



**Caring  
Matters  
Now**

# **SAFEGUARDING POLICY & PROCEDURES**

Last reviewed February 2019

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# **Caring Matters Now**

## **Safeguarding Policy & Procedures**

### **Our Mission**

Caring Matters Now is the only dedicated UK charity to provide information and support for those affected by Congenital Melanocytic Naevus. The charity has three main aims:

- To support those affected by CMN
- To raise awareness about CMN
- To raise funds for the CMN research

Caring Matters Now holds support events across the UK to allow families to come together to share stories and experiences and for the children to bond with others that share the same condition. The charity has also developed a wide range of support material for parents of children with CMN.

Caring Matters Now also raises awareness about CMN, especially within the medical field and aims to raise £100,000 per year, which supports the CMN research at Great Ormond Street Hospital.

### **Contact Information**

#### **Chairperson and Trustee**

Valerie Unsworth

#### **CEO and Trustee**

Jodi Whitehouse

#### **Support and Communications Officer and Trustee**

Lucy Hardwidge

#### **Treasurer and Trustee**

Ian Chance

#### **Regional Support Contact and Trustee**

Anne McIntyre

#### **Trustee Responsible for Corporate Developments**

Robert Jackson

#### **Regional Support Contact and Trustee**

Bronagh Cleland

**UK Registered Charity No:**

1120988

**Postal Address**

Caring Matters Now, PO Box 732, Cambridge CB1 0QF

**Children have a right to protection from being hurt, violence, abuse and neglect**

(United Nations Convention on the rights of the child, Article 19)

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## **Policy Summary**

This Policy covers Caring Matters Now approach to protecting children and adults at risk who use the charity's services. It applies to all staff and volunteers, including trustees.

## **Policy Commitment**

Caring Matters Now believes that everyone has the right to protection from abuse and is committed to safeguarding and promoting the welfare of everyone engaged in the breadth of its activities.

Many of our staff and volunteers have contact with people who may be distressed or anxious. The charity thus undertakes to provide a safe environment for its staff, volunteers and members. Caring Matters Now is committed to ensuring that children, young people and vulnerable adults are protected whilst engaging with our charity.

Any suspicions or allegations of abuse, or behaviour that could be harmful to someone who is vulnerable, will be taken seriously and responded to swiftly and appropriately. When a child or vulnerable adult is deemed to be at risk, confidentiality may be breached by the designated Safeguarding Officer by contacting an appropriate third party (usually NHS, Social Services or the Police). Further details about how to contact the Safeguarding Officer are included in the Safeguarding Lines of Communication Flowchart at the end of this document. All staff and volunteers must read the Safeguarding Policy & Procedures.

## **Policy Scope**

This document outlines the statutory guidelines and the principles underpinning our Safeguarding Policy. Additionally, this document details both the processes for recruiting staff and volunteers and also the procedures to be followed if there is any concern about possible abuse or self-harm.

# **Statutory Guidance and Principles**

## **Safeguarding**

Safeguarding is essentially about keeping children and adults at risk safe from abuse and harm, and about an organisation's responsibility to promote and protect the welfare of people who are vulnerable, including those at risk of self-harm.

HM Government Guidance (Working Together to Safeguard Children, 2015) defines "Safeguarding" in respect of children as:

- Protecting children from maltreatment,
- Preventing impairment of children's health and development,
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and
- Taking action to enable all children to have the best outcomes.

The Care Act (2014) outlines the following aims of Safeguarding in respect of Adults at Risk:

- Prevent harm and risk of abuse or neglect to adults with care and support needs,
- Stop abuse or neglect wherever possible,
- Safeguard adults in a way that supports them in making choices and having control about how they want to live,
- Promote an approach that concentrates on improving life for adults concerned,
- Raise public awareness so that communities and organisations as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect,
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise concern about the safety and wellbeing of an adult, and
- Address what has caused abuse or neglect.

Safeguarding is not, therefore, simply a matter of "protection" against any forms of abuse, whilst children or adults at risk are receiving Caring Matters Now support. Whilst this aspect is critical, Caring Matters Now must also ensure that we are pro-active in addressing signs of abuse or neglect and that, where appropriate, action is taken to report concerns. Furthermore, we need to promote wellbeing and empower our members, and particularly those in vulnerable groups, to make choices which improve their life outcomes.

## **Definitions of Children and Adults at Risk (Vulnerable Groups)**

### Children

As defined by statute in the Children Act 1989, the term child, or children, applies to any person under the age of 18 years in England, Wales and Northern Ireland. In Scotland, a distinction is made within the Children (Scotland) Act 1995, between a child (aged under 16) and a young person (aged 16-17). For safeguarding purposes, Caring Matters Now regards anyone under the age of 18, as a child – wherever they are in the UK.

### Adults at Risk

Within England, Wales and Northern Ireland the term “Adult at Risk (or Vulnerable Adult)” is defined as a person aged 18 or over who:

- Is, or may be, in need of community care services by reason of mental or other disability, age or illness; and
- Is, or may be, unable to take care of themselves, or
- Is unable to protect themselves against significant harm or exploitation, including self-harm or suicide.

Within Scotland, the Protection of Vulnerable Groups (Scotland) Act 2007 uses the term “Protected Adult” to define an individual aged 18 or over who is provided with a type of care (registered carer, health or community care), support or welfare services. Within Scottish law, the service provided by Caring Matters Now falls within the scope of “welfare services”.

The essential point is that Caring Matters Now defines any individual aged 18 years or over (ie: not a child) as an “adult at risk” if their ability to protect themselves from violence (including self-harm or suicide), abuse or neglect is significantly impaired through physical or mental disorder or illness, through old age or otherwise. This vulnerability may be either a permanent or temporary state.

## **Definitions of Abuse and Neglect**

Abuse covers any deliberate act towards a child or adult at risk, or a failure to act, which results in them being injured, put at risk of injury, or damaged in such a way that they fail to meet their potential.

## **Categories of Abuse and Neglect**

Forms of abuse include: physical abuse, sexual abuse or exploitation, psychological abuse, financial or material abuse, human trafficking or slavery, discriminatory abuse, organizational abuse, and neglect. Neglect refers to an ongoing failure to meet the basic needs of a child or adult at risk, particularly when there is a duty of care towards that individual.

## **Consent**

Caring Matters Now provides advice and direct support to members who have concerns in relation to Congenital Melanocytic Naevus (CMN). This includes brief telephone or email advice, face-to-face support, support gatherings, psychosocial intervention sessions with a trained psychologist practitioner and bereavement support. Support is provided in response to a member request. Therefore, all members consent verbally or in writing in advance of the support received.

## **Self-Harm and Suicide**

Caring Matters Now is committed to providing a confidential service to members of all ages. However, Caring Matters Now also has a duty of care towards those who are in contact with the charity. Therefore, where there is a serious risk of harm to an individual (including risk of self-harm or suicide) or to another person, information may be shared with a professional third party (such as the Police, Ambulance or Social Services) without the member's consent.

## **Staff and Volunteer Recruitment**

Caring Matters Now has procedures in place to ensure that all reasonable checks are made before appointing an individual to a position of trust, or to one in which they are likely to come into contact with children or adults at risk. Caring Matters Now fully complies with the Disclosure and Barring Service (DBS) Code of Practice.

It is a requirement that those seeking employment to work, or to work as a volunteer, with or around vulnerable groups will need to disclose any current involvement with protection agencies (such as the Police) before taking up a position with Caring Matters Now. Similarly, if any existing member of staff, or a volunteer becomes aware that they are being investigated by a protection agency, then it must be disclosed immediately to the Chief Executive Officer.

## Concerns involving staff and volunteers

Where concerns or disclosures are raised regarding a staff member of Caring Matters Now or a volunteer, the Chief Executive Officer and/or the Safeguarding Officer will act to:

- a) ensure the safety of the person at risk
- b) consider appropriate action relating to the member of staff or volunteer
- c) if required, refer allegations to the Social Services Department (SSD) and/or the Police for investigation

Where there is an allegation of abuse against a member of staff or volunteer, there are a number of possible outcomes:

- Concern dismissed – no further action
- Identification and implementation of a simple solution
- Evidence of professional misconduct and referral to the disciplinary procedures outlined in the Disciplinary and Grievance Policy.
- Concern that abuse has taken place and referral to the local SSD and/or Police

A staff member or volunteer reporting a case of child abuse, particularly by a colleague, may undergo a very high degree of stress – Caring Matters Now will ensure that appropriate support is available.

# **Safeguarding Procedures**

This policy is to be read and used in conjunction with the procedures listed below for staff and/or volunteers.

## **Trustees' and Staff Responsibilities:**

- a) To understand and put into practice the Safeguarding Policy and procedures.
- b) Ensure all volunteers (including trustees) working in direct contact with children and vulnerable adults are checked by the Disclosure and Barring Service (DBS).
- c) Ensure all volunteers (including trustees) working in direct contact with children and vulnerable adults undertake external safeguarding training bi-annually.
- d) To provide volunteers with a written description of the work they are expected to do and the name of the person to whom they will be accountable.

## **Volunteers' Responsibilities:**

- a) To understand and put into practice the Safeguarding Policy and procedures.
- b) To undertake a Disclosure and Barring Service (DBS) check.
- c) To complete the external safeguarding training bi-annually.
- d) To report any safeguarding concerns to the Safeguarding Staff.

## Raising a safeguarding concern

The basic process to be followed by all staff and volunteers in the event of a concern about safeguarding a child or adult at risk (including concerns about self-harm) is outlined below.

1. In any life-threatening situation, an ambulance (and the police if necessary) should be called immediately. Immediately inform a member of the Safeguarding Staff.
2. If you are worried about possible abuse, self-harm or suicidal behaviour towards or by anyone you encounter whilst working/volunteering for Caring Matters Now, you must contact a member of the Safeguarding Staff.
3. Please note (unless it is a life-threatening situation):
  - It is NOT your responsibility to decide what action should be taken or to breach confidentiality.
  - It IS your responsibility to inform a member of Safeguarding Staff as soon as possible on the same day.
  - The member of Safeguarding Staff will decide what action, if any, needs to be taken.

## **Good Practice Guidelines**

All Caring Matters Now trustees, staff and volunteers should be encouraged to demonstrate exemplary behaviour in order to promote the welfare of children and adults at risk and reduce the likelihood of allegations being made against them.

The following are good practice guidelines to create a safe environment:

- Believing that abuse is possible
- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Treating all children and adults at risk with respect and dignity
- Always putting the welfare of each child and adult at risk first
- Maintaining a safe and appropriate distance with all members
- Building balanced relationships based on mutual trust which empowers children and adults at risk to share in the decision-making process
- Involving parents/carers wherever possible
- Always try to ensure that you are never left on a 1-1 basis with a child or adult at risk
- Giving enthusiastic and constructive feedback rather than negative criticism
- Recognising the developmental needs and capacity of children and adults at risk

## **Code of Behaviour**

### **Do**

- Do practice this code of behaviour at all times.
- Do treat everyone with dignity and respect.
- Do set an example you would wish others to follow.
- Do treat everyone equally - showing no favouritism.
- Do plan activities that involve more than one other person being present, or at least are within sight and hearing of others.
- Do allow children and adults at risk to talk about any concerns they may have.
- Do encourage others to question any attitudes or behaviours they do not like.
- Do avoid being drawn into inappropriate attention seeking behaviour e.g. tantrums and crushes.
- Do follow a 'no alcohol' guidance when children and adults at risk are in your care.
- Do make everyone aware of the Caring Matters Now safeguarding procedures.
- Do remember this code even at sensitive moments e.g. when responding to bullying, bereavement or abuse.
- Do remember someone else might misinterpret your actions, no matter how well-intentioned.
- Do take any allegations or concerns of abuse seriously and refer immediately to a member of the Safeguarding Staff.

### **Don't**

- Don't trivialise abuse.
- Don't drink alcohol when you are directly responsible for children or adults at risk.
- Don't engage in inappropriate behaviour or contact - physical, verbal, sexual.
- Don't play physical contact games with children or adults at risk.
- Don't make suggestive remarks or threats, even in fun.
- Don't use inappropriate language – writing, phoning, email or internet.
- Don't let allegations, suspicions, or concerns about abuse go unreported.
- Don't just rely on your good name to protect you.

## Dealing with Concerns Raised

If **you** have a concern about an individual's safety and wellbeing:

- Immediately tell a member of the Safeguarding Staff
- Immediately write an account of what was said and have this witnessed by another person present.
- If unsure speak to a member of the Safeguarding Staff who will advise you.

If an **individual tells you** about abuse by someone else:

- Stop and listen and then write brief notes as soon as possible
- Never make promises e.g. do not promise that you won't tell anyone
- Ask open questions rather than leading questions e.g. Tell me what happened (open ended). Never ask, "Did daddy/mummy do this to you?" (leading question)
- Your responsibility is to refer only, therefore questions are asked to clarify not investigate.
- Report the information to a member of the Safeguarding Staff immediately.
- Allow the individual to speak without interruption.
- Offer immediate understanding and reassurance, while passing no judgement.
- Immediately tell a member of the Safeguarding Team.
- Write careful notes of what was said; use actual words wherever possible.
- Sign, date and pass your notes to a member of the Safeguarding Team.
- **In an emergency** (young person at imminent risk of significant harm) contact police or Social Services Department direct. Inform a member of the Safeguarding Staff of the action you have taken.

If you receive a complaint or allegation about any adult or about yourself:

- Immediately tell a member of the Safeguarding Staff.
- Write careful notes of what you witnessed, heard or were told.
- Sign, date and pass your notes to a member of the Safeguarding Staff.
- Try to ensure no-one is placed in a position which could cause further compromise.

## **Incidents That Must Be Recorded and Reported**

If any of the following occur, you should record the incident immediately and report it to a member of the Safeguarding Staff:

- If you accidentally hurt a child or adult at risk during the course of group activities.
- If a child or adult at risk seems distressed.
- If a child or adult at risk appears to be sexually aroused by your actions.
- If a child or adult at risk misunderstands or misinterprets something you have done.

## **Use of Photographic or Video Filming Equipment**

There is evidence that some people have used events as an opportunity to take inappropriate photographs or video footage of children and adults at risk. All members should be vigilant, and any concerns should be reported to a member of the Safeguarding Staff. Should photographic or video images of group activities be necessary for the purpose of Caring Matters Now promotions, then the consent of the involved parties, and their parents where appropriate, must be obtained in advance.

A permission form will be used in all cases to obtain this consent.

Any professional photographer or member of the press who are invited to a Caring Matters Now event will be made aware of the charity's expectations of them in relation to safeguarding all members.

## **Information Sharing**

Sharing information is vital for early intervention to ensure that child or adult at risk get the services they require. It is also essential to protect a child or adult at risk from suffering harm from abuse and neglect, and to prevent them from offending.

The child or adult at risk parents/carers should be informed if a referral is being made. It is always best to get their permission regarding what information will be shared. In addition, it is worth explaining to them how this will be shared in an open and honest way.

However, the exception to the parents/carers being informed about the referral would be if:

- the allegation is one of abuse against the child or adult at risk by the parent/carer.
- doing so, would put the child or adult at risk in serious harm.
- or doing so would undermine the prevention, detection or prosecution of a serious crime.

The safety of the child or adult at risk must be your overriding concern when it comes to sharing information, however still try to respect the wishes of children and their families where possible.

You should share information which is accurate and up to date, necessary for the purpose for which you are sharing.

Always record why you are sharing this information and whether this is with or without consent.

## **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- Chief Executive Officer
- The Safeguarding Officer
- The parents/carers of the person who is alleged to have been abused
- The person making the allegation
- Social services/police

## **People working with Caring Matters Now Children or Adults at risk**

All members of staff, trustees and volunteers will be given all our policies to read. They are requested to read and confirm they understand their responsibilities

## **When Concern is Raised About the Action of a Trustee, Staff Member or Volunteer**

### **Overview**

Concerns about unacceptable behaviour voiced by an individual will be logged.

It is not the responsibility of anyone working in Caring Matters Now in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the Chief Executive Officer or the Safeguarding Officer.

Where there is a complaint against a trustee, staff member or volunteer there may be three types of investigation:

- a safeguarding investigation
- a disciplinary or misconduct investigation
- a criminal investigation

The results of the police and safeguarding investigation may well influence and inform the disciplinary investigation, but all available information will be used to reach a decision.

### **Whistleblowing**

If you are a trustee, staff member or volunteer and see inappropriate behaviour towards a child or adult at risk by another Caring Matters Now trustee, staff member or volunteer, you have a responsibility that you act in line with our Code of Behaviour/Good Practice Guidelines. Your duty is to ensure that the protection of the child, young person or vulnerable adult is the most important consideration.

The concern needs to be recorded as soon as possible:

- Compile a word for word account - Write down what is actually said and not the perception of what she/he said. Ensure that all actions are noted.
- Log the concern on the Safeguarding Reporting Form (Appendix 1) which will help you clarify in your mind what the next steps are. Ensure that this is signed and dated before passing on to a member of the Safeguarding Staff.
- Discuss the concerns on the form with the Safeguarding Officer who will then take further action.

Caring Matters Now trustees will ensure all staff/volunteers are fully supported and protected when they report their concern that a colleague is, or may be, abusing a child or an adult at risk.

Any trustee, staff member or volunteer who fails to report such issues will forfeit their right to be a Caring Matters Now member.

## **When the Concern is raised by someone other than a Trustee, Staff Member or Volunteer**

If the concern is raised about the actions of a trustee, staff member or volunteer by anyone other than one of these people it should be reported to the Safeguarding Staff. They will log the concern using a Safeguarding Reporting Form and inform the Safeguarding Officer. The Safeguarding Officer will then take steps in line with the 'Further Action' section.

### **Further Action**

#### *I) Concerns about poor practice*

If, following consideration, the allegation is clearly about poor practice; the designated Safeguarding Officer will deal with it as a misconduct issue.

If the allegation is about poor practice by the Safeguarding Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the Chair Person or charity Chief Executive Officer.

#### *II) Concerns about suspected abuse*

If there is any suspicion that a child or adult at risk has been abused by a trustee, a member of staff or a volunteer, the Safeguarding Officer will take such steps as considered necessary to ensure the safety of the child or adult at risk in question and any others who may be at risk.

- The Safeguarding Officer will refer the allegation to the social services department who may involve the police.

- The parents or carers of the child or adult at risk will be contacted as soon as possible following advice from the social services department.
- The Safeguarding Officer should also report the incident to the Board of Trustees.
- The Board of Trustees should ascertain whether or not the person/s involved in the incident plays a role in Caring Matters Now and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded. If the Safeguarding Officer is the subject of the suspicion/allegation, the report must be made to the Chair Person or charity Chief Executive Officer who will refer the allegation to Social Services.

### *III) Internal Enquiries and Suspension*

The Safeguarding Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries. Irrespective of the findings of the social services or police inquiries the Caring Matters Now Disciplinary Committee will assess all individual cases.

This committee is formed if necessary, within 7 days of the complaint being recorded by the Safeguarding Officer. It will contain at least 3 members of the Board of Trustees. This Caring Matters Now Disciplinary Committee will decide whether a trustee, member of staff or volunteer can be reinstated and how this will be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Caring Matters Now Disciplinary Committee must reach a decision based upon the available information.

The welfare of the child or adult at risk should remain of paramount importance throughout.

## **When Concern is Raised About an Adult Outside of Caring Matters Now (e.g. by a parent, carer, person attending a Caring Matters Now event)**

### **Overview**

Concerns about unacceptable or abusive behaviour can be voiced by children and adults. All concerns will be logged.

It is not the responsibility of anyone working in Caring Matters Now in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the Safeguarding Staff.

If the concern is raised about the actions of a parent, carer, or person attending a Caring Matters Now event it should be reported to a member of the Safeguarding Staff. The Safeguarding Staff will log the concern using a Safeguarding Reporting Form and inform the Safeguarding Officer. The Safeguarding Officer will then take steps in line with ‘Further Action’ section.

### **Further Action**

- The Safeguarding Officer will refer the allegation to the social services department who may involve the Police.
- The parents or carers of the child or adult at risk will be contacted as soon as possible following advice from the social services department.
- The Safeguarding Officer should also report the incident to the Board of Trustees. The Board of Trustees should ascertain whether or not the person/s involved in the incident played a role in Caring Matters Now and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

# **Procedures When Abuse is Reported by a Child or Adult at Risk to a Caring Matters Now Trustee, Staff Member or Volunteer**

## **Overview**

Concerns about unacceptable or abusive behaviour can be voiced by children and adults. All concerns will be logged.

It is not the responsibility of anyone working in Caring Matters Now in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the Safeguarding Staff.

Listed below are the steps that must be taken where you think there is a safeguarding concern. It is imperative to note that where there is a likely risk or actual risk of significant harm immediate action must be taken to ensure the safety of the child or adult at risk welfare.

It is critical that if there is reasonable cause to suspect serious harm these procedures should be followed as soon as possible (i.e. the same day).

### **1. Listen to the child or adult at risk**

Where concerns arise as a result of information given by a child or adult at risk, it is important to reassure them but not to promise confidentiality. Remember that their protection is the most important consideration. Where there are concerns about the welfare of a child or adult at risk, or where abuse is alleged or suspected, the initial response by the Safeguarding Staff should be to try to ascertain the level of concern by listening carefully to what the child or adult at risk says. They must not be pressed for information, led, cross-examined, given false assurances of absolute confidentiality or asked to give a written statement. Such well-intentioned actions could prejudice Police investigations, especially in cases of sexual abuse. It may also be appropriate to discuss any concerns you have with the parents, provided that this does not put the child or adult at risk of significant harm (or the member of Caring Matters Now) by the response this may create.

### **2. Compile a word for word account**

When listening to the child or adult at risk, ensure what you write down is what they actually said and not your perception of what they said.

### **3. Log your concern**

Using a Safeguarding Reporting Form will help you clarify in your mind what the next steps are. When a child or adult at risk does speak to you always try to have another adult present. Ensure that you sign and date the form before passing on to Safeguarding Officer. Pass this Safeguarding Reporting Form to the Safeguarding Officer who should contact social services or the police as soon as possible.

## **Role of the Safeguarding Officer**

- Social Services and the Safeguarding Officer will decide how to involve the parents/carers.
- The Safeguarding Officer should also report the incident to the Board of Trustees. The Board of Trustees should ascertain whether or not the person/s involved in the incident has a role in Caring Matters Now and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.
- If you are worried about sharing concerns about abuse within Caring Matters Now, you can contact social services or the police direct, or the NSPCC Helpline on 0808 800 5000, or ChildLine on 0800 1111

If the Safeguarding Officer is not available, the person being told of or discovering the abuse should contact social services or the police immediately.

## **Allegations of Previous Abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, Caring Matters Now should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children or adults at risk, either within or outside Caring Matters Now, may be at risk from this person.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children and adults at risk. This is reinforced by the details of the Protection of Children Act 1999.

## **Support to Deal with the Aftermath of Abuse**

Consideration should be given to the kind of support that children, adults at risk, parents and members of staff may need. Use of helplines, support groups and open meetings will maintain an open culture and help the recovery process.

Support will be offered through Caring Matters Now or can be gained from The British Association for Counselling Directory, which is available from The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: [www.bacp.co.uk](http://www.bacp.co.uk)

Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

## Bullying

### Overview

If bullying is suspected, the following actions should be taken to help the victim and prevent bullying:

- Take all signs of bullying very seriously.
- Encourage all children and adults to speak and share their concerns. It is believed that up to 12 children per year commit suicide as a result of bullying, so if anyone talks about or threatens suicide, seek professional help immediately. Help the victim to speak out and tell the person in charge or someone in authority. Create an open environment.
- Reassure the victim that you can be trusted and you will help them, although you cannot promise to tell no one else.

### Action if Bullying is Suspected

1. Compile a word for word account

Write down what is actually said and not the perception of what they said. Ensure that all actions are noted. E.g. what is said (what happened, by whom, when).

2. Log concern

Use a Safeguarding Reporting Form which will help you clarify in your mind what the next steps are. Ensure that this is signed and dated before passing on to Safeguarding Officer.

3. Discuss the concerns on the form with the Sagegaurdning Officer.

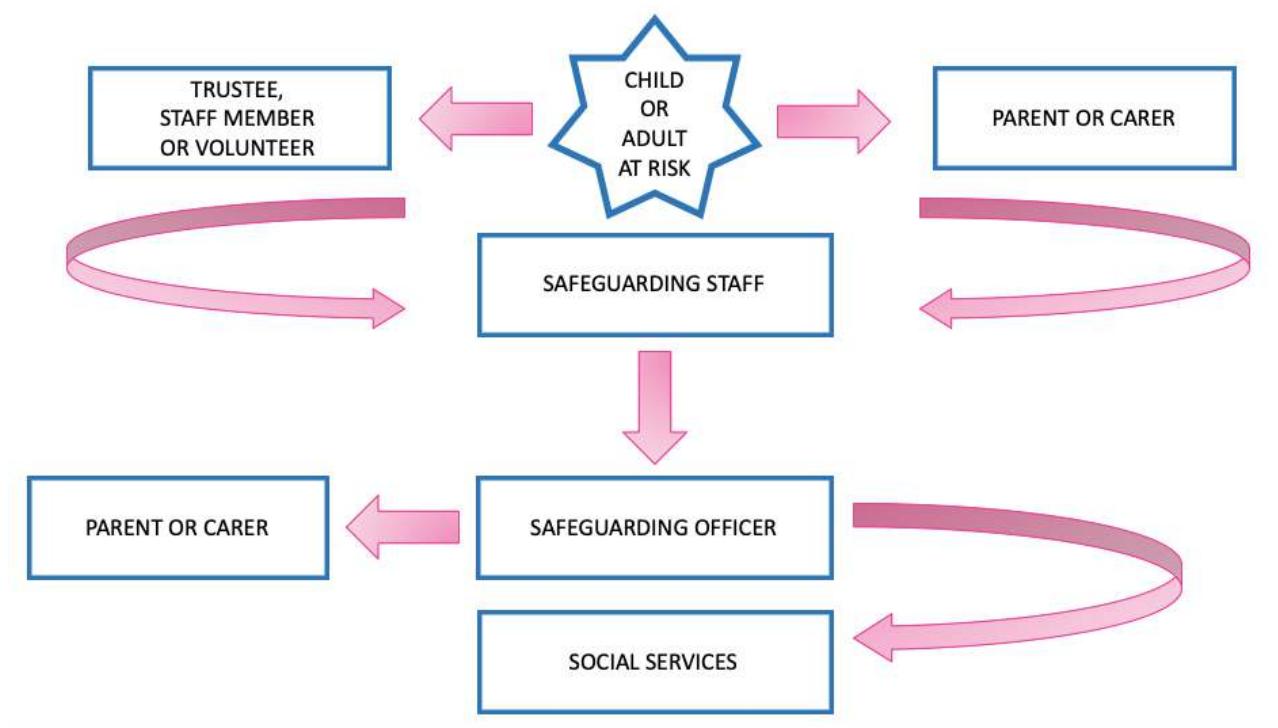
### The Role of the Safeguarding Officer

The Safeguarding Officer will then investigate all allegations and take action to ensure the victim is safe.

## Useful Contact Numbers

- NSPCC Child Protection Helpline (24 hours): Tel: 0808 800 5000 or textphone: 0800 056 0566 or email: help@nspcc.org.uk
- NSPCC Cymru/Wales Child Protection Helpline Tel: 0808 100 2524 (Mon-Fri 10am-6pm)
- NSPCC Asian Child Protection Helpline Tel: 0800 096 7719
- ChildLine Tel: 0800 1111
- The British Association for Counselling Directory is available from: The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: www.bacp.co.uk

## Safeguarding Lines of Communication Flowchart



## Terminology Explanation

**Safeguarding Officer:** Val Unsworth

**Safeguarding Staff:** Jodi Whitehouse & Lucy Hardwidge

**Volunteers:** Caring Matters Now Support Contacts

**Members:** The individual affected by CMN (and their family members) registered with Caring Matters Now

# Appendix 1 – Safeguarding Reporting Form

## SAFEGUARDING REPORTING FORM

This form should be used to record safeguarding concerns relating to Children and/or adults at risk. The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

In an emergency please do not delay in informing the police or social services. All the information must be treated as confidential and reported to the Designated Safeguarding Officer within one working day or the next working day if it's a weekend.

1 Your Details – the person completing the form	
Name	
Position	
Email	
Telephone	
2 Details of the person affected	
Name	
Address	
Email	
Telephone	
3 Details of the incident (please describe in detail, only using the facts)	

<b>4</b>	<b>Others Present or potential witnesses</b>
Name	
Address	
Email	
Telephone	

<b>5</b>	<b>Additional relevant information (please detail anything else that you believe to be helpful or important)</b>

<b>6</b>	<b>Review</b>
I have completed the form and provided information that is factual and does not contain my own views or opinions on the matter.	
Print Name	
Signature	
Date	

Last Reviewed: February 2019

Next Review Date: March 2020