

Barmoor Hub

Safeguarding Children, Young People and Vulnerable Adults Policy

Date Effective From	September 2013
Review Date	September 2026

Contents

- 1. Designated Safeguarding Officers Contact Details**
- 2. Scope of the Policy**
- 3. Policy Statement**
- 4. Confidentiality Statement**
- 5. Awareness of the Issues**
- 6. Indicators of Abuse**
- 7. Responding to Disclosure of Abuse**
- 8. Safe Recruitment Procedures for Staff, Volunteers and Freelance Staff**
- 9. Training**
- 10. Codes of Conduct**
- 11. Lone Working**
- 12. Third Party Responsibilities**
- 13. Support & Supervision of staff, volunteers & freelance staff**
- 14. Guidelines for reporting accidents**
- 15. Guidelines for Reporting Allegations/ Incidents**
- 16. Health & Safety Guidelines**
- 17. Allegations made against staff and volunteers**
- 18. Complaints Procedure**
- 19. Whistleblowing Procedure**
- 20. Data Protection**
- 21. Safeguarding Risk Assessment**
- 22. Monitoring of the Policy**
- 23. Review Date**

Appendix

- 1. Confidentiality Agreement**
- 2. Disclosure Form**

1. Contact Details for Designated Safeguarding Officers

We have two designated safeguarding officers identified within the organisation, these are;

Trustee	Liam Harrison
Centre Manager	Joanna Jackson

Details of the designated person's will be displayed around the centre.

If the concern relates to one of the Designated Person's or neither is available, then the concern must be reported immediately to the Chairperson.

Guidelines for recording concerns are outlined later in the policy.

Contact Details for the Safeguarding Officers

Liam Harrison	M: 07428 497600
	E: accounts@barmoorhub.com
Joanna Jackson	M: 07960 293013
	E: manager@barmoorhub.com

2. Scope of the Policy

The Trustees of Barmoor Hub recognise that everyone (within this definition we include Barmoor Hub staff, freelance staff, contractors & third parties, trustees & volunteers) has a responsibility to ensure so far as is practicable the welfare of ALL children, young persons (being persons who have not reached their eighteenth birthday) and vulnerable adults.

The term 'safeguarding children, young people and adults' embraces both child protection/ protection of vulnerable adults and a preventative approach to keeping young people safe. Safeguarding therefore, encompasses health & safety, bullying (in person or electronically), providing first aid and safe recruitment practices.

3. Policy Statement

Barmoor Hub has a statutory and moral duty to safeguard and promote the welfare of children, young people and vulnerable adults attending the services we provide at Barmoor Hub and outreach within the local community. We will carry out our responsibilities under relevant legislation and formal guidance.

Our objectives are;

- To provide a safe environment for children, young people and vulnerable adults to participate in activities.
- Develop an awareness amongst staff, volunteers and freelance staff of the issues which lead to children, young people and vulnerable adults being harmed.
- Create an open environment by identifying a 'Designated Person' to whom children, young people and vulnerable adults can turn to for advice.
- Adopt Safeguarding guidelines through codes of conduct for staff, volunteers and freelance workers.
- Ensure careful recruitment, selection and management procedures. These procedures will include regular support and supervision of staff and volunteers.
- Ensure complaints, grievances and disciplinary procedures are implemented.
- Provide training to all staff and volunteers on safeguarding.
- Monitoring the safeguarding procedures on an annual basis.
- Review and update all safeguarding procedures at least annually or when required.

4. Confidentiality Statement

Barmoor Hub will never promise to keep secrets. However, information of a confidential nature will only be communicated on a 'need to know' basis, with the welfare of the child, young person or vulnerable adult paramount. Considerations of confidentiality will not be allowed to override the rights of children, young people or vulnerable adults to be protected from harm. A full safeguarding policy is displayed and available within Barmoor Hub for all interested parties to read.

Confidentiality agreements will be drawn up between staff and an individual child/ young person/ vulnerable adult. They will detail the reasons for any information to be disclosed to the Gateshead Council Referral & Assessment (Child Protection) where staff believe the individual is at immediate risk. All collected information will be handled per our privacy policy, The Data Protection Act 2018 and General Data Protection Regulations (UK GDPR).

The Data Protection Act 2018 and General Data Protection Regulations (UK GDPR) do not prevent sharing information to keep children safe. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare and protect the safety of children, young people or vulnerable adults.

Please see appendix 1 for a copy of the confidentiality agreement.

5. Awareness of the Issues

Background knowledge in relation to child abuse and abuse of vulnerable adults, the general principles of safeguarding and the ability to recognise and respond to abuse are important issues. Our primary concern for Barmoor Hub is the issue of Safeguarding young and vulnerable members within the operation of Barmoor Hub and the activities we deliver. However, being aware of the indicator of abuse in respect of young and vulnerable members caused by others outside of the centre are of equal importance for the safety and well-being of the child/vulnerable adult. Barmoor Hub will meet all statutory guidelines for the implementation of Safeguarding arrangements throughout the organisation, including; Working Together to Safeguarding Children 2018 (Last updated 1 July 2022).

Children and Adults at risk are defined as individuals of all ages.

1. Have needs for care and support whether or not the Local Authority is meeting any of those needs) and:
2. Are experiencing, or are at risk of abuse or neglect: and
3. As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse and neglect. (Care Act 2014)

6. Indicators of Abuse

What is Children and Adult abuse and neglect?

The Care Act (2014) defines the abuse and neglect of Children and Adults to be:

1. Physical
2. Financial
3. Sexual
4. Neglect
5. Emotional
6. Self-Neglect
7. Modern Slavery
8. Domestic Abuse
9. Exploitation
10. Discrimination
11. Organisational (Institutional)

Child Abuse

This refers to the damage done to a child's or young person's physical, mental or emotional health in situations which arise when adults or peers misuse their power over children and young people.

The five main forms of abuse are described in more detail for the purpose of this policy:

1. Physical

Physical hurt or injury to children or young people, attempting to do so, giving them alcohol, drugs, cigarettes or other inappropriate substances. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scolding, drowning, suffocation or otherwise causing physical harm to a child or young person. Physical harm may also be caused when a parent or carer feigns the symptoms of or deliberately cause ill health to a child they are looking after. This situation is commonly described using terms such as fictitious illness by proxy or Munchausen's Syndrome by proxy.

2. Sexual

Sexual abuse involves forcing or enticing or forcing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non penetrative acts. They may include non contact activities, such as involving

children in looking at or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

3. Neglect

Usually where a child's or young person's basic physical needs are not met (food, warm clothing, shelter etc) or they are consistently left alone and unsupervised, they are left exposed to risk of injury or there is otherwise a failure to ensure their safety which results in the serious impairment of the child's health and development.

4. Emotional

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It 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 feature age or development inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone. Includes persistent lack of love and affection or attention; overprotection which prevents them from socializing.

For the purpose of this policy we have also included Bullying as one of categories:

5. Bullying

This can take many forms and is usually repeated over a period of time. It includes physical, verbal, virtual and emotional bullying (e.g. sarcasm, spreading rumours, isolation from activities, graffiti, gestures, etc). They will all include deliberate hostility and aggression towards the victim, a victim who is less powerful than the bully and an outcome which is always painful and distressing for the victim.

Please refer to the organisations bullying and harassment procedures, IT procedures, guidance for Social Networking and Parental Consent for the use of photographic recording equipment for further information.

Recognising Child Abuse

Even persons experienced in working with child abuse can find it difficult to recognise a situation where abuse is or has been occurring, The following list is indicative only and not exhaustive. It should be borne in mind that the presence of one or more of the following is not necessarily proof of abuse (e.g. all children and young people will suffer from cuts and bruises from time to time and their behaviour may give cause for concern for reasons other than abuse). However, if you are concerned about the welfare of a child or young person it is imperative to act. Never assume that someone else will act if you do not.

Possible indications of abuse include:

Unexplained or suspicious injuries especially if on the part of the body not normally prone to such injuries;

The child or young person describing what seems to be an abusive act involving them;

A third party, expressing concern about the welfare of a child or young person;

Unexplained changes in behaviour, such as becoming quiet, withdrawn or displaying sudden outbursts of temper;

Sexual awareness inappropriate for age or engaging in sexually explicit behaviour;

Being mistrustful of adults, particularly those with whom a close relationship might normally be expected;

Having difficulty making friends;

Being prevented from socialising with other children or young people;

Variation in eating patterns;

Being increasingly unkempt or dirty.

Abuse of Vulnerable Adults

Physical abuse: Examples include hitting, slapping, pushing, kicking, misuse of medication, the inappropriate use of restraint or inappropriate sanctions

Sexual abuse: Examples of sexual abuse include rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting

Financial Abuse: for example the illegal or improper use of a person's money, property, pension book, bank account or other belongings.

Psychological abuse: for example verbal abuse, humiliation, bullying or the use of threats, or abandonment, deprivation of contact, humiliation, blaming. Controlling intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks

Financial or material abuse: for example the illegal or improper use of a person's money, property, pension book, bank account or other belongings.

Neglect and acts of omission: for example the repeated deprivation of help or care that a vulnerable adult needs which, if withdrawn, will cause him or her to suffer.

Discriminatory abuse: for example racism, sexism, religious and ageism, based on a person's disability, and other forms of harassment, slurs or similar treatment.

Domestic abuse and violence Definition – Domestic abuse and violence is best described as the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by a person who is or has been in a close relationship.

Professional abuse: for example is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services.

Institutional abuse: for example involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. Institutional abuse occurs when the culture, practices or systems in an organisation or part of an organisation are abusive. These can result in pervasive ill treatment and/or gross misconduct

The examples above are not an exhaustive list of the forms of abuse.

Abuse may:

- consist of a single act or repeated acts
- be intentional or unintentional

- be an act of neglect or failure to act
- abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to abuse
- Patterns of abuse/abusing include:
 - serial abusing – the perpetrator seeks out and “grooms” vulnerable individuals. Sexual abuse often falls into this pattern, as do some forms of financial abuse
 - long term abuse – in the context of an ongoing family relationship such as domestic violence between family members
 - opportunistic abuse – such as theft occurring because money or goods have been left around
 - situational abuse – arises because pressures have built up and/or because of difficult or challenging behaviour that staff respond to in a way that does not conform to the organisations recognised training, policies or best practice

Signs of potential abuse

Research studies have highlighted warning signs that indicate a service user/patient may have been abused.

The following list of signs is by no means definitive and each sign should not, in isolation, be taken as evidence of abuse.

The signs are equally applicable in all care settings and across all categories of abuse.

Physical/Sexual Abuse

A history of:

- unexplained falls
- physical injuries such as bruises or burns
- bruises on the upper arms
- cluster of bruises on the chest
- the presence of old and new bruises at the same time
- burns in unusual places
- personal neglect
- personal hygiene
- excessive repeat prescriptions or under-use of medication
- frequent consultation with GP
- change in behaviour
- change in mood/mental state

- presenting self-injuries
- withdrawal/reluctance to engage
- bruising, pain or itching to the genital area

Psychological Abuse

The person presents as:

- anxious, withdrawn/reluctant to engage or agitated. They may be
- isolated in one room
- Displaying changes in mood/mental state
- presenting self-injurious behaviours
- they may be appearing unkempt
- displaying changes in behaviour
- professionals and other visitors may experience difficulty gaining
- access
- the carer or other relative insist on being present during interviews

Exploitation

- reluctance to discuss financial circumstances
- recent poverty
- unexplained inability to pay bills or buy food or other essentials
- missing belongings or money

7. Responding to Disclosure of Abuse

Always:

Record what has been said ASAP

- Remain sensitive and calm
- Reassure the child/ young person or vulnerable adult that they
 - Are Safe
 - Were right to tell
 - Are not to Blame
 - Are being taken seriously
- Let the child/ young person/ vulnerable adult talk
- Listen & Hear, give the person time to say what they want
- Ensure a positive experience
- Explain that you must tell, but will maintain confidentiality

- Tell the child/ young person/ vulnerable adult what will happen next
- Involve appropriate individuals immediately
- Stay Calm
- Reassure the person that they have done the right thing in telling and that it will be dealt with appropriately

Never:

- Question unless for clarification
- Make promises you cannot keep
- Rush into action that may be inappropriate
- Make/ pass judgment on an alleged abuser
- Take sole responsibility, consult the designated officer so you can begin to protect the child and gain support for yourself

8. Safe Recruitment Procedures for Staff, Volunteers and Freelance Staff

Barmoor Hub will ensure it consistently implements safe recruitment practices for all staff, volunteers and freelance instructors involved in the delivery of activities to children, young people and vulnerable adults. This will include;

- External References will be sought for all employees prior to commencing work
- External References will be sought for all freelance instructors
- All staff, volunteers and Freelance Instructors working directly with children, young people and vulnerable adults without supervision will be required to hold an enhanced DBS
- All staff, volunteers and freelance instructors must agree to abide by the organisations safeguarding policy and must sign a code of conduct.
- All Trustees will hold a standard DBS disclosure.

9. Training

Barmoor Hub is committed to providing all staff and volunteers with the skills to be able to carry out their role to the highest standard. Safeguarding training will be incorporated into the annual Learning & Development Plan and will cover basic safeguarding information as well as covering the organisation policies, procedures and codes of conduct.

Training on safeguarding will also be incorporated into our induction programme and will be delivered to all new staff and volunteers within 6 weeks of them commencing post. This training will be appropriate to their role and safeguarding will be placed onto the agenda of all team meetings for staff to raise concerns

and to discuss safeguarding issues. External Safeguarding training will be organized for all staff working directly with children, young people or vulnerable adults within 12 months of them coming in post and will be reviewed every year, or sooner if a serious incident occurs prompting review of our procedures or if the line manager feels the staff member requires training earlier.

10. Codes of Conduct

A Code of Conduct lets all of our staff, volunteers and freelance instructors working for the organisation know what behavior is expected and what is unacceptable. It will also let all involved know what sanctions will be applied for non-compliance with the code. A written Code of Conduct will be prominently displayed or communicated to everyone involved with the organisation and it will be applied consistently.

11. Lone Working

All staff involved in Lone Working are vulnerable to accusation and as a result we have prepared a separate Lone Working policy and Lone Working Risk Assessment, which addresses issues relating to the delivery of services to children, young people and vulnerable adults.

Please refer to this policy for further guidance.

12. Third Party Responsibilities

- As an organisation we work in partnership with many organisations, either in the delivery of joint activities or in the provision of space. For all tenants involved in the delivery of activities to children, young people and vulnerable adults on our premises we will make it a condition of their lease agreement to provide a copy of their safeguarding policy and risk assessment for the activities. Where concerns are raised about policies or their implementation we will seek to resolve these immediately and if required we will terminate lease agreements if the matter is not resolved.
- For organisations delivering activities out of the centre to children, young people and vulnerable adults we will make it a condition of hire to provide a copy of the safeguarding policy and risk assessment. We will then set up a safeguarding agreement clearly identifying which organisation is responsible for what e.g we are responsible for ensuring the health & safety of the building whereas a group is responsible for ensuring adequate supervision.
- For activities which we jointly deliver with another organisation, we will seek copies of the safeguarding policies and procedures and establish as

part of any agreement, formal safeguarding arrangements clearly identifying who is responsible for what.

13. Support & Supervision of staff, volunteers & freelance staff

Barmoor Hub recognizes that it is good practice to provide support and supervision to all staff and volunteers. This will help staff & volunteers become more effective by identifying training needs and dealing quickly with difficulties.

14. Guidelines for reporting accidents

In the event of an accident occurring involving a child, young person or vulnerable adult, the following procedure will apply;

- Accident Book to be completed (for All Accidents)
- If parent/ carer is not present, then they must be contacted & notified of the accident
- If the accident is serious then the emergency services must be contacted
- Incident Report Form to be completed detailing as much information as possible on the nature & cause of the accident
- The Incident Report Form must be passed to the Operations Manager who will log the incident
- A separate safeguarding incident log will be established and monitored on a quarterly basis

15. Guidelines for Reporting Allegations/ Incidents

Recording of information, suspicions or concerns

If any individual member of staff is approached by anyone who reports concerns or suspicions regarding the welfare of a child, young person or vulnerable adult then this information must be passed onto the Referral & Assessment Unit at Gateshead Council or Northumbria Police.

If an individual staff member is approached, they must pass on the contact details of the person raising the query to one of the 2 safeguarding officers. If neither are available then the Chairperson must be notified immediately.

Upon receiving the information the designated safeguarding officer will;

- talk to the individual raising the concerns to gather information
- complete the organisation's Safeguarding Alert Form (attached in appendix 2).
- Pass this information to the relevant authority within 24 hours by

- telephone and
- Follow this initial disclosure up in writing within 24 hours after that
- Seek a response within 48 hours.

Action To Be Taken Where There Are Concerns About The Welfare Of A Child Or Young Person

React calmly and receptively so as not to frighten the child or young person;

Tell the child or young person that they are not to blame and that they were right to tell;

Take seriously what the child or young person says and let them know that you will do what you can to help;

Allow the child to speak at their own pace.

Explain at an appropriate time, as early as possible, that the information being given by the child will need to be recorded, shared and passed onto others, but stress only to those who need to know.

Do not in any circumstances promise to keep a secret.

Remember that it can be more difficult for some children and young people to disclose abuse than others, which may result in communication difficulties;

Secure the safety of the child or young person. If they need immediate medical treatment, get them to hospital or call an ambulance (in which case, inform the medics of concerns and make them aware that this is a child protection issue);

Avoid asking the child or young person leading questions. Only ask questions that may be necessary to ensure a clear understanding of what has been said;

Avoid making assumptions or negative comments about the alleged abuser;

Reassure the child or young person but do not make promises of confidentiality or outcomes which might not be feasible in the light of subsequent development;

Report the matter to your line manager (who in turn should seek advice from the NSPCC Child Protection Help line, Social Services or the police);

Make a full record of what has been said, heard or seen as soon as possible;

Confidentiality should be maintained on a strictly need to know basis and relevant documents stored in a secure location;

Parents and carers should be contacted only after advice from Social Services has been sought.

Let the child know what will happen next, who you will report their information to, what will happen once it has been reported.

Record all of the details of what was said, use the exact wording used by the child or young person, do not try to interpret any of the information yourself. See the incident form for the exact details which will be needed. Pay special attention to names and dates and times when something is supposed to have happened. Record who you told and when and sign and date the form.

It is important to listen, report, support but do not investigate.

Always ;

Ensure all volunteers/staff within the centre are aware of this code of practice.
Treat everyone with respect

All staff/volunteers will successfully complete all appropriate checks, including disclosure through UCheck DBS Processing before they have any contact with children or young people entering the centre.

Remember someone may misinterpret your actions and comments, no matter how well intentioned.

Encourage children and adults to feel comfortable and caring enough to point out all attitudes and behaviours they do not like.

Provide an example you would wish others to follow.

Respect a person's right to privacy/confidentiality.

Ensure confidentiality is observed unless you suspect someone may be placed at risk of harm.

Recognize that caution is required particularly in sensitive moments, such as when dealing with bullying, bereavement, abuse or grief.

Be aware of the possible implication of physical contact games with young people.

Never:

Permit abusive peer activities e.g. ridiculing, bullying, racial taunts.

Jump to conclusions.

Exaggerate or trivialize child abuse issues.

Show favoritism to any individual.

Make suggestive remarks or gestures.

Rely upon your good name to “protect you”.

Believe “it could never happen to me” both dealing with abused or being accused of committing abuse.

Never approach a suspected abuser yourself.

Action taken by the designated safeguard person. The designated safeguard person needs to be informed of the issues as soon as possible, they will read through/listen to the information that has been given and decide on the course of action.

Option One – Child on Child can be dealt with in house e.g. bullying-unless this involves a criminal act e.g. sexual contact or physical assault.

Option Two – Adult on Child, abuse of power. If the allegation is about the actions of an adult on a child then it will be necessary to respond to it through child protection agencies.

Option Three – Abuse of trust. If the allegation is about someone working/volunteering in the organization it will be necessary to alert the social services so that the incident evaluation meetings can be held with the Area Child Protection Committee.

Option Four – If the allegation/information is about something that has happened outside Barmoor Hub and involves other young people or adults inform the Child Protection Agency immediately.

Option Five – Not all child welfare issues are crisis: some are chronic long term issues. These children are most often children in need. If there is no allegation

but you or your colleagues are concerned about a child who attends the centre – either because of a recent change in presentation or behaviour or the approach or attitude of their parent or carer. In all cases you must discuss any issues with your line manager.

It is vitally important that the designated person does not leak information to anyone else and that the records are secured.

Action To Be Taken Where There Are Concerns About The Welfare Of A Vulnerable Adult

A member of staff may:

- directly witness an act or an incident where a vulnerable adult had been abused
- be told that abuse has occurred, either by the person who has been the subject of abuse, or another person
- see evidence or signs of abuse

If the adult is in immediate danger or has sustained a serious injury you must contact the emergency services – Police and/or Ambulance and liaise immediately with your line manager.

If you are given an account of an incident that appears to be the abuse of a vulnerable adult **you must:**

- listen to what is being said. Be sensitive to the fact that you may be of a different cultural, racial origin or gender to the person making the disclosure to you
- establish if possible, what has occurred, where and when
- only seek clarification about the alleged facts of what has occurred, do not prompt or ask leading questions
- not make a judgment about whether the abuse has taken place or not
- be aware that you must not contaminate information you have been given or any physical evidence

How to Report

Children and Young People and Vulnerable Adults

If you have any concerns about the health or well being of any child or young person, please approach the Nominated Management Committee Member who is the Designated Safeguarding Officer for the organisation.

If the Safeguarding officer is unavailable then report your concerns to the Chairperson.

In all instances where urgent medical help is required dial 999.

If you have any concerns about the health or wellbeing of any vulnerable adult, please approach the Nominated Management Committee Member who are the Designated Safeguarding Officers for the organisation.

If neither Safeguarding Officer is available then report your concerns to the Chairperson.

In all instances where urgent medical help is required dial 999.

Do not delay.

It is the Safeguarding Officers or Director's responsibility to report concerns to the relevant social services department and or the police (101) as necessary this is done in the following ways:

By telephone

Children and Young People

Gateshead Children's Services can be contacted;

0191 433 2653 (office hours: Monday - Friday, 8.30am to 5pm)

Advice outside of office hours

0191 477 0844 (out of hours, at night, at weekends and bank holidays)

Vulnerable Adults

Gateshead Adult Social Care Direct 24/7 on 0191 4337033

The Emergency Duty Team will help with personal or family problems that reach a crisis at these times. All calls go through to the Gateshead Care Call Service where a telephone operator takes all the calls. This service is the contact point for all council services out of hours. If the phone is not answered straight away,

please be patient as they will be dealing with another call.

Modern Slavery – NSPCC 0800 0121 700 ChildHelpline for concerns that a child or an Adult is a victim of slavery.

You must report the incident to the Chairperson as soon as possible.

Immediately following the report of the concerns the Senior Manager must assess the environment, the risk to the vulnerable adult and other service users, seeking relevant professional advice.

Reporting to Social Services and the Police

If a crime is suspected or has occurred, the manager/director should contact the police for consultation, advice and/or information.

It is the police's job to investigate crime. The relevant Social Services team will consult with the police if a crime is involved and will lead to a decision about how to/who will investigate, if an investigation is needed.

All allegations or suspicions relating to the abuse of a vulnerable adult must also be reported by the manager/Director to Social Services:

The manager should follow Barmoor Hub local procedures for respective reporting mechanisms to Social Services

Allegations of Abuse by a Vulnerable Adult against another Vulnerable Adult

If abuse is suspected or confirmed the Vulnerable Adults procedure should be followed to ensure the protection of the victim and a positive outcome for both individuals.

Where there is multi agency public protection (MAPPA) or child protection issues staff must refer to the appropriate policies.

Principle of Confidentiality of the Vulnerable Adult

Any concerns need to be discussed following the local reporting mechanisms:

- Information will only be shared on a “need to know” basis when it is in the best interests of the adult.
- Confidentiality must not be confused with secrecy.
- It is inappropriate for agencies to give assurances of absolute confidentiality in

cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk or where the alleged abuser is in a position of trust.

Person Alleged to be responsible for abuse or poor practice

When a complaint or allegation has been made against a member of staff, he or she should be reminded of his or her rights under Barmoor Hub Disciplinary Procedures. Barmoor Hub will also support the national statutory workforce ban initiative for people found to be unsuitable to work with vulnerable adults.

16. Health & Safety Guidelines

Barmoor Hub is committed to ensuring the health & safety of all users. As part of our Health & Safety Management System and Health & Safety Policy, risk assessments are carried for all activities, regular building checks are undertaken and equipment is inspected for faults on a daily basis. Please refer to our Health & Safety Policy and Safeguarding Risk Assessment for further information.

17. Allegations made against staff and volunteers

A complaint about the conduct of an employee or volunteer with Barmoor Hub may come through various routes. These include;

- Through our formal complaints procedure
- Through other correspondence from the public
- Through one employee/ volunteer making a complaint about the conduct of another employee/ volunteer.

However, when receiving the complaint, Barmoor Hub will ensure that all complaints are treated with due care and attention, considering the public's expectations and the fair treatment of our employees. Where the complaint involves a safeguarding issue, this should be immediately referred to the Chairperson, who will take appropriate action in consultation with the Vice-Chairperson.

Where a complaint is raised against an employee &/or volunteer it will be investigated through the Disciplinary Procedure and action will be taken where appropriate, please refer to the Disciplinary Procedure for further information.

18. Complaints Procedure

This procedure is widely advertised within the centre and can be accessed by members of the public who wish to make a complaint about the conduct of our employee &/or volunteer. Please refer to our Complaints procedure which clearly sets out how a complaint will be addressed.

19. Whistleblowing Procedure

Barmoor Hub operates a Whistle blowing Policy, and all trustees, staff and volunteers have the ability to raise concerns regarding a safeguarding issue through this policy. Where a safeguarding issue is raised through the Whistle Blowing Policy it will be referred immediately to the Trustees Safeguarding Sub—Group for investigation. Please refer to the Whistle Blowing Policy for further information.

20. Data Protection

All personal information collected through the Safeguarding Policy will be stored in accordance with the The Data Protection Act 2018 and General Data Protection Regulations (UK GDPR).

21. Safeguarding Risk Assessment

As part of our Health & Safety Management System we have prepared a Safeguarding Risk Assessment which identifies all potential risks to children, young people and vulnerable adults using the facilities and services provided. This risk assessment identifies the measures we will put in place to minimize all risks and should always be used in conjunction with this policy. This risk assessment will be reviewed on a quarterly basis by the Trustees Safeguarding Sub-Group or following an incident and will be amended where required.

22. Monitoring of the Policy

The Trustees are responsible for monitoring the implementation of the safeguarding policy and procedures and reviewing any safeguarding incidents.

Reports will be provided to the committee to ensure all Trustees are kept informed of safeguarding issues and can carry out their responsibilities concerning safeguarding all vulnerable groups using the facilities.

23. Review Date

This policy will be reviewed annually or sooner if an incident occurs or there is a change in relevant legislation. Trustees will approve any revised policy.

Safeguarding Officers:

Name: Joanna Jackson

Signature: J Jackson

Date: 29/09/2025

Appendix 1

Barmoor Hub Disclosure Confidentiality Agreement

This document should be read alongside the organisations policy on Safeguarding Children, young people and vulnerable adults and should be used by employees/ trustees or volunteers when confidential information relating to a potential safeguarding matter is disclosed to them directly from the individual.

The purpose of this agreement is to facilitate the exchange of personal and sensitive personal information in the interests of protecting children, young people and vulnerable adults from actual or potential harm.

The information exchanged under this agreement will be shared for the following purposes and where it meets these conditions:

- a child, young person or adult is at risk of harm;
- other service users, the general public or staff who may be at risk of harm
- a criminal offence has taken place;
- it may prevent crime;
- for the early identification, prevention, and investigation of abuse and neglect
- for investigations under Safeguarding Adults and Children procedures;

Name of Individual	
Date of Birth	
Address	
Next of Kin	

I confirm that the information I have provided is correct and understand this information maybe shared with third parties if it is believed an individuals welfare is at risk.

Signature of Individual

Signature of Designated Safeguarding Officer

Date

Appendix 2

Barmoor Hub

Safeguarding Disclosure Form

Name of Individual Completing Form		Date	
Name of Individual raising Concern		Date & Time concerns first raised	
Contact Address		Contact Telephone Number	

Name of individual (s) to which disclosure relates to

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Description of Concern

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Is there any evidence/ supporting witness'

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Contact details for individual (s) if known

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I confirm the information detailed below is correct & understand this maybe shared with third parties if it is deemed necessary.

Signature of person raising concern:_____ Date:_____

Signature of person completing form:_____ Date:_____

For Internal Use Only

Date Sought	Advice		Agency Contacted	
Name of Individual Providing Advice			Time of Telephone Call	
Advice Provided				
Further Follow Up Action Taken				
Further Actions Required to be taken by the organisation				

Name of Designated Officer: _____ Date: _____