RESULTS UK Safeguarding Policy

1. Introduction

1.1 The purpose of this Policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of RESULTS UK in relation to safeguarding.

1.2 ‘Safeguarding’ is defined as all actions taken by organisations to protect their personnel from harm and from harming others, and to protect others (including children and vulnerable adults) from third parties. This is expanded from the UK’s legal definition of safeguarding, which only applies to children and vulnerable adults, to include staff also. Safeguarding procedures and activities relate to harassment and abuse (including sexual harassment, abuse and violence).

1.3 The key objectives of this Policy are:

* To explain the responsibilities that RESULTS UK and its staff, volunteers and trustees have in respect of RESULTS UK.
* To provide staff with an overview of safeguarding.
* To provide a clear procedure that will be implemented when safeguarding issues arise.

1.4 This Policy is mandatory for all RESULTS UK staff, volunteers and trustees. It is for all of aforementioned to understand and abide by the guidelines in this document. Failure to do so will result in disciplinary action being taken.

1.5 RESULTS UK’s trustees take ultimate responsibility for the protection and welfare of children, young people, vulnerable adults, staff and volunteers within the context of RESULTS UK’s work. However, safeguarding is everyone’s responsibility.

1.6 Separate guidance will be issued as required to explain the procedures and practices required by this Policy, including guidance for Grassroots groups.

2. Policy statement

RESULTS UK commits itself to:

1. Providing a safe and trusted environment which safeguards anyone who the organisation has contact with, including beneficiaries of development programmes, children, young people and vulnerable adults, staff and volunteers;
2. Setting an organisational culture that prioritises safeguarding, so that it is safe for those affected to come forward, and to report incidents and concerns with the assurance that they will be handled sensitively and properly;
3. Having adequate safeguarding policies, procedures and measures to protect people and ensuring that these are shared and understood;
4. Ensuring that the organisation has absolute clarity as to how incidents and allegations will be handled should they arise, including reporting to the relevant authorities.

RESULTS UK believes everyone has an equal right to protection from exploitation and abuse regardless of age, sex, race, sexual orientation, marriage and civil partnership, pregnancy or having a child, gender reassignment, language, religion, political or other opinion, national, ethnic or social origin, disability, birth or other status.

3. Role of Safeguarding Officers

3.1 Two safeguarding officers, one male and one female, will be appointed by RESULTS UK whose names and contact details will be shared with all staff.

3.2 The role of the designated Safeguarding Officers is to deal with all instances involving safeguarding that arise within RESULTS UK. They are responsible for:

* monitoring and recording safeguarding concerns
* ensuring referrals to the relevant authorities happen without delay
* ensuring monitoring and recording procedures are implemented.

3.3 The designated Safeguarding Officers are the main point of contact for all staff and volunteers to go to for advice if they are concerned about or have received allegations around abuse of a child, vulnerable adult or member of staff (this may also need to be out of hours so staff and volunteers should always know how to contact them).

3.4 They have joint responsibility with the Management Team and Board of Trustees to ensure that the organisation’s Safeguarding Policy and related policies and procedures are followed and regularly updated.

3.5 They refer safeguarding concerns and issues to either or both of the named members of Management Team and the assigned safeguarding trustee – see procedures below.

3.6 They are responsible for keeping a record of any complaints or concerns raised and the Initial Cause for Concern form.

4. Role of line managers

4.1 The role of the line manager is to support the member of staff making the disclosure, and to ensure the correct procedures are followed. However, if a member of staff is a possible victim of abuse or harassment, the line manager will only be involved if the member of staff involved is comfortable with the concern being shared with their line manager.

4.2 The line manager should ensure that all staff within their team are familiar with RESULTS UK’s current safeguarding procedures and ensure that all staff undertake safeguarding training as where appropriate.

5. Role of the Board

5.1 The Board will appoint a designated safeguarding lead. This safeguarding lead will be responsible for dealing with safeguarding concerns on behalf of the Board.

5.2 The Board safeguarding lead will be available to members of staff to deal with safeguarding concerns where the member of staff does not feel comfortable communicating their concern or accusation with a Safeguarding Officer or member of Management Team. Equally, the member of the Board will be available to the Safeguarding Officers to escalate concerns beyond the management team if they deem it to be necessary.

5.3 The Board should be kept informed of all concerns or allegations of harassment or abuse and of the progress of any investigations taking place, and should be consulted as to appropriate actions to take in response to such allegations and concerns.

6. Training

6.1 New staff will be made aware of this Policy and Procedures during inductions. Specialist training will be provided and updated for the members of staff with safeguarding responsibilities.

7. Children and young people

7.1 RESULTS UK has a zero tolerance approach to the harm of children and young people. RESULTS UK recognises that safeguarding is everyone’s responsibility and that it has a responsibility to put in place reasonable measures to ensure as far as possible the safety and well-being of the children and young people with whom we work.

7.2 Legal framework

7.2.1 The Children’s Act 1989 sets out the legislative framework for safeguarding and promoting the welfare of children. For the purpose of this Policy a child is defined as a person under the age of 18 (The Children’s Act 1989). All children have the right to protection from all forms of abuse including exploitation, neglect, physical and mental abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation.

7.2.2 Statutory guidance ([Working Together to Safeguard Children](https://www.gov.uk/government/publications/working-together-to-safeguard-children--2), 2013) reflects the principles contained within the United Nations Convention on the Rights of the Child (UNCRC) ratified by the United Kingdom in 1991 and the Human Rights Act 1998. RESULTS UK endorses the general principle of the UNCRC that all the rights guaranteed by it must be available to all children without discrimination; and article 19 which accords equal rights of protection of children from abuse.

7.2.3 Outside the UK, whilst it is recognised that local legislation may vary from country to country, this policy identifies RESULTS UK’s (and its representatives) minimum standards and may exceed the requirements of local legislation.

7.3 The role of staff, volunteers and trustees

All staff, volunteers and trustees working on behalf of RESULTS UK have a duty to promote the welfare and safety of children. Staff, volunteers and trustees may receive disclosures of child abuse and observe children who are at risk. This policy will enable staff and volunteers to make informed and confident responses to specific safeguarding issues (see 7.5).

7.4 What is child abuse

Abuse and neglect are forms of maltreatment of a child. A person may abuse or neglect a child by inflicting harm, or by failing to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children ([Working Together to Safeguard Children](https://www.gov.uk/government/publications/working-together-to-safeguard-children--2), 2013). The guidance defines four categories of abuse as follows.

7.4.1 Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child. Signs of physical abuse can include fractures, bruising, burns, pains, marks and not wanting to be touched; no explanation for injuries or inconsistencies with the account of what’s happened; frequent injuries; changed or subdued behaviours in the presence of a particular person.

7.4.2 Emotional Abuse

This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless, unloved or inadequate. It may involve bullying, causing children to feel frightened or in danger. Signs of abuse include changed behavior when a particular person is present, withdrawal or change in the psychological state, insomnia, low self-esteem, uncooperative or aggressive behavior, change in appetite (weight loss or weight gain), signs of distress such as tearfulness or anger, and attention seeking behavior.

7.4.3 Sexual Abuse

This type of abuse involves forcing or enticing a child to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. Examples of physical contact include penetrative acts or non-penetrative acts kissing, fondling, masturbation. It may include non-contact activities involving children in looking at or be involved in sexual online images and or encouraging children to behave in sexually inappropriate ways. Signs of sexual abuse can include bruising, particularly on the thighs, buttocks, upper arms and neck, unusual difficulty in walking or sitting, uncharacteristic use of sexual language, self-harming, poor concentration, withdrawal, sleep disturbance, excessive fear of/withdrawal from relationships, and a level of sexual awareness that is inappropriate for age.

7.4.4 Neglect

This is the persistent failure to meet a child’s basic physical and or psychological needs, likely to result in the serious impairment to the child’s health and development. It can include failing to provide adequate food, clothing and shelter, adequate supervision or failing to provide medical help when needed.

7.5 Procedure in the event of a disclosure

7.5.1 It is important that children are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

7.5.2 This Policy explains the procedure that must be followed whenever an allegation is made that a child has been abused or when there is a suspicion that a child has been abused.

7.5.3 Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child. Questions should be kept to the minimum to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

7.5.4 Staff should contact one of the designated Safeguarding Officers immediately, through phone or face-to-face (not email as these can be missed) to alert them that an incident has occurred. The incident should be kept as confidential as possible and not shared with other members of staff unless necessary.

7.5.5 A full record shall be made within 24 hours of the disclosure including any other relevant information using the ‘Initial Cause for Concern Form’.This should include information in relation to the date, the time, the place where the alleged abuse happened, the name of the staff person reporting an incident and the names of others present, the name of the complainant and, where different, the name of the child who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, and the account which has been given of the allegation.

7.5.6 If the child is in immediate danger, staff should contact an appropriate emergency service and then alert a Safeguarding Officer.

7.5.7 The Safeguarding Officer contacted shall telephone and report the matter to the appropriate local authority child protection team. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority team within 24 hours.

7.6 Responding appropriately to a child making an allegation of abuse to a staff member or volunteer

* Stay calm.
* Listen carefully to what is said.
* Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
* Tell the child that the matter will only be disclosed to those who need to know about it.
* Allow the child to continue at her or his own pace.
* Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
* Reassure the child that they have done the right thing in telling you.
* Tell her or him what you will do next, and with whom the information will be shared.
* Record in writing what was said, using the child’s own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
* Contact the Safeguarding Officer to inform them of the allegation as soon as possible.
* It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred.  That is a task for the professional safeguarding agencies, following a referral from the designated Safeguarding Officer.

7.7 Confidentiality

7.7.1 Safeguarding of children raises issues of confidentiality which should be clearly understood by all.

7.7.2 Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of children with other professionals, particularly investigative agencies.

7.7.3 All personal information regarding a child will be kept confidential except when it is suspected that a child under 18 years is the victim of abuse or at risk of immediate or imminent harm.

7.7.4 If a child confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the child sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies for the child’s own sake. Within that context, the child should, however, be assured that the matter will be disclosed only to people who need to know about it.

7.7.5 Where possible, consent should be obtained from the child before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child is the priority.

7.7.6 Where a disclosure has been made, staff should let the child know the position regarding their role and what action they will have to take as a result. Staff should assure the child that they will keep them informed of any action to be taken and why. The child’s involvement in the process of sharing information should be fully considered and their wishes and feeling taken into account.

7.7.7 Safeguarding issues are highly sensitive and staff who receive information about children or their families in the course of their work should only share that information with others as set out in this Policy and in compliance with data protection rules.

7.7.8 All safeguarding records should be kept secure. RESULTS UK will ensure that personal information is kept confidential unless we have the agreement of the individual and/or their parent/guardian, except where it is necessary to pass this to a specialised child welfare or law enforcement agency in relation to a safeguarding incident.

7.8 The role of key individual agencies

7.8.1 Social Services

The Children’s Act 1989 gives local authorities in the UK the primary responsibility for the care and protection of abused children and children at risk of abuse. It is their statutory duty to ensure that there is an investigation in cases of suspected abuse or significant harm and to take action to protect the child and to promote the welfare of the child.

7.8.2 Police

The overriding concern of the police in safeguarding is the welfare of the child. Their general duties are to investigate crimes as well as a duty to prevent offences being committed and to protect those at risk of harm. The Children’s Act 1989 permits the police to take a child into police protection; where there is reasonable cause to believe that he or she would otherwise be at risk of significant harm. Police and social services will work jointly where it is likely that criminal proceedings will be brought against the perpetrator of the abuse.

7.8.3 NSPCC

The NSPCC aims to identify and prevent child abuse in the UK and is identified as an ‘authorised person’ under the Children’s Act 1989. NSPCC runs national safeguarding helplines. Safeguarding Officers of the NSPCC are required to initiate procedures that ensure their own appropriate response to any complaint or request for help on all matters concerning children.

7.9 Use of photographic/video equipment

Written consent to take and use images of children should be obtained prior to the taking of photographs and or video footage using RESULTS UK’s or hosted organisations’ consent form and procedures. Parents and carers should be made aware of when, where and how the images may be used to give their informed consent.

8. Vulnerable adults

8.1 RESULTS UK has a zero tolerance approach to the harm of vulnerable adults. RESULTS UK recognises that safeguarding is everyone’s responsibility and that it has a responsibility to put in place reasonable measures to ensure, as far as possible, the safety and well-being of the vulnerable adults with whom we may work. RESULTS UK believes everyone has an equal right to protection from exploitation and abuse regardless of age, sex, race, sexual orientation, marriage and civil partnership, pregnancy or having a child, gender reassignment, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.

8.2 For the purpose of this document ‘adult’ means a person aged 18 years or over. Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. [NHS England guidance](https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf) on the Care Act (which sets out local authority responsibilities for adults at risk) has this definition of an adult who is at risk: “Aged 18 years or over; who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.”

8.3 Legal framework

8.3.1 This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998.

8.3.2 The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make their own decisions, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

8.3.3 The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

8.3.4 Outside the UK, whilst it is recognised that local legislation may vary from country to country, this policy identifies our minimum standards and may exceed the requirements of local legislation.

8.4 The role of staff, volunteers and trustees

8.4.1 All staff, volunteers and trustees working on behalf of RESULTS UK have a duty to promote the welfare and safety of vulnerable adults.

8.4.2 Staff, volunteers and trustees may receive disclosures of abuse or observe vulnerable adults who are at risk. This policy will enable them to make informed and confident responses to specific adult protection issues.

8.4.3 The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person or agency.

8.5 What constitutes abuse?

8.5.1 Abuse is a violation of an individual’s human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

8.5.2 The Social Care Institute for Excellence sets out [the following types of potential abuse](https://www.scie.org.uk/publications/ataglance/69-adults-safeguarding-types-and-indicators-of-abuse.asp) of vulnerable adults including possible indicators:

**Physical abuse** – includes assault, hitting, slapping, pushing, kicking, misuse of medication, inappropriate or unlawful restraint, or inappropriate sanctions. Indicators can include bruises, cuts and burns, lack of explanation for injuries, and failure to visit the GP or regular changes of GP.

**Domestic violence or abuse** – this can be psychological, physical, sexual, financial or emotional. It includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, including acts of assault, threats, humiliation and intimidation, harming, punishing, or frightening the person, isolating the person from sources of support, exploitation of resources or money, preventing the person from escaping abuse, and regulating everyday behaviour. Indicators include low self-esteem, physical evidence of violence, verbal abuse and humiliation in front of others, damage to home or property, and isolation.

**Sexual abuse** – includes rape, attempted rape or sexual assault, inappropriate touching or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting, inappropriate looking, sexual teasing or sexual harassment, and indecent exposure. Indicators include bruising, particularly to the thighs, buttocks and upper arms and marks on the neck, torn, stained or bloody underclothing, bleeding, pain or itching in the genital area, unusual difficulty in walking or sitting, the uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude, self-harming, poor concentration, withdrawal, sleep disturbance, excessive fear/apprehension of, or withdrawal from, relationships, fear of receiving help with personal care and reluctance to be alone with a particular person.

**Psychological or emotional abuse** – includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, social isolation or withdrawal from services or supportive networks and cyber bullying. Indicators include an air of silence when a particular person is present, withdrawal or change in the psychological state of the person, low self-esteem, uncooperative and aggressive behaviour, change of appetite, weight loss/gain, signs of distress: tearfulness, anger.

**Financial or material abuse** – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, denying assistance, or the misuse or misappropriation of property, possessions or benefits. Indicators include missing personal possessions, unexplained lack of money or inability to maintain lifestyle, unexplained withdrawal of funds from accounts, and power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity.

**Discriminatory abuse** – includes unequal treatment based on age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity (known as [‘protected characteristics’ under the Equality Act 2010](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/)); verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic; denying access to communication aids, not allowing access to an interpreter, signer or lip-reader; harassment or deliberate exclusion on the grounds of a protected characteristic; and denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic. Indicators include that the person appears withdrawn and isolated; expressions of anger, frustration, fear or anxiety, and the support on offer does not take account of the person’s individual needs in terms of a protected characteristic.

**Neglect and acts of omission** – includes failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care, and failure to provide access to appropriate health, social care or educational services. Indicators include poor environment, poor physical condition, malnutrition or unexplained weight loss, untreated illnesses/injuries, and accumulation of untaken medication.

8.6 Procedure in the event of a disclosure

8.6.1 It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

8.6.2 The procedure outlined below must be followed whenever an allegation is made that a vulnerable adults has been abused or when there is a suspicion that a vulnerable adult has been abused.

8.6.3 Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the person involved.

8.6.4 Questions should be kept to the minimum to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

8.6.5 You should contact one of the two designated Safeguarding Officers immediately, through phone or face-to-face (not email as these can be missed) to alert them that an incident has occurred. This contact and incident should not be shared with any other members of staff and should be kept as confidential as possible.

8.6.6 A full record shall be made within 24 hours of the disclosure by the Safeguarding Officer including any other relevant information using the ‘Initial Cause for Concern Form’. This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the person who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

8.6.7 If the person is in immediate danger, you should contact an appropriate emergency service and then alert the Safeguarding Officer.

8.6.8 The Safeguarding Officer contacted shall telephone and report the matter to the appropriate local social services team. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority team within 24 hours.

8.7 Responding appropriately to an allegation of abuse by a vulnerable adult or other person

* Make sure the vulnerable adult is safe.
* Assess whether emergency services are required and, if needed, call them.
* Listen and offer support and reassurance.
* Ascertain and establish the basic facts. Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
* Make careful notes and obtain agreement on them.
* Record in writing what was said, using the person’s own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
* Take all necessary precautions to preserve forensic evidence.
* Explain areas of confidentiality; immediately speak to the Safeguarding Officer for support and guidance.
* Explain the procedure to the individual making the allegation. Tell them what you will do next, and with whom the information will be shared.
* It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional safeguarding agencies, following a referral from the designated Safeguarding Officer.
* Remember the need for ongoing support for the individual.
* Do not confront the alleged abuser.
* Do not be judgmental or voice your own opinion or be dismissive of the concern.
* Do not investigate or interview beyond that which is necessary to establish the basic facts.

8.8 Confidentiality

8.8.1 Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all.

8.8.2 Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

8.8.3 All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

8.8.4 If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies. Within that context, the adult should, however, be assured that the matter will be disclosed only to people (including members of staff) who need to know about it.

8.8.5 Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

8.8.6 Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

8.8.7 Staff should assure the adult that they will keep them informed of any action to be taken and why. The adult’s involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

8.9 The role of key individual agencies

8.9.1 Adult Social Services

All local authorities have a Safeguarding Adults Board (SAB), which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults – see [Care and support statutory guidance](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance). It is normal practice for the board to comprise of people from partner organisations who have the ability to influence decision making and resource allocation within their organisation.

According to the Care Act 2014, the overarching purpose of an SAB is to help and safeguard adults with care and support needs. It does this by:

* assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
* assuring itself that safeguarding practice is person-centred and outcome-focused
* working collaboratively to prevent abuse and neglect where possible
* ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
* assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

8.9.2 The police

The Police play a vital role in safeguarding adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

9. Safeguarding of staff, volunteers, consultants and trustees

9.1RESULTS UK is committed to safeguarding everyone in our organisation at all times, including protecting staff, trustees, volunteers and consultants from inappropriate behaviour such as bullying and harassment by other members of staff, trustees, consultants and volunteers, and by external stakeholders that staff engage with in the course of their work.

RESULTS UK commits itself to setting an organisational culture that prioritises safeguarding of staff, consultants and trustees, so that it is safe for those affected to come forward, and to report incidents and concerns with the assurance that they will be handled sensitively and properly; and to having adequate safeguarding policies, procedures and measures to protect staff and ensuring that these are shared and understood.

9.2All people employed, contracted as consultants or acting as trustees for RESULTS UK are covered within this policy.

9.3 Abuse of staff, consultants and trustees

9.3.1 Workplace abuse comes in many forms: violence, harassment, threatening or aggressive behaviour and bullying. This abuse can have serious physical or psychological damage.

9.3.2 For practical purposes, those making a complaint usually define what they mean by bullying or harassment – something has happened to them that is unwelcome, unwarranted and causes a detrimental effect. If a person complains they are being bullied or harassed, then they have a grievance which must be dealt with regardless of whether or not their complaint accords with a standard definition (ACAS, [Bullying and Harassment at Work](http://www.acas.org.uk/media/pdf/2/j/Bullying-and-harassment-in-the-workplace-a-guide-for-managers-and-employers.pdf)).

9.3.2 Workplace bullying is a pattern of mistreatment from others in the workplace that causes either physical or emotional harm. It can include such tactics as [verbal](https://en.wikipedia.org/wiki/Verbal_abuse), [nonverbal](https://en.wikipedia.org/wiki/Nonverbal), [psychological](https://en.wikipedia.org/wiki/Psychological_abuse), [physical](https://en.wikipedia.org/wiki/Physical_abuse) abuse and [humiliation](https://en.wikipedia.org/wiki/Humiliation). ACAS characterises bullying as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient ([The Equality Act 2010 – guidance for employers](http://www.acas.org.uk/media/pdf/8/a/Equality-Act-2010-guide-for-employers.pdf.)). The impact on the individual can be the same as harassment and the words bullying and harassment are often used interchangeably in the workplace. Unless bullying amounts to conduct defined as harassment in the Equality Act 2010, it is not possible to make a complaint to an Employment Tribunal about it.

9.3.3 Harassment as defined in the Equality Act 2010 is unwanted conduct related to a relevant protected characteristic (set out below), which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Unwanted behaviour could be:

* spoken or written words
* threats or abuse
* offensive emails, tweets or comments on social networking sites
* physical behaviour including physical gestures and facial expressions
* jokes, teasing and pranks.

9.3.4 Sexual harassment

Harassment of a sexual nature is one of the most common forms of harassment and is specifically outlawed by the Equality Act 2010 as is harassment related to relevant protected characteristics. Sexual harassment is where the unwanted behaviour is of a sexual nature. This can include:

* sexual comments or jokes
* physical conduct, including unwelcome sexual advances, touching, sexual assault
* displaying pictures, photos or drawings of a sexual nature
* sending emails with a sexual content.

A person does not need to have previously objected to someone's behaviour for it to be considered unwanted or unwelcome.

9.4 Legal Framework

The Equality Act 2010 protects staff from harassment at work by their employer or colleagues. Harassment is a form of unlawful discrimination under the Equality Act. Harassment by someone at work is unlawful discrimination under the Equality Act if it’s because of, or related to age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity (known as [‘protected characteristics’ under the Equality Act 2010](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/)). Harassment which occurs because of one of these characteristics is called ‘harassment related to a protected characteristic’.

9.5 What is harassment

9.5.1 The complainant need not possess the relevant characteristic themselves and can be harassed because of their association with a person who has a protected characteristic, or because they are wrongly perceived to have one, or are treated as if they do.

9.5.2 An employee can make a complaint against their employer where they are harassed by someone who doesn’t work for that employer such as a customer, client or passenger. As an employer, once aware of this unwanted behaviour, RESULTS UK must take reasonable and proportionate action to address the issues.

9.5.3 Employers have a ‘duty of care’ for all their employees. If the mutual trust and confidence between employer and employee is broken – for example, through bullying and harassment at work – then an employee can resign and claim ‘constructive dismissal’ at an Employment Tribunal on the grounds of breach of contract. Employers are usually responsible in law for the acts of their workers.

9.5.4 Breach of contract may also include the failure to protect an employee’s health and safety at work. Under the Health and Safety at Work Act 1974 employers are responsible for the health, safety and welfare at work of all employees.

9.6 Employer’s duty to prevent harassment of staff by colleagues

Under the Equality Act 2010, an employer has a duty to stop colleagues from harassing someone at work. This includes harassment which takes place outside work at some work-related social events and trips, for example, an office party. An employer must show that they took all reasonable steps to prevent staff from harassing one another. Employers are not responsible if a member of staff is harassed by someone else at work who is not another employee, for example, a customer or a client. But if the staff member is harassed and complains about the situation to the employer and the employer does nothing to stop the harassment from happening, then the employer is likely to still be responsible for the harassment.

9.7 Procedure for reporting an allegation of abuse or harassment of staff

All complaints, allegations or suspicions must be taken seriously.

9.7.1 The procedure outlined below must be followed whenever an allegation is made that a member of staff has been abused or harassed, or when there is a suspicion that this is the case.

9.7.2 Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the person involved. However, the member of staff should be reassured that the allegation will not be shared amongst staff of RESULTS UK beyond the Safeguarding Officer and potentially a member of management team or the board of trustees.

9.7.3 Staff should contact one of the two designated Safeguarding Officers, by phone or face-to-face (not email as these can be missed) to alert them that an incident has occurred. This contact and incident should not be shared with any other members of staff except for, if necessary and appropriate, management team and trustees and should be kept as confidential as possible.

9.7.4 If one of the Safeguarding Officers is named in the allegation or if the member of staff being harassed does not feel comfortable speaking to one of the Safeguarding Officers then the member of staff may choose to contact either a member of Management Team or the named safeguarding lead on the board of trustees instead.

9.7.5 When a Safeguarding Officer is contacted, if appropriate, he or she will raise the safeguarding concern or allegation firstly with the named member of management team unless that member of management team is named in the allegation or if the staff member does not feel comfortable with the issue being raised with them for whatever reason, in which case the Safeguarding Officer should contact the Board safeguarding lead directly.

9.7.6 The named member of the Management Team will raise the allegation or concern with the Board safeguarding lead, who will share this with the rest of the Board and ensure that appropriate investigatory and/ or disciplinary action is taken.

9.7.7 However, if there is a person in immediate danger or if a person is accused of a criminal offence, the Safeguarding Officer contacted should contact an appropriate emergency service as soon as possible.

9.7.8 If a member of staff does not feel comfortable attending the office to carry out their day to day work due to a safeguarding issue or concern, provision should be made for them to work from home.

9.7.9 A full record shall be made within 24 hours of the disclosure including any other relevant information using the ‘Initial Cause for Concern Form’. This should include information in relation to the date(s), the time(s) , the place(s) where the alleged abuse or harassment happened, your name and the names of others present, the name of the complainant and, where different, the name of the person who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

9.8 Procedure for management team and the board of trustees responding to an allegation of abuse or harassment by staff.

9.8.1 When a complaint of bullying or harassment is made, RESULTS UK must choose whether the allegation should be investigated as a grievance or disciplinary matter. In general, RESULTS UK will investigate the complaint as a grievance initially and if it is upheld, the information gathered will be used to take disciplinary action.

9.8.2 In dealing with a complaint, inquiries should first be made as to whether the alleged victim wants to take formal or informal action. If the victim does not want to make a complaint but unacceptable behaviour has been noticed or reported it should still be considered whether an investigation is appropriate.

9.8.3 Informal action may sometimes be suitable in instances where the behaviour has not been repeated or is not serious in nature. Informal measures may include:

9.8.4 A manager or Safeguarding Officer approaching the alleged bully or harasser to discuss the behaviour and make them aware of RUK’s zero tolerance approach to harassment. The employee should be notified that under informal proceedings, the manager’s role is solely one of support and assistance and that disciplinary action can only take place if there is a formal investigation. Written records should be kept of the complaint and any action taken in order to assist in any future proceedings that may arise if the behaviour does not stop.

9.8.5 Formal action under the Disciplinary Policy and Procedure will be taken by RESULTS UK if the behaviour in question is so serious in nature that informal proceedings are insufficient. If the allegation amounts to gross misconduct, the alleged harasser may be suspended as a precautionary measure while the investigation is carried out.

9.8.6 Once the complaint has been received by the Safeguarding Officer and escalated upwards to a manager or trustee, the manager or trustee should arrange a meeting with the alleged victim and let him or her know they have the right to be accompanied to this meeting. This meeting will be used to gather more information on the complaint.

9.8.7 The manager or trustee should also meet with the alleged harasser to outline the nature of the complaint made against them and give him or her a chance to respond to this allegation. The alleged harasser should be advised that he or she may face disciplinary action, which he or she has the right to be accompanied to, and that he or she should avoid contact with the alleged victim until the matter is resolved. This should be confirmed in writing.

9.8.8 Allegations of abuse or harassment should be investigated immediately and, if it is deemed necessary, the accused member of staff should be temporarily suspended on full pay while this investigation takes place.

9.8.9 The members of staff involved should be regularly updated while the investigation is taking place.

9.8.10 Where appropriate, RESULTS UK will offer counselling services to both the person making the allegation, the person being accused and any other staff members involved, recognising that such an investigation can be extremely stressful for all staff involved.

9.8.11 The investigating manager or trustee should gather as much information as possible in order to establish the facts of the allegation. Any meetings with witnesses should be private and confidential and detailed records should be kept. Once information is gathered, the person investigating may wish to meet with the alleged victim again in order to clarify information.

9.8.12 Where an informal resolution is not possible, the employer may decide that the matter is a disciplinary issue which needs to be dealt with formally at the appropriate level of the organisation’s disciplinary procedure. As with any disciplinary problem, it is important to follow a fair procedure. In the case of a complaint of bullying or harassment there must be fairness to both the complainant and the person accused. A written report of the investigation and its findings must be prepared.

9.8.13 Both parties should be informed of the decision in writing and it should be considered: what disciplinary action should be taken (if any), and whether any counselling is required. Both the complainant and the alleged harasser should be offered the right to appeal ([ACAS, Bullying and Harassment at Work](http://www.acas.org.uk/media/pdf/c/j/Bullying-and-harassment-in-the-workplace-a-guide-for-managers-and-employers.pdf)).

9.9 Whistleblowing

9.9.1 All RESULTS UK staff are encouraged to report incidents that they believe are unacceptable or which may require further investigation.

9.9.2 The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle-blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act’s provisions.

10. Recruitment procedure

10.1 RESULTS UK operate procedures that take account of the need to safeguard and promote the welfare of children and young people, vulnerable adults and members of staff including arrangements for appropriate checks on new staff, volunteers and trustees where applicable. This includes specific questions asked during reference checks.

10.2 RESULTS UK will always seek references and will make conduct reference requests appropriate to each individual post in line with sector best practice.

RESULTS UK Safeguarding Policy

**Initial Cause for Concern form**

Date(s) of alleged incident

Time of alleged incident (if relevant)

Name of individual cause for concern is about

Age (if relevant)

Address (if relevant)

Describe your concern and action taken.

Observations to support cause for concern.

Name of any alleged perpetrators

Signature of person completing the form:

Date: