

# Safeguarding Children, Young People and Adults Policy

## Introduction

Our Values: We work with shared values of Ambitious, Compassionate and Stronger Together. In the application of our policy, we will seek to ensure that we live our values. In providing services we will ensure particular care is taken with those who may be vulnerable to increased harm.



## Policy Statement

People are at the heart of everything we do, and we are committed to making sure that everyone who takes part in our activities and/or accesses our services can do so in an enjoyable and safe environment. We recognise that the welfare of all children, young people, and adults at risk is paramount and that *all* have equal rights of protection. Our Safeguarding policy outlines the extra care that staff and volunteers need to take in working with people who are at a particular risk of harm.

We recognise our legal responsibilities and duty of care to safeguard and promote the welfare of all service users, particularly children, young people and adults at risk. We recognise that harm can come in many forms including, but not limited to, physical, sexual, financial, emotional, neglect or bullying.

Our policy has been informed by relevant legislation and is approved by our Senior Leadership Team and Board of Trustees and will be reviewed and updated regularly.

## Responsibilities

Our safeguarding policy and procedures apply to all staff, volunteers, Trustees and everyone working or contracted on behalf of Crohn's & Colitis UK, either in a paid or voluntary capacity.

Government guidance is clear that all organisations working with children, young people, adults at risk, parents, carers and/or families have responsibilities for safeguarding. They all have a duty to report any concerns in relation to children, young people and adults at risk to the designated safeguarding leads; and be familiar with our safeguarding policy, procedures and guidance.

We also have a duty of care to our staff and volunteers. All staff and volunteers should recognise that their behaviour with children, young people and/or adults at risk must always be appropriate and professional to ensure they do not put themselves at risk, for example through behaviour that could be misinterpreted.

All allegations against staff or volunteers will be dealt with in accordance with the safeguarding policy and other related Crohn's & Colitis UK policies.

It is important to remember that children, young people and adults at risk can also abuse and that such incidents fall into the remit of this policy.

Whilst Crohn's & Colitis UK does not provide personal care services, some aspects of our work include activities which may require a higher level of vigilance. Through these activities, staff and volunteers may come into contact with a variety of people such as healthcare professionals, young people with or affected by Crohn's or Colitis, their carers, people with ongoing mental health concerns. Examples include:

- provision of information and support via our Helplines and online chat facilities
- hosting online forums
- hosting virtual events
- hosting events in the community, including those involving local networks, community volunteers and fundraising activities

Where there are concerns about the welfare of any child, young person or adult at risk all staff and volunteers are expected to share those concerns without delay.

### **Implementation requirements**

The Board of Trustees expects the Senior Leadership Team to:

- Appoint named Designated Safeguarding Officer(s), and a Senior Safeguarding Lead, to coordinate the implementation of this policy, to respond to instances of concerns and disclosures and to manage and review safeguarding practice across the organisation.
- Promote and prioritise the safety and wellbeing of everyone using our services.
- Ensure procedures and guidance for all staff and volunteers across all charity activities are developed, maintained, fully implemented and reflect recognised best practice.
- Ensure all staff and volunteers comply with safeguarding policy and procedures including reporting any concerns without delay.
- Ensure all staff, Trustees, and relevant volunteers complete safeguarding training from a recognised provider as part of their induction. All staff will also undertake refresher training (which may be developed in house) at least every two years. Training may be required more frequently in the event of legislative change or following any review of a serious incident.
- Recruit staff, Trustees and volunteers safely, ensuring provision for assessment of safeguarding awareness and satisfactory criminal records checks, appropriate to job role and level. Designated Safeguarding Officer(s) and Lead will be subject to Disclosure and Barring Service (DBS) checks in accordance with role specific safeguarding responsibilities.
- Ensure procedures are in place for dealing with allegations against, and concerns about, any staff or volunteers.
- Share this policy and, where appropriate, related procedures, information and documents to ensure they are visible and clear to service users, carers, staff and volunteers.

### **Confidentiality & information sharing**

This policy is in line with government guidance about confidentiality. We fully endorse the principle that the welfare of children, young people and adults at risk overrides any obligations of confidentiality we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality as information may need to be disclosed in the event of a safeguarding concern. Individual cases will only be shared or discussed on a “need to know” basis.

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered, are suffering or are at significant risk of suffering harm. It is important that records are shared at the appropriate time with necessary agencies. Within our organisation the decision to share written information, and with whom, will be undertaken by the Designated Safeguarding Officer or Senior Lead for safeguarding.

## **Consent**

Where relevant, we will ensure we fulfil our obligations under Child Care Law in terms of parental responsibility and Mental Capacity Legislation on supporting, where possible, the individual's right to make their own decisions. When consent is required for any care, activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and/or capacity for understanding.

## **Whistleblowing and safeguarding**

Whistleblowing is when someone raises a concern externally about a person or practice within the organisation, which will affect others in an illegal and/or harmful way. Our organisation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Designated Safeguarding Officer or Senior Lead for Safeguarding.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to social care services, the police, and /or the relevant Regulatory Authority e.g. Ofsted, CQC, Charity Commission under the Public Interest Disclosure Act 1998 in line with our policy.

All media enquiries relating to a safeguarding concern will be referred to the Senior Safeguarding Lead, the Director of Marketing and Communication and the CEO.

## **Young people who work in our organisation**

All young people who are undertaking volunteer work, apprenticeships or work experience within our organisation are to be included within this policy and their safeguarding as individuals given the same importance as all young people we come into contact with. Any disclosures, observations of possible harm or disturbing behaviour must be reported to the Designated Safeguarding Officer or Senior Lead immediately.

They will also require an induction programme that includes their commitment to safeguarding within the remit of the safeguarding policy and in line with the staff induction. In addition, information on the young person's contacts is recorded as needed e.g. parents, carers, school representatives and any supervisors, with emergency contact numbers, in accordance with relevant HR policies and guidance.

## **eSafety**

Recent advances of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. Government guidance is clear that all organisations working with children, young people, adults at risk, families, parents and carers have responsibilities. It is also important to remember that children, young people and adults at risk can also abuse and such incidents fall into the remit of this policy.

We expect everyone in our organisation to:

- Use the internet and other forms of communication in a sensible and polite way.
- Only access websites, send messages or access and use other resources that will not hurt or upset anyone.
- Seek permission if they wish to use personal information or photographs of other people.
- Report any concerns to the Designated Safeguarding Officer or Senior Lead.

- Understand that we cannot guarantee confidentiality if there is a concern about the welfare of a child, young person or adult at risk.

## Reporting

If there is any risk of immediate harm or threat to life, staff and volunteers will call the police immediately on 999.

If anyone witnesses, is informed about or has any concern, Crohn's & Colitis UK Safeguarding team can be contacted on:

Tel: 01727 734459

Email: [Safeguarding@crohnsandcolitis.org.uk](mailto:Safeguarding@crohnsandcolitis.org.uk)

We will listen and respond to individual concerns about the safety or wellbeing of a child or adult at risk and ensure that:

- Any reports of safeguarding concerns, issues or incidents are taken seriously.
- Appropriate action is taken promptly in the event of an incident or when concerns of potential abuse are raised.
- Appropriate support is provided for everyone involved.
- Confidential reporting and recording of all safeguarding concerns are maintained securely.
- Sharing information about concerns with agencies who need to know is conducted appropriately and with sensitivity.

In the event of a major safeguarding incident or breach posing substantial reputational risk and/or financial risk due to fines, the relevant DSO or Senior Safeguarding Lead will immediately:

- Inform the CEO, Board Lead for Safeguarding and Chair of Trustees.
- Take steps to mitigate risks.
- Start an investigation.

## Review

Crohn's and Colitis UK undertakes to review the policy:

- As a minimum every 2 years.
- During planning for organisational change.
- Following change in legislation or best practice guidance provided by [SAFEcic](#)
- Following review of a serious incident or report.

The review will be undertaken by the Designated Safeguarding Officer(s) in conjunction with the Senior Safeguarding Lead and agreed by the Senior Leadership Team. Requests for clarifications, amendments or additions should be made to a Designated Safeguarding Officer(s) for consideration. The review and any recommendations will be reported to the Board of Trustees, who will decide whether any further action is required at Board level. The review will include a report on any Safeguarding incidents since the previous review, including action taking and learning utilised.

## Policy Date

This policy was agreed by the Crohn's & Colitis UK Board on 13<sup>th</sup> November 2020