



## Safeguarding Children and Adults Policy and Procedure

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| <b>Approved by</b>                           | Trustees                                                                                                                                                                                                                                                                                                                                                      |                            |                  |
| <b>Linked documents</b>                      | Safeguarding Adults at Risk Policy and Procedure<br>Employee handbook Whistleblowing policy Disciplinary procedures<br>Code of conduct<br>Equality and diversity policy Data protection policy Lone working guidance Complaints policy                                                                                                                        |                            |                  |
| <b>Legislation, regulations and guidance</b> | Children Act 2004<br>Working together to safeguard children 2026 Children and Social Work Act 2017<br>Sex Offences Act 2003<br>Safeguarding Vulnerable Groups Act 2006 Children and Young Persons Act 2008 Children Act 1989<br>General Data Protection Regulation and Data Protection Act 1998 (DPA)<br>Protection of Freedoms Act 2012<br>Equality Act 2010 |                            |                  |
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## 1. Scope and Aims

The Churn works with the communities of Cirencester and the outlying villages, supporting those who are lonely or marginalised, disadvantaged or at a point of transition or crisis in their lives, including families, unemployed and older people. We may be in contact with children, young people and adults at risk through our day-to-day activities.

## 2. Policy Statement

The Churn is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and is committed to ensuring that all those involved with The Churn feel safe and treated with respect.

If anyone witnesses, discloses or experiences abuse, it will be dealt with in a timely and effective manner and in ways which are proportionate to the issues.

*Everyone who comes into contact with children and families has a role to play. Safeguarding is everyone's responsibility.*

### **The purpose of this document is:**

- To set out The Churn's approach towards safeguarding children, young people and adults at risk.
- To protect children, young people and adults at risk who receive The Churn services from harm, which includes children of the adults who use our services.
- To explain the responsibilities that staff, volunteers and trustees have in respect of safeguarding children and adults at risk.
- To provide a clear procedure which will be followed by trustees, staff and volunteers, when reporting and dealing with safeguarding concerns and incidents.

**Where a third party is running a service from The Churn's premises, they must have their own Safeguarding policies in place or must sign up to this policy and complete the hire agreements which explain their safeguarding responsibilities.**

### **We will seek to keep children, young people and adults at risk safe by:**

- Valuing, listening to and respecting them
- Appointing Designated Safeguarding Leads (DSLs)
- Adopting child/adult protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Providing effective management for staff and volunteers through supervision, support and training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing information professionally and securely, in line with data protection legislation
- Sharing information about safeguarding and good practice with children, adults at risk and their families via leaflets, posters, group work and one-to-one discussions

- Making sure that children, young people, adults at risk and their families know where to go for help if they have a concern
- Using our safeguarding and child/adult protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, adults at risk and carers appropriately
- Using our procedures to manage any allegations of abuse made against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, adults at risk, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing their concerns

### 3. Part 1 – Safeguarding Children and Young People

For children and young people aged under 18 years, due consideration must be given to the wishes and feelings of a child as far as reasonable before deciding on which services to provide or action to take. However, we have a duty to act in the best interests of the child, which may mean contradicting their wishes.

#### Context

We believe children and young people should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

The welfare of children is paramount in all the work we do and in all the decisions we take. All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation have equal right to protection from all types of harm or abuse.

Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

Legislation provides the framework for safeguarding and child protection in England. It makes clear the expectations and requirements around duties of care to children and creates accountability for these. The main legislation in England is the Children Act 1989, the Children Act 2004 and the Children and Social Work Act 2017.

In England, the Department for Education (DfE) provides the key statutory guidance for anyone working with children and young people: **Working together to safeguard children** (DfE,2026). This sets out how organisations should work together to keep children safe at home, outside the home and online and that work should be child-centred but within a whole family focus. Chapter 4: Organisational responsibilities sets out the requirements for voluntary, charity, social enterprise, faith-based organisations and private sectors.

## Who is responsible for safeguarding and child protection

Local safeguarding partners are responsible for child protection policy, procedure and guidance at a local level.

The local safeguarding arrangements are led by three statutory safeguarding partners:

- The local authority
- The integrated care board (ICB, previously clinical commissioning group or 'CCG')
- The police

Working together with other relevant agencies, they must co-ordinate and ensure the effectiveness of work to protect and promote the welfare of children, including making arrangements to identify and support children at risk of harm.

Gloucestershire Safeguarding Children Partnership [www.gloucestershire.gov.uk/gscp/](http://www.gloucestershire.gov.uk/gscp/)  
Gloucestershire Multi Agency Safeguarding HUB (MASH) **01452 426565**  
Gloucestershire Children's Social Care email [childrenshelpdesk@gloucestershire.gov.uk](mailto:childrenshelpdesk@gloucestershire.gov.uk)

## Definitions

**Children:** A child is anyone who has not reached their 18<sup>th</sup> birthday and includes unborn children. Due to immaturity and dependency on others, all children are at risk of abuse.

**Parent:** The term parent includes carers and guardians. It means, in usual circumstances, someone who is legally entitled to take decisions on behalf of the child.

**Abuse or neglect:** Defining abuse or neglect is complex and rests on many factors. The term 'abuse' can be subject to wide interpretation. We will reference the Working Together definition for abuse:

*A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant in relation to the impact on children of all forms of domestic abuse, including physical abuse, sexual abuse, emotional and psychological abuse, coercive and controlling behaviour and economic or financial abuse where they see, hear or experience its effects. Children may be abused in a family or in an institutional or extrafamilial context 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. Children may be abused by an adult or adults, or another child or children. This includes in teenage relationships and honour, faith or belief based abuse.*

## Child Safeguarding Concern Categories

Adopting a child-centred approach means the welfare of the child is paramount. We will treat as a child safeguarding concern any case where a child is suspected to be involved in any of the following categories:

### Neglect and Acts of Omission:

**Definition:** 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 also occur during pregnancy as a result of maternal substance abuse.

**Examples:**

- Failing to provide adequate food, clothing and shelter (including exclusion from home and abandonment).
- Failing to protect a child from physical and emotional harm or danger.
- Failing to ensure adequate supervision (including the use of inadequate caregivers).
- Failing to ensure access to appropriate medical treatment or care.
- Failing to provide suitable education.
- Neglecting or being unresponsive to a child's basic emotional needs.

**Physical Abuse:**

**Definition:** Physical abuse involves hurting or harming a child. Sometimes the abuse is unintentional but we remain child-centred and act accordingly if a child is at risk of harm, regardless of the intention.

**Examples:**

- Hitting, slapping, punching, shaking, throwing, kicking, poisoning, burning or scalding, breaking bones, biting, suffocating, drowning or otherwise causing physical harm to a child.
- Physical harm may also be caused when a parent or carer makes up symptoms of an illness or deliberately causes a child to become unwell.

**Sexual Abuse:**

**Definition:** Sexual abuse includes both contact and non-contact abuse and both penetrative and non-penetrative acts in person and online. Sexual abuse is perpetrated by men and women. A child of any gender can be a victim of sexual abuse.

**Examples:**

- Contact abuse: Sexual touching of any part of a child's body, forcing or enticing a child to take part in sexual activities, with or without violence and whether or not the child is aware of what's happening.
- Making a child undress or touch someone else.
- Non-contact abuse: Flashing or exposing, showing pornography, forcing a child to take part in sexual activities online. Online abuse may take the form of cyber-grooming or self-generated sexual content under coercion (e.g. sexting).

**Child Sexual Exploitation:**

**Definition:** Child Sexual Exploitation is a form of child sexual abuse, occurring when an individual or group takes advantage of an imbalance of power to manipulate or deceive a child or young person into sexual activity.

**Examples:**

- Children can be manipulated into sexual activity in exchange for something the child wants or needs, or for the financial or status advantage of the adult.
- A child can be sexually exploited even if the sexual activity seems consensual. It can also happen through the use of technology.

## **Emotional or Psychological Abuse:**

**Definition:** Emotional abuse involves the continual emotional mistreatment of a child. Some level of emotional abuse is involved in all types of abuse, but it may also happen alone. Children living in domestically abusive households may be deemed to be suffering significant harm through emotional abuse.

### **Examples:**

- Telling a child that they are worthless or unloved.
- Not allowing a child to express their views or deliberately silencing them.
- Deliberately trying to scare, humiliate, isolate or ignore a child.
- Threatening, shouting at a child, calling them names or making fun of what they say or how they communicate.
- Blaming and scapegoating.
- Making the child perform degrading acts.
- Pushing a child too hard or not recognising their limitations.
- Emotional abuse happens in families but also in other environments such as within friendship groups, school, parks, housing estates, shopping centres and online, including social media and gaming platforms.

## **Other Specific Actions of Abuse and Neglect:**

**Female Genital Mutilation (FGM):** FGM is an extreme form of child abuse and violence against women and girls. It involves any procedure involving partial or total remove of the external female genitalia or other injury to the female genital organs for non-medical reasons. It can happen at any age and is not medical or performed for religious reasons. Often children do not understand what is going to happen and so might seek help without knowing what they need.

**Bullying and Cyberbullying:** Bullying that occurs in person or through digital platforms, including social media, texts and emails.

**Domestic Abuse:** Exposure to domestic abuse, impacting the child's well-being, even if not directly targeted. A child living in a domestically abusive household is likely to be affected.

**Child Trafficking:** Child trafficking comes under the wider category of modern slavery and includes the recruitment, transportation, transfer, harbouring or receipt of a child for forced labour, domestic servitude and other exploitation purposes.

**Criminal Exploitation and Gangs:** Coercing or manipulating a child into criminal activities, often associated with gang involvement.

## **Principles of the Child-Centred Approach:**

**Listening to the Child:** Ensuring the child's voice is heard and considered.

**Confidentiality:** Handling information discretely and sharing it only with those who need to know.

**Safety and Protection:** Prioritising the immediate and long-term safety of the child.

**Intervention and Support:** Providing appropriate interventions and support tailored to the child's needs.

**Partnership with Parents/Guardians:** Engaging with the child's caregivers, unless they are the source of harm.

**Multi-Agency Collaboration:** Working with various agencies and professionals to ensure comprehensive care and protection.

**Respect and Dignity:** Treating the child with respect and maintaining their dignity throughout the process.

By adhering to these principles and recognising the specific categories of concern, we can better protect and support children, ensuring their well-being is always the foremost consideration.

### **Allegations Management**

If an allegation of child abuse, neglect or exploitation is made against any member of The Churn staff or volunteers, whether against children or young people they are working with or against children or young people outside of the organisation, this must always be discussed with the DSL before taking any other action, including speaking to the member of staff or volunteer.

The DSL will contact the Local Authority Designated Office (LADO) for advice and, if threshold is met, will follow the Government's statutory Allegations Management process laid down in Working Together to Safeguard Children 2026.

The Churn will take the advice of the LADO and, if required, will attend any Allegations Management Meeting with social care and the police. Where the allegation is serious or may lead to further harm, the LADO will seek advice from the police and social care about whether the member of staff or volunteer should remain in post.

If an allegation is made regarding the DSL, the Chair of Trustees should be contacted.

## **4. Part 2 – Safeguarding Adults at Risk**

Our approach to safeguarding adults at risk is underpinned by the following six key principles which come from the Care Act 2014:

- Empowerment: People being supported and encouraged to make their own decisions and informed consent.
- Prevention: It is better to act before harm occurs.
- Proportionality: The least intrusive response appropriate to the risk presented.
- Protection: Support and representation for those in greatest need.
- Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability: Accountability and transparent in delivering safeguarding.

The Care Act 2014 sets out a clear legal framework for how local authorities and other statutory agencies should protect adults with care and support needs at risk of abuse or neglect.

The local authority must promote wellbeing when carrying out any of their adult care and support functions. Wellbeing is a broad concept and is described as relating to areas which include protection from abuse and neglect, personal dignity (including treating the individual with respect), physical and mental health and emotional wellbeing, suitable living accommodation and economic and social wellbeing, control over day-to-day life, participation in work or education or training, domestic, family and personal relationships or contribution to society.

Services provided to adults with care and support needs must be appropriate and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture or lifestyle.

Local authorities have the lead responsibility for safeguarding adults. Their role is to ensure that there are local Safeguarding Adults Boards, that they provide services to people who need care and support and that they respond to concerns about harm and abuse. Safeguarding Adults Boards are the lead agency with responsibility for coordinating safeguarding and conducting case management reviews. They have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.

Gloucestershire Safeguarding Adults Board <https://www.gloucestershire.gov.uk/gsab/>

Gloucestershire Adults Help Desk **01452 426868**

Gloucestershire Adults Email [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)

### **Definitions:**

The adult safeguarding duties under the Care Act 2014 apply to an adult aged 18 or over. The definition of an 'adult at risk' is any person aged 18 years and over who is or may be in need of:

- community care services, by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is, or may be, unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation
- and is experiencing or is at risk of abuse or neglect.

A wider definition of whom we consider to be adults at risk includes:

- people encountering domestic abuse, sexual exploitation and/or human trafficking
- people who are experiencing homelessness
- people suffering from alcohol and substance misuse
- people who are refugees or asylum seekers

Care and support are the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems and carers. Care and support include assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services or the provision of aids and adaptations.

## **Abuse or neglect**

Defining abuse or neglect is complex and rests on many factors. The term 'abuse' can be subject to wide interpretation. It may be physical, verbal or psychological, it may occur where a person is persuaded to enter a financial or sexual transaction to which they have not consented or cannot consent. Incidents of abuse may be one-off or multiple and affect one person or more. Abuse or neglect may be the result of deliberate intent, negligence or ignorance. Exploitation can be a common theme in the experience of abuse or neglect.

Whilst it is acknowledged that abuse or neglect can take different forms, the Care Act guidance identifies the following types of abuse or neglect:

1. **Physical abuse:** The physical mistreatment of one person by another, which may or may not result in physical injury. This may include slapping, burning, punching, unreasonable confinement, pinching, force-feeding, misuse or mal-administration of medication, shaking, inappropriate restraint, rough handling, withdrawal of sensory or mobility aids, honour-based violence.
2. **Domestic abuse:** This includes physical violence (see above) but also coercive control and stalking and harassment. Unexplained bruising. Those being domestically abused may withdraw from activities such as work or volunteering, not be in control of finances or not be in control of their own decision making.

## **Referrals to the Multi-agency Risk Assessment Conference (MARAC)**

The MARAC is a multi-agency process where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, children and adults safeguarding, housing practitioners, substance misuse services, independent domestic violence advisers (DVAs) and other specialists from statutory and voluntary sectors.

The aims of the MARAC are:

- To share information to increase the safety, health and wellbeing of victims – adults and their children.
- To determine whether the perpetrator poses a significant risk to any particular individual or to the general community.
- To construct jointly and implement a risk management plan that provides professional support to all those at risk and that reduces the risk of harm.
- To reduce repeat victimisation.
- To improve agency accountability.
- To improve support for staff involved in high-risk DV cases.

After sharing all relevant information that they have about an adult at risk, the representatives discuss options for increasing the safety of the adult at risk and form a coordinated action plan. The MARAC will also discuss the risks posed to children and how to manage the person alleged to be causing the harm. At the heart of a MARAC is a working assumption that no single agency or individual can see the complete picture of the life of a person at risk but all may have insights that are crucial to their safety, as part of the coordinated community response to domestic violence.

3. Sexual Abuse: Any form of sexual activity that the client does not want or have not considered, a sexual relationship instigated by those in a position of trust, rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual actions, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
4. Psychological abuse: This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as swearing, shouting or the use of discriminatory and/or oppressive language. A deprivation of contact, blaming, controlling, coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction on freedom, restricted access to personal hygiene, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected.
5. Financial or material abuse: Including theft, fraud, internet scamming, coercion in relation to a client'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.
6. Modern slavery: Encompasses slavery, human trafficking – including children, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive individuals into a life of abuse, servitude and inhumane treatment.
7. Discriminatory abuse/hate crime: This includes forms of harassment, slurs or similar treatment; because protected characteristics including race, gender and gender identity, age, disability, sexual orientation, religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.
8. Organisational abuse: Neglect and poor care practice within an organisation or specific care setting, such as a hospital or care home, 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 because of the structure, policies, processes and practices within an organisation.
9. Neglect and acts of omission: Behaviour by carers that results in the persistent or severe failure to meet the physical and/or psychological needs of an individual in their care.
10. Self-neglect: the term 'self-neglect' refers to an unwillingness or inability to care for oneself or one's environment. This covers a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Self-neglect is a difficult issue to address as often those who self-neglect are not able to see they are living with self-neglect. There are questions of personal choice and how to provide support if someone does not want it. When addressing self-neglect, the response must be proportionate to the risk of harm to the mentally capacitated individual.

## Hate Crime

A specific manifestation of discriminatory abuse is recognised within the criminal justice system under the category Hate Crime.

Hate Crime is defined as any incident that is perceived by the victim or any other person to be targeting that individual on the grounds of sexual orientation, transgender identity, religion or belief, race or ethnicity and disability. This can include incidents of anti-social behaviour which do not always constitute a criminal offence. The police have special procedures to respond to reports of hate crime appropriately.

In the event of a perceived hate crime against clients, early contact with the police is vital to ensure an appropriate response is given.

## Mental Capacity and Consent

The assumption is that adults have the mental capacity to make informed choices about their own safety and how they live their lives. However, issues of mental capacity and the ability to give informed consent are central to decisions and actions in Safeguarding Adults. All interventions need to consider the mental capacity of individuals to make informed choices about the way they want to live and the risks they want to take. **(Children are not allowed to choose to live in situations of risk and there is a duty to report concerns regarding children).**

The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who may lack capacity to make decisions for themselves and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the Safeguarding Adults process must comply with the Act. The Act says that:

*“... a person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or disturbance in, the functioning of the mind or brain”.*

Further, a person is not able to decide if they are unable to:

- understand the information relevant to the decision or
- retain that information long enough for them to make the decision or
- use or weigh that information as part of the process of making the decision or
- communicate their decision (whether by talking, using sign language or by any other means such as muscle movements, blinking an eye or squeezing a hand)

Mental capacity is time and decision specific. This means that a person may be able to make some decisions but not others at a particular point in time. For example, a person may have the capacity to consent to simple medical examination but not to major surgery. Their ability to decide may also fluctuate over time.

### **The Five Principles of the Mental Capacity Act 2005**

1. An adult at risk has the right to make their own decisions and must be assumed to have capacity to make decisions about their own safety unless it is assessed otherwise.
2. Adults at risk must receive all appropriate help and support to make decisions before anyone concludes that they cannot make their own decisions.
3. Adults at risk have the right to make decisions that others might regard as being unwise or eccentric and a person cannot be treated as lacking capacity for these reasons.
4. Decisions made on behalf of a person who lacks mental capacity must be done in their best interests.
5. The decision should be the less restrictive of their basic rights and freedoms.

### **Who might Abuse?**

Abuse of adults at risk, young people and children may be perpetrated by a wide range of people including relatives, family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

### **Person in a Position of Trust (PIPOT)**

PIPOT procedures manage allegations of abuse made against individuals who work or volunteer with adults with care and support needs. The term is used in safeguarding procedures to identify individuals who may be at risk of causing harm to those with care and support needs due to their position of trust. PIPOTs can include healthcare professionals, social workers, educators, volunteers and those in charitable roles.

When concerns arise about the behaviour of a member of staff or volunteer in a position of trust over adults at risk, this should be reported to the Designated Safeguarding Lead who will then report to Adult Social Care using the PIPOT process. For example, you might be worried that someone who works or volunteers with care recipients has:

- become a risk to people they interact with
- behaved in a way that might have harmed someone they look after
- committed a criminal offence against someone

## **5. Safeguarding Responsibilities of staff, trustees and volunteers**

We expect all staff, volunteers and trustees to:

- Be alert to concerns for welfare and indicators of abuse, neglect and exploitation for children and adults
- Report all cases of suspected abuse, neglect or exploitation or any other concerns to the designated safeguarding leads
- Be vigilant about their actions so that they cannot be misinterpreted and are aware of appropriate behaviour when working with service users (for example, appropriate boundaries of personal contact)
- Attend safeguarding training and refresher training as required

All line managers are responsible for:

- Ensuring safeguarding is a fixed agenda item and regularly discussed in team meetings and 121s
- Ensuring staff record and report child safeguarding cases in accordance with procedures

Designated Safeguarding Leads are responsible for:

- Working with external organisations as appropriate in relation to children and adults' safeguarding
- Attending external safeguarding meetings representing The Churn
- Providing guidance to colleagues on specific cases and generally liaising with statutory agencies regarding referrals and active cases
- Ensuring that any changes to legislation or good practice lead to corresponding policy and procedure updates
- Notifying the board in the event of a serious safeguarding incident and/or pending safeguarding children or adult review
- Reviewing the Children and Adults Safeguarding Policy on a regular basis and ensuring that other policies have regard to safeguarding as appropriate
- Ensuring systems are in place to accurately and appropriately record and monitor safeguarding cases
- Promoting awareness of safeguarding within the organisation

## **Whistleblowing**

Whistleblowing encourages and enables employees to raise serious concerns within their service rather than overlooking a problem or 'blowing the whistle' outside. Employees are often the first to realise that there is something seriously wrong with the service. However, they may not express their concerns as they feel that speaking up would be disloyal to their colleagues or to their employer.

In order to encourage the raising of such concerns, The Churn has an internal formal whistleblowing policy for us if required. Staff reporting concerns at work (whistleblowing) are entitled to protection under the Public Interest Disclosures Act 1998.

## **Recruitment**

We are committed to safe recruitment, selection and vetting of all trustees, staff and volunteers. This includes:

- All new employees and volunteers will complete an application form
- Before commencing employment or voluntary work, staff and volunteers will be asked to attend an interview with an appropriate manager or representative member from the Board of Trustees. The level and formality of interview will depend on the role and work involved
- New trustees and employees will be required to provide two acceptable references
- Appropriate overseas checks and right to work checks will be completed
- All employees, trustees and volunteers will require a DBS disclosure at the appropriate level, which will include self-declaration, which will be renewed every 3 years.

## **Training and Induction**

### **Induction**

All new staff members will receive a comprehensive induction about safeguarding upon commencement of their employment.

- The induction will cover the organisation's safeguarding policies and procedures.
- An induction checklist will be completed and signed by both the new employee and the supervisor to ensure all topics are covered.
- Volunteers will participate in an induction programme. They will receive a handbook that includes key safeguarding information and other relevant organisational policies.

### **Safeguarding Training**

#### **Initial Training**

- The induction for both staff and volunteers will include an appropriate level of safeguarding training tailored to their roles.
- This initial safeguarding training will ensure that all new staff, trustees and volunteers understand their responsibilities and the procedures for reporting concerns.

#### **Ongoing Training**

- Safeguarding training will be renewed every two years at the appropriate level for all staff, trustees and volunteers.
- The training will be conducted by a recognised organisation to ensure it meets current best practices and legal requirements.

### **Documentation and Records**

#### **Training Records**

- Completion certificates for all safeguarding training will be stored in individual staff files.
- Detailed records of all training sessions attended by staff, trustees and volunteers will be maintained.

### **Monitoring and Compliance**

- Regular audits will be conducted to ensure all staff, trustees and volunteers have up-to-date safeguarding training.
- Non-compliance with the training requirements will be addressed promptly to maintain high safeguarding standards and may result in not being able to work with children.

## Confidentiality

We will always respect confidentiality and will not share any information given in confidence unless justified by the assessed risk to the child or required by law.

Effective sharing of information is essential for early identification of need, assessment and service provision to keep children safe. The Data Protection Act 2018 and the General Data Protection Regulations (GDPR) do not prevent sharing of information for the purposes of keeping children safe. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare and protect the safety of children.

## Diversity and Inclusion

We will ensure that no person or group of persons will be treated less favorably than another person or group of persons on account of any diversity strand.

## Complaints

Service users who do not feel satisfied with our service in relation to Safeguarding may wish to make a complaint. Complaints will firstly be investigated by the safeguarding lead for a resolution. If a resolution is not found or the service user remains dissatisfied, this will be managed in accordance with the Complaints Policy.

## Support to staff, volunteers and trustees

Support will be provided to staff, volunteers and trustees dealing with safeguarding cases, including supervisory support from managers and the safeguarding leads. Clear guidance will be given around professional boundaries when working with children.

## 6. Procedure when reporting and managing safeguarding concerns and incidents

**Emergency:** If someone is in immediate danger, seriously injured or may cause serious harm to others call the emergency services on **999** and inform the safeguarding lead as soon as possible

**Step 1** - Contact the Designated Safeguarding Lead at The Churn. The designated leads for children are:

- **Sarah Bourne:** [sarah.bourne@thechurn.org.uk](mailto:sarah.bourne@thechurn.org.uk) 01285 380031
- **Rachel Stainton:** [Rachel.stainton@thechurn.org.uk](mailto:Rachel.stainton@thechurn.org.uk) 01285 380034/077001 301122

If they are not available, please speak to the trustee safeguarding lead:

**Rosemary Lynn: 07527 171490**

If they are not available please speak to another line manager:

**Michelle Bradburn:** [michelle.bradburn@thechurn.org.uk](mailto:michelle.bradburn@thechurn.org.uk) 01285 380039

**Step 2** - Having considered all the available information, the safeguarding lead will decide on the next steps, which may be to:

- Take no action
- Monitor the situation
- Report the matter to the police
- Contact the Gloucestershire Multi Agency Safeguarding HUB (MASH) **01452 426565** or [childrenshelpdesk@gloucestershire.gov.uk](mailto:childrenshelpdesk@gloucestershire.gov.uk) or Out of Hours **01452 614194** contact the LADO **01452 426994**

It is important to remember that staff, trustees and volunteers should ensure that concerns are well recorded, physical evidence is preserved, appropriate information is gathered and that responses to concerns are appropriate (see good practice guidance below). Once advice from the DSL is sought, if it is safe to do so, speak to the child concerned to get their views on the concerns or incident and what they would like to happen next. It may not be possible to follow their wishes if safeguarding is required.

**If you are unable to contact a safeguarding lead or manager:**

- If someone is at risk, phone MASH 01452 426565
- If someone is breaking the law, phone the police on 101
- In an emergency phone 999

## **7. Policy Review**

The overall responsibility for this policy lies with the Chief Executive Officer and Board. The policy will be reviewed annually.

## 8. Contact Information

|                                                                                                                          |                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Churn Project<br>Designated Children Safeguarding Leads                                                              | Sarah Bourne<br><a href="mailto:sarah.bourne@thechurn.org.uk">sarah.bourne@thechurn.org.uk</a> 01285 380031 or 07701 301092<br><br>Rachel Stainton<br><a href="mailto:rachel.stainton@thechurn.org.uk">rachel.stainton@thechurn.org.uk</a><br>01285 380034 or 07701 301122 |
| Gloucestershire Multi Agency Safeguarding HUB (MASH)                                                                     | <b>01452 426565</b><br><a href="mailto:childrenshelpdesk@gloucestershire.gov.uk">childrenshelpdesk@gloucestershire.gov.uk</a> Mon-Fri 9am-5pm<br><br><b>Outside of these hours call</b><br><b>01452 614194 Emergency Duty Team</b>                                         |
| Gloucestershire Safeguarding Adults Board Help Desk                                                                      | <b>01452 614194 Emergency Duty Team</b><br><b>01452 426868 (Mon-Fr 9:00 –17:00)</b><br><a href="mailto:Socialcare.eng@gloucestershire.gov.uk">Socialcare.eng@gloucestershire.gov.uk</a>                                                                                    |
| To report a concern about a professional working with children (allegations management)                                  | <b>01452 426994</b><br><b>Karen Goulding and Nigel Hatten LADO</b> (local authority designated officers)<br><a href="mailto:amadmin@gloucestershire.gov.uk">amadmin@gloucestershire.gov.uk</a><br>Jenny Kadodia Allegations Management Co-ordinator <b>01452 426320</b>    |
| To Report a concern about a professional working with adults via People in a Position of trust (PIPOT)                   | <b>Adult Helpdesk 01452 426868</b>                                                                                                                                                                                                                                         |
| Gloucestershire Safeguarding Children Partnership (GSCP) Safeguarding Support Unit                                       | <a href="mailto:GSCP@gloucestershire.gov.uk">GSCP@gloucestershire.gov.uk</a>                                                                                                                                                                                               |
| GDASS (Gloucestershire Domestic Abuse and Support Service)<br>Inc domestic abuse, coercion, and control, forced marriage | <b>01452 7265705</b><br><b>Professional helpline – 01452 726561</b>                                                                                                                                                                                                        |
| Modern slavery reporting                                                                                                 | <b>Police 101</b><br><b>Crimestoppers 0800 555 111</b>                                                                                                                                                                                                                     |
| GRASAC (Glos rape and sexual abuse centre)                                                                               | <b>01452 305421</b>                                                                                                                                                                                                                                                        |
| The Forced Marriage Unit                                                                                                 | <b>020 7008 0151</b>                                                                                                                                                                                                                                                       |
| PREVENT (anti Terrorism)                                                                                                 | <b>Police 101</b><br><b>Anti-terrorist hotline 0800 789 321</b>                                                                                                                                                                                                            |
| Gloucestershire Fire & Rescue service (Safe and Well Checks)                                                             | <b>0800 180 4140</b>                                                                                                                                                                                                                                                       |
| Independent advocacy POHWER                                                                                              | <b>0300 4562370</b>                                                                                                                                                                                                                                                        |
| Sexual Assessment Referral Centre (SARC) for counselling & support                                                       | <b>0300 421 8400</b>                                                                                                                                                                                                                                                       |
| NSPCC Helpline                                                                                                           | <b>0808 800 5000</b>                                                                                                                                                                                                                                                       |

## 9. Good Practice Guides

### Early Help

[https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=3\\_2\\_8](https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=3_2_8)

### Gloucestershire's Level of Intervention Document 2025

The Levels of Intervention Document (Windscreen model) is an important document that helps us when working with children and making a decision about appropriate support for them, including their safety and wellbeing.

<https://trixcms.trixonline.co.uk/api/assets/gloucestershirescp/7a917598-85fe-4a19-be00-8578b5cd753a/levels-of-intervention.pdf>

Glosfamilies online directory for guidance and information:

<https://www.glosfamiliesdirectory.org.uk/>

Multi Agency Request Form (MARF) submit via online portal

<https://children.gloucestershire.gov.uk/web/portal/pages/home>

### Additional Resources for support

[Non-recent abuse | NSPCC](#)

[What is Non-recent and Historical Abuse? | idas.org.uk](#)

### Additional Resources

Gloucestershire Safeguarding Children Partnership

<https://www.gloucestershire.gov.uk/gscp/>

Lead Practitioner Support Page

[https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=3\\_2\\_3](https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=3_2_3)

Advice, Support and Early Help Services

[https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=1\\_1\\_1](https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=1_1_1)

Sarah Bourne  
July 2026