

# **St. Augustine's Centre**

## **Policy for Safeguarding Children, Young People and Adults**

St. Augustine's is dedicated to the welfare and protection of any person who accesses our service in any way, including centre members, staff, volunteers and trustees. We are committed to the belief that the protection of children, young people and adults from harm and abuse is everybody's responsibility and the aim of this guidance is to ensure that all trustees, staff and volunteers act appropriately in responding to any concerns.

This is the Safeguarding Policy for St. Augustine's Centre and relates to staff, trustees, volunteers and centre members and their families who use the services of St. Augustine's Centre.

### **1. Recognising the signs and symptoms of abuse and self - harm or neglect**

Abuse is the maltreatment of a person (adult or child) and can be physical, emotional, sexual or organisational. Forms of abuse can include (but are not limited to):

- Physical abuse such as: hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
- Sexual abuse such as: rape or sexual assault; sexual acts to which the adult at risk has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials.
- Psychological or emotional abuse such as: threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.
- Financial or material abuse such as: theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
- Modern day slavery or trafficking.
- FGM (Female Genital Mutilation.)
- Neglect or acts of omission such as: ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
- Mental health concerns where the person is at risk of self-harm or suicide.
- Discriminatory abuse such as that based upon a person's race, sexuality, disability or other protected characteristics.
- Domestic abuse - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship, including honour-based violence.
- Forced Marriage
- Institutional abuse and poor practice - disrespect and unethical practice, ill treatment and professional misconduct.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

## **2. Safeguarding Adults at Risk**

In accordance with the *Care Act 2014 Safeguarding*, an adult at risk is defined as:

*Someone with care and support needs who may be experiencing or at risk of abuse and neglect and who is unable to protect themselves because of their support and care needs.*

St. Augustine's recognises the right of all people to live their lives in freedom and dignity, free from any type of abuse or coercion. The Centre accepts that it has a responsibility to ensure the safety and well-being of all adults with whom it has contact, including those who may be vulnerable, and recognises that even those who consider themselves strong may become vulnerable when circumstances change.

St. Augustine's acknowledges the 'continuum of vulnerability' and consequently recognises the concept of 'safeguarding adults when they may be vulnerable'. This therefore means that any adult at the Centre – centre member, volunteer, staff member or trustee – has the potential to become vulnerable at some time or another. We recognise that the life experiences of people who have fled war or persecution, or who have experienced or continue to experience significant difficulties in their lives whilst seeking asylum, may mean that they are vulnerable.

St. Augustine's therefore affirms that people have the right to:

- Live in a safe, secure and stable environment
- Be protected from all forms of harm, including neglect, abuse and exploitation.
- Be listened to and heard.
- Have their religion, cultural and racial background, sexual orientation or gender identity and experience valued and respected.
- Be considered as individuals with particular needs.
- Be given opportunity to function at their full potential.

St. Augustine's also recognises that the characteristics of adult abuse can take a number of forms and cause adults at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others. This is especially the case for many of our centre members who are not familiar with the services available to support them in the UK, if there are language barriers or a mistrust of authority related to their past life experiences.

## **3. Safeguarding Children**

We want children and parents who use or attend St. Augustine's to be supported to care for their children in a way that promotes their child's health and well-being and keeps them safe.

St. Augustine's will achieve this by implementing an effective child protection procedure and following national guidance (*What To Do If You're Worried A Child Is Being Abused*) and local procedures as set out by Calderdale Safeguarding Children's Partnership.

If we discover or suspect a child is suffering harm we will notify Calderdale Children's Social Care Services (Multi Agency Screening Team, MAST) or the Police in order that the child can be protected if necessary.

If there is a concern related to the conduct of a member of staff towards a child or young person, we will follow the procedures for making a referral to the [Local Authority Designated Officer](#) (LADO.)

## 4. Designated Safeguarding Leads

### Designated Safeguarding Lead

Becky Hellewell, Head of Support and Immigration

[becky.hellewell@staugustinescentrehalifax.org.uk](mailto:becky.hellewell@staugustinescentrehalifax.org.uk) or phone 07743045625 / 01422 352492

*Responsible for receiving any safeguarding concerns raised by staff or casework volunteers, or centre members / members of the public.*

### Deputy Designated Safeguarding Lead

Su Halliday, Head of Activities

[su.halliday@staugustinescentrehalifax.org.uk](mailto:su.halliday@staugustinescentrehalifax.org.uk) or phone 07394937663 / 01422 352492

*Responsible for receiving any safeguarding concerns that are raised by volunteers*

### Trustee with Safeguarding Responsibilities

- Ashley Parker. Ashley meets with DSLs on a monthly basis and reports on Safeguarding to the Board of Trustees.

### The roles and responsibilities of the Designated Safeguarding Leads are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a person (adult or child) is at risk of or is experiencing, or has experienced, abuse or neglect.
- to ensure that concerns are recorded appropriately.
- to follow up on the referral, which may involve directing another member of the staff team to take on specific tasks to address the issue.
- to follow up any actions taken and ensure the issues have been addressed.
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- to ensure that staff and volunteers working directly with people who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To collate and review safeguarding concerns on a regular basis in order to identify any patterns or gaps in services. From this, to identify any measures which could be implemented in order to promote the welfare of centre members and to reduce safeguarding incidents.
- To report to the Centre Director, Safeguarding Trustee and Board of Trustees on a regular basis on safeguarding. Without giving details of individual cases, this will involve reporting on numbers of cases, types of concern and if there are any implications for service delivery, staff training, staff deployment or resourcing arising from these safeguarding incidents. Safeguarding is a standing agenda item on the agenda of the bi-monthly Board of Trustees meeting.

## 5. Responding to people who have experienced or are experiencing abuse

St. Augustine's Centre recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned.
- Remain calm and do not show shock or disbelief.
- Listen to what they are saying.
- Check you have understood what they have told you, but don't start to investigate or ask detailed or probing questions.
- Record what you have been told / witnessed as soon as possible using the exact words you heard. If you are translating what you heard from a community language into English, be very careful to translate as precisely as possible.
- Tell them that the information will be treated seriously.
- Don't promise to keep it a secret.

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance / first aider if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and centre members safe
- To inform the Designated Safeguarding Lead
- To record what happened

All situations of abuse or alleged abuse will be discussed with a Designated Safeguarding Lead. If a trustee, staff member or volunteer feels unable to raise a safeguarding concern with a Designated Safeguarding Lead (or they are implicated in the abuse) then concerns can be raised directly with **Gateway To Care** (for allegations of abuse against adults) or the **Multi Agency Screening Team** (for allegations relating to children.) The alleged victim will be told that this will happen. This stage is called reporting a concern.

Working with adults making disclosures of abuse, it is good practice to seek to gain their permission before sharing information about them with another agency, such as Gateway to Care. However, where a person is in danger, a child is at risk or a crime has been committed, then a decision may be taken to pass information to another agency without the person's consent. If the individual experiencing abuse does not have capacity to consent, a referral will be made without that person's consent, in their best interests.

The Designated Safeguarding Lead may take advice at the above stage from the **Safeguarding Adults Team** Phone: 01422 393804 Available: Monday – Friday 9am-5pm. Please note that this is an advice service ONLY. All alerts should be raised with Gateway to Care direct.

## 6. Reporting a Safeguarding Concern

Staff members who have a safeguarding concern, or have received a disclosure of abuse, should complete a [Safeguarding Concern Form](#) and should speak to, phone or email Becky Hellewell to let her know that a Safeguarding Concern Form has been completed.

The Concern Form can be accessed by scanning this QR code:



The link to the Concern Form is also stored on Teams.

All allegations/concerns should be recorded in writing. The information should be factual and not based on opinions; record what the person tells you, what you have seen and witnessed.

Volunteers who have a safeguarding concern should speak to Su Halliday who will support them to complete the [Safeguarding Concern Form](#) or will complete it on their behalf using the information provided.

In an emergency situation, or out of hours, if it is not possible to contact a Designated Safeguarding Lead, contact Gateway to Care, Multi Agency Screening Team or Out of Hours Emergency Duty Team – see Reporting paragraph below.

The Safeguarding Lead will then review the form and determine the next steps. This may involve:

- Speaking to the person who is the subject of the concern to support them in determining the best way to address the issue. If the concern relates to a child of a centre member, the Safeguarding Lead will speak to the parent/s also.
- Reviewing other information held about the Centre Member to help contextualise this concern and to determine if it meets a threshold for referring to Adult or Children's Social Care.
- Referring the Centre Member to another member of the St. Augustine's Support Team who is best placed to work with the person to address the issue.
- Referring the Centre Member to another organisation outside of St. Augustine's to address the issue.
- Monitoring the situation for a period of time.
- Referring to Gateway to Care (for adults) or MAST (for children) using the contact details and referral methods below:

| <b>Safeguarding Children Concerns</b>  | <b>Safeguarding Adult Concerns</b>                                       |
|--|--|
| Call the Multi Agency Screening Team on <b>01422 393336</b> during normal working hours. | Call Gateway to Care on <b>01422 393000</b> during normal working hours. |

|  |   |
|--|---|
| <p>Call the Out of Hours Emergency Duty Team on 01422 288000</p> <p>Download and complete the <a href="#">Early Intervention and Safeguarding Statutory Referral Form</a> and email to <a href="mailto:mastadmin@calderdale.gov.uk">mastadmin@calderdale.gov.uk</a> for a child protection concern or to <a href="mailto:EIP.UVandcentral@Calderdale.gov.uk">EIP.UVandcentral@Calderdale.gov.uk</a> for an Early Intervention assessment</p> <p>In an emergency, call the police on 999.</p> | <p>Call the Out of Hours Emergency Duty Team on 01422 288000</p> <p>Download and complete the <a href="#">Safeguarding Alert Form</a> then email this to <a href="mailto:gatewaytocare@calderdale.gov.uk">gatewaytocare@calderdale.gov.uk</a></p> <p>In an emergency, call the police on 999.</p> |
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## 7. Managing allegations made against a member of staff or volunteer

St. Augustine’s will ensure that any allegations made against a member of staff or a volunteer are dealt with swiftly. If a crime has been witnessed the police should be contacted immediately. The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all centre members posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Safeguarding Lead will liaise with **Gateway to Care** to discuss the best course of action and together with the Centre Director, will ensure that the St. Augustine’s disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

If there is an allegation that an adult working with children has behaved in a way which has harmed a child, or may have harmed a child, or behaved in a way that indicates he or she would pose a risk of harm to children, the Designated Safeguarding Lead, in consultation with the Centre Director, will make a [referral to the LADO](#) (Local Authority Designated Officer.)

St. Augustine’s has a Whistle Blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

## 8. Recording and managing confidential information

St. Augustine’s is committed to maintaining confidentiality wherever possible and information around safeguarding issues should be shared only with those who need to know. For further information, please see St. Augustine’s Confidentiality Policy.

The information will be kept securely and will comply with the Data Protection Act. Access to this information will be restricted to the Designated Safeguarding Leads.

## 9. Recruitment

St. Augustine’s is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and to promote the welfare of all members of the St. Augustine’s community.

St. Augustine’s is committed to safe recruitment policies and practices for all paid staff, trustees and volunteers. Our recruitment practices are robust: we have clear role descriptions for all roles, paid and voluntary; we take up references; we provide training, supervision and opportunities to reflect on safeguarding practice for all staff and volunteers; we carry out DBS (disclosure & barring)

checks for all trustees and staff and for volunteers in roles where a DBS check is required (see Volunteers Policy.)

## **10. Training**

All staff, trustees and volunteers are required to undertake safeguarding training at a level appropriate to their role. Staff in roles with direct contact with centre members undertake Level 2 “Safeguarding Everyone” training which includes children, young people and adults. This is supplemented by regular staff meeting agenda items based on the “7 minute briefing” model. Monitoring of safeguarding incidents also informs the training that is offered to staff. Designated Safeguarding Leads are trained to Level 3. Other staff whose work has a specific focus are signposted to specialist additional safeguarding training by their line manager, eg related to mental health or victims of trafficking. Volunteers take part in a basic safeguarding awareness training session and are signposted to sources of additional training as required.

## **11. Disseminating / reviewing policy and procedures**

This Safeguarding Policy and Procedure will be clearly communicated to staff, trustees, volunteers and centre members. The Designated Safeguarding Leads will be responsible for ensuring that this is done.

The Safeguarding Policy and Procedures will be reviewed annually by St. Augustine’s Trustees. The Centre Director and Designated Safeguarding Leads will be involved in this process and can recommend any changes. The Designated Safeguarding Leads will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve centre members in the review and centre members need to be informed of any significant changes.

## Appendix A – Contact Details

- In an emergency where there is a threat to life or serious injury call the Police on **999**. If you are concerned that a crime has been committed call **101**.
- If you're worried about a **child** please call the Multi Agency Screening Team on **01422 393336** during normal working hours.
- If you're worried about an **adult** and need advice please call Gateway to Care during normal working hours on **01422 393000**. To report adult abuse, fill in the [alert form](#) and email it to [gatewaytocare@calderdale.gov.uk](mailto:gatewaytocare@calderdale.gov.uk)
- Out of hours please call the Emergency Duty Team on 01422 288000 for children or adult safeguarding concerns.



## Document Control Sheet

| Document Sign Off |                        |                |            |
|-------------------|------------------------|----------------|------------|
| Name              | Role / Responsibility  | Signature      | Date       |
| John Hellewell    | Chair of Trustees      | John Hellewell | 04/06/2019 |
| Mark Pattison     | Vice-Chair of Trustees |                | tbc        |

| Version Control |            |  |   |
|-----------------|------------|--|---|
| Version         | Date       | Change   | Author  |
| 0.1             | 04/06/2019 | Initial draft created.   | John Hellewell                                      |
| 1.0             | 01/07/2019 | Added Appendix A – contact details of local authority and police | John Hellewell                                      |
| 0.2             | 20/07/2021 | New policy created amalgamating existing 3 policies into 1       | Su Halliday /<br>Becky Hellewell /<br>Sara Robinson |

| Distribution |            |  |
|--------------|------------|--|
| Version      | Date       | Distribution List  |
| 0.1          | 04/06/2019 | Simon Bottomley, Karen Hammond, Becky Hellewell, John Hellewell, Jon Hirst, Andrew Jones, Jenny Lynn, Mark Pattison, Sara Robinson |
| 0.2          | 20/5/2021  | All current staff and Trustees as of May 2021  |
|              |            |  |

| Reference Documents |                                |   |
|---------------------|--------------------------------|---|
| Ref                 | Title                          | Filename  |
| 1                   | Safeguarding vulnerable adults | PL009 – Safeguarding vulnerable adults (as of May 2021, now amalgamated into this policy) |
| 2                   | Safeguarding children          | PL012 – Safeguarding children (as of May 2021, now amalgamated into this policy)          |
| 3                   | Safeguarding                   | PR006 – Safeguarding (as of May 2021, now amalgamated into this policy)                   |
| 4                   | Whistleblowing Policy          | PL005 - Whistleblowing  |
| 5                   | Disciplinary Policy            | St Augustine's Centre - Disciplinary Policy 0117  |
| 6                   | Confidentiality Policy         | PL023 - Confidentiality   |