



# SAFEGUARDING CHILDREN & ADULTS POLICY

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NSPCC Helpline: 0808 800 5000

**Tir Coed is committed to reviewing this policy every two years, or in the following circumstances:**

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Boards
- any other significant change or event
- when the board of trustees deem it necessary

**Original policy adopted by Trustees: 25 April 2006**

**Previous review by Trustees: 20 October 2021**

Current review date: 2 <sup>nd</sup> February 2022	
On behalf of the Board of Trustees	<b>Signed:</b> Position:
	<b>Signed:</b> Position:
Next scheduled review date: February 2024	

Our Policies are intended to supplement good judgement; their spirit should be respected as well as their wording.

# POLICY STATEMENT

## Acknowledgement

Tir Coed expects all its participants, trainees, volunteers, freelance service providers, staff, trustees and anyone working with or for us to be treated with respect. We recognise that some members of our community, in particular children, young people and vulnerable adults, may be at greater risk of abuse and we acknowledge our duty of care to safeguard and promote their welfare. Tir Coed is committed to ensuring that its safeguarding practice reflects statutory responsibilities and government guidance while complying with best practice, the Social Services and Well-being (Wales) Act 2014, and Mid and West Wales Safeguarding Board requirements.

## The purpose of the policy:

- To outline Tir Coed's commitment to create a culture of safeguarding that prevails throughout the organisation and its operations
- To ensure that all involved understand their roles in respect to safeguarding and appreciate that appropriate learning opportunities will be provided where required
- To form an effective foundation for our associated procedures and guidelines.

## We recognise that:

- The welfare of the child, young person and vulnerable adult is paramount in all the work we do.
- In addition to defending the characteristics already protected under Human Rights legislation (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation), we strongly believe that socio-economic background and opportunity should not exclude participation or be used as an excuse to harm or abuse.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting the welfare of children, young people and adults.
- Everyone has a responsibility to promote the welfare of all children, young people and adults engaging with Tir Coed activities or events, to keep them safe and to practise in a way that protects them.

## The policy applies to:

- All participants, trainees, volunteers, students, freelance service providers, staff, trustees, and anyone working with or for Tir Coed.
- The policy and procedures are mandatory.
- Failure to comply may ultimately result in dismissal or exclusion from the organisation.

## POLICY STATEMENT

Tir Coed is a charity that connects people with land (Tir) and woods (Coed), delivering learning and wellbeing programmes outdoors across rural counties in mid and west Wales.

### Our Commitment:

- We will build a culture of safeguarding where children, young people, vulnerable adults, volunteers, students, freelance service providers, staff and trustees know how they are expected to behave and feel comfortable about sharing concerns.
- Appoint county safeguarding officers, a nominated safeguarding lead, a deputy and a trustee lead who take responsibility for safeguarding at the highest level.
- Adopt child protection and safeguarding best practice through our policies, procedures and a code of conduct for staff and volunteers.
- Recruit staff, volunteers and freelance service providers safely, undertaking all necessary checks.
- Safeguard children, young people and vulnerable adults by valuing them, listening to and respecting them.
- Provide all volunteers, staff and trustees with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns alongside guidance on the procedures they should adopt if they suspect a child, young person or vulnerable adult may be experiencing, or be at risk of, harm.
- Share information about concerns with agencies who need to know and involve parents, carers, children, young people and vulnerable adults appropriately.
- Provide effective management for staff and volunteers through supervision, support, training and quality assurance measures.
- Appropriately manage any allegations against staff and volunteers in line with our procedures.

### References and legislation

- *The Social Services and Well-being (Wales) Act 2014* (Welsh Government)
  - Guidance under Part 7: *Working together to safeguard people (2019)*
- *Gweithdrefnau Diogelu Cymru / Wales safeguarding procedures* (Wales Safeguarding Procedures Project Board 2019, [www.safeguarding.wales](http://www.safeguarding.wales))
- *Safeguarding and child protection standards for the voluntary and community sector – children and young people aged 0-18 2019 UK edition* (NSPCC)
  - *Standard 1: Recruitment, induction and supervision*
  - *Standard 2: Protecting children and young people*
  - *Standard 3: Preventing and responding to bullying*
  - *Standard 4: Running safe activities and events*
  - *Standard 5: Recording and storing information*
  - *Standard 6: Sharing information and working with other agencies*
- *Safeguarding and protecting people for charities and trustees* (Charity Commission for England & Wales, 2019)

*The term **Volunteer** is used throughout this document as a term to indicate an individual who is working with Tir Coed in an unpaid capacity and not participating as one of our beneficiaries*

# CODE OF CONDUCT

## Staff and Volunteers

Ref: NSPCC, *Safeguarding and child protection standards for the voluntary and community sector (2019)* – Standard 2

### **As a member of staff or a volunteer with Tir Coed we understand you have the right to:**

- enjoy the time you spend working with Tir Coed and be supported in your role
- be listened to, respected, valued and treated fairly by staff, volunteers and trustees
- be fully informed and feel comfortable with implementing policies and procedures
- access training opportunities to help you fulfil your role
- contribute to developments and be involved in decision making processes related to your role

### **We expect you to:**

- understand and implement our safeguarding policy and procedures, and to ask if anything is unclear
- respect your position of trust and authority and maintain appropriate boundaries and relationships with all children, young people and adults, providing a role model of good conduct you wish others to follow
- provide a safe environment for groups and ensure all tools are used appropriately
- ensure that more than one adult is present during activities. Avoid 1:1 situations, but, if necessary, always ensure you are within sight or hearing of others. This is especially important with under 18s (Ref: *Duty of care* and *Complaints procedures*)
- promote relationships based on openness, honesty, trust and respect by treating all fairly and without prejudice or discrimination; encourage diversity and celebrate difference to help avoid bullying issues
- encourage everyone to feel comfortable and caring enough to point out attitudes or behaviour they do not like (recognising that special caution is required when discussing sensitive issues with children, young people or vulnerable adults)
- be aware that words and actions can be misinterpreted, no matter how well intentioned
- respect a young person's right to personal privacy
- never administer any intimate personal care. Individuals with such needs should be accompanied by someone appropriate for the task (e.g. parent, carer, or designated support worker)
- never use restraint techniques unless appropriately trained to do so and then only as a last resort, to prevent risk of injury or significant damage to property, when all other options have been exhausted
- avoid being drawn into inappropriate behaviour or making suggestive, derogatory remarks or gestures
- challenge unacceptable behaviour and report all allegations or suspicions of abuse
- treat disclosures or allegations seriously and respond promptly according to procedures and guidance; focus on the facts without trivialising or exaggerating the details (Ref: *Safeguarding reporting procedure*)

## Safeguarding Code of Conduct

- explain to an individual, as soon as possible, about confidentiality and following safeguarding procedures
- behave appropriately online and offline (Ref: *Online and digital safety policy*)
- give guidance and support to inexperienced helpers
- use common sense, policy and procedural guidance rather than taking unnecessary risks
- We expect all staff and volunteers to follow this code of conduct and to report any breaches to county officers, or contact the safeguarding lead, deputy or trustee lead. (Ref: *Whistleblowing & complaints policy*)
- Inappropriate behaviour will be dealt with appropriately.
- Do not presume that your reputation or that of Tir Coed will protect you. Failure to comply may ultimately result in dismissal or exclusion from working with Tir Coed.



# SAFEGUARDING CHILDREN & ADULTS PROCEDURES

# SAFEGUARDING PROCEDURES

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# SAFEGUARDING PROCEDURES

## 1. Relationships of trust

Tir Coed recognises that:

- genuine relationships do occur between the different levels of volunteers and participants in a group
- no intimate relationship should begin while the member of staff or volunteer is in a position of trust or for 12 months afterwards
- the power and influence that staff or volunteers have cannot be under-estimated
- it is vital for staff and volunteers to recognise their responsibility in ensuring that positions of trust are not abused
- it is against the law for someone in a position of trust to engage in sexual activity with a child in their care, even if that child is over the age of consent (16 or 17) (*Sexual Offences (Amendment) Act) 2000* (UK wide)

## 2. Supporting documents

The [Safeguarding Children and Vulnerable Adults procedures](#) should be read alongside the following Tir Coed documents:

### Policies

- anti-bullying (in development)
- complaints and whistleblowing (in development)
- data protection & GDPR
- drug, alcohol and smoking (under review)
- equality, diversity & inclusion
- health and safety
- online and digital safety (in development)
- photography (under review)
- recruitment

### Procedures

- allegations and complaints procedure (under review)
- behavior management procedure
- duty of care

### Guidance

- designated safeguarding lead - role description
- identifying signs of abuse - *NSPCC, Knowledge and information service: Definitions and signs of child abuse*
- staff supervision and training – induction packs



### 3. Recruitment, induction and supervision

Ref: NSPCC, *Safeguarding and child protection standards for the voluntary and community sector (2019)* – Standard 1

Tir Coed is committed to:

#### **Recruitment** (Ref: *Recruitment Policy*)

- recruiting staff and volunteers who are suitable to work with the children, young people and adults who engage with its services, through a rigorous selection procedure
- providing job descriptions and person specifications that highlight the importance of understanding safeguarding issues
- highlighting the need for Disclosure and Barring Service (DBS) checks in adverts for roles working with children, young people and vulnerable adults
- seeking confirmation of suitability to work with children, young people and adults as well as understanding of safeguarding issues via references
- ensuring that enhanced DBS and other checks are completed before new staff or volunteers begin work with children, young people or vulnerable adults

#### **Induction** (Ref: *Staff and trustees Induction Packs*)

- providing new staff and volunteers access to all relevant policies and procedures to support their role
- ensuring that all new staff and volunteers working with children, young people and vulnerable adults undertake an induction which includes relevant safeguarding training
- ensuring all new staff and volunteers complete a probationary period to assess their suitability in the role

#### **Supervision** (Ref: *Staff and trustees Induction Packs*)

- ensuring ongoing and regular supervision is given to all staff and volunteers to provide updates to procedure, encourage reflective practice and support the sharing of best practice
- responding to concerns about the suitability of employees and volunteers and working to resolve issues

*The term ‘Volunteer’ is used throughout this document as a term to indicate an individual who is working with Tir Coed in an unpaid capacity and not participating as one of our beneficiaries*

### 4. Running safe activities and events

Ref: NSPCC, *Safeguarding and child protection standards for the voluntary and community sector (2019)* – Standard 4

Ref: *BAS Checklist (Policies>Procedures & Guidelines>Delivery>BAS)*

#### **A safe environment**

The staff member responsible for organising the activity should ensure that:

- appropriate risk assessments are in place for both the site and the activities; including tools, equipment and first aid box safety checks, nearest hospital and emergency contact numbers (Ref: *Health & safety policy*)
- copies of risk assessments are available prior to and during the activity/event; these are dynamic working documents and must be updated to accommodate unforeseen issues or circumstances that may arise

- activities are designed to be appropriate for the age and ability of the group
- emergency contact details, medical, dietary, allergies, care and support needs, and relevant permissions (e.g. parental, photo) have been collected and are accessible and secure on site
- support staff, participants and volunteers are made aware of specific site rules and housekeeping, hazards and safety measures (SEA cards), designated first aid arrangements and emergency procedures before the activity starts
- all staff and volunteers are competent to look after children and vulnerable adults and put the safeguarding policy into practice

### Supervision and organisation

The staff member responsible for organising the activity should ensure that:

- support staff and participants have prior notification of times, meeting places, nature of the activity and suitable clothing for the conditions, contact details, and other specific arrangements
- ratios of staff/volunteers/support staff to participants are appropriate to activities (e.g. close supervision when using sharp tools); 2 adults minimum should be present at each activity (Ref: *Duty of care procedure*)
- mixed gender groups should, where possible, be delivered by a male and female member of staff
- all visiting support staff are aware of and can confirm that current DBS checks are in place
- staff, volunteers and support staff have clear roles and responsibilities
- tool use is supervised by appropriately trained staff
- accidents, near misses and best practice are noted on SEA cards or recorded on accident report forms and signed by victim and staff member before being forwarded to the CEO
- appropriate insurance is in place and details can be accessed when required

## 5. Identifying concerns

Ref: *NSPCC, Knowledge and information service: Definitions and signs of child abuse*

### General signs of abuse

Individuals who suffer from abuse may be afraid to share information and could be struggling with feelings of guilt, shame or confusion, especially if the abuser is a parent, carer, close family member or friend. The signs can be similar regardless of the type of abuse.

Be aware of the following:

- flinching in response to sudden but harmless actions (e.g. someone raising a hand quickly)
- inexplicable fears of particular places or making excuses to avoid particular people
- knowledge of 'adult issues' inappropriate for their age or stage of development
- angry outbursts or behaving aggressively towards others
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming and thoughts or talking about suicide
- changes in eating habits
- risky behaviour such as substance misuse, criminal activity or inappropriate use of sharp tools
- a lack of adequate medical attention after injuries

These signs do not necessarily mean that an individual is being abused. It is important to assess the signs in the context of the individual's development and personal situation to decide if they

may be related to abuse

- Try not to jump to conclusions and be aware of other possible reasons that may affect behaviour change.

## 6. Responding to concerns

*Children and young people who have been abused may want to tell someone, but not have the exact words to do so. They may attempt to disclose abuse by giving adults clues, through their actions and by using indirect words* (Allnock and Miller, 2013; Cossar et al, 2013)

- It is important to be able to recognise the signs that a child, young person or adult might be distressed and to be prepared to ask appropriate questions
- Individuals may not always be aware that they are disclosing abuse through their actions and behaviour
- If you are concerned, seek advice and/or take action; an individual's mental health is important too
- Make notes and share any concerns with your Tir Coed county safeguarding officer
- If the county officer is not available then contact Tir Coed's safeguarding lead, deputy or trustee lead
- Information and advice can be accessed via the NSPCC helpline 0808 800 5000 (Mon-Fri 8am-10pm, Sat-Sun 9am-6pm) [help@nspcc.org.uk](mailto:help@nspcc.org.uk) (trained helpline counsellors are available 24 hours a day)

### Disclosure

- **Should always be taken seriously**
- takes tremendous courage - so it's vital to offer appropriate support (Ref: *Safeguarding reporting procedure*)

Children, young people and adults may disclose abuse in a variety of ways:

- **Directly** by making specific verbal statements about what has happened to them
- **Indirectly** by making ambiguous verbal statements that suggest something is wrong
- **Behaviourally** by displaying signs that something is wrong
- **Non-verbally** through other forms of communication

Staff are advised to avoid 1:1 situations where possible. However, we recognise that disclosures may happen at any time and so it is important to be prepared, just in case.

*Often when children do speak out it is many years after the abuse has taken place* (McElvaney, 2015)

### Responding to disclosures

- **Assess** the situation carefully
  - You may not be a trained counsellor, so do you have the skills to be able to support the individual or should you signpost to another individual/organisation who can?
  - Does this need immediate attention or should you offer support in a different way?
- **Listen** and take things seriously
- **Reassure** the individual that they have done the right thing in telling you
- Make it clear that **abuse is never their fault**
- **Never promise** to keep the information a secret and explain that you will need to share what

you have been told, with someone who will be able to help

- **Show you care** and give your full attention, keeping body language open and encouraging
- **Take your time**
  - Respect pauses and don't interrupt (it's important to let individuals go at their own pace)
  - Recognise and respond to body language
- **Show you understand**, reflect back
  - Make it clear you are interested, checking your understanding by reflecting back using their language to show it's their experience
  - Avoid prompting or leading a conversation, this can make allegations harder to investigate if needed
- **Never talk** to the alleged perpetrator about the disclosure – it could make things a whole lot worse

### Making Notes

Keep accurate, detailed notes of any concerns to share with your county safeguarding officer including:

- the individual's details (name, age, address)
- what the individual said or did that gave you cause for concern (e.g. for a verbal disclosure, record the exact words)
- information you have been given about the alleged abuser
- date of your conversation

## 7. Recording and storing information

Ref: *NSPCC, Safeguarding and child protection standards for the voluntary and community sector (2019) – Standard 5*

Information about children, young people and adults engaging in Tir Coed activities and events will be held in line with GDPR protocols (Ref: *Data Protection & GDPR Policy*)

### Consent

- In safeguarding cases where an individual is deemed to be at significant or immediate risk of harm, details may be shared with the local safeguarding board or the police without individual consent

When consent has not been obtained, a written record explaining:

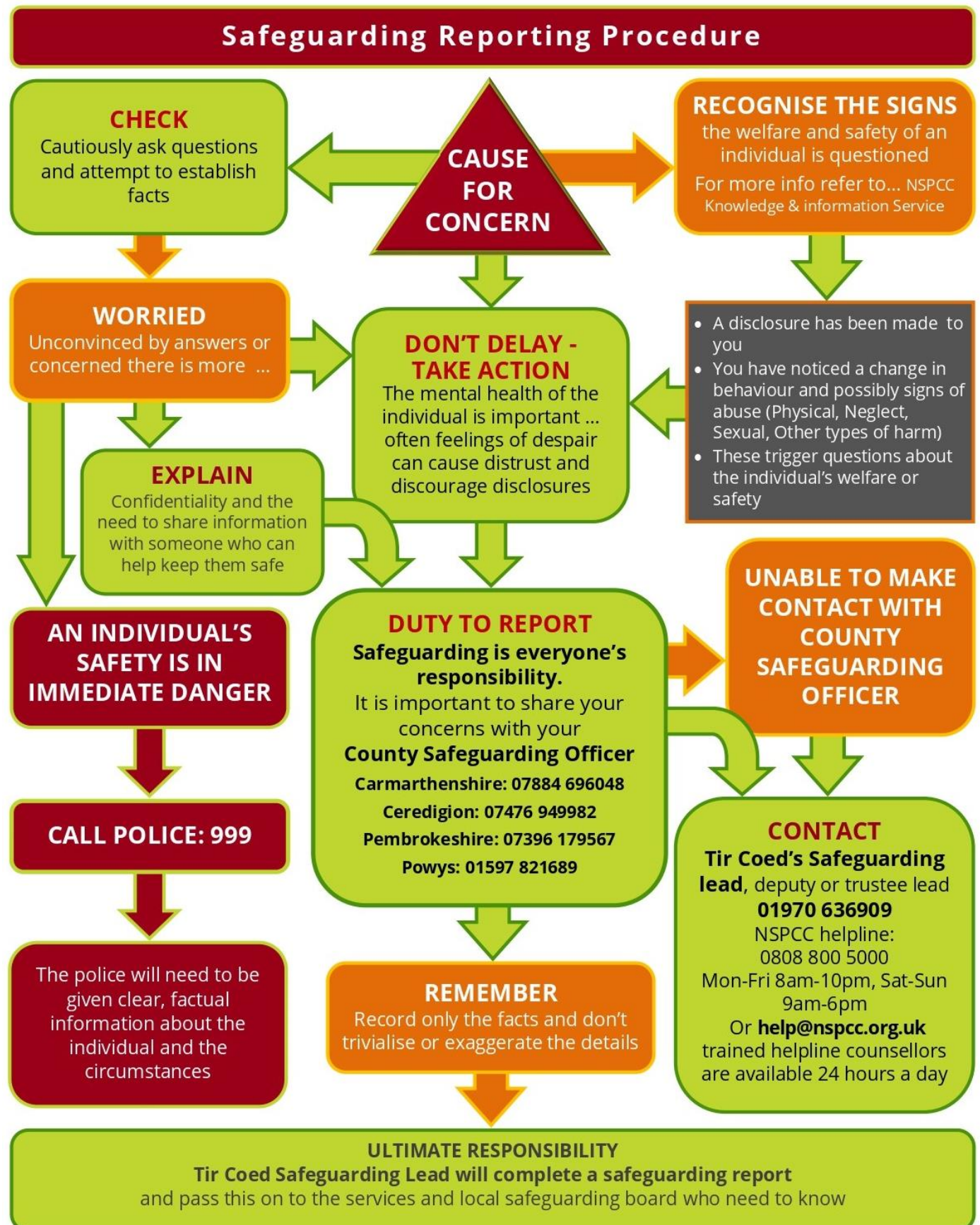
- why it was necessary to share information without consent

A copy of this record will be given to the agency/agencies the information is being shared with.



## 8. Reporting

### What to do if you have concerns



## 9. Sharing information with other services

*(for county safeguarding officers, nominated lead, deputy and trustee lead only)*

Ref: NSPCC, *Safeguarding and child protection standards for the voluntary and community sector (2019)* – Standard 6

Sharing information about an individual's wellbeing helps professionals build a clearer picture and a better understanding of any risks they might be facing. Judgement must be used when making decisions about what information to share.

The most important consideration is whether sharing information is likely to support the safeguarding and protection of the child, young person or vulnerable adult.

***Information sharing helps to ensure that an individual receives the right services at the right time and prevents a need from becoming more acute and difficult to meet*** (DfE, 2018)

### The Principles

Ref: Welsh Government, *Working together to safeguard people (2019)*

Information should be:

#### 1. Necessary and proportionate

- a. consider how much information you need to release
- b. only share what is necessary to be of use (*GDPR and Data Protection Act 2018*)
- c. consider the impact of disclosing information on the individual and any third parties
- d. is it proportionate to the need and level of risk?

#### 2. Relevant

- a. only information that is relevant to the purposes should be shared with those who need it
- b. this allows others to do their job effectively and make informed decisions

#### 3. Adequate

- a. for its purpose and the right quality to ensure that it can be understood and relied upon

#### 4. Accurate

- a. and up to date
- b. clearly distinguishing between fact and opinion
- c. and explained if the information is historical

#### 5. Timely

- a. to reduce the risk of missed opportunities to offer support and protection to an individual
- b. ensure that sufficient information is shared, and consider the urgency with which to share it
- c. in emergency situations it may not be appropriate to seek consent for information sharing if it could cause delays and therefore place a child, young person or adult at increased risk of harm

#### 6. Secure

- a. and shared in an appropriate, secure way
- b. follow *data protection & GDPR policy* on security for handling personal information

#### 7. Recorded

- a. Information sharing decisions should be logged, whether or not the decision is taken to share the information

- b. If sharing – reasons for the decision should be cited including what and with whom
- c. If not sharing - it is good practice to record the reasons why and discuss them with the requester
- d. In line organisational retention policy, information should not be kept longer than necessary.

*(for county safeguarding officers, nominated lead, deputy and trustee lead only)*

Ref: Welsh Government, *Working together to safeguard people (2019)*

01	<b>Remember that the General Data Protection Regulation (GDPR), Data Protection Act 2018</b> and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately
02	<b>Be open and honest</b> with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so
03	<b>The GDPR gives people the right to be informed</b> , which means they need to be made aware of how their data is being used. However, under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared
04	<b>Seek advice</b> from other practitioners, or your information governance (safeguarding) lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible
05	<b>Consider safety and wellbeing:</b> base your information sharing decisions on considerations of the safety and wellbeing of the individual and others who may be affected by their actions
06	<b>Necessary, proportionate, relevant, adequate, accurate, timely and secure:</b> ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see the <i>Principles</i> above)
07	<b>Keep a record</b> of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose

### Golden rules for sharing information

## 10. Preventing and responding to bullying

Ref: NSPCC, *Safeguarding and child protection standards for the voluntary and community sector (2019)* – Standard 3

**Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable** (*Oxford English Dictionary, 2018*).

It can involve people of any age, and can happen anywhere – at home, school or using digital technologies (cyberbullying). This means it can happen at any time. (Ref: *Anti-bullying policy, Whistleblowing and complaints procedure & digital policy*)

Bullying often encompasses a range of behaviours which can be combined.

- **Verbal abuse:** name-calling; spiteful comments to or about someone
- **Physical abuse:** hitting, pushing; physical assault
- **Emotional abuse:** making threats; undermining; exclusion from a friendship group or activities
- **Cyberbullying/online bullying:** exclusion from online games, activities or friendship groups; threatening, upsetting or abusive messages; creating and sharing embarrassing or malicious images or videos; 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games; voting for or against someone in an abusive poll; setting up hate sites or groups about an individual; encouraging self-harm; creating fake accounts, hijacking or stealing online identities to embarrass someone or cause trouble using their name.

**Preventing bullying** (Ref: *Behaviour management procedure*)

- It is important to create a culture where it is clear that bullying will not be tolerated and individuals feel comfortable that they can tell someone if there is a problem
- Using initial meetings on training courses to introduce Tir Coed's behaviour management procedure is considered best practice, and will help to establish a standard of expectation for all
- promote relationships based on openness, honesty, trust and respect; encouraging diversity and celebrating difference
- encourage children, young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- challenge unacceptable behaviour
- promote useful sources of help, information and support (e.g. **Childline: 0800 1111, calls are free**)

### Impact of bullying

- Sadness, depression, anxiety, low self-esteem, social isolation, self-harm, suicidal thoughts and feelings, fear for own safety
- Witnesses of bullying may experience distress and guilt for not knowing how to help or not stepping in

**Responding to bullying** Listen and establish what has happened

- Record incident details and any actions taken
- Provide support (bullied, witnesses, accused)
- Establish what the bullied individual would like to happen next
- Consider sanctions for perpetrator



- Inform county safeguarding officer, safeguarding lead, deputy or trustee lead
- Inform parents, guardians or carers (unless this would put the individual at further risk of harm)
- Continue to monitor the situation even if resolved

## 11. Managing and responding to allegations

Ref: *NSPCC, Safeguarding and child protection standards for the voluntary and community sector (2019) – Standard 2*

### Responding to Allegations

Any allegation or concern that a member of staff, volunteer, participant, beneficiary, Trustee, or service provider has behaved in a way that has harmed, or may have harmed, a child, young person, vulnerable adult, or anyone else, must be taken seriously and dealt with sensitively and promptly. Depending on the situation, a response may involve:

- disciplinary procedures
- local safeguarding services making enquiries and/or making an assessment of potential support needs
- a police investigation into a possible criminal offence

If an individual is in immediate danger:

**Don't delay, call the police – 999, or NSPCC - 0800 800 5000**

### Suspension

In some cases, Tir Coed may decide to suspend the employee who is the subject of the allegation or cease to use the services of a volunteer on a temporary basis. The act of suspension does not indicate a person's guilt; it is a neutral act. An individual must not be suspended automatically when there has been an allegation or without careful thought. Suspension should be considered in any case where:

- There is reason to suspect an individual is at risk of significant harm, and the allegation warrants investigation by the police
- The allegation is so serious that if substantiated might be grounds for dismissal
- There are concerns that the person about whom the allegations are made may put pressure on or interfere with potential witnesses
- The person by carrying out their normal duties may pose a risk to others and where this risk cannot be reasonably mitigated against through increased supervision or a temporary change of duties

In deciding whether to suspend an individual, the nominated Safeguarding Lead will need to take into consideration the views of the police and the Local Authority Designated Officer. The nominated Safeguarding Lead, in consultation with the above persons, will be responsible for deciding how and when to feedback to the person who made or received the allegation, and what information to give to relevant others who may know the accused individual concerned.

### Allegations against Senior Managers

If a safeguarding allegation is made against a Senior Manager, the nominated Safeguarding Lead

should immediately be informed. If an allegation is made against the CEO or a Trustee, it is the responsibility of the Chair of Trustees with the Trustee Safeguarding Lead to agree an initial plan re how to proceed. If one of them is the subject of the allegation their place will be taken by a Vice Chair of Trustees or another Trustee respectively.

If, after the initial assessment, they decide

- the matter does not constitute a safeguarding allegation, they must decide if an internal investigation is required to determine if the behavior / incident was related to poor practice or misconduct.
- the safeguarding allegation does constitute a safeguarding allegation, then the delegated Investigating Manager must make a referral to the Designated Officer for the Local Authority. All decisions and the evidence upon which they are based must be recorded.

### **Whistleblowing** (Ref: *Whistleblowing and complaints policy*)

Can be applied to incidents that happened in the past, are currently happening, or may happen in future. Staff, Trustees and volunteers should:

- feel confident about challenging the behaviour of others and voicing concerns
- have contact details for the county safeguarding officers, safeguarding lead, deputy and trustee lead or, for Trustees, know where to find them
- be aware of the external agencies to contact if it is difficult to report an incident internally, (if there are concerns that were raised but not acted upon, or if repercussions are feared)

## **12. Useful links**

**Police: 999**

**Mid and west Wales Safeguarding Board:**

- <https://www.cysur.wales/contacts-and-useful-links/reporting-concerns-child/>
- <https://www.cysur.wales/contacts-and-useful-links/reporting-concerns-adult/>

**Wales Safeguarding Procedures:** App available on Google Play or App store.  
[www.safeguarding.wales](http://www.safeguarding.wales)

**NSPCC Helpline: 0800 800 5000** (Mon- Fri, 8am-10pm, Sat & Sun, 9am-6pm)

- Dedicated helplines to discuss any concerns or get advice and support
- Any child or young person safety concerns including being radicalised, involved in or at risk from gangs [help@nspcc.org.uk](mailto:help@nspcc.org.uk) (trained helpline counsellors are available 24 hours a day)
- **Whistleblowing Advice line: 0800 028 0285**
- Free advice and support to professionals with concerns about how child protection/safeguarding issues are being handled in their own or another organisation

**Childline: 0800 1111**, calls are free

- a counselling service provided by NSPCC, for children and young people up to their 19<sup>th</sup> birthday in UK
- deals with issues causing distress or concern (e.g. child abuse, bullying, mental illness, parental separation, divorce, teenage pregnancy, substance misuse, neglect, psychological abuse)

**Ann Craft Trust:** <https://www.anncrafttrust.org/>

- supports organisations to safeguard adults & young people at risk to minimise the risk of harm

- useful resources for working with disabled children and adults at risk of harm