

TALK SURREY CIO SAFEGUARDING POLICY



TALK Surrey CIO seeks to promote the welfare, safety and protection of children, young people and adults who may be at risk. The organisation will provide a service that ensures that persons at risk are safe from potential abuse or neglect, and that any concerns or reports of abuse or neglect are managed with dignity and respect.

To promote the welfare and safety of persons at risk TALK will ensure that staff, volunteers and Trustees are aware of the following:

- Awareness of abuse-definitions of abuse
- Reporting and recording concerns
- Statement of Principles
- Recruitment and selection of staff and volunteers
- Supervision of staff and volunteers
- Safety of volunteers
- Serious infections or Pandemic

A Safeguarding Lead has been appointed for the Charity and for each individual local group.

All Staff and volunteers will complete safeguarding training and receive a copy of this policy.

This policy should be read in conjunction with TALK Surrey CIO's:

- ❖ Health and Safety Policy
- ❖ Lone Worker Policy
- ❖ Data Protection Policy

The Chair is responsible for ensuring that this policy is reviewed by the TALK Surrey CIO Management Committee annually.

Revised March 2024

For Review March 2025

1) Awareness of Abuse-Definitions of Abuse

All staff, trustees, and volunteers have a duty of care to report concerns about the safety/welfare of persons at risk.

Physical Abuse

The non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment.

Poisoning, burning or scalding, drowning, suffocating, inappropriate use of medication, enforced sedation or otherwise causing harm.

Neglect

Neglect is the persistent failure to meet an individual's basic physical/psychological needs resulting in the serious impairment of the individual's well-being. It may involve:

- failing to provide adequate food, shelter and clothing.
- failing to protect an individual from physical harm or danger.
- failing to ensure access to appropriate medical care or treatment.

It may include unresponsiveness to an individual's basic needs.

Sexual Abuse

Sexual abuse involves forcing or enticing a person at risk to take part in activities, whether or not they are aware of what is happening.

Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of persons at risk such as to cause severe or persistent adverse effect on their emotional well-being. It may involve conveying to individuals that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age-inappropriate expectations being imposed on an individual. It may involve causing a person at risk to frequently feel frightened or in danger. Some level of emotional abuse is involved in all types of ill treatment, though it may occur alone.

Examples of behaviour include but are not confined to: shouting, insulting, ignoring, threats, intimidation, harassment, humiliation, or depriving an individual of the right to choice and privacy.

Financial and Material Abuse

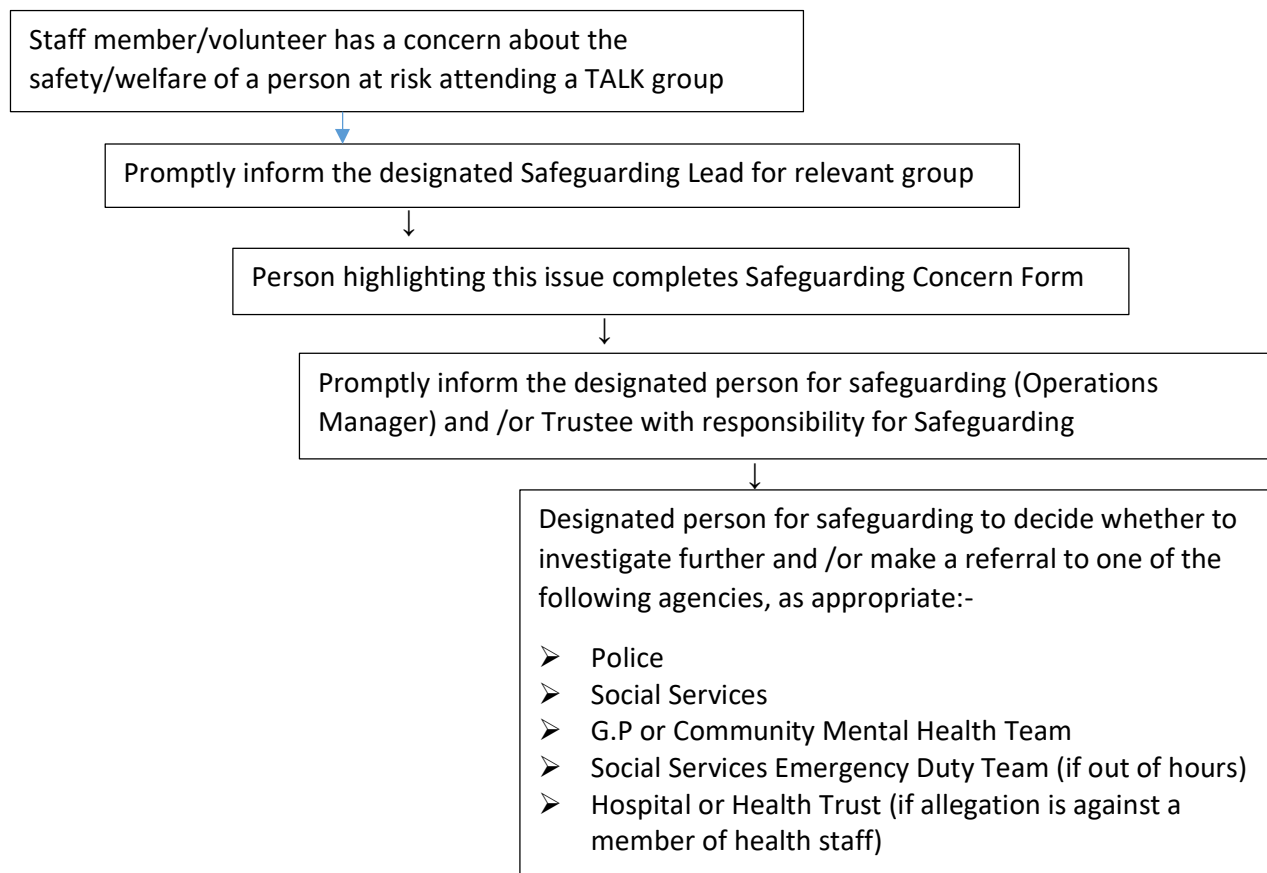
The unauthorised, fraudulent obtaining and improper use of funds, property or any resources of a person at risk.

Examples of this behaviour include, but are not confined to: misappropriating money, valuables, or property; forcing changes to a will; denying the person at risk the right to access personal funds.

2) Reporting concerns

Staff members and volunteers involved with TALK are required to promptly report any concerns about possible abuse or the well-being and safety of a person at risk, following the process below.

A Safeguarding Concern Form should be completed.(see Appendix 1)



3) Statement of Principles

Principles of good practice ensure that all persons at risk are protected from harm. Such principles promote the individual's health and welfare, including their physical, emotional, social and intellectual wellbeing.

These principles include:-

- Treating persons at risk as individuals with dignity and respect.
- Promoting effective partnerships between all those involved with the person at risk, including professionals, carers and volunteers, to improve the individual's welfare.
- Promoting the safety of persons at risk through the service provided.
- Raising awareness of best practice in how to protect persons at risk from all harm.

- Establishing effective and open procedures to respond to concerns so that they can be shared and dealt with promptly.
- Adopting and applying safe recruitment practices for all staff and volunteers.

The prime concern for TALK must be the interests and safety of TALK members. Where there is a conflict of interest between a TALK member and their family member, carer or TALK volunteer, the welfare of the member must be paramount.

TALK operates a data protection policy which includes confidentiality. Whilst confidentiality is normally essential in TALK, disclosure may be necessary to protect an adult at risk. TALK must limit any such disclosure to people who need to know and are in position to offer guidance or act to protect the individual, e.g. Social Worker, Care Manager, Social Services Duty Officer, Police, Member of Primary Health Care Team or Community Psychiatric Nurse.

Allegations of abuse against a TALK staff member or volunteer

If a staff member or volunteer receives an allegation of abuse against another member of staff or a volunteer, they should promptly inform the Operations Manager. If the allegation is against the Operations Manager, they should inform the Trustee with responsibility for Safeguarding.

Staff and volunteers should bear in mind that it is **not** their job to investigate an allegation.

A written report of the incident or concern should be made immediately by the person highlighting this issue by completing the Safeguarding Concern form (appendix 1).

It is paramount that the exact words are recorded.

The records should include the following details:

- Details and contact information for the individual
- Family member/carer's /volunteer/staff member's details
- What is stated to have happened
- When it occurred
- Who else was involved or alleged to be involved
- Whether there is any evidence of abuse

The report should be legible and signed and dated in black pen

The report should be kept by the Operations Manager in a locked cupboard or (if electronic) in a password protected folder in the member's or volunteer's file. All information about concerns regarding the welfare of an individual should be kept confidential. It should only be shared with other staff members/volunteers if it is essential for them to know.

All reports of abuse or allegations of abuse should be reviewed termly by the Operations Manager and reported to the Trustees together with any recommended action or follow-up.

4) Recruitment and Selection of Staff and Volunteers

The following measures should be taken to reduce the risk of abuse by staff members and volunteers:

The Trustee responsible for recruiting paid staff of TALK and the Operations Manager responsible for recruiting volunteers must:

- Ensure that all adults working for TALK (voluntary or paid) are aware that such work is exempt from the provision laid down in the Rehabilitation of Offenders Act 1974 and will therefore be subject to an enhanced Disclosure and Barring Service (DBS) check prior to starting work.
- Require all potential workers to provide references, attend interview and sign an agreement to an enhanced DBS check. Original birth certificate or passports will be used to verify dates of birth as this can be a major risk of evasion from detection.

5) Supervision and Training of Staff and Volunteers

- Staff and volunteers may become trusted 'friends' of members. It is important that staff and volunteers are aware of the boundaries of the relationship and the need to remain professional and objective at all times.
- Volunteers should respect the privacy of members. They should not request the personal details of a member, including telephone number or address, without the consent of the member. If it is necessary for a volunteer to obtain this information for legitimate TALK purposes, a request should be made through the Group Leader.
- Staff and volunteers should enable individuals to talk openly about issues of concern and respond in an appropriate manner.
- At induction new volunteers should be made aware of TALK policies relating to Adults at risk.
- All new staff and volunteers are required to attend training in the Safeguarding of Adults at risk, either by attending an approved workshop or via an accredited online training platform.
- All existing staff and volunteers who have not completed approved Safeguarding Adults at risk training within the previous two years are required to update their Safeguarding training, either by attending an approved workshop or via accredited online training.

6) Safety of Volunteers

- At TALK group workshops, staff and volunteers should ensure that they are not alone with persons at risk and that other volunteers or staff members are present.
- A risk assessment is undertaken to determine the suitability of each new member.
- All Staff members or volunteers who visit members in their own homes should adhere to the TALK Surrey CIO Lone Worker Policy.
- All volunteers or Staff Members visiting members in their own homes should regularly monitor the suitability of the member and report any concerns to the Operations Manager.
- Where it is known, or becomes known, that a member has a history of violence, TALK's service to that individual should be reviewed.

7) Protection of Members, Staff members and Volunteers in the event of a serious infection/pandemic

- TALK will follow relevant Government guidelines.
- All TALK groups will be suspended if this is the Government advice.
- The situation will be reviewed monthly and groups will only recommence when Government guidelines permit.
- During a pandemic contact will be maintained with members and volunteers via telephone calls and emails. Worksheets, quizzes and other materials will be sent by post or via email to the members to maintain their wellbeing.
- Committee meetings or other meetings with staff and /or volunteers will be carried out remotely using an appropriate online platform.

**Appendix 1
Talk Surrey CIO
SAFEGUARDING CONCERN FORM**

DETAILS OF PERSON AT RISK

<p><u>Name:</u></p> <p><u>DOB:</u></p>

ABOUT YOU (The person completing the form)

<p><u>Name & Title ie Staff/Volunteer</u></p>
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ABOUT THE SAFEGUARDING CONCERN

- Has this incident/concern been reported in the Accident Book

YES	NO
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DETAILS OF CONCERNS¹

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ACTION TAKEN BY WHOM

I have completed this form to the best of my knowledge

Signature: _____ **Date:** _____

THIS REPORT TO BE SENT TO TALK SURREY CIO OPERATIONS MANAGER

Sharon Spurdle
4 Beech Road
Farnborough
Hampshire GU14 8E

Appendix 2

TALK Surrey CIO

SAFEGUARDING CONCERN OUTCOME FORM

DETAILS OF ANY REFERRALS MADE TO OUTSIDE AGENCIES

OUTCOME (WAS THE CONCERN RESOLVED)

DETAILS OF ANY FURTHER MEASURES NEEDED TO BE PUT INTO PLACE TO PROTECT THE VULNERABLE ADULT

Signature: _____

Date: _____