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| **Safeguarding & Protecting Children and Adults at Risk Policy & Procedures** **(Non-Children’s Services)** |

April 2022

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**POLICY**

**Definition of Safeguarding**:

In this Policy, safeguarding children and promoting their welfare means

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

# **Purpose**

The overall purpose of this policy and its associated procedures is to protect the welfare of children, young people and adults at risk using and receiving services we provide. This includes responding to direct concerns of safeguarding raised by children, and young people adults at risk and volunteers

Our safeguarding policy aims to achieve the following three objectives by being vigilant in the execution of our duties:

* Creating a culture where children, young people and adults are valued and their right to safety and respect is upheld
* Actively managing risk to minimise circumstances where children using or Barnardo’s services may suffer harm
* Working collaboratively with other organisations to ensure that children are safeguarded and protected.

# Scope

This Policy applies across all of Barnardo’s Corporate Departments, the Board of Trustees and Volunteers and ensures that everyone is clear about their role, responsibility and expectations in responding to any safeguarding concerns.

# **Our Basis and Values**

At Barnardo’s we believe in children – no matter who they are, what they have done or what they have been through. Our purpose is to transform the lives of the UK’s most vulnerable children. Our vision is to realise Thomas Barnardo’s dream of a world where no child is turned away. The nature of our corporate activity means that our staff and volunteers increasingly have contact with Adults at Risk and it is important that there is both an awareness of their needs and an ability to respond sensitively and appropriately to any concerns identified.

Our Safeguarding & Protecting Children and Adults at Risk Policy and associated procedures reinforce our values and corporate responsibility and uphold our statutory duties. They demonstrate how we comply with UK legislation and other four nation’s government legislation, policy, guidance, research and good practice. This is challenging and sensitive work and it is vital that our staff and volunteers understand their safeguarding responsibilities and know what to do to safeguard their welfare.

This policy is ***specifically*** for staff and volunteers working in ***non-children’s*** services. Wherever they operate, staff and volunteers should have an awareness of Safeguarding and an ability to respond sensitively and appropriately to any concerns identified.

Our basis and values underpin all work:

* Respecting the unique worth of every person
* Encouraging people to fulfil their potential
* Working with hope
* Exercising responsible stewardship

# Our Approach to Safeguarding

At Barnardo’s, we are committed to the highest standards of safeguarding, and we operate in the belief that Safeguarding is everyone’s business.

**Senior Management Responsibilities**

There is a lead Corporate Director responsible to the CEO for safeguarding across the organisation who is the designated safeguarding lead for the organisation and will work in line with national legislation and guidance. The Corporate Director is supported by the organisation’s Head of Corporate Safeguarding and Quality who along with the Safeguarding Unit promotes safer working practices and oversight of allegations of serious incidents, case reviews, and appropriate training.

**Audit and Assurance Unit**

Barnardo’s has in place a programme of internal audit and review that enables continuous improvement and learning, across all corporate and directorate levels. This team makes recommendations on key policies, procedures and safeguarding issues.

**Procedures and Practice**

The organisation has clearly defined procedures for identifying and taking action where there are safeguarding concerns about actual or suspected incidents or abuse.

**Safeguarding Leads**

Each region/nation and department in the organisation ensures there are designated individuals who are competent to advise staff and volunteers and can respond to safeguarding concerns, ensuring that actions are always respectful, professional and based on what we know to be good practice.

**Safe Recruitment procedures**

Barnardo’s has a rigorous and [robust recruitment](https://inside.barnardos.org.uk/employee-and-volunteer-support/recruiting-employees-and-apprentices/recruitment-and-selection) procedure in place to ensure that we appoint staff that are appropriately qualified and have the skills and knowledge to deliver a quality service.

For regulated posts Enhanced Disclosure checks are obtained including checks against the adult and/or children’s Barred list where the activity meets the eligibility criteria. In retail, Basic Disclosure checks are carried out in line with our Licence to Practice.

Repeat disclosure checks for existing staff and volunteers are undertaken re-checked periodically and/or at every three years. Barnardo’s uses an online DBS employment check system that enables faster, easier and more secure turnaround on Disclosure checks. In retail, Basic Disclosure checks are carried out in line with our Licence to Practice.

All those who work for, or on behalf of, Barnardo’s, including paid and unpaid staff, volunteers, and chaperones are required to agree to and abide by the organisation’s Safeguarding Code of Conduct.

**Learning Development & Training**

All staff and volunteers are required to complete mandatory safeguarding induction, either classroom based or online. This must be completed within the first two week of employment.

It is the responsibility of the individual and their line manager to ensure mandatory training is completed. Managers who supervise volunteers and staff in non-children’s services should ensure safeguarding training is provided and regularly updated as appropriate to the role.

**Links with other Policies**

This Safeguarding policy and procedure is supported by other organisational policies and procedures aimed at promoting safe and healthy working practices.

# Roles and Responsibilities

**Accountability Framework:**

**The Trustees** have a duty of care, which includes taking necessary steps to safeguard and protect children and adults at risk. They will act in the best interests of children and adults at risk to ensure that they take all reasonable steps to prevent any harm to them. Trustees also have duties to manage risk and to protect Barnardo’s assets and reputation.

Barnardo’s Trustees are responsible for ensuring that those benefitting from, or working with the organisation are not harmed in any way through contact with it.

The Trustees must ensure that there are appropriate Safeguarding Policies and that they are implemented effectively. They also have a personal duty of care in relation to Safeguarding.

**The Chief Executive and the Corporate Leadership Team** are the senior managers responsible for the management of safeguarding and serious safeguarding incidents. The Corporate Director Children’s Services Operations is the designated safeguarding lead for the organisation.

**Corporate Department Heads/Managers** hold responsibility for the implementation of the Non-CS policy and effective management of safeguarding concerns in their department. Each department will be supported by their designated Safeguarding Lead Manager.

**Line Managers and Staff**: are responsible for ensuring that all safeguarding and child protection concerns are addressed through respective line management structures in accordance with this Policy and Procedure.

The **Head of Corporate** **Safeguarding and Quality** is responsible for providing advice and support to Directors and other senior managers on best practice in adhering to this Policy and procedures, safer working practices and management of allegations, serious incidents and serious and significant case reviews. Locality Assistant Directors are also available to offer support and advice.

**Safeguarding Leads** provide additional Safeguarding advice and support in their Region, Nation, Business Line or Department in ensuring that Policy and Procedures are adhered to and in ensuring that there is oversight of all Serious Safeguarding Incidents, Allegations and Serious Child Safeguarding Practice Review activity in their area of responsibility.

The **People Team** is responsible for consultation and advice in relation to all implications of safeguarding associated with Human Resources and Learning and Development issues.

# Definitions

Due to differences in definitions and terminology used across the four nations, a clear and consistent understanding of the different concepts and terminology is essential.

Staff, volunteers and carers are required to refer to relevant national legislation and guidance:

England:

‘[Working Together to Safeguard Children: A guide to interagency working to](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf)

 [Safeguard and promote the welfare of children’ 2018](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf),

[Keeping Children Safe in Education](https://www.gov.uk/government/publications/keeping-children-safe-in-education--2)

Northern Ireland:

[Safeguarding Board for Northern Ireland Procedures Manual](http://www.proceduresonline.com/sbni/), May 2018.

[Co-operating to Safeguard Children and Young People in Northern Ireland](https://www.health-ni.gov.uk/publications/co-operating-safeguard-children-and-young-people-northern-ireland),2017

Wales:

[Social Services and Well-being (Wales) Act 2014](http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf), [Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015](http://www.legislation.gov.uk/anaw/2015/3).

[Wales Safeguarding procedures (application and Web based)](https://www.safeguarding.wales/)

[Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020](https://gov.wales/ending-physical-punishment-wales)

Scotland:

[Scottish Government National Guidance for Child Protection in Scotland](https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021/) for further clarification, as necessary and in accordance with their job role/departmental focus.

[Adult Support and Protection (Scotland) Act 2007](https://www.legislation.gov.uk/asp/2007/10/contents)

[Adult Support and Protection revised Code of Practice](https://www.gov.scot/publications/adult-support-and-protection-revised-code-of-practice/)

**Adult at Risk**

In England, an “[**Adult at Risk**](http://trixresources.proceduresonline.com/nat_key/keywords/adult_at_risk.html)” is defined as any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

In Scotland, an adult at risk is defined as a person over the age of 16 years who cannot safeguard his or her own well-being or property and is affected by disability, mental disorder, illness or infirmity and is more at risk of being harmed than other adults who are not so affected.

In Wales the Social Services and Wellbeing Act (2014) places adult safeguarding on an equal status as child protection. An “adult at risk”, is an adult who is experiencing or is at risk of abuse or neglect, has needs for care and support (whether or not the authority is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. In Wales there are national safeguarding procedures that detail the essential roles and responsibilities for practitioners to ensure they safeguarding children and adults who are at risk of abuse and neglect.

In Northern Ireland, an adult at risk of harm is defined as a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their Personal and life Circumstances.

The range of people considered to be vulnerable includes people encountering domestic violence, those experiencing problematic alcohol and drug use or individuals experiencing alcohol and drug related harm and asylum seekers. Adults may not necessarily be service-users they may also be significant adults in the lives of children and adults with whom we work.

In Barnardo’s, we understand our safeguarding responsibilities towards adults at risk as:

* Protecting their rights to live in safety, free from abuse and neglect.
* People and organization’s working together to prevent the risk of abuse or neglect, and to stop them from happening.
* Making sure their wellbeing is promoted, taking their views, wishes, feelings and beliefs into account.

**Domestic Abuse and Violence**

The legal definition of domestic abuse recognises that it goes beyond physical violence, including victims of emotional abuse and control. New government legislation means that those who abuse their partners by controlling their access to money and through non-physical coercive behaviour, risk prosecution. Economic abuse includes preventing a partner from working or denying a partner access to his/her own bank account.

When dealing with incidents of domestic abuse, staff should be aware of the following points:

* Keeping the focus on the child/young person
* The safety of staff and preparation of risk assessments.
* Refer to local practice guidance.

**Prevent Concern**

Children and young adults can be vulnerable to exposure to or involvement with groups or individuals who advocate intimidation as a means to a political or ideological end. These groups can include those promoting violence from extreme right-wing or other ethnic or religious organisations” *Prevent Strategy* (2011). Prevent is part of the Government counter terrorism strategy The **Prevent duty** is the **duty** in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to **prevent** people from being drawn into terrorism and aims to stop people becoming terrorist or supporting terrorism. Prevent focuses on all forms of terrorism and extreme ideologies and operates in a pre-criminal space, providing support and redirection to vulnerable children and adults at risk of being groomed into terrorist activities before any crimes are committed.

**Trafficking and Modern Slavery**

The United Nations defines trafficking in people as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, or abduction, fraud, of deception, of the abuse of power, or of a position of vulnerability, or the giving or receiving of payments to achieve the consent of a person having control over another person, for the purposes of exploitation.

Modern Slavery is a complex crime that takes a number of different forms. It encompasses slavery, servitude, forced and compulsory labour and human trafficking.

# Procedures

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# Communicating Safeguarding Responsibilities

**Action: Line Managers**

1. Ensure that all staff/volunteers are aware of this Policy and any relevant codes and practices or Directorate specific guidance
2. Ensure local contact numbers e.g. social care departments are displayed in an accessible place for staff and volunteers and they are updated regularly

# Code of Conduct and Professional Boundaries

The [Safeguarding Code of Conduct](https://inside.barnardos.org.uk/safeguarding/safeguarding-code-conduct) supports staff and volunteers by making clear what is expected of them in terms of their conduct and behaviour; it assists them to raise concerns without fear of recrimination and reduces the risk of misplaced or malicious allegations being made against them.

**2.1 Induction (all departments)**

**Action: All Staff/Volunteers**

Ensure that you have read, fully understand, agreed and signed the content of the [Safeguarding Code of Conduct](https://inside.barnardos.org.uk/safeguarding/safeguarding-code-conduct). It is your responsibility to speak to your line manager if you are not clear or require further clarification.

**Action: Line Managers**

Ensure all staff and volunteers have fully understood accepted and signed the terms of the Safeguarding Code of Conduct.

**2.2 Gifts and Hospitality**

**Action: All Staff/Volunteers**

You must not use a relationship with a service user or their family for personal gain. Gift-giving and accepting presents should only take place in line with [Barnardo’s Gifts and Hospitality Policy](https://inside.barnardos.org.uk/resources-and-guidance/financial-crime/gifts-and-hospitality-policy) and be agreed with your line manager.

* 1. **Concern about a breach/potential breach of your own or a member of staff/external colleague’s professional boundaries**

**Action: All Staff/Volunteers**

1. Concerns about a breach or potential breach of professional boundaries by you or a colleague or external agency must be shared with your line manager. This should happen regardless of whether the breach of professional boundaries was due to initial intentions being well meant. A breach of the professional boundaries may place a child/young person at risk of harm and you have a duty to act upon your concerns to safeguard children and families.
2. Where you feel unable to report the concern(s) to your line manager, you should refer them to your manager’s manager.
3. If you cannot raise issues through your line management or you consider the breach of professional boundaries not to have been dealt with appropriately, you should report via the [Whistleblowing Policy](https://inside.barnardos.org.uk/employee-and-volunteer-support/whistleblowing-policy). The hotline is accessible via Safecall on **0800 915 1571** or online through the ‘[**Report a Whistleblowing Concern’**](http://www.safecall.co.uk/barnardos)

**Action: Line Manager:**

1. All potential breaches of professional boundaries should be taken seriously. The breach may not be a single event but a series of events and interactions that together cause the individual or a colleague/external agency to cross the boundary between what would be considered a professional relationship to a non-professional relationship.
2. Staff and volunteers must be supported to address any concern about their own breach of professional boundaries without the automatic risk of disciplinary proceedings. However, staff should be made aware of all possible consequences depending on the severity and nature of the breach including disciplinary action; up to an including dismissal; referral to the Regulatory bodies, relevant local Authorities, Disclosure and Barring Service, Disclosure Scotland, Access Northern Ireland and/ or Police. Ensure that staff are aware that they can access EAP for support
3. Conduct an investigation to establish the facts and decide whether there is a disciplinary case to answer – refer to [Disciplinary Policy and Procedure](https://inside.barnardos.org.uk/employee-and-volunteer-support/managing-people/disciplinary-policy).
4. All breaches of professional boundaries are to be recorded on individual staff or volunteers files including any action taken. In cases where there is found to be ‘no case to answer’ the outcome should still be recorded.
5. If concerns arise regarding a colleague from another organisation consult with your line manager to consider how these matters are appropriately raised in a timely manner.

# 3. Responding to a Safeguarding/Child Protection Concern

**3.1 A child, young person or adult discloses information to you about abuse or harm that they are experiencing (in person/on the phone/via email)**

**Action: Person receiving the information**

1. Always offer reassurance, listen to what they are saying or have written and take seriously. Never promise to keep secrets or be persuaded by the child or family not to take action if you are worried that a child is being harmed or is at risk of harm.
2. It is not your job to investigate, verify what is being said or examine the child; this is the statutory responsibility of the local authority/Trust/child protection services and/or the Police. However, it is important to tease out relevant information and it may be necessary to undertake some limited enquiries before making a referral, including full name, age, mobile number, email address and any involvement with Barnardo’s services and a brief outline of what happened to them.
3. Explain the process to the child or adult: particularly that you will need to pass this information on, the reasons why and possible actions.
4. Consult with your line manager or in their absence another manager to agree the course of action but do not delay longer than a period of 24 hours as this might place a child or adult at increased risk.
5. **If the child is present and is at immediate risk of harm**, take the appropriate course of action to secure the immediate safety of the child, unless to do so would put you or others at risk. This could include:
6. Calming angry or upset children or adults;

Contacting 999 emergency services on their behalf;

1. Contact your Departmental or Region/Nation Safeguarding Lead Manager or Head of Corporate Safeguarding and Quality or Head Office Children’s Services during normal office hours and the Police outside of office hours.

**Action: Line Manager – Non Children’s Services Departments**

1. Contact the Departmental Safeguarding Lead Manager to identify action required.
2. If the Departmental Safeguarding Lead Manager is not available, contact the Head of Corporate Safeguarding and Quality or Head Office Children’s Services who will ensure that you receive the appropriate safeguarding advice and guidance.
3. If the concern arises at the weekend or outside of ‘normal’ working hours, you should escalate this through your department’s emergency contact arrangements.

**3.2 Responding to calls from the general public regarding concerns about a child, the safety of a child or the behaviour of a Barnardo’s worker/ volunteer**

**Action: Line Manager see Section 3.1**

**Action: Person handling call**

1. Thank the caller for doing the right thing and speaking up on the child’s behalf.
2. Ask if the child, young person or adult is in immediate danger.
3. If yes - the caller should dial 999 or should be supported to dial emergency services with our assistance.
4. **If not in imminent danger,** you must speak to your line manager and/or your Safeguarding Lead immediately after the phone call is concluded.

# Responding to an Adult at Risk Concern

### If an adult discloses information to you verbally in person or via phone about abuse or harm that they are experiencing/at risk of experiencing, or you witness or are informed about an incident that raises an adult at risk concern, the following procedure should be followed. Be mindful that an adult may also reveal abuse which happened to them when younger, such as female genital mutilation and the same procedures below should be followed.

**Action: Person receiving the information**

1. Always offer reassurance, listen to what is being said and take seriously.  Never promise to keep secrets or be persuaded by the individual or the family not to take action if you are worried that the individual is being harmed or is at risk of harm.

1. Ask for contact information, some details of the incident, if there are children present or other adults at risk and whether they are known to Barnardo’s services.
2. It is not your job to investigate, verify what is being said or examine the individual. This could compromise any future investigations and is the statutory responsibility of the local authority/Trust/ adult care services and/or the Police. However, it is important to tease out relevant information and it may be necessary to undertake some basic enquiries before making a referral. If there is a high level of risk and/or actual harm to anyone refer immediately to the Police.
3. Where a disclosure is made explain to the adult concerned: that you will need to pass this information on to your manager, the reasons why and possible actions. If children are involved, explain that you have a statutory duty to pass on these concerns and take action in accordance with the [Barnardo’s Corporate Safeguarding & Protecting Children Policy & Procedure](https://inside.barnardos.org.uk/safeguarding/safeguarding-children-policy-childrens-services) (CS).
4. In **Wales the Social Services and Well Being Act (2014) introduces a new duty to report adults at risk as a statutory requirement. The inclusion of ‘at risk’ enables early intervention to protect an adult at risk. The decision to act does not require actual abuse or neglect to have taken place. The aim is to protect people who need it and to help them to prevent abuse or neglect.**
5. If **a partner agency has reasonable cause to suspect that a person is an adult at risk it must inform the local authority of that fact. There is a new duty for a local authority to make enquiries if it has reasonable cause to suspect that a person is an adult at risk. Authorities must decide whether any action should be taken and, if so, what and by whom. The timescale is usually 7 days to make the enquiry.**
6. Through your line management chain, consult with your line manager or an appropriate senior manager to agree a course of action, but do not delay if this would place the service user concerned at increased risk.
7. If the adult making the disclosure is in receipt of a Barnardo’s Service and is not in immediate danger, inform them that you will ask one of their Service staff to call them back and refer the matter immediately to the Service. You must speak to a member of staff in the Service; if no one is available pursue the matter through your line management structure to ensure that action is taken within 24 hours. You can also contact the Corporate Safeguarding and Quality team, either by telephone or through the mailbox (safeguarding@barnardos.org.uk).
8. If the adult is thought to be in immediate danger, take steps to keep the adult and anyone in the vicinity, including yourself, in a safe place and call 999 to request Police assistance.
9. If the adult concerned is not in receipt of a Service, not in immediate danger and does not have children, refer them to their local Adult Services which can be accessed through their local authority/local Trust.
10. You must record what your concerns are and identify what action has been taken and pass this record to the relevant Service. For Children's Services staff, records must be completed and stored in accordance with the [Barnardo's Children's Services Recording Policy and Procedure](https://inside.barnardos.org.uk/resources-and-guidance/childrens-services/recording-policy).
11. If for any reason you do not feel able to alert a line manager then the [Whistleblowing Policy](https://inside.barnardos.org.uk/employee-and-volunteer-support/whistleblowing-policy) must be followed. The hotline is accessible via Safecall on **0800 915 1571** or online through the ‘[**Report a Whistleblowing Concern’**](http://www.safecall.co.uk/barnardos)

**Action: The Line Manager**

1. The line manager must make a clear assessment of whether the information received from the member of staff is deemed to be an adult protection referral and/or a situation in which further action must be taken as outlined above.  If they are unsure, they must seek advice via their line management chain and act in accordance with local protocols. They may also contact the Head of Corporate Safeguarding and Quality for further information and advice.
2. Line Managers must endorse any decision *not* to refer to adult protection services.
3. If there is a disagreement between the Barnardo's manager and a member of staff about the need to report concerns to adult protection services, the matter should be referred to the Head of Corporate Safeguarding and Quality for further information and advice.
4. You must disclose to adult protection services any other relevant information or known risks about the adult and family within the context of their wider family and environment.
5. If an adult at risk has a care plan managed by a local authority/Trust, the line manager must ensure that they are alerted to the concerns.
6. Referrals of suspected adult abuse must always be confirmed by encrypted email using local referral protocols, if they exist, to the local adult safeguarding service within 24 hours or sooner of staff becoming aware of the concern.
7. The report must contain details of the information that has been shared together with appropriate dates, times, action taken and the names and designations of people contacted, together with any outcome known at that stage. Reports should be copied to the Senior Manager and Head of Corporate Safeguarding and Quality.
8. It is imperative that the staff member record events at the earliest opportunity in accordance with the [Barnardo’s Recording Policy & Procedure](https://inside.barnardos.org.uk/resources-and-guidance/childrens-services/recording-policy). Failure to do so may jeopardise any ensuing criminal or civil proceedings.
9. If at any point, the situation escalates and it seems that the adult is at increased risk you must immediately contact the police on 999 and local adult safeguarding services to seek guidance on what to do.
10. You must establish the outcome of the referral. The Local Authority Social Work manager will decide if Adult Protection Procedures are appropriate.
11. If adult protection services do not make further contact with Barnardo's within three working days (five working days in Scotland), you must contact them for an update.
12. If you are not satisfied that the adult protection service’s response adequately safeguards the adult at risk then you must inform the Head of Corporate Safeguarding and Quality or the Assistant Director of Safeguarding and historical Abuse who can make representations on Barnardo's behalf to escalate the concerns accordingly.

# Reporting and Managing Safeguarding Allegations against Staff and Volunteers

These procedures must be used when any staff, carer, volunteer or other worker or other adult has:

* Behaved in a way that has harmed a child
* Possibly committed a criminal offence against, or related to a child;
* Behaved towards a child or children in a way that indicated s/he is unsuitable to work with children
* Although this policy relates specifically to children, the same principles apply where allegations are made which concern conduct in respect of adults at risk. In such circumstances the internal Barnardo’s procedure as detailed should be followed.

## 5.1 Reporting Allegations and Serious Incidents

**Action: Line Manager**

If a member of your team is involved in a serious safeguarding incident you must report it to your line manager and complete a [Safeguarding allegation form](https://inside.barnardos.org.uk/safeguarding/responding-safeguarding-allegations) *within 24 hours* and send it to your departmental director and to all those on the circulation list detailed on the form. If you are unsure as to whether the incident requires reporting, please consult with your departmental safeguarding lead or Head of Corporate Safeguarding and Quality.

## 5.2 Responding to a safeguarding allegation against worker or volunteer

**Action: Person who has a concern about a worker/volunteer’s behaviour or receives a concern from a member of the public/service user**

1. If the allegation involves a staff member or volunteer this should be referred to your line manager and/or safeguarding lead for the directorate. In Retail or Fundraising & Media then immediately alert the Area Business Manager (Retail) or Assistant Director/Deputy Director (Fundraising/Media). If you are unable to contact them, refer to their line manager or the Head of Corporate Safeguarding and Quality.
2. Do not investigate the concerns yourself.
3. If for any reason you do not feel able to alert a line manager then the [Whistleblowing Policy](https://inside.barnardos.org.uk/employee-and-volunteer-support/whistleblowing-policy) must be followed. The hotline is accessible via Safecall on **0800 915 1571** or online through the ‘[**Report a Whistleblowing Concern’**](http://www.safecall.co.uk/barnardos)

**Action: Responsible Senior Manager**

*(see additional* [*investigation guidance for managers: responding to external investigations into safeguarding/gross misconduct allegations*](https://inside.barnardos.org.uk/safeguarding/responding-external-investigations)*)*

1. Upon receiving information ensure that the safety of any child, young person or adult is paramount. If a crime has been committed a decision will need to be made about who will contact the police and relevant external bodies. The matter should also be referred immediately to the local child protection services; and in England the Local Area Designated Officer (LADO) should be informed. If other children are also at risk (e.g. other children in the household of the alleged perpetrator), you must also pass on these concerns and any known details. Advice should be sought from the Head of Corporate Safeguarding and Quality or Safeguarding lead where the allegation is serious or unclear. The Local People should also be advised of the allegation. Consideration should be made to the Duty of Candour policy and reporting process [Duty of Candour Policy](https://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=292859924&objAction=viewheader)
2. Do not inform the member of staff/volunteer against whom the allegation been made the nature of the allegation until consultation has been undertaken with the relevant Local Authority and where necessary the Police. The responsible Director must ratify any decision.

In consultation with the LADO/local Child Protection Services/Trusts/People Team, conduct a risk assessment within 24hrs or more urgently, to decide whether the person concerned can continue in their role or whether a period of suspension is required or a temporary redeployment is appropriate.

1. If the allegation concerns a volunteer then a decision must be made as to whether to suspend their volunteering activities whilst the investigation takes place. This must be confirmed in writing.
2. If the allegation involves a Barnardo's service user then you must consider whether the Service User Record should be sealed. The relevant IS Account Manager, or in their absence the IS Helpdesk, would be able to arrange this. Further advice can be sought from the Head of Corporate Safeguarding and Quality if required.
3. Consult with People Team to agree next steps. Any investigating officer must be competent in child protection matters and be of sufficient seniority to enter into discussion with external agencies. Any action must be agreed with the Local Authority Designated Officer (LADO) or Social /Health Care Trust. These procedures must be followed in conjunction with [Barnardo’s Disciplinary Procedures](https://inside.barnardos.org.uk/employee-and-volunteer-support/managing-people/disciplinary-policy).
4. As soon as possible, agree with the LADO/Health/Social Care Trust/Child Protection Agency who will ensure that parents/carers or children are kept informed about the allegation and how they will be kept updated on any progress of the case and its outcome.
5. Ensure that staff who are involved in an investigation are aware of support options. Refer to [Inside barnardos](https://inside.barnardos.org.uk/) for ‘sources of support’ information.

## 5.3 Developing Media strategy in response to safeguarding allegations

**Action: Senior manager and Region/Nation Officer and Head Office Media Team**

1. Barnardo's media response must be co-ordinated in conjunction with the Local Safeguarding Children Partnership/Child Protection Committee (CPC)/ Regional Safeguarding Children’s Board (RSCB) media strategy to avoid contradiction and misunderstanding. It is usual for the Safeguarding Partnership/CPC/RSCB to co-ordinate any media strategy.
2. Barnardo's Region/Nation media teams must liaise with the relevant Region/Nation Director and the Media Team before releasing any public statements about the situation.

# Safeguarding and Social Media

Social Media Guidance for staff working with children and young people.

**What do we mean by Social Media?**

‘Social media’ in this document means any electronic communication that enables people to stay in touch online. This includes apps in which you and others contribute to both shared and private conversations with organisations, communities and individuals.

**Background**

Social media has become an important part of everyday life. It is an exciting and engaging way of keeping in touch with friends and family, as well as people, groups and brands beyond daily life. Social media at Barnardo’s covers both private conversations (e.g. WhatsApp) and public conversations (e.g. Facebook). Although these are obviously very different types of communications, our safeguarding responsibilities apply to both cases.

Many of the children and young people in our care expect to use social media as a default method of communication – even more than talking face to face or on the phone. As we have started using social media more regularly, the number of stories about inappropriate use of technology, grooming behaviour and an inability to challenge colleagues has grown, which means that Barnardo’s needs clear practice guidance for workers and organisations around safer working practice in this area.

**Individuals who work with children and young people, or adults who are their parents and carers, whether in a voluntary or paid capacity, must always keep their professional role in mind regardless of the method of communication with a child.**

All communications with a child, regardless of how they take place, should be considered to carry the same weight. As a professional supporting a child or young person, you should ensure you document online conversations, chats or interventions as well as you would through any other channel, for instance face-to-face or phone conversations. **All communications with a child or young person, regardless of channel, must be recorded in their care record.**

**What happens if a Barnardo’s person abuses their access to social media?**

This guidance refers to best, safe and poor practice regarding the use Social Media. Barnardo’s Safeguarding Code of Conduct outlines the behaviour expected of all staff, workers and volunteers, and treats any breach the same whether it is online or offline.

Inappropriate use of social media may breach Barnardo’s Safeguarding Code of Practice, IT Code of Practice and Data Protection Policy and could put the lives or livelihoods of children at risk. Failure to use social media appropriately may result in disciplinary action being taken, up to, and including dismissal, or result in the termination of an individual’s working agreement or involvement as a volunteer with Barnardo’s, as appropriate.  In certain circumstances breaches may also result in reports to Regulatory bodies, relevant Local Authorities and/or the police, as appropriate.

Make sure you are confident in your use of social media before you begin, and never feel pressured to communicate with children, service users, families or other professionals through any channel that you are not personally comfortable with. Do not use your personal phone or Facebook to communicate with volunteers Advice on the usage of any Social Media platform can be sort from the Head of Corporate Safeguarding and Quality.

# Prevent Duty

The Prevent duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

Guidance for England, Northern Ireland, Scotland and Wales can be found [here](https://www.gov.uk/government/publications/prevent-duty-guidance).

Radicalisation is comparable to other forms of exploitation and is therefore considered a safeguarding issue that all staff must be aware of. The process for escalating concerns and procedures on how to make a referral to the relevant authorities on this specific matter follow below.

The emphasis is upon supporting children, young people and adults at risk. There is no expectation that Barnardo’s will take on a surveillance or enforcement role as a result of fulfilling our Prevent duty.

The Prevent Concern promotes a multi-agency approach, and Barnardo’s will continue to work alongside Local Safeguarding Children Boards.

**Definitions**

**Prevent Concern** does not have to be proven beyond reasonable doubt; it should be based on something that raises concerns, which is assessed by using professional judgement.

**Extremism** is defined in the Prevent Strategy 2018 as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

**Terrorism** is defined by the Terrorism Act 2000 as: an act that endangers or causes serious violence to a person/people and/or damage to property; or seriously interferes with or disrupts an electronic system.

**Radicalisation** is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. Radicalisation should be considered as an ‘additional vulnerability’ under Chapter 11 of the Working Together to Safeguard Children Guidance (2018). There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.

**Policy Principles**

Indicators for vulnerability to radicalisation can be similar to those for other forms of abuse and may particularly include:

* Distance from cultural heritage
* Experience of migration
* Experience of racism and discrimination
* Family members or friends associated with extremist groups Family tensions
* Sense of isolation and feelings of failure

It is important to note that not all individuals at risk of radicalisation and acts of terrorism are susceptible or vulnerable and may be acting out of choice.

Training will be provided proportionately for all relevant staff and volunteers dependent upon their role and links to front line service delivery. The approach to training will be to adopt a ‘Train the Trainer’ model to ensure staff members’ knowledge and changes in practices are embedded within and across the organisation.

* 1. **Making a Report**

**Action: Employee/Staff/Voluntee**r may have concerns as a result of:

* A direct disclosure
* An observation
* An expression of concern or complaint made by another person
	1. **If you suspect that a child/adult at risk is at immediate risk or actually engaged in the planning or implementing of an act of terrorism, take the following course of action immediately:**
1. Contact your line manager and make a referral to the Police on 999 or Contact the Anti-Terrorist Hotline on **0800** **789 321**.

Contact the Head of Corporate Safeguarding and Quality, informing them of the actions taken. The Head of Corporate Safeguarding and Quality will decide if a referral has to be made to Channel (Please note Scotland does not use Channel see [Prevent Duty Guidance for Scotland](https://www.gov.uk/government/publications/prevent-duty-guidance/revised-prevent-duty-guidance-for-scotland))

1. All actions must be recorded. For further information contact your local Safeguarding Lead.
	1. **If you suspect that a child/adult at risk may be under the influence of radicalisation or extremism but not in immediate danger, the following actions must be taken:**
2. Raise your concern directly with your line manager in the first instance; informing them the nature of your concerns.
3. Contact the Police on number 101 to discuss the next steps, requesting to speak to officers with responsibility in relation to Prevent duties.
4. Contact the Head of Corporate Safeguarding and Quality informing them of the actions taken.
	1. **Clarify with the Police or Anti-Terrorism hotline the next steps and whether/how feedback will be provided.**

**Action: Line Manager**

Ensure any reported Prevent Concerns are managed in accordance with these procedures and where necessary escalated to the relevant authorities.

# Events and Celebrity Supporters & VIP visits

* 1. **Protocol to follow for the attendance of children and young people at Barnardo’s events and celebrity VIP visits to services/school/shops/offices/fundraising events.**

There are occasions when a VIP might visit a Barnardo’s service. Such VIPs might include members of the Royal Family, dignitaries, politicians, and representatives from national bodies, celebrities, sportspeople or others with some degree of fame. Such VIPs often play an important role in supporting the activities of organisations, or in promoting good health and local services. Many will be accompanied by news or media teams involved in reporting the visit or event.

The organisation will try to accommodate such visits whenever appropriate. Yet, in all such visits it is important that correct procedures are followed which will safeguard the wellbeing of service users and their families, ensure the smooth running of services and minimise disruption. How to manage publicity and ensure security for the VIP, for any associated visitors and for the premises visited should also be considered.

**Safeguarding arrangements**

The following safeguarding arrangements for sites with children and vulnerable adults **must** be in place in line with recommendations from the Lampard Report (2015).

1. Visits are to be agreed and arranged in advance, with the purpose for the visit clearly understood by all involved parties
2. Contact with service users will be agreed with the service users and their representatives in advance
3. The VIP or celebrity will be accompanied by a suitably senior colleague at all times during their visit
4. Confidential information will not be disclosed to the VIP or celebrity
5. Informal follow-up arrangements will not be made with the VIP or celebrity.

**Protocol and Checklist**

There is a Children’s Services protocol and checklist for the attendance of children and young people at Barnardo’s events and celebrity VIP visits to services/schools. This process **must** be followed on **every** occasion where children, young people and vulnerable adults attend events and when a Celebrity/VIP visits, even if they have visited before. This is in order to ensure that:

* there is no risk to the safety of children and adults arising from the visit
* staff and visitors are aware of their responsibilities
* systems are in place to effectively manage risks
* the hosting organisation, if not Barnardo’s, meets its safeguarding responsibilities
* any issues arising from the event are recorded and learning shared

**VIP/Event Lead Roles and Responsibilities**

**Planning - before the event**

* An outline planning document is completed by the VIP team which outlines the purpose, costs and benefits of the event.
* Sign off is obtained at appropriate level (With a service visit this must be the Regional Director).
* An appropriate Lead/Leads for the Visit event is identified – In the case of a service visit this will be a CS Lead and a Media Team Lead (if Media are to be involved).
* A visit to the venue is carried out by the identified lead to plan and discuss the event with the CS Lead. This must include ensuring that the CS Lead gathers signed consent forms for the children and young people involved in the visit/event.
* The VIP/Event lead must have copies of consent forms whether or not a photographer is to be present.
* Visit/Event running order must then be agreed by email with the VIP and CS Lead/event lead as appropriate.
* Risk Assessments must be carried out for every event. CS lead will create these for individual young people.
* CS lead will perform a risk assessment for the group and travel.
* VIP lead will perform a risk assessment for the venue (if not in a service) and the event itself.
* All risk assessments to be shared with the event team prior to the event.
* Briefing documents are prepared. Depending on the scale of the event these could include: VIP Brief, CEO/CLT/CLG Brief, Media Brief, Staff & Volunteers. When an event involves young people they must be included in the briefing process. This briefing must be recorded and shared with the project team.
* Each briefing should be a version of the overarching instruction to ensure consistency, with non-essential or confidential information removed as appropriate
* There must always be a safeguarding element to the brief.
* Where a briefing document is to involve reference to young people, the young people must be consulted on what personal information they are happy to share.
* When involving a photographer, the photographer should also receive a brief, including a Shot List.
* Service users will be provided with a lanyard which identifies their name and role as colleagues. The lanyard will also indicate those who have given consent to photographs being taken.

**On the Day**

* Project Leads must arrive at least an hour ahead of the event start or arrival of the VIP Guest
* Team verbal briefing to be led by the identified Event Manager.
* The Team will run through the event running order and walk through the route if appropriate.
* VIPs must also receive a verbal brief upon arrival or shortly ahead of arrival to ensure they have read and digested their written briefing and taken note of the safeguarding procedure
* VIP Lead will accompany the VIP at all times – under no circumstances is a VIP guest to be left alone with children, young people or a vulnerable adult. Whilst it is acceptable to step back from a conversation the lead should never leave the room. If the event lead requires a comfort break, they should hand over temporary lead to another member of the team.
* All photography will be taken by the official photographer unless express permission has been given to take mobile phone footage.
* Where photography is not permitted at all – signs should be erected throughout the room instructing guests not to do so.
* Where photography is permitted for social media purposes and young people are involved, the event host will take the images and share with the VIP rather than the other way round.
* The event lead will always have overall control of the event. This is vital to empower the person in this role to make decisions at the event, especially if the plan is altered.

**After the visit**

* All photographic images must be uploaded to the central database alongside the appropriate consent forms
* Images must be signed off by the VIPs agent ahead of distributing to the media.
* All VIPs must be reminded to report any form of contact from young people or their families to the VIP team. This applies to emails, phone calls, letters and social media
* A review meeting must be scheduled with all key members of the project team to discuss the event and share learning to be applied to opportunity.

**8.2 Brief and risk assessment**

The following brief **must** be used in conjunction with the risk assessment. The brief would normally be conducted by the event team.

**Briefing for the VIP/Celebrity**

**Safeguarding:**

As a charity, we work with the most disadvantaged children and young people in the UK; many of whom have experiences of abuse and exploitation. The following guidance is to assist and protect our ambassadors and supporters, in order to maintain our excellent standard of safeguarding for the children, young people and families with whom you will engage during your work with Barnardo’s.

**Before and during visit/event:**

* During your visit you will be accompanied by a member of The VIP Team and we ask all of our Ambassadors and supporters to:
* Recognise that your role as an Ambassador or supporter places you in a position of professional trust. Managing professional boundaries is an important aspect of our work together. We will work hard to support you in your role which is both valued and unique but must remain professional at all times.
* Recognise that their identity as a person of fame or notoriety in the public eye may increase a young person’s perception of their power or may influence the familiarity with which they are regarded.
* Conduct themselves as a positive role model.
* Treat all people equally and with respect regardless of their identity or ability, being fair and considerate at all times.
* Not to smoke or drink alcohol prior to or during the visit/event

**After the visit/event:**

After the visit we ask that all of our Ambassadors and supporters:

* Do not share their personal contact details, or offer to communicate with, any children, young people, vulnerable adults or any service users regardless of age.
* Do not respond to, follow or add as ‘friends’ any children, young people or families via social media platforms
* Contact the VIP Team if you have been contacted any way to any approaches made by Barnardo’s children, young people, vulnerable adults or families.

**Should you have any concerns or feel a person is at risk/in a vulnerable situation during your visit please make this known to the VIP Team at the time and as quickly as possible.**

# 9. Compliance

The Corporate Director and relevant members of the senior management team will monitor compliance with this policy and procedure in line with Barnardo’s Corporate Risk Register, relevant KPIs and other performance measures.

General Compliance:

* Induction
* Supervision
* Performance and Development Reviews
* Learning & Development Plans
* Case file sampling and file auditing
* Annual Service Quality Assessment
* Barnardo’s Corporate Audit & Inspection Unit
* External Inspectorate

# 10. Information Sharing

Each individual’s right to confidentiality must be respected. All personal data must be treated with care and kept securely; this means not disclosing it to others unless there is a legal reason to do so, and we have informed the subject that we will do this in the privacy notice, or we have the informed consent of the subject, or their parent or person with legal responsibility for them. Disclosing personal data to unauthorised people could place the subject at risk of harm and may be a breach of GDPR.

There are circumstances when we may share personal data without the consent of the subject. The GDPR (article 6.1.d) permits the sharing of personal data without the consent of the data subject to safeguard the data subject, or others from harm. Safeguarding concerns must always be shared with the local authority and also with the police where this is necessary to protect the data subject or others. The data subject, or their parent, should be informed that the data has been shared unless this would place the individuals concerned at further risk.

Under Schedule 2 of the Data Protection Act 2018, personal data may also be shared with the police without the consent of the subject in order to prevent, detect or prosecute a crime. As a voluntary organisation we are not obliged to share data with the police but may choose to do so. The request must be in writing and specify the data required and why this is needed. The responsible manager must weigh up the impact of not sharing the data against the duty of confidentiality that we owe the subject. If we decide not to share the police must obtain a court order to access the data. All request to share data must be recorded, including whether or not the data was shared and the reason for this.

For further information see the [Information sharing policy](https://inside.barnardos.org.uk/node/12541) or discuss with the Data Protection Manager or the Data Protection Officer.