



POLICY AND PROCEDURES

← Safeguarding of children and
vulnerable adults

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Safeguarding of children & vulnerable adults

Safeguarding Policy and Procedures

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Introduction

Safeguarding is everyone's responsibility and everyone's business. All of us at The Key have a duty to prevent, recognise and respond to the abuse of children and vulnerable adults. This document provides detailed information on how this duty should be discharged in practice. It also sets out the roles of specific individuals within The Key and the timescales for action.

The implementation of this Safeguarding Policy and Procedure will be supported by appropriate learning and development.

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POLICY

1. Policy Statement

The Key is committed to keeping safe the children and vulnerable adults with whom it works. We acknowledge our duty to act appropriately in response to any allegations, reports or suspicions of abuse.

The Key respects and promotes the rights, wishes and feelings of children and vulnerable adults. We are committed to ensuring the safety and wellbeing of people who do not have the capacity to decide how they want to respond to the abuse that they are experiencing. We will ensure that any child or vulnerable adult experiencing abuse is appropriately supported.

All staff and volunteers of The Key will be appropriately recruited, trained, supported and supervised in order that they can effectively safeguard children and vulnerable adults.

The Key will promote good practice and work in a way that can prevent harm, abuse and coercion of children and vulnerable adults.

The Key will appoint a Designated Safeguarding Lead and a Deputy to implement and support this policy.

All staff and volunteers of The Key will adopt this policy and procedure and work within its guidelines.

The Key will work alongside other agencies within the multi-agency frameworks of the Local Safeguarding Children Boards and the Local Safeguarding Adults Board, and we will act in accordance with the Policies and Procedures of the Local Authorities whose areas we operate within.

2. Scope of the Policy

This policy clarifies the role of all employees and volunteers of The Key in safeguarding children and vulnerable adults.

The policy and its procedures need to be considered alongside the inter-agency policies and procedures for safeguarding children and adults, i.e., those of the Local Safeguarding Children Board, the Local Safeguarding Adults Board and the Local Authorities whose areas we operate within.

The policy has been prepared in line with the guidance issued under Section 7 of the Local Authority Social Services Act 1970: Working Together to Safeguard Children 2010 (statutory guidance) and No Secrets 2000.

The policy and its procedures will inform employees and volunteers of what abuse is; what signs to look out for; how to respond to concerns; and what might happen next.

3. Who the Policy applies to

This policy applies to all The Key employees, temporary or agency staff, volunteers, students and anyone working on behalf of The Key.

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4. Definitions

This policy relates to the safeguarding of children and vulnerable adults.

The term children or child is used to refer to a person who has not yet reached their 18th birthday.

The term vulnerable adult is used to refer to anyone aged 18 or over: who is receiving or may need care services because of learning, physical or mental disability, age or illness; or who is unable to protect him or herself from significant harm or exploitation. This may include people with a learning disability; older people; people experiencing ill-health or frailty; people with a physical disability; people with a sensory impairment; informal carers; people with a mental illness; people who misuse drugs or alcohol.

The term harm is used to refer to ill-treatment or the impairment of health or development. There are no absolute criteria on what constitutes significant harm. However, considerations may be the degree and the extent of the abusive action; the duration and frequency of abuse; the intent of the alleged perpetrator; the impact upon the alleged victim and/or others; the risk of the abuse being repeated; the risks to other children, vulnerable adults or the general public.

The term abuse is used to refer to an action or a lack of action on the part of another person which causes harm. Abuse can be intentional or unintentional. It can be a single act or repeated acts. Abuse can be, but is not always, a criminal offence. Abuse is a violation of a person's human and civil rights. The different categories of abuse are further explored later in this document. Abuse may constitute domestic abuse/violence or hate crime.

Children and vulnerable adults can be abused by anyone, anywhere. They may be abused by a family member, a friend, a paid worker, a professional, an organisation or a stranger. They may be abused in their own home, in their community or public place, in a care, health or educational setting.

The term perpetrator is a person, group or organisation that is suspected of, or who has carried out, abuse. Until proven or otherwise, they are referred to as alleged perpetrators.

The term hate crime is used to refer to any criminal offence which is perceived, by the victim or any other person, to be motivated by prejudice or hate. A hate incident is used to refer to any incident which is perceived, by the victim or any other person, to be motivated by prejudice or hate.

5. Related policies

This policy is related to various other The Key policies and procedures, including:

- Data Protection Policy
- Dignity at Work Policy
- Equality Policy
- Health and Safety at Work Policy
- Lone Working Policy
- E Safety and IT Policy
- Storage and Retention of Documents Policy
- Recruitment and Selection Code of Practice
- Staff Handbook (personnel policies and procedures)
- Flexible Working Policy



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6. Designated Safeguarding Leads

- The following identified people will support the implementation of this policy within The Key.
- They will also assist staff in responding to concerns of abuse of children or vulnerable adults where appropriate.

Designated Safeguarding Lead

Head of Operations, Leah Roberts
Leah@thekeyuk.org

Deputy Designated Safeguarding Lead

CEO, Richard Haigh
Richard@thekeyuk.org

7. Governance

- The CEO is responsible for preparing, reviewing and updating this policy for ratification by the Board of Trustees.
- The Board of Trustees is responsible for supporting The Key to fulfil its safeguarding duties and discharge its responsibilities for children and adults, in accordance with legislation and with national and local guidance.

8. Working with others

When The Key staff, trustees and volunteers visit or work together with member organisations, partners or other agencies, the safeguarding policies and procedures of the member organisation, partner or other agency would take precedence and be adhered to if they are the lead partner, or the activity takes place on their premises. However, this would need to be assessed and the following issues taken into account:

- Partner organisations may have more or less rigorous policies or procedures in place than The Key, depending on the nature of the work they undertake and the legal / regulated, social / cultural contexts they operate within. This disparity needs to be investigated and understood prior to establishing a working relationship, as it poses a risk to the 'safety' of joint working and increases exposure to risk, not just for The Key and the partner organisation but for the children and vulnerable adults being worked with.
- The operating context of the partner organisation and the standard of safeguarding policy and procedure in place should be a key determining factor in the decision to work with them in the first place. It should be used to determine from the outset whether they are a suitable partner to be working with and whose safeguarding policy and procedures would take precedence when working together. The organisation with the highest standards would have primacy.

The Key will work to support, as far as is reasonably practicable, partner organisations with a lower standard of safeguarding knowledge and procedures, to ensure that The Key's and the partner's safeguarding responsibilities are safely and effectively fulfilled.

If The Key feels that a partner is not effectively fulfilling its safeguarding responsibilities, then The Key reserves the right to withdraw from working together and in the case of a member organisation may decide to suspend (or terminate) their membership until an acceptable standard of safeguarding practice is established.

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None of the above precludes The Key's staff, trustees or volunteers from reporting incidents or raising concerns, using The Key's existing procedures relating to reporting concerns or incidents, when they occur while working with a partner.

Specifically:

Key staff must inform The Key's safeguarding lead that they have raised a concern with the partner agency to allow him/her to check with the partner agency that this has been followed up.

If there is an allegation against a member of The Key staff, then the partner organisation should report this to The Key safeguarding lead.

If a member of the Key Team has concerns about a partner agency's member of staff, they should report that through the partner agency and also report it to The Key's safeguarding lead, who will in turn report it to the LADO.

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9. Recognising suspected abuse

It is important that all employees and volunteers of The Key understand the different ways in which children and vulnerable adults can be harmed so that we can recognise signs and indicators for the different types of abuse.

Working Together to Safeguard Children 2010 identifies four categories of abuse related to children: physical, emotional, sexual and neglect. No Secrets 2000 identifies seven categories of abuse related to adults: physical, emotional, sexual, neglect, financial, discriminatory and institutional.

The following tables provide a definition of each category of abuse and examples of that type of abuse. It is important to note that often abuse falls into more than one category.

10. Categories of Abuse

10.1 Children

Category of Abuse	Definition	Examples
Physical	Any act which causes physical harm to a child	Hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

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Category of Abuse	Definition	Examples
Emotional	Any act which cause severe and persistent adverse effects on emotional well-being of a child	<p>This may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.</p> <p>Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.</p>
Sexual	Forcing or enticing a child to take part in sexual activities, whether or not they were aware of what is happening or able to consent to the act/acts	<p>The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.</p>

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Category of Abuse	Definition	Examples
Neglect	The failure to meet the physical or psychological needs of a child, likely to result in an impairment of their health or development	Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

10.2 Vulnerable Adults

Category of Abuse	Definition	Examples
Neglect	Any act which causes physical harm to a vulnerable adult	It may include hitting, pinching, kicking, biting, burning, shaking, pushing, drowning, suffocation, restraint, inappropriate sanctions. It can include the misuse of medications and poisoning. Also forcing a vulnerable adult to use drugs or alcohol.
Psychological or Emotional	Any act which causes severe and persistent adverse effects on emotional a vulnerable adult	Threatening, bullying, taunting, humiliation, deprivation of contact, abandonment, verbal abuse including shouting, controlling, intimidation, blaming, degrading treatment, removal of independence and choice, exerting inappropriate power and influence over a vulnerable adult, subjecting a vulnerable adult to witnessing abuse of others.

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Category of Abuse	Definition	Examples
Sexual	Forcing or enticing a vulnerable adult to take part in sexual activities which the adult was unable to or could not consent to or they were pressured into consenting to	Rape, sexual assault, touching, intercourse, oral sex, masturbation, exposure to pornographic material, voyeurism. It also includes inappropriate images or films being taken of vulnerable adults.
Neglect	The failure to meet the physical or psychological needs of a child, likely to result in an impairment of their health or development	Ignoring medical or physical care needs, failure to provide access to health, social care or educational services, withholding the necessities of life including food, clothing, medication and warmth. It can include leaving a vulnerable adult who requires supervision/support on their own or under the care of an unsuitable person(s).
Financial	The unauthorised use or theft of a vulnerable adult's money or property	Theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits, depriving access to money, property or assets.
Discriminatory	An act or acts of omission, based on discrimination because of a vulnerable adult's race, culture, belief, gender, age, disability or sexual orientation, which causes harm	It could manifest itself in other forms of abuse described above. It includes not providing a service or an appropriate service, not providing meals suitable for religious or cultural needs, not providing appropriate aids or adaptations, verbal abuse, taunts, bullying, degrading treatment. It may constitute Hate Crime.
Institutional or Organisational	Repeated incidents of poor professional practice or neglect on the part of any organisation providing a service to vulnerable adults	Inflexible service based on needs of organisation rather than service users, regimented routines, staff or volunteers not recruited, trained or supported appropriately, physical and psychological needs of service users not being met, service users being put at risk of harm, lack of equipment or resources

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11. Signs and indicators

Recognition of the signs and indicators of abuse is critical to its early identification. Everyone should be aware of potential signs and indicators, as abuse is not always witnessed, disclosed or reported. Any Key employee or volunteer could be the person who has crucial information that stops or prevents abuse happening.

It is important to note that every child and vulnerable adult is unique, and each case of abuse has different circumstances, therefore signs and indicators are sometimes difficult to predict or identify. The following table provides examples of signs and indicators for each type of abuse.

For adults and children

(Note: financial, discriminatory and institutional abuse only apply to vulnerable adults)

Category of Abuse	Signs and Indicators
Physical	Unexplained bruising, marks or injuries, bruising which reflect hand marks or fingertip marks, burns, bite marks, broken bones, vomiting, diarrhoea, dehydration, impaired mobility, fear of a certain person(s), aggressive behaviour, flinching or cowering, reluctance to get changed or receive personal care, covering up injuries with long clothing, withdrawn, reluctance to return to a certain environment/place, increased attendance at A&E or health services.
Psychological or Emotional	Failure to develop physically or emotionally, sudden speech disorders, neurotic behaviour, fear of making mistakes or doing something wrong, self-harm, fear of a certain person(s), self-blame, not playing or interacting with others, increase in use of drugs and/or alcohol, change in weight, change in sleep pattern, self-neglect.
Sexual	Pain or itching in genital/anal areas, bruising or bleeding in genital/anal areas, sexually transmitted infection, urinary infection, pregnancy, discomfort when sitting or walking, stained clothing/bedding, sudden changes in behaviour, fear of a certain person(s), reluctance to return to a certain environment/place, change in dress or appearance, change in weight, increase in drug/alcohol use, self-harm, self-neglect, increased/inappropriate sexualised behaviour or language
Neglect	Hunger, stealing food, dirty, smelly, loss of weight being underweight, poor growth (height and weight), lack of stimulation, lack of heating/sun cream, untidy/dangerous environment/property/garden, not attending medical/care/educational appointments

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Category of Abuse	Signs and Indicators
Financial (vulnerable adults only)	Unusual/large withdrawals from a person's bank account, items going missing from a person's property, rent/bills/fees not being paid, discrepancy in lifestyle of a person and finances, unusual visitors or friends, no food in house, perpetrator only showing interest in finances/property, new goods being swapped for old goods, loss of weight, lack of attendance at appointments/education/activities, constantly asking for money
Discriminatory (vulnerable adults only)	A person being withdrawn, rejecting services, victim agreeing with perpetrator, personally directed graffiti, property targeted or damaged by perpetrator, lack of confidence, loss of weight/not eating, noticeable groups not receiving a service, asking for money
Institutional (Vulnerable adults only)	Policies and procedures are not followed by workforce, recruitment checks not carried out, training not provided or updated, lack of policies and procedures (e.g., complaints, whistle blowing), service users appear withdrawn/not stimulated/depressed, service users not receiving appropriate care or treatment, constantly low staffing levels, dangerous/dirty/unsafe environment, lack of recording, not referring to appropriate services

12. Responding to suspected abuse

The Key recognises that it has a duty to act on reports or suspicions of abuse and neglect of children and vulnerable adults.

The way in which staff or volunteers respond to concerns or actual abuse will depend upon whether the victim is a child or a vulnerable adult. However, there are some general principles that apply to the safeguarding of both children and vulnerable adults. Appendix 1 has a flowchart demonstrating what should happen when there is a concern about the abuse of a child or vulnerable adult.

If you have a suspicion about abuse or receive an allegation or report of abuse, you should:

- Reassure the person making the allegation or report
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investigate or ask probing questions
- Ask open questions beginning with "tell me...", "explain...", "describe..."
- Do not confront the alleged perpetrator
- Do not promise to keep it a secret



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Once you have completed the above, you should:

- **Record what has happened, and any actions taken using the Safeguarding Concern Report Form**

All concerns about abuse of a child or vulnerable adult will be discussed with a person's line manager. It will be their responsibility to follow the multi-agency procedures for safeguarding children and vulnerable adults. If the person's line manager is unavailable, the person feels unable to raise their concerns with their manager, the manager does not take concerns seriously, or the manager is the alleged perpetrator then the line manager's manager should be notified. Advice may be sought from the Designated Safeguarding Lead or their deputy.

13. Responding to concerns about abuse of a child

This section follows the Local Safeguarding Children Board's Policy and Procedures.

At this point, the manager may seek advice from their Designated Safeguarding Lead/Deputy and/or Children's Social Care and/or any other advice-giving organisations such as the Police. This may be done without revealing the identity of the child or alleged perpetrator(s).

It is important that, wherever possible, the manager is open and honest with both the parents and the child about any action they plan to take and why. However, there are some circumstances when this should not be done: if this would put the child or young person at danger; if this would put the manager/referrer/alerter in immediate danger; in cases of concern about induced illness; in cases of concern about honour-based violence and/or forced marriage.

If the manager believes that a child is suffering or is at risk of significant harm, then they should make a referral to Children's Social Care by telephoning Children's Social Care Initial Response Service (IRS) in office hours or the Out of Hours Service outside office hours. The manager should not investigate the concerns – this may jeopardise further enquiries/investigations.

The telephone call must be followed up in writing, using the LSCB's appropriate form, within 48 hours.

Children's Social Care will contact the manager within three working days about action they have taken. If this contact is not made, the manager must contact Children's Social Care to obtain this feedback.

It is important that the manager and the social worker are clear about the proposed actions following the referral, who will undertake these actions and the timescale. Alternatively, a decision may be made that no further action will be taken. The actions and decision(s) need to be recorded by both the manager and the social worker from Children's Social Care.

Where it is decided that a child is suffering or is at risk of significant harm, a social worker will lead multi-agency enquiries conducted under Section 47 of the Children Act 1989.

14. Allegations against Staff / Volunteers working with Children

Where the allegation relates to an alleged perpetrator who works with children, there is specific guidance to follow.

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This guidance must be applied when there is an allegation made that suggests a person working with children has: behaved in a way that has harmed a child or may have harmed a child; possibly committed a criminal offence against or involving a child; behaved towards a child or children in a way that indicates he/she is unsuitable to work with children in connection with his/her employment or voluntary activity.

The guidance can also be applied if a complaint/allegation is made against a person in relation to their behaviour with regard to his/her own children; their work with adult service users which causes a concern about the welfare of the adult service user's children.

This applies to concerns about anyone who works or volunteers with children, whether that be a The Key employee, volunteer or otherwise.

All concerns about an alleged perpetrator who works with children should be referred to the Designated Safeguarding Lead/Deputy.

The Designated Safeguarding Lead/Deputy should notify the Local Authority Designated Officer (LADO) within one working day of becoming aware of a concern. Where a concern is raised outside of office hours, the Designated Safeguarding Lead/Deputy (or manager if they are not available) should immediately consult the Out of Hours Service or the local Police and ensure that the LADO is informed on the next working day. The Designated Safeguarding Lead/Deputy should seek advice from the LADO about appropriate action to take where the member of staff or volunteer is concerned.

The LADO has a responsibility to manage, oversee and monitor individual cases through to their final conclusion from all partner organisations; provide advice, information and guidance to employers; liaise with the Police, Children's Social Care, CPS and other organisations as required; and ensure a consistent, fair and thorough process for all adults working with children and young people against whom allegations are made.

For further information on the multi-agency safeguarding children procedure and what happens after a referral is made to Children's Social Care, please refer to the Local Safeguarding Children Board Policy and Procedures for the relevant local authority area.

15. Responding to concerns about abuse of a vulnerable adult.

This section follows the Local Safeguarding Adults Board's Policy and Procedures.

At this point, the manager may seek advice from their Designated Safeguarding Lead/Deputy and/or Adult Social Care and/or any other advice-giving organisations such as the Police.

This may be done without revealing the identity of the vulnerable adult or alleged perpetrator(s).

The manager should seek consent from the vulnerable adult before taking any action. However, consent should not be sought if it is felt that it would put the vulnerable adult or others in danger. Consent should be overridden where: the concern is about significant risk of harm; a serious crime has been committed or it is in the public interest (e.g., other people are at risk) to share information without consent. Where a person lacks capacity to consent to the action, a best interest decision will be made on their behalf.

If the manager believes that a vulnerable adult is suffering or is at risk of harm, then a referral should be made to Adult Social Care. This telephone call should not be more than 24 hours after the manager becomes aware of the concern. The manager should not investigate the concerns – this may jeopardise further enquiries/investigations.



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The telephone call must be followed up in writing, using the LSAB's appropriate form, within 48 hours. A Safeguarding Adults Manager will make a decision on what action is taken.

Adult Social Care will contact the manager within five working days about any actions or decisions made. If this contact is not made, the manager must contact Adult Social Care to obtain this feedback.

16. Allegations against Staff / Volunteers working with Vulnerable Adults

Where the concern relates to an alleged perpetrator who works with vulnerable adults, there is no specific guidance to follow as in the safeguarding children procedures. Referrals should be made in the same way as described above. The Designated Safeguard Lead/Deputy will liaise with Adult Social Care to discuss the best course of action and ensure that any Human Resources (HR) action and/or disciplinary procedures are co-ordinated with any other enquiries forming part of the safeguarding adults process.

Furthermore, a risk assessment should be completed to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within The Key whilst the investigation is undertaken.

17. Vulnerability and counterterrorism

Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is one of the four elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people from becoming terrorists or supporting terrorism.

The objectives of Prevent are to:

"disrupt those who promote violent extremism and support the places where they operate and support individuals who are vulnerable to recruitment or who have already been recruited by violent extremists."

Vulnerability within this context means:

"Individuals who, because of their circumstance, experiences or state of mind are open to recruitment by violent extremists."

This does not necessarily mean vulnerability because of age, dependence or health for example.

The Key will ensure that its staff, volunteers and member organisations have an awareness and understanding of counterterrorism and safeguarding of vulnerable individuals and communities within its context.

This can be achieved by accessing training available at:

<https://www.elearning.prevent.homeoffice.gov.uk/>

The Key staff and volunteers should use existing arrangements, e.g., making a Safeguarding Report, contacting Police or contacting their Designated Safeguarding Lead if they have concerns about a child or vulnerable adult.

18. Recording and managing confidential or restricted information

The Key is committed to maintaining confidentiality wherever possible.

Information about the safeguarding of children and vulnerable adults should only be shared with those who need to know. The Key will lawfully use their own judgement to process personal data for safeguarding purposes, without consent if it is justified, to protect a child or an adult at risk under the Data Protection Act 2018 exemptions and the exemptions that are available in Article 23 and Chapter IX of the General Data Protection Regulations (GDPR).



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For further information, please refer to The Key Data Protection Policy and The Key Information Security Policy.

All allegations/concerns should be recorded on the Safeguarding Concern Report Form. The information recorded will be factual and not based on opinions.

The information that is recorded will be kept secure and will be restricted to those individuals who need to know. All documents should be protectively marked. Information will be handled and exchanged following the guidance in The Key Data Protection Policy and Storage and Retention of Documents Policy.

Attendees at safeguarding meetings will sign a confidentiality statement. All documents shared at safeguarding meetings will be marked clearly with "The contents of this document are restricted and should only be reproduced with the agreement of the Chairperson; you are responsible for the safe storage and disposal of this document".

19. Learning and development (training) responsibilities

All The Key employees and volunteers will access appropriate learning and development opportunities on safeguarding children and vulnerable adults relevant to their role.

Designated Safeguarding Leads and their deputies will access higher levels of learning and development opportunities to support their role.

20. Preventing abuse and allegations

The Key is committed to putting in place safeguards and measures to reduce the likelihood of abuse or allegations of abuse taking place within the services it offers.

People who are recruited to work or volunteer for The Key will be subject to recruitment policies and procedures that ensure the safety of children and vulnerable adults who receive a service. This may include DBS disclosures for employees and volunteers, ensuring references are taken up, ensuring professional registrations and qualifications are in place and ensuring that staff and volunteers have values and attitudes that reflect the principles of safeguarding.

The Key will ensure that staff are not exposed to risk of abuse or allegation of abuse by ensuring they are not placed, or left, in a position where they may be at risk or vulnerable to allegations, e.g. by lone working or single staffing. At all times staff will be working alongside colleagues from The Key or other partner organisations and will not be left alone / unsupervised with children or vulnerable adults (see Lone Working Policy for guidance on reducing risk).

Where The Key has a concern about the actions or practices of one of its employees or volunteers in relation to the safety of children or vulnerable adults, appropriate disciplinary procedures will be followed, and referrals made to the Independent Safeguarding Authority (ISA) if necessary.

Safeguarding is the responsibility of every employee and everyone who represents The Key, including sub-contractors. Where The Key contracts a service from a third-party agency to work with or provide a service to children and/or vulnerable adults, the contract will have specific clauses referencing safeguarding adults and children roles and responsibilities.

The Key has a Whistleblowing Policy and Procedure to support the disclosure of concerns by its employees and volunteers.



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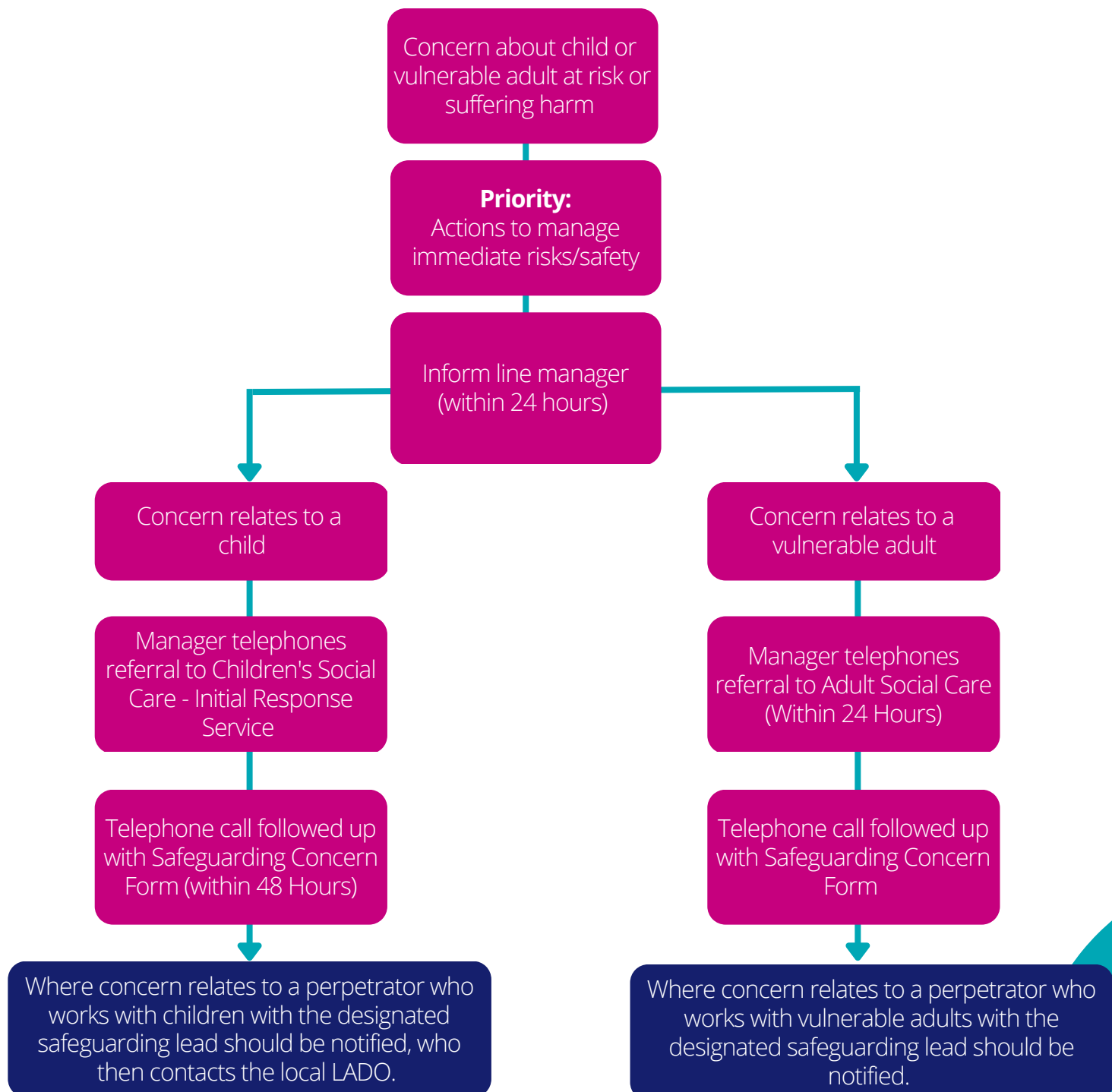
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21. Disseminating and reviewing policy and procedures

This policy and procedures will be disseminated to all staff, supported by the Designated Safeguarding Lead

It will be reviewed on an annual basis.

APPENDIX ONE: FLOWCHART FOR RESPONDING TO CONCERNS





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APPENDIX TWO: SAFEGUARDING CONCERN REPORT FORM

Note: Please do not interpret what is seen or heard; simply record the facts. Once a concern has been identified, Section One of this form should be completed immediately and passed on to your line manager within 24 hours.

Section One:

To be completed by the person raising the concern

Full Name _____

Immediate Line Manager/Supervisor: _____

Signature: _____

Today's Date: _____

Details of the Concern: _____

Name of person: _____

Date of Birth: _____

Day/Date/Time (AM/PM) _____

Place _____

Details of your concern:

Explanation/Information from child/Vulnerable adult:

Explanation/Information from your parent/carer:

What action are you taking: (this should include passing to your immediate line manager)



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APPENDIX TWO: SAFEGUARDING CONCERN REPORT FORM

To be completed by immediate line manager / supervisor, who will detail what action or decision is made regarding the concern.

Please note that this section should be completed and passed to the Designated Safeguarding Lead within 24 hours of receipt.

Line Manager/ Supervisor Report:

Full Name _____

Contact name: _____

Date Record of concern received: _____

What action will you take: (this should include passing on to the Designated Safeguarding Lead)

Signature: _____

Today's Date: _____

Designated Safeguarding Lead Report:

Full Name _____

Contact name: _____

Date Record of concern received: _____

What action will you take:

Signature: _____

Today's Date: _____

Person's Name: _____

Date of Birth: _____

Date: _____



POLICY AND PROCEDURES

Safeguarding of children & vulnerable adults

APPENDIX TWO: SAFEGUARDING CONCERN REPORT FORM

To be completed by the Designated Safeguarding Lead (please tick relevant items)

Possible Action	By Whom	Outcome
Discuss with child/Vulnerable adult		
Contact parents/carers		
Discuss with relevant professionals		
Seek advice from LA		
Monitor and Review		
Consult with social care		
If a child/vulnerable adult is at immediate risk contact police - Tel: 0345 604 3043		
Other (Please specify):		



VOLUNTEER AGREEMENT

Safeguarding of children & vulnerable adults

The Key Volunteer Agreement

Thank you for becoming a part of our Key Community and volunteering with The Key. You are an extremely important part of making KEY+ impactful for young people, and we hope you enjoy the experience!

Our commitment to you:

We as The Key commit to supporting, training and equipping you the knowledge you need to be Community Panel Member. We do this by,

- Training all panel members to have the knowledge required to attend panel,
- Contacting you regularly to ensure all expectations are met,
- Consistently supporting you as a volunteer of The Key.

Your commitment to us:

To continue to offer a safe experience for young people, volunteers and staff, we ask that all volunteers commit to;

- Attending training as required
- Adhering to vetting procedures such as a DBS request
- Agreeing to confidentiality
- Adhering to safeguarding policies and procedures

Confidentiality

The Key requires that all information disclosed to volunteers whilst conducting The Key's work must be treated as confidential, (except where it may fall under the Safeguarding Procedures and separate guidelines apply.)

All The Key's volunteers should be extremely careful not to discuss, outside of the volunteering workplace, any information about an organisation or person, (including children and young people,) which they have acquired either directly or indirectly in the course of their volunteer work.

The confidentiality rules are intended to:

1. Protect all volunteers.
2. Protect the reputation and credibility of The Key.
3. Protect people, including children and young people who work with The Key.

You are in a position of trust, maybe with the care of people who can be very vulnerable. Whatever your job, we ask you to help us preserve The Key's work with young people.

- I have read and understand the rules about confidentiality and agree to bring up any matter that concerns me with my staff contact and not to discuss them outside.
- I have read and will adhere to our safeguarding policies and procedures.

Signature: _____

Name: _____

Date: _____