

Safeguarding Policy and Procedures



Section heading	Explanatory notes	Section content
<p>1. Introduction</p>	<p>The Trustees and Senior Management of The Veterans Charity believe that a comprehensive safeguarding policy is necessary to ensure that those we support or employ (paid or unpaid) and may be considered vulnerable, are treated in the best way possible and at all times with due consideration for their safety and wellbeing.</p> <p>Through the provision of support to Veterans facing hardship and distress, we frequently come into contact with adults who may be considered to be vulnerable. We also consider that staff and event participants may also be amongst those classed as vulnerable and this policy applies equally to them.</p> <p>This policy will set out how we assess the vulnerability of our beneficiaries, staff and supporters and how we will ensure that we are acting in their best interests wherever possible.</p>	<p>The Veterans Charity makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>The Veterans Charity comes into contact with vulnerable adults through the provision of support and welfare.</p> <p>The types of contact with vulnerable adults will be by phone, email and in person.</p> <p>This policy seeks to ensure that The Veterans Charity undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation’s expectations.</p>
<p>2. Confirmation of reading</p>	<p>It is important that all Trustees, staff and volunteers of The Veterans Charity (where appropriate) have read and understood the contents of this policy in order to safeguard our beneficiaries.</p>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for The Veterans Charity.</p> <p>Please complete the details below and return this completed form to Danny Greeno, CEO.</p> <p>Employee Name: Employee Signature: Date:</p>

<p>3. Definitions</p>	<p>This section defines the term safeguarding It also defines the terms protection and abuse and the two main groups covered by the policy.</p>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible. In contrast, adult protection is about responding to circumstances that arise.</p> <p>Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.</p> <p>It can take a number of forms, including the following:</p> <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Bullying • Neglect • Financial (or material) abuse <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This may include a person who:</p> <ul style="list-style-type: none"> • Is elderly and frail • Has a mental illness including dementia, depression, stress • Has a physical or sensory disability • Has a learning disability • Has a severe physical illness • Is a substance misuser • Is homeless
<p>4. Responsibilities</p>	<p>This section contains details of responsibilities at various levels of the organisation. The areas of responsibility are listed for reference.</p>	<p>All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.</p> <p>We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p>

Additional specific responsibilities

Trustees have responsibility:

- To ensure that a suitable policy for safeguarding is in place and regularly reviewed for suitability and compliance with the law and regulations which may affect it. They are also responsible for ensuring that the policy is delivered to the relevant persons by the CEO.
- To ensure that sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- To liaise with and monitor the CEOs delivery of the points of the policy

The CEO has a responsibility to ensure:

- that the policy is delivered to all relevant persons (including paid and unpaid staff and staff of contracted organisations and service providers) and that all points of the policy have been understood.
- that the points of the policy are carried out in accordance with the Trustees instructions and that best practice is always observed when the charity comes into contact with potentially vulnerable adults.
- that the welfare of vulnerable adults is promoted to relevant persons
- that staff (paid or unpaid) have access to training and information to assist in the delivery of this policy

The persons responsible for following the points of this policy include Volunteer Area Coordinators, fundraising volunteers and event volunteers including all staff and volunteers of organisations contracted by The Veterans Charity to deliver specified services for events.

<p>5. Communications , training and support for staff</p>		<p>The Veterans Charity commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <p>Induction will include detailed review of the points of this policy, lone working practices, health and safety policy review, safe use of equipment, awareness of the needs of our beneficiaries and the processes to report any concerns to senior staff.</p> <p>Training All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level.</p> <p>Communications and discussion of safeguarding issues Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:</p> <ul style="list-style-type: none"> • Regular review and training sessions • Email reminders of safeguarding measures and the sharing of best practice examples within the charity • Regular opportunities to ‘shadow’ senior staff in contact with potentially vulnerable adults <p>Support We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:</p> <ul style="list-style-type: none"> • Regular reviews of contacts with potentially vulnerable adults • Open lines of communication with senior staff to express any concerns • Issue of relevant equipment and information to assist in the safeguarding of our staff, volunteers and beneficiaries.
<p>6. Professional boundaries</p>	<p>This section covers aspects such as relationships with clients and the areas will be dependent on the type of work carried out with</p>	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship</p>

	<p>vulnerable people.</p>	<p>to exist while ensuring the correct detachment is kept in place.</p> <p>The Veterans Charity expects all staff (paid or unpaid) to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to:</p> <ul style="list-style-type: none">• Giving and receiving gifts from clients: The Veterans Charity does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However, gifts may be provided by the organisation as part of a planned activity. ALL staff (paid or unpaid) are forbidden from handling money, personal assets or valuables belonging to a beneficiary without first notifying the Trustees. This includes acting in the sale of items on behalf of a beneficiary.• Staff contact with user groups. Personal relationships (of an intimate nature) between a member of staff (paid or unpaid) and a beneficiary who is a current service user is prohibited. Any intention to begin such a relationship MUST be reported to the CEO or a Trustee BEFORE commencing any such relationship with a beneficiary. ALL staff (paid or unpaid) should not issue their personal data (including private telephone numbers and addresses) to beneficiaries. <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures. The personal risks and risks to the reputation of the charity are too great to permit such relationships.</p> <p>The use of abusive language or aggressive behavior towards a beneficiary is strictly forbidden and will result in disciplinary procedures.</p> <p>Personal details of ALL beneficiaries are to be treated in the strictest confidence. Due to the nature of the past careers of our beneficiaries, it is of the utmost importance that their personal data is treated with the greatest respect. The sharing of any personal data with anyone outside of the charity (Trustees, staff, volunteers) is strictly forbidden unless prior consent has been given by the beneficiary concerned. If a beneficiary could be considered to be unable to make a sound judgement or decision about the handling of their personal data, then no data should be shared without prior consent of a relative or carer who has the necessary legal consent to act on the beneficiary's</p>
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<p>7. Reporting</p>		<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at The Veterans Charity.</p> <p style="text-align: center;">Communicate your concerns with your immediate manager</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Seek medical attention/referral to approved organisation (if instructed to do so by immediate manager) for the vulnerable person if needed</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Discuss with relatives/carer/caseworker of vulnerable adult Or with vulnerable person. Obtain permission to make referral if safe and appropriate</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Ensure that feedback from the organisation is received and logged in the beneficiary case file. Update immediate manager of feedback and receive further instructions if applicable.</p> <p>If contact is being made with the emergency services or NHS, a detailed record of the conversation must be kept including time and date of contact, name of person(s) contact was made with, details of discussion and a plan of actions proposed by person(s) contacted.</p> <p>It may be necessary to complete a form issued by the service being contacted. If such a form is issued, a copy must be kept and passed to your immediate manager.</p>
<p>8. Allegations Management</p>		<p>The Veterans Charity recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows:</p> <p>Step 1: Any member of staff (paid or unpaid) from The Veterans Charity is required to report any concerns in the first instance to their line manager. A written record of the report must be made by the line manager and agreed with the person making the report.</p>

		<p>Step 2: details of the report will be discussed by the line manager with the CEO or Trustees and relevant action will be agreed. Consideration must be given to the points set out in the Risk Policy.</p> <p>Step 3: Agreed actions as set out by the CEO/Trustees must be followed. A written record of all actions implemented must be kept and passed to the CEO/Trustees. If contact is being made with outside authorities, a detailed record of all contact must be kept also. Any actions set out by an outside authority must be carefully followed and recorded. No contact should be made with the media, beneficiary relatives or anyone not already involved in the process without the prior permission of the Trustees.</p>
<p>9. Monitoring</p>		<p>The Veterans Charity will monitor the following Safeguarding aspects:</p> <ul style="list-style-type: none"> • Safe recruitment practices • DBS checks undertaken where deemed appropriate • References applied for new staff (paid or unpaid) • Records made and kept of supervision sessions • Training – register/ record of staff training on vulnerable adult protection • Monitoring whether concerns are being reported and actioned • Checking that policies are up to date and relevant • Reviewing the current reporting procedure in place • Presence and action of designated senior manager responsible for Safeguarding is in post