

# Living Well Bromley

## Safeguarding Policy

### 1. Preliminary

- 1.1 The Charity Commission has stated that safeguarding should be a key governance priority for all charities, regardless of size, type, or income, *not just those charities working with children or vulnerable adults*. It has also stated that it is essential for charity Trustees to have and implement safeguarding policies and procedures and that they have to be adequate and appropriate for the charity's particular circumstances.
- 1.2 This policy applies to all staff and volunteers of Living Well Bromley. In this policy, "volunteers" means and includes the charity's Trustees and all other volunteers.

### 2. Commitment to safeguarding

- 2.1 Those who receive services provided by Living Well Bromley or who come onto our premises are referred to in this policy as "guests".
- 2.2 Guests may be at risk due to age, illness or disability. Living Well Bromley is committed to working in their interests, to promote their welfare, and to put in place safeguards and measures to protect them. In providing services and activities for guests, we will endeavour at all times to minimise risk to them and to ensure that they are as safe as we can make them.
- 2.3 We aim to protect all our guests from any act or behaviour of any member of staff or volunteer which, whether deliberately or unknowingly on the part of that member of staff or volunteer, gives rise to harm or ill treatment.
- 2.4 Such harm or ill treatment includes abuse (physical, sexual, emotional, discriminatory, institutional or organisational, financial or material), neglect, or impairment of the health or development of guests.
- 2.5 We also aim to promote the well-being and welfare of guests.
- 2.6 Living Well Bromley recognises that it has a duty to act on reports or suspicions of abuse or neglect. It adopts a zero-tolerance policy of abuse within Living Well.
- 2.7 Living Well Bromley maintains a Safe Working Practice Guidance. It includes:

- 1) details about when and how risk assessments should be carried out for:
    - a) volunteering roles; and
    - b) particular circumstances or activities
  - 2) guidance on use of ICT related activities such as use of social media, email and internet
- 2.8 Living Well Bromley will ensure that the Guidance is implemented by all within the charity and, for that purpose, it will ensure that its staff and volunteers have read and understood it.
- 2.9 The Charity will work in partnership with local / national agencies to put in place appropriate procedures for reporting, making referrals, and accessing training and specialist support, as and when required.

### **3. Safe recruitment**

- 3.1 With the aim of protecting our guests, Living Well Bromley will seek to recruit staff and volunteers using appropriate procedures, safeguards and checks.
- 3.2 We will take up at least two references for all staff posts and volunteer roles prior to appointment.
- 3.3 We will provide an induction programme for all new volunteers and staff, and appropriate training and ongoing/refresher training for them at regular intervals, to enable all volunteers and staff to undertake their roles safely, effectively and confidently. The induction will make it clear to them that they have an obligation to implement this policy and to learn about protection issues and their related responsibilities.
- 3.4 We will use the Disclosure & Barring Service (DBS) checks to help us to assess suitability of a candidate for a particular volunteer or staff role which is treated by the DBS as Regulated Activity and is therefore subject to a barring list check. In relation to a post or role which is eligible for an enhanced DBS check, where it considers it appropriate it will carry out an enhanced DBS check. The Charity will assess any criminal record information that is disclosed in line with its data protection and equalities (treating ex-offenders fairly) policies.
- 3.5 Living Well Bromley will regularly review its recruitment and other human resources procedures in response to changes in legislation and systems external to Living Well Bromley, e.g. DBS and barring list checks.

#### **4. Volunteers**

- 4.1 All volunteer roles will be supported by a Team Leader.
- 4.2 Volunteers will be treated equally alongside paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications, and acknowledgement for their contributions.
- 4.3 In turn, volunteers will be required to adhere to the applicable parts of the Code of Conduct (Staff and Volunteers) at all times as a representative of the Charity. Before they take up their role, they will each be given a clear description of the requirements and responsibilities of their role and the member of staff or Trustee recruiting them will discuss their role with them, to ensure that they understand what is expected of them.
- 4.4 Any volunteer roles, which would be Regulated Activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

#### **5. Safeguarding Officer**

- 5.1 The Charity's appointed Safeguarding Officer as from <<Insert Date>> is <<Insert Name>> and they are supported by <<Insert Name>> as Deputy Safeguarding Officer. They will have access to appropriate training to support them in these roles.
- 5.2 They will be available to all staff, volunteers and guests to speak to when they have any concerns, issues, or complaints regarding the safety, well-being or conduct of guests, volunteers or staff.
- 5.3 The Safeguarding Officer and Deputy Safeguarding Officer will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records, keep confidentiality, adhere to and promote this Policy within Living Well Bromley, and support or provide access to support for individuals suffering harm or abuse.

#### **6. Awareness of harm and abuse within Living Well Bromley**

- 6.1 All incidents of harm to any guest will require an appropriate response to reduce risks and improve the Living Well Bromley's services and activities.
- 6.2 Harm is caused by accidents, deliberate abuse (physical, psychological, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes, or a failure to enable a person to participate

in activities that are open to most of their peers. It can also include abuse via use of ICT facilities (e.g. grooming, bullying via the internet).

- 6.3 Deliberate acts of harm (physical, psychological, sexual, emotional and financial) and neglect are abuses against the person. Those acts will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies, and the DBS if the act is by someone in Regulated Activity. If a criminal offence is thought to have been committed by any staff member or volunteer, the police will be informed.

## **7. Confidentiality**

- 7.1 All reports and logs (including personnel records) will be kept securely and confidentially according to Living Well Bromley's *Data Protection Statement* and *Confidentiality Policy* or in line with the DBS Code of Practice for Registered Bodies if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared by the Charity on a need-to-know basis only.

## **8. Reports of possible or actual harm**

- 8.1 The Charity supports and encourages all guests, volunteers and staff to promptly speak up and contact the Safeguarding Officer or Deputy Safeguarding Officer where there is a concern (i.e. a worry, issue or doubt about practice or about treatment of a guest or colleague, or their circumstances), or a disclosure (i.e. information about a person at risk of or suffering from Significant Harm) or an allegation of an incident or a possibility that a volunteer or staff member has caused harm or could cause harm to a person in their care.
- 8.2 Staff or volunteers can report, and have a responsibility to report, something that they become aware of if they suspect or discover that it is not right or is illegal or if it appears to them that someone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. They may become aware of any of these things from what they see or hear or from something another person has disclosed to them.
- 8.3 In the first instance the staff or volunteer making a report should speak to their Team Leader who will then liaise with the Safeguarding Officer or Deputy Safeguarding Officer. However, if the report implicates their Team Leader, the staff member or volunteer making the report should instead speak directly to Safeguarding Officer or Deputy Safeguarding Officer.

- 8.4 Living Well Bromley prefers that anyone should use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral, in their own right as a private individual, to statutory agencies such as social services or the police.
- 8.5 Living Well Bromley cannot promise confidentiality to staff or volunteers making an internal report to the Safeguarding Officer or Deputy Safeguarding Officer where it has to be shared with any statutory agencies.
- 8.6 The Charity also supports its staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

## **9. Safeguarding Officer's action**

- 9.1 Where there is risk of significant harm to any guest, volunteer or staff member, the Safeguarding Officer and Deputy Safeguarding Officer have the power to act as necessary and, in particular, as follows:
  - log all conversations regarding the issue
  - sign and request signatures on reports and statements
  - confidentially seek advice from expert sources
  - share concerns (with consent where required and appropriate) internally with senior staff / Chair/s of the Board of Trustees
  - share concerns and make referrals to external agencies such as social services or the police, as appropriate to the circumstances
  - make a referral to the DBS regarding staff or volunteers in Regulated Activity whose conduct is harmful to guests and refer them to DBS when they are removed from Regulated Activity.

## **10. Communication by Living Well Bromley about safeguarding and this policy**

- 10.1 All staff and volunteers have an obligation to learn about protection issues and their related responsibilities.
- 10.2 Living Well Bromley will communicate this policy (using appropriate methods, formats and language to communicate the substance of it) to all of its staff, volunteers and, where appropriate, guests and their families / carers, and it will also make it available to the public. The Safeguarding

Officer will be responsible to the Board of Trustees for communicating this policy to them.

- 10.3 To encourage everyone involved in Living Well Bromley to understand that safeguarding is the business of everyone, and to assist all staff and volunteers to learn about protection issues and their related responsibilities, we will provide presentations to existing and new staff, volunteers and Trustees about safeguarding policy and procedures and raise safeguarding issues at meetings of the Board of trustees as appropriate for discussion about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in relation to Living Well Bromley's safeguarding responsibilities.

## 11. Implementation of this policy

- 11.1 This policy must be followed by all staff and volunteers of Living Well Bromley and must be promoted by all of its trustees and senior staff. Failure to follow it will be treated as a very serious matter.
- 11.2 This policy needs to be read in conjunction with the following policies and procedures of Living Well Bromley:
- Safe Working Practice Guidance
  - Health & Safety Policy
  - Code of Conduct (Staff and Volunteers)
  - Data Protection Statement
  - Confidentiality Policy
  - Equality and Diversity Policy
  - Complaints Policy

**Commented [A1]:** To be written

**Commented [A2]:** To be developed

## 12. Review

- 12.1 This policy will be reviewed by the Trustees fifteen months after initially being adopted and thereafter every two years.
- 12.2 We will review this policy and procedure to address legislative, regulatory, best practice or operational issues.
- Date adopted: 27 September 2019  
Last reviewed: 27 September 2019  
Next review: December 2020