

Derby City Centre Chaplaincy: Safeguarding Policy and Procedure 2020

Purpose of this policy

The aim of this policy is to ensure the safety of children and adults accessing services provided by Derby City Centre Chaplaincy (DCCC) and in particular it aims to:

- promote good practice and ensure that volunteers are able to work in environments where there is unsupervised contact with children or adults at risk with confidence;
- provide children or adults at risk with appropriate safety and protection whilst in the company of DCCC volunteers;
- allow volunteers to make informed and confident responses to specific Safeguarding issues;
- monitor the level of volunteers contact with children or adults at risk, and request/ access DBS checks where necessary, following DBS guidance – DCCC will obtain enhanced DBS checks (with barred list checks) for volunteers who have regular unsupervised contact with children or adults at risk in their capacity as a DCCC volunteer; and
- ensure that children and adults at risk and their carers (if appropriate) are aware of what to do if they have a concern and that they would feel confident to pass their concern on.

When working with anyone DCCC will ensure that we:

- Promote their health and welfare.
- Respect and promote their rights.
- Work in a way which safeguards the wellbeing of each child or adult at risk and protect them from abuse and neglect.
- Take appropriate steps if they became aware of any signs/incidents of abuse and neglect.
- Ensure anyone working for DCCC is made aware of their responsibilities when working alone or unsupervised with children or adults at risk or to attend to their personal needs.
- Ensure that volunteers have received appropriate safeguarding training that relates to their involvement with children or adults at risk who may be at risk.

To achieve the aims of this policy, the Trustees have appointed Revd Anita Matthews to be responsible for this policy and its implementation. They will:

- Ensure that the welfare of children or adults at risk is given the highest priority by the organisation, its trustees and volunteers.
- Promote good practice and ensure that volunteers are able to work with children or adults at risk with confidence.
- Ensure that the guidance attached to this policy is enacted and monitored including the briefing, training and gathering feedback from volunteers.
- Monitor contact with children or adults at risk to ensure that the frequency and intensity of contact is consistent with the DBS threshold levels, for volunteers.

- Act as the main contact for disclosing information around safeguarding children or adults at risk concerns.
- Ensure that the concerns of children or adults at risk are heard and acted upon.
- Be responsible for reporting incidents or concerns to appropriate authorities.
- Attend appropriate training relevant to the level of engagement with children or adults at risk to ensure all volunteers remain up to date with current practice and legislation.
- Ensure volunteers have access to further appropriate information

DCCC is committed to supporting the right of children or adults at risk to be protected from abuse and neglect and to making sure all volunteers work, in line with the City Council's and County Council's multi agency policies and procedures for safeguarding children or adults at risk, and act promptly when dealing with allegations or suspicions of abuse or neglect.

We think that:

- **Safeguarding is everybody's business:** Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused our loyalty to the child or adult at risk comes before anything else – our charity, other beneficiaries, our colleagues and the person's friends and family.
- **Doing nothing is not an option:** If we know or suspect that a child or adult is being abused, we will do something about it. We will report to Derby City Council, Derbyshire County Council or the police if there is any imminent danger for anyone involved.

This policy will be reviewed by the Trustees at least every 12 months.

Signed by the Chair of Trustees:.....

Name:..... **Date:**.....

Guidance Notes

Safeguarding aims to:

- Stop abuse or neglect wherever possible
- Prevent and reduce the risk of abuse or neglect to children or adults with care and support needs
- Safeguard children and adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the children and adults concerned to address what has caused the abuse or neglect

Who is a child?

Any person under the age of 18.

Who is an adult at risk?

Some adults are more at risk of being abused than others, such as:

- older people
- people with a visual or hearing impairment
- people with a physical disability
- people with learning disabilities or mental health problems
- people living with HIV or AIDS who have care and support needs

Local Authorities have safeguarding duties which will apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs),
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

How to spot if a person is at risk?

Physical abuse - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence - Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual exploitation, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse - Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in relation to care provided in one's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.

Neglect and acts of omission - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding and self-harm.

What should you do?

DCCC provides practical guidance, and support in the form of procedures, to volunteers who have responsibility for acting on safeguarding concerns, including the role of the named person responsible for this policy.

Response 1: Where an organisation (school, care home, business, DCHS, DCC) has their own safeguarding procedure, the chaplain should follow their safeguarding procedure whilst keeping DCCC's Safeguarding Officer informed.

Response 2: If the organisation does not have a safeguarding procedure, then contact DCCC's Safeguarding Officer.

If for whatever reason neither Responses 1 or 2 are appropriate, then the safeguarding concern should be pursued through Derby City Council and Derbyshire County Council, who are committed to dealing with all aspects of abuse or neglect.

In Derby City contact the City Council's Children's Social Care First Contact team during normal working days between 9am and 5pm on 01332 641172 or the City Council's Safeguarding Adults team Monday to Friday 9.00am to 5.00pm) on 01332 642855. Out of hours you can contact 'Careline' (out of hours emergency social care service) on 01332 786968.

Outside Derby City please contact 'Call Derbyshire' on 01629 533190. 'Call Derbyshire' is open between 8am to 8pm, Monday to Friday and 9.30am to 4pm on Saturdays.

If you believe that a child or adult is at immediate risk and in need of protection then you should call the police on 101 or 999 immediately. Alternatively if you want advice from the police and the child or adult is not in immediate need of protection, you can call them on: 0845 123 33 33

You should always expect a response to let you know that the concern has been received. In some instances, if you have reported a concern on another person's behalf, you may not be entitled to know what else is being done to support that person.

If you are concerned about the referral you have made, contact the relevant council safeguarding team again.

Recording and documenting your concerns

If you are concerned about a child or adult is experiencing abuse or neglect following organisational safeguarding procedures, you should record what the as accurately as possible:

- What you are concerned about
- What the child or adult said or disclosed to you
- What you said - use exact words or phrases used in quotation marks and clearly attribute them to the person that said them
- What you observed such as any non-verbal cues, body language or changes in behaviour
- Any physical marks

Any written documentation about a safeguarding concern must be signed, dated, stored and shared in line with confidentiality and data protection procedures.

Behaviour Standards for Volunteers

DCCC values the contribution of volunteers and recognises them as an integral part of the services we provide.

Following these behaviours will give you the reassurance that you are providing a safe and high standard of service and the confidence to challenge others who are not. These standards aim to protect our volunteers, people involved in the running of our charity and people that use our services.

- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services
- Uphold and promote equality, diversity and inclusion
- Work in collaboration with colleagues to ensure high quality, safe and compassionate delivery of service, care and support
- Communicate in an open and effective way to promote the health, safety and wellbeing of people who use our services, other volunteers and visitors
- Respect a person's right to confidentiality
- Act in a professional and appropriate manner when responding to any concern about a child's or an adult's welfare

Whistleblowing

DCC is dedicated to the highest standards of operation, probity and accountability. In line with this commitment, anyone with serious concerns about any aspect of our work is encouraged to come forward and voice those concerns.

Volunteers are encouraged to make serious concerns known to the Trustees of DCCC. Nevertheless, if you suspect wrong doing you can seek confidential advice on how to blow the whistle and who to contact from the following organisations:

- Public Concern at Work - 020 7404 6609
- Department of Health Whistleblowing Helpline - 08000 724725