

- Panic;
- Allow any shock or distaste to show;
- Make promises of confidentiality but explain that they will need to pass on this information to those who need to know;
- Show disbelief or fail to take the allegations seriously;
- Ask questions other than to clarify that they have enough information to act;
- Speculate or make assumptions;
- Make negative comments about the alleged abuser;
- Approach the alleged abuser;
- Make promises or agree to keep secrets;
- Fail to take responsibility for reporting the concern.

14. Recording

14.1 Recording Information (see [Appendix B](#))

- 14.1.1 Information needs to be clearly recorded on form initially by the person who has the concern or receives the allegation. This must be followed by a same day discussion with the DSL or DSO. The concern may need to be referred on to the Local Authority Designated Officer, Children's Social Care, Adult Social Care or the Police. This role is undertaken by the Herefordshire City of Sanctuary DSL and/ or the DSO.
- 14.1.2 accurate recording is essential, as there may be legal proceedings at a later date. Ideally, where the child, young person or vulnerable adult has made a disclosure, a verbatim record of their account of what occurred in their own words should be recorded. The record should include details of the nature of the allegation or concern and a description of any injury (you must not remove clothing to inspect any injuries or take photographs). Times, dates, places and any other detail should be included.
- 14.1.3 Referrals to Children's Social Care, Adult Social Care, EDT or Police should be confirmed in writing. The DSL or DSO will keep a record of the name and designation of the Children's/Adult Social Care member of staff or Police Officer to whom concerns were passed and record the time and date of the call in case any follow-up is needed They will ensure that all information is maintained safely in accordance with Data Protection legislation.

15. Reporting Concerns (See Appendix B)

- 15.1 Concerns, incidents or allegations relating to poor practice, bullying or abuse should always be referred as quickly as possible to the DSL (who will also notify the Herefordshire City of Sanctuary Chair). They will decide possibly with the DSO the 'route' a referral will subsequently take (e.g. managed internally or referred out to the statutory agencies). All decisions will be recorded.
- 15.2 All concerns relating to potential abuse should be referred externally as quickly as possible to ensure that those with the correct expertise undertake any subsequent investigation, as this is **NOT** the responsibility of Herefordshire City of Sanctuary

16. Reporting Concerns about Children and Young People

- 16.1 For children and young people it is the remit of the statutory agencies (Children's Social Care and/or the Police) and not anyone connected with Herefordshire City of Sanctuary to investigate allegations or suspicions of abuse as detailed in Section 47 of the Children Act 1989.
- 16.2 Children's Social Care (formerly Children's Social Services) has a statutory duty under the Children Act 1989 that is reinforced by the Children Act 2004 to ensure the welfare of a child is paramount. When a child protection referral is made, CSC staff has the legal responsibility to make enquiries. This may involve talking to the child, or young person and family and gathering information from other people who know the child/young person. Inquiries may be carried out jointly with the police where a crime against a child/young person is alleged. There is always a commitment to work in partnership with parents or carers.

17. Reporting Concerns about Vulnerable Adults/Adults at Risk

- 17.1 Similarly, a specialist team undertakes the investigation into concerns about neglect and abuse in the lives of vulnerable adults/adults at risk. This will involve talking to the vulnerable adult and possibly gathering information from other people who know them. Inquiries may be carried out jointly with the police where a crime against a vulnerable person is alleged. It is not the remit of anyone at Herefordshire City of Sanctuary to investigate. For further information about statutory agencies see [Appendix D](#).

18. Allegations against Herefordshire City of Sanctuary volunteers

18.1 Procedures for dealing with allegations or suspicion of abuse by volunteers within Herefordshire City of Sanctuary

18.1.1 There may be three strands in the consideration of an allegation:

- A police investigation of a possible criminal offence;
- Enquiries and assessment by children's or adult social care about whether a child, young person or vulnerable adult is in need of protection or in need of services;
- Consideration by Herefordshire City of Sanctuary of any action in respect of the volunteer against whom the allegation has been made.

- 18.1.2 The unambiguous interaction of each strand with the others is the responsibility of Herefordshire City of Sanctuary Chair and external agencies, to ensure that the response to each allegation is handled appropriately.
- 18.1.3 Herefordshire City of Sanctuary actions in responding to any such allegations will be informed by guidance contained in Chapter 6 (sections 6.32 to 6.42) and Appendix 5 of “Working Together to Safeguard Children” (2018) published by HM Government and the Care Act 2014.
- 18.14 The person who receives a report of an allegation should immediately inform the DSL as to who will then liaise with the DSO and the Chair of Herefordshire City of Sanctuary.
- 18.1.5 The DSL as Herefordshire City of Sanctuary lead (or in his or her absence the DSO) should consult the Local Authority Designated Officer (LADO) for children and young people or for vulnerable adults the Safeguarding Adult Board as soon as possible and within one working day as part of the initial consideration to establish whether the allegation warrants further investigation and/ or action.
- 18.1.6 The Herefordshire City of Sanctuary Chair and DSL should meet with the volunteer to inform her/him that an allegation has been made and also explain the course of action that needs to be taken. This meeting should take place as soon as possible after the discussion between Herefordshire City of Sanctuary and Local Authority Designated Officer (LADO) / Safeguarding Adult Board has taken place. It should be made clear to the volunteer that the meeting is not an investigatory meeting or disciplinary hearing.
- 18.1.7 The possible outcomes from the above action may include the following:
- (a) That there should be an immediate referral to child/adult protection agencies to deal with the matter. The DSL or in his or her absence the DSO, will be responsible for liaising with Children’s/Adult Social Care and other relevant agencies.
 - (b) There is reason to suppose abuse may have occurred and that further investigation by Children’s Social Care or Adult Social Care is needed.
 - (c) If the allegation was prompted by inappropriate behaviour by the volunteer this may need to be considered under Herefordshire City of Sanctuary procedures and processes.
 - (d) That the allegation is without foundation and does not warrant further investigation.
- 18.1.8 Where allegations of abuse call for immediate referral to child/adult protection agencies [as in (a) above]
- Subsequent action taken will be in accordance with the Local Safeguarding Children’s Board (LSCB)/Safeguarding Adults Board procedures;
 - The Herefordshire City of Sanctuary Chair will be expected to contribute to discussions on how the investigation will be conducted;
- 18.1.9 Herefordshire City of Sanctuary will conduct an internal investigation. However, any investigation by the police, child or adult protection agencies will take priority and any internal processes will be held pending the outcome of these. The circumstances in which an internal Herefordshire City of Sanctuary investigation should take place will be discussed with the appropriate Local Authority Designated Officers for adults or children. As a general rule, an internal investigation will commence after the child or adult protection

agencies have completed their investigation. Herefordshire City of Sanctuary will keep the investigation of all complaints and the records relating to the matter confidential.

19.1 Concerns about a Safeguarding Officer

19.1.1 If the concerns raised by the child, young person or vulnerable adult relate to the DSO or the DSL the concern must be referred to their opposite number or where both are implicated then advice should be sought from a member of the Herefordshire City of Sanctuary Core Group.

19.1.2 Where appropriate (because of concerns about reporting internally, for example) then volunteers are advised to seek advice from the Local Authority Designated Safeguarding Officer who can provide support and initiate any necessary action.

20. Mobile Phone, Camera and Social Networking Sites Policy

At HCOS the safety of the children, young people, vulnerable adults and their families is our priority and we aim to adhere to a mobile phone free zone where cameras are used only with the written consent of parents/guardians. When volunteers communicate on line with children, young people and vulnerable adults they should observe the same rules of behaviour as if speaking or interacting with them in person. Communication should be open for others to see if necessary. There should always be a record of on-line communication that can be checked if necessary.

Implementation of the policy at Herefordshire City of Sanctuary

- Volunteers are not permitted to use recording equipment on their mobile phones, for example: to take photographs or videos of children without the written permission of a child's parents.
- Volunteers, parents/guardians are permitted to take photographs at events if there is permission given to do so. This decision will be clearly displayed at the entrance to any event and be announced at the start of any event.
- Photographs for the use of media purposes will have prior parental consent. In every instance parental permission must be sought prior in any wider circulation of their child's image. Herefordshire City of Sanctuary does not allow the images of the children and their families to be used by third parties for wider marketing or publicity purposes
- Volunteers are not permitted to discuss, children, families, or volunteers on any social media networking site.

ICT Policy

The Herefordshire City of Sanctuary Chair is responsible for ensuring that:

- The ICT infrastructure/system is secure and not open to misuse or malicious attack.
- Anti-virus software is installed and maintained on all setting machines and portable devices.
- A filtering policy is applied and updated on a regular basis and that responsibility for its implementation is shared with the Herefordshire City of Sanctuary Chair
- Volunteers may only access FBH network through a rigorously enforced password protection policy, in which passwords are regularly changed.
- Volunteers will be kept up to date with e safety technical information in order to maintain the security of the network and safeguard children.

Email

- Where volunteers engage in any personal communications (i.e. via WhatsApp, Hotmail or Yahoo accounts etc.) with children and parents/guardians then this must be shared with the Herefordshire City of Sanctuary. Parents should always give their permission for direct email/ WhatsApp contact by volunteers with their children.

Mobile Phones

- Volunteers are advised to not use their mobile phones for personal use when they are with children, young people or families
- The mobile phone numbers of volunteers should not be shared with children and their families.
- Volunteers' personal mobile phones should not be used to take videos or photographs of children without written parental permission.

Photographs and Video

Digital photographs and videos are an important part of the HCOS experience as such, volunteers have a responsibility to ensure that they not only educate children about the safe and appropriate use of digital imagery, but also model good practice themselves. To this end, HCOS advises the following for staff, volunteers and children about the use of digital imagery.

- Herefordshire City of Sanctuary requires written consent from parents/guardians before photographs of children will be taken or used, including for displays, exhibitions, teaching purposes, learning journeys; etc. A consent form is given to parents before their children become involved with any Herefordshire City of Sanctuary activities and the policy is explained to parents/ guardians.
- Volunteers will ensure that children are at ease and comfortable with images being taken.
- Volunteers are prohibited from using personal devices, such as cameras, video equipment or camera phones, to take photographs or videos of children, unless their parents have given written permission.
- Where a volunteer ceases to be involved with the Herefordshire City of Sanctuary then, all data must be transferred to a Herefordshire City of Sanctuary device and deleted from the individual's camera/device upon leaving.

iPads and Tablets.

- In the event of them being made available then Herefordshire City of Sanctuary tablets and devices should only be used by those authorised to do so
- Volunteers are made aware that all Herefordshire City of Sanctuary related activities, which might involve use of its devices and systems, will be monitored in accordance with this policy.
In the eventuality of having such items, then Herefordshire City of Sanctuary will ensure that its devices are made available as necessary for anti-virus updates, software installations, patches, upgrades or routine monitoring/servicing.
- The Herefordshire City of Sanctuary Chair is responsible for the security of any data or images held about children or vulnerable adults.

ICT usage by children within a HCOS setting:

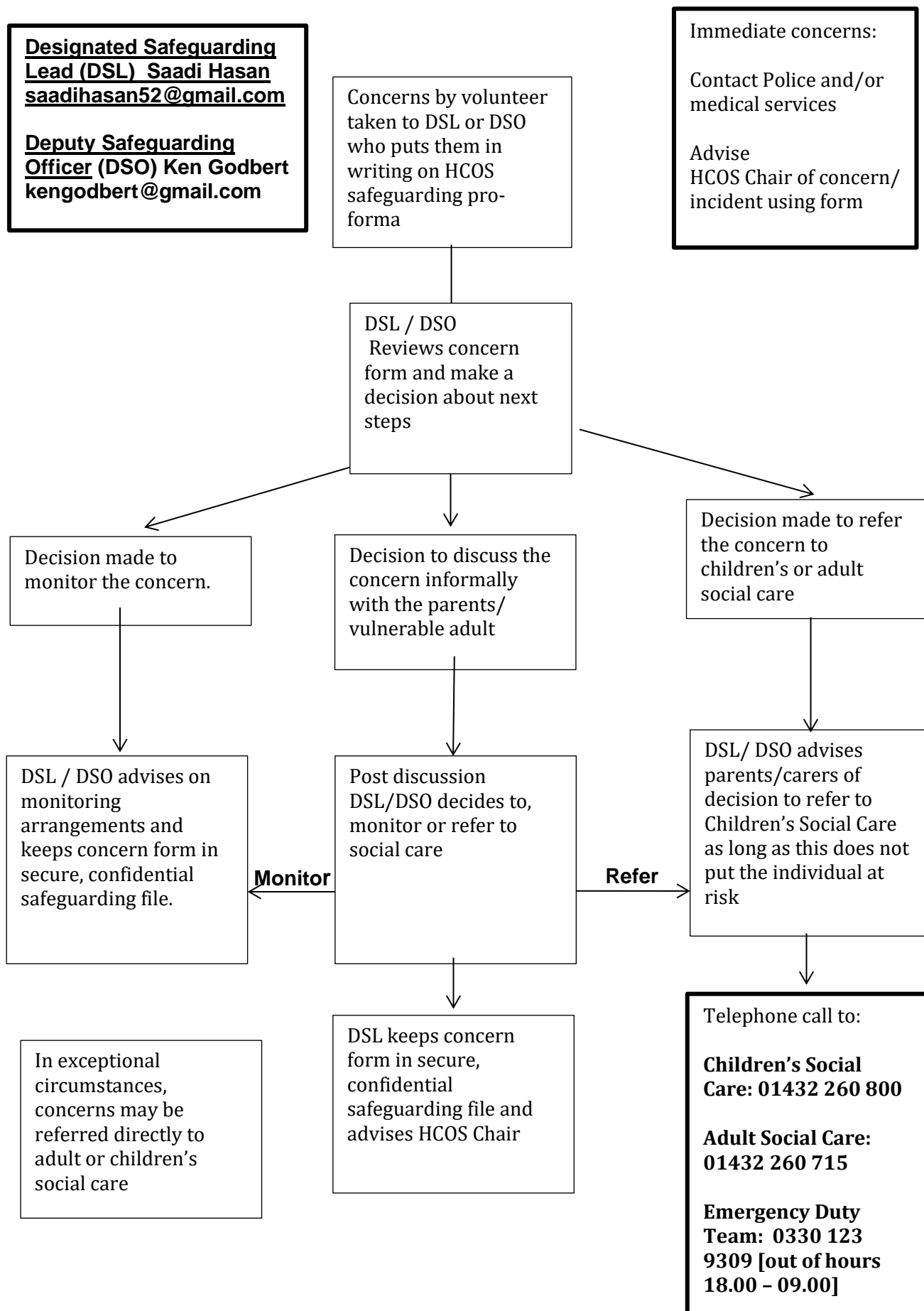
- The setting will ensure any PC, iPad or tablet use is supervised at all times and any games or apps used must be from a pre-approved selection.
- The setting will ensure online searching and installing/ downloading of any new programmes and applications are restricted to authorised HCOS members only.

21. Review of Herefordshire City of Sanctuary Safeguarding Policy and Procedures

- 21.1 Herefordshire City of Sanctuary Policy and Procedures for Safeguarding Children, Young People and Vulnerable Adults will be monitored and evaluated on an annual basis by the DSL and DSO to ensure Herefordshire City of Sanctuary remains up-to-date in terms of legislation, local and national guidance and also reflects learning from practice and any significant incident or concern.

Appendix A

FLOW CHART FOR RAISING SAFEGUARDING CONCERNS BY HEREFORDSHIRE CITY OF SANCTUARY



Appendix B Herefordshire City of Sanctuary Safeguarding Recording Pro-forma

Please contact the Herefordshire City of Sanctuary DSL or DSO if you have any safeguarding concerns about a child, young person or vulnerable adult involved with Herefordshire City of Sanctuary. They will complete the form drawing on your information

Name:	
Address:	
DoB:	
Language spoken at home	
Day/Date/Time	
Volunteer noting concern	

Concern (Please aim to be factual and avoid opinion)

Signature

Date:

Actions taken and responses:	
Name of person taking action:	
Signature	Date:

Guidance on completing the Herefordshire City of Sanctuary safeguarding recording form

It is important that this form is fully completed in a timely way. The details are important. To help the LA safeguarding team respond appropriately, please follow the guidance below.

- Enter all the admin details, including date of birth (we are asked for this when we report a concern to Children's Services or the police). Include the child's or vulnerable adult's full name not initials and the language spoken at home
- Include your full name (not initials)
- Make sure the concern is given in detail, preferably in the child/young person or vulnerable adult's own words
- Only write about one individual on each form (use a separate form for each child)
- Remember that this form can be used in court cases and inquests as primary documents, so they must be complete and accurate.
- Make sure you use this form to record your concern. Do not use other forms or pieces of paper. Writing on the back of other forms can cause confusion and error.
- If the volunteer jotted notes down on a piece of paper whilst talking to the child or individual that they are concerned about, attach that to the completed Herefordshire City of Sanctuary recording form. .
- When reviewed the completed safeguarding recording forms are used by the DSL or DSO to telephone Children's or Adult Social Care (or the police) to make the actual referral. Herefordshire City of Sanctuary must alert the relevant safeguarding team or the police to its concerns as soon as possible. It can take several hours to deal with even urgent concerns and the earlier we start the better.
- The DSL or DSO will record the response of the police or social care agency and then sign and date the form to show that Herefordshire City of Sanctuary have followed the recommended guidelines for dealing with safeguarding concerns.

Appendix C Glossary & Definitions

Adult at Risk

See ‘Vulnerable Adult’ below. There is currently a move away from the terminology ‘vulnerable adult’ as it has been recommended that this be changed to ‘an adult at risk’ as it has been suggested that the term ‘vulnerable adult’ reflects a medical model of disability. Some argue that it pathologises and/or stigmatises individuals and creates a victim type status. The new terminology is more in keeping with a social model of disability and recognition that a person should not be defined by their vulnerability and that many of the risks posed to individuals are situational as oppose to inherent. Adults are people over 18 years of age.

Child

Throughout this document references are made to ‘child/children’ and ‘young person/people’. These terms are used interchangeably and refer to people under the age of 18 years. ‘Children’ are defined as any young person under the age of 18 within UK legislation² and are therefore recognised as having additional vulnerabilities and requiring of greater protection. The fact that a child has reached 16 years of age, is living independently or is in further education does not change his or her status or entitlement to services or protection under the Children Act 1989.

Child Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them, or, more rarely, by a stranger. The four types of abuse³ are:

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another, causing children frequently to feel frightened or in danger, or the exploitation or corruption of

² Children Acts 1989 and 2004

³ Working Together to Safeguard Children, HM Government 2018

children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child; young person or vulnerable adult is to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food or clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of caretakers, or the failure to ensure access to appropriate medical care or treatment. It may also involve neglect of, or unresponsiveness to, a child's basic emotional needs.

Child Protection

Child protection is a small but important element of safeguarding and promoting welfare which relates to specific children or young people who are who are suffering, or are likely to suffer, significant harm⁴.

Child protection refers to the activity that is undertaken to protect specific children and young people. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

Child Sexual Exploitation

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. In such situations consent cannot be given, even where a child or young person may believe they are voluntarily engaging in sexual activity with the person(s) who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

⁴ Children Act 1989 and Working Together to Safeguard Children, HM Government 2018

Confidentiality and ‘need to know’

Confidentiality is not absolute – there are degrees of confidentiality, which are applied to information based on the type of information, the purposes for which it is used and the expectations of those who give us the information.

In terms of Safeguarding, Herefordshire City of Sanctuary has a legal duty to safeguard children, young people and vulnerable adults. If we have cause for concern in a particular case, we will, in compliance with this policy, gather information regarding those we are concerned about. The information is sensitive and the child, young person or vulnerable adult will not expect the information they provide to us to be shared very widely. We should provide assurances to them that it will be kept confidential as far as possible but explain that we must share it with those parties who have a need to know about it in order for us to meet our Safeguarding responsibilities and help to ensure that they are protected. Parties who have a ‘need to know’ are those individuals or organisations who cannot protect the individual or investigate the concerns without the information in question. It will be a judgement call in each particular case as to who needs to know and what they need to know. Reasons for considering someone needs to know the information we share should be recorded on the forms in Appendix B. If you do not think you can justify your decision to share, it is likely that the person or organisation does not ‘need to know’ the information.

All sharing of personal information about volunteers, children, young people and vulnerable adults must be carried out in compliance with the Data Protection Act 1998 and Herefordshire City of Sanctuary Data Protection Policy.

Contextual Safeguarding: HCOS acknowledges that safeguarding incidents and/or behaviours can be associated with many factors and/or can occur between children in a range of settings and places. It is important to consider the context within which such incidents and/or behaviours occur. This is known as contextual safeguarding, which means considering whether the wider environmental factors that are present in a child’s life are a threat to their safety and/or welfare. By virtue of their central role in safeguarding Children’s Social Care assessments must formally consider such factors. As such it is important that organizations provide as much information as possible as part of the referral process. This will allow any assessment to consider all the available factors and the full context of any abuse.

Female Genital Mutilation

FGM is the collective name given to a range of procedures involving the partial or total removal of external female genitalia for non-medical reasons. It has no health benefits and causes serious harm to girls and women in a number of ways including intense pain, distress and long-term health consequences, including difficulties in childbirth.

FGM can be carried out on girls of any age, from young babies to older teenagers and adult women. Outlawed in the UK under the Female Genital Mutilation Act 2003, the procedures are now mainly carried out abroad and staff should be particularly alert to suspicions or concerns expressed by girls and young women about going on a long holiday during the summer vacation period.

Any person found guilty of an offence under the Female Genital Mutilation Act 2003 is liable to a maximum penalty of 14 years imprisonment or a fine, or both. Under the Crime and Disorder Act 2014 it is now an offence to procure FGM and there is now a statutory duty to report concerns and/ or evidence of FGM. Where such concerns arise staff are reminded to have a same day discussion with the DSL or DSO.

Forced Marriage

A forced marriage is a marriage in which a female (or male) does not consent to the marriage but is coerced into it. Coercion may include physical, psychological, financial, sexual and emotional pressure. It may also involve physical or sexual violence and abuse.

A forced marriage is not the same as an arranged marriage. In an arranged marriage, which is common in several cultures, the families of both spouses take a leading role in arranging the marriage but the choice of whether or not to accept the arrangement remains with the prospective spouses. If unable to give informed consent, disabled young people may be particularly vulnerable to the practice of forced marriage.

Volunteers should be particularly alert to suspicions or concerns raised by a young person about being taken abroad and not being allowed to return to the UK.

Under the Anti-Social Behaviour, Crime and Policing Act 2014 forcing someone to marry is a criminal offence in England and Wales. Where such concerns arise staff are reminded to have a same day discussion with the DSL or DSO.

Herefordshire Safeguarding Children Partnership

All local authorities must set up local Safeguarding Children Partnerships. They were made mandatory by the Children Act 2004 and replaced in 2019. They are made up of senior managers from the Statutory, Independent and Voluntary sector. SCPs provide the framework, rules and guidelines in a locality for safeguarding children. The SCP is the key statutory mechanism for agreeing how the relevant organisations (including Herefordshire City of Sanctuary) in each local area will cooperate to safeguard and promote the welfare of children locally, and for ensuring the effectiveness of what they do.

Private Fostering Arrangements

A private fostering arrangement occurs when someone other than a parent or a 'close relative' cares for a child or young person under 16 (or 18 years if the young person is disabled) for a period of 28 days or more, with the agreement of the child's parents. Close relatives are defined as stepparents, grandparents, brothers, sisters, uncles or aunts (whether of full blood, half blood or marriage/affinity). By law (see Children Act 2004 and associated Children (Private Arrangements for Fostering) Regulations 2005), a parent, private foster carer or other persons involved in making a private fostering arrangement must notify Children's Social Care Services as soon as possible. Children's Social Care has a duty to approve, support and inspect such arrangements. Within Herefordshire City of Sanctuary, if a volunteer becomes aware that a child or young person is being privately fostered, the DSO or Herefordshire City of Sanctuary Chair will inform the carer/parent of their legal duty to notify their appropriate local Children's Social Care service. This will be followed up by direct contact with Children's Social Care. Children looked after by a local authority or who are placed in a residential school, children's home or hospital are not considered to be privately fostered. Private fostering occurs in all cultures, including British culture and children may be privately fostered at any age. Most privately fostered children remain safe and well but safeguarding concerns have been raised in some cases, particularly where children and young people are subject to trafficking. Within Herefordshire City of Sanctuary volunteers should be alert to a range of possible safeguarding issues, including the possibility that a child or young person has been trafficked into the country.

Radicalisation

The duty to protect children, young people and vulnerable adults from harm now extends to protecting them from involvement in groups that specifically aim to radicalise individuals. Radicalisation refers to the varied processes by which individuals and groups come to support terrorism and forms of extremism. In some cases this can lead to participation and involvement in terrorist activities.

Factors, which are considered when determining whether an individual may be vulnerable to involvement with terrorism, are broadly

- Engagement with a group, cause or ideology;
- Intent to cause harm;
- Capability to cause harm.

There can be many reasons for such developments by using a safeguarding approach the relevant services from outside Herefordshire City of Sanctuary can be used to assess an individual's needs and associated vulnerabilities (including the Channel process). For children and young people, the **Herefordshire Safeguarding Children Partnership** has produced guidance for working with children and young people who are vulnerable to messages of radicalisation and extremism.

If a volunteer has concerns that an individual may be becoming radicalised s/he should speak without delay to the Herefordshire City of Sanctuary Chair as DSL who will liaise with **Herefordshire Safeguarding Children Partnership (HSCP)**. They will then take the appropriate actions as outlined in the Prevent Strategy.

Regulated Activity

At the core of the Disclosure and Barring Scheme (DBS) is a concept known as 'regulated activity'. The Safeguarding Vulnerable Groups Act 2006 states that a person is engaging in regulated activity if, on a frequent or intensive basis, they are either carrying out a specified type of work with children or vulnerable adults, or any form of work that takes place at a **specified place**. "Frequent" is defined as once a month or more on an on-going basis and "intensive" as three or more times within a thirty-day period, or overnight (between 2.00am and 6.00am).

Regulated activities can include, but are not limited to, any of the following:

- Teaching, training or instruction, care or supervision of children or provided wholly or mainly to vulnerable adults;
- Providing advice or guidance for children
- Providing advice, guidance or assistance wholly or mainly to vulnerable adults;
- Any form of healthcare treatment or therapy provided to children or vulnerable adults.
- Driving a vehicle that is being used for the specific purpose of conveying children or vulnerable adults
- Working in a specified place

SEN and Disabled Children, Young People and Adults

Herefordshire City of Sanctuary aims to place the child, young person or disabled adult at the centre of its activities. It is committed to a policy of inclusion. However drawing on research evidence it recognises that disabled children and adults and those with SEN are potentially at an increased risk of abuse and neglect. To this end it acknowledges (following the guidelines laid down in Keeping Children Safe in Education 2020) that:

- There is a need to be aware that behaviour, mood and injury may possibly be related to abuse and/ or neglect and not the direct consequence of an individual's disability or SEN
- There is a higher risk of peer group isolation for disabled children and adults;
- There is a disproportionate impact of bullying and exploitation
- The above may be exacerbated by communication difficulties.

Safeguarding

Safeguarding and promoting the welfare of children and young people is defined⁵ as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the
- Provision of safe and effective care

⁵ Working Together to safeguard Children, HM Government 2015

- Undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully and
- Taking action where necessary to ensure these objectives are achieved.

Safeguarding therefore refers to the actions taken to promote the welfare of all children and young people and the measures we put in place to ensure a child-focussed environment and workforce and to minimise the risks of harm.

Sexual Violence and Sexual Harassment

The ‘Sexual violence and sexual harassment between children in schools and colleges’ guidance, which was published by the government in December 2017, has now been republished with a May 2018 date. A summary of the document has now been included in Keeping Children Safe in Education (2020) as Part 5, which gives it statutory status. Schools need to make sure that all their systems and policies, procedures, and training includes sexual violence and sexual harassment.

Further information can be found here:

<https://www.safeguardingschools.co.uk/sexual-violence-sexual-harassment-children-schools-colleges-dfe-2017/>

Significant Harm

Was introduced in the Children Act 1989 as the threshold that justifies compulsory intervention to protect the best interests of children.

Vulnerable Adult

The most widely accepted definition is that a ‘Vulnerable Adult’⁶ is a person aged 18 or over

‘Who is or may be in need of community care services by reason of mental or other disability, age or illness;

and

‘Who is or may be unable to take care of him or herself, or unable to protect him or herself against harm or exploitation’.

There are a number of definitions embedded in legislation. The Protection of Vulnerable Adults Regulations 2002 provides the following: A vulnerable adult is a person aged 18 and over who has one or more of the following conditions (a) a learning or physical disability (b) a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; or (c) a reduction in physical or mental capacity.

As amended by the Protection of Freedoms Act 2012 people with physical or mental health conditions, or with learning disabilities, are not vulnerable adults just because of

⁶ ‘No Secrets’, Department of Health 2000

their condition. Under the Mental Capacity Act 2005 adults are deemed to have capacity.

The following learning difficulties are not treated as disabilities that lead to classification of the individual as a vulnerable adult: dyslexia, dyscalculia, dyspraxia, Irlen Syndrome, alexia, auditory processing disorder or dysgraphia. Homelessness in itself does not make a person vulnerable. However such circumstances may exacerbate other conditions and impact negatively upon an individual's ability to care for and protect themselves.

While the definition of a vulnerable adult remains the same, No Secrets (2000) has been repealed by the Care Act 2014. This lays down new requirements and arrangements as detailed below

Care Act 2014 and Safeguarding Adults at Risk of Abuse or Neglect

Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—

- (a) Has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) Is experiencing, or is at risk of, abuse or neglect, and
- (c) As a result of those needs is unable to protect him or herself against the abuse or neglect or the risk of it.

Local authorities must now make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case and, if so, what and by whom.

Each local authority must now establish a **Safeguarding Adults Board** (a "SAB") for its area. The objective of an SAB is to protect adults at risk of abuse and neglect (see above) in its area. All agencies working with adults deemed to be at risk of abuse and neglect must work in collaboration with the SAB including supplying information about individuals or for reviews of cases involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs).

Appendix D Statutory Agencies and Roles

Local Authority Designated Officers (LADO)

This is a key role in accordance with statutory guidance⁷; every Local Authority must have a Designated Officer (LADO) who is responsible for providing advice, liaison and monitoring the progress of cases where allegations have been made against people who work with children and young people. The LADO should be informed directly, or via Children's Social Care/the Police if they are involved, of all allegations that come to the attention of the Herefordshire City of Sanctuary where it is alleged that a person who works with children or young person has:

- Behaved in a way that has harmed, or may have harmed, a child/young person; or
- Possibly committed a criminal offence against children/ young people
- This applies to paid and unpaid roles, volunteers, casual, agency or self-employed roles and captures concerns/allegations/offences emanating from outside of work as well as within the workplace. The LADO is involved from initial phase to conclusion and provides advice and guidance, helping to determine that the allegation sits within the scope of the procedures. The LADO helps co-ordinate information sharing with the right people. They monitor and track any investigation in the expectation that it will be resolved as quickly as possible.

Herefordshire City of Sanctuary aims to ensure that all its volunteers comply with this requirement.

Children's Social Care

Children's Social Care has the statutory duty to ensure the welfare of children and to work with the HSCP to comply with its procedures. When a safeguarding referral is made, Children's Social Care has a legal responsibility to make enquires where a child who lives or is found in their area is considered to be at risk of, or actually suffering from, significant harm. This may involve talking to the child and family, and gathering information from other people who know the child. Enquires may be carried out jointly with the Police where a crime has been alleged. If action needs to be taken urgently and out of office hours, then the Police will deal with the enquiry sensitively and effectively. Children's Social Care will link in closely with their respective HSCP and cross-reference the guidance produced by the HSCP. Children's Social Care is a very important source of advice and support.

Emergency Duty Team

The out-of-hours team that deals with both childcare and adult emergency referrals to social services.

⁷ Working Together to Safeguard Children, HM Government 2018

Appendix E

Volunteer Code of Behaviour – Children, Young People and Vulnerable Adults

Why have a Code of Behaviour?

Volunteers participating in Herefordshire City of Sanctuary events and activities may be in a position or situation to harm or abuse children, young people or vulnerable adults or behave inappropriately towards them. To minimise the risk of this, Herefordshire City of Sanctuary has a Code of Behaviour that aims to:

- Deter anyone who wishes to harm a child, young person or vulnerable adult from seeking volunteering opportunities with Herefordshire City of Sanctuary
- Provide guidance for everyone about acceptable and unacceptable behaviours with children, young people and vulnerable adults
- To identify volunteers involved with Herefordshire City of Sanctuary who need further safeguarding training

Code of Behaviour

Herefordshire City of Sanctuary aims to ensure that volunteers involved with its activities with children, young people and or vulnerable adults understand the boundaries of appropriate behaviour. Every volunteer is required to demonstrate exemplary behaviour in order to protect children, young people and vulnerable adults from abuse and to protect themselves from allegations. Comprehensive safeguarding guidelines can be found in the document Keeping Children Safe in Education (DfE 2019). The following are examples of behaviour that create a positive and safe environment for vulnerable groups as they participate with us in Herefordshire City of Sanctuary activities.

Volunteers should:

- Treat everyone with fairness and respect and provide an example that they would wish others to follow
- Work openly avoiding private or unobserved situations and working in isolation. Aim to ensure that they are not the only adult present and are at least within sight or hearing of others.
- They are advised to always leave the door open if they find themselves in a room alone with a child, young person or vulnerable adult or use a room with glass observation panels.
- Maintain a safe and appropriate distance and be aware that physical contact may be misinterpreted
- Respect each child's, young person's or vulnerable adults right to privacy
- Exercise caution when discussing sensitive issues with children, young people or vulnerable adults
- Behave according to the guidance offered in this Code
- Ensure that if any form of manual/physical touching is required; it should be given in an open observable environment. The reason why this is necessary should be explained to the child, young person or vulnerable adult and their informed agreement gained.

- Unacceptable behaviour by volunteers should be challenged and all allegations or suspicions of abuse should be reported to the DSL and / or the DSO
- The welfare of the child, young person or vulnerable adult must be the first priority.
- In all activities feedback should be constructive rather than negative
- Report all concerns, allegations or suspicions of abuse immediately to the DSL or DSO.

Volunteers should never:

- Spend excessive time alone with children, young people or vulnerable adults away from others
- Discuss their own personal issues
- Give out their personal contact details (personal phone or mobile number, email or home address) without informing the Herefordshire City of Sanctuary Chair
- Become 'friends' on social networking sites without informing the Herefordshire City of Sanctuary Chair
- Leave groups of children or young people unsupervised
- Allow a child, young person or vulnerable adult is to use inappropriate language without challenging it
- Do things of a personal nature that children, young people or vulnerable adults can do for themselves
- Allow allegations made by a child, young person or vulnerable adult to be ignored, not recorded or not acted upon
- Engage in rough physical or sexually provocative games
- Make sexually suggestive comments, even in fun
- Allow or engage in any form of inappropriate touching
- Reduce a child, young person or vulnerable adult to tears as a form of control.

It is a criminal offence under the Sexual Offences Act 2003 for a person over the age of 18 in a position of trust to enter into a sexual relationship with a child or young person under 18 years old or a vulnerable adult, even if the relationship is consensual. This means that any activity between a Herefordshire City of Sanctuary volunteer with an under 18 year old or vulnerable adult may be a criminal offence. If you have any queries or concerns about relationships with young people under 18 and vulnerable adults, please seek advice from the Herefordshire City of Sanctuary Chair.

External Contacts	
Herefordshire Council Children's Social Care Referrals:	01432 260 800
Herefordshire Safeguarding Adults Referrals:	01432 260715
HC Emergency Duty Team:	0330 123 9309
Police:	999/101 or 0300 333 3000
LADO:	01432 261 739
Herefordshire Safeguarding Children Partnership	01432 260 100

I

Signed by

1. _____

Date _____

Herefordshire City of Sanctuary (Chair)

2. _____

Date _____

Designated Safeguarding Lead for Herefordshire City of Sanctuary

3. _____

Date _____

Deputy Safeguarding Officer for Herefordshire City of Sanctuary

Reviewed:

Date:
