

## Safeguarding Children and Adults

### Policy of NAPA

#### 1. Preliminary

- 1.1 The Charity Commission has stated that safeguarding should be a key governance priority for all charities, regardless of size, type, or income, *not just those charities working with children or adults with care and support needs*. It has also stated that it is essential for charity trustees to have and implement safeguarding policies and procedures and that they have to be adequate and appropriate for the charity's particular circumstances.
- 1.2 This Policy applies to all staff and volunteers of the Charity. In this Policy, "volunteers" means and includes the Charity's trustees and all other volunteers.

#### 2. Commitment to safeguarding

NAPA is committed to safeguarding. Though NAPA staff, associates and volunteers do not usually work directly with people with care and support needs we might in the nature of our work become aware of signs and symptoms of potential abuse either directly or indirectly. For example; NAPA provide training and may receive disclosures from course participants, they may observe abuse when visiting care settings, they may receive disclosures from staff and family carers on the Helpline. Those who we commit to safeguard and who are referred to in this policy are all children under the age of 18 and adults over the age of 18 with care and support needs.

##### 2.1 Definitions:

The definition of a Children's safeguarding concern:

*Safeguarding Children is the action that is taken to promote the welfare of children and protect them from harm. Safeguarding means: protecting children from abuse and maltreatment. Preventing harm to children's health or development. Ensuring children grow up with the provision of safe and effective care.*

The NSPCC 2017.

A child is a person aged 0 to 18 years.

The definition of an Adult Safeguarding concern:

*Where an adult who has needs for care and support may be experiencing, or is at risk of, abuse and neglect, and as a result of their care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.*

The Care Act 2014.

An adult with care and support needs may:

- be elderly and frail due to ill health, physical disability or cognitive impairment
- have a learning disability
- have a physical disability and/or a sensory impairment
- have mental health needs including dementia or a personality disorder.
- have a long-term illness/condition
- misuse substances or alcohol

2.2 For the purposes of NAPA people at risk and those we commit to safeguard may be at risk due to age, illness or disability. NAPA is committed to working in their interests, to promote their welfare, and to put in place safeguards and measures to protect them. NAPA will endeavour at all times to minimise risk to them and to ensure that they are as safe as NAPA can make them.

2.3 NAPA aims to protect all those at risk of abuse from any act or behaviour of any member of staff or volunteer which, whether deliberately or unknowingly causes harm or ill treatment.

2.4 Such harm or ill treatment includes abuse (self neglect, neglect, physical, sexual, emotional/psychological, discriminatory, organisational, financial or material, modern slavery) or impairment of the health or development of those at risk of abuse

2.5 NAPA also aims to ensure to promote the well-being and welfare of its Members.

2.6 NAPA recognises that it has a duty to act on reports or suspicions of abuse or neglect. It adopts a "zero-tolerance" policy of abuse within the Charity.

2.7 NAPA will work in partnership with local / national agencies to put in place appropriate procedures for reporting, making referrals, and accessing training and specialist support, as and when required.

### **3. Safe recruitment**

3.1 To aim to protect those at risk of abuse, NAPA will seek to recruit staff and volunteers using appropriate procedures, safeguards and checks.

3.2 NAPA will take up two references for all staff posts and volunteer roles prior to appointment.

- 3.3 NAPA will provide an induction programme for all new volunteers and staff, and appropriate training and ongoing/refresher training for them at regular intervals, to enable all volunteers and staff to undertake their roles safely, effectively and confidently. The induction will make it clear to them that they have an obligation to implement this Policy and to learn about protection issues and their related responsibilities.
- 3.4 Where NAPA should do so, it will use the Disclosure & Barring Service (“DBS”) checks to help it to assess suitability of a candidate for a particular volunteer or staff role which is treated by the DBS as Regulated Activity and is therefore subject to a barring list check. In relation to a post or role which is eligible for an enhanced DBS check, where it considers it appropriate it will carry out an enhanced DBS check. NAPA will assess any criminal record information that is disclosed in line with its data protection and equalities (treating ex-offenders fairly) policies.
- 3.5 NAPA will regularly review its recruitment and other human resources procedures in response to changes in legislation and systems external to NAPA, e.g. DBS and barring list checks.

#### **4. Volunteers**

- 4.1 All volunteer roles will be supported by a member of staff formally engaged as ‘Volunteer Co-ordinator /Supporter’ as appropriate.
- 4.2 Volunteers will be treated equally alongside paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications, and acknowledgement for their contribution to NAPA.
- 4.3 In turn, volunteers will be required to adhere to the applicable parts of the Code of Conduct (Staff and Volunteers) at all times as a representative of NAPA. Before they take up their role, they will each be given a clear description of the requirements and responsibilities of their role and the member of staff recruiting them will discuss their role with them, to ensure that they understand what is expected of them.
- 4.4 Any volunteer roles, which would be Regulated Activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

#### **5. Safeguarding Officer**

- 5.1 The Charity’s appointed Safeguarding Officer as from 1/9/2019 is Hilary Woodhead and she is supported by the Chair of the Board of Trustees as Deputy Safeguarding Officer. They will have access to appropriate training to support them in these roles.

5.2 They will be available to all staff, volunteers and Members to speak to when they have any concerns, issues, or complaints regarding the safety, well-being or conduct of those at risk of abuse, volunteers or staff.

5.3 The Safeguarding Officer and Deputy Safeguarding Officer will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records, keep confidentiality, adhere to and promote this Policy within NAPA, and support or provide access to support for individuals suffering harm or abuse.

## **6. Awareness of Harm and Abuse Within the Charity**

6.1 All incidents of harm to a person at risk of abuse will require an appropriate response to reduce risks and improve NAPA's services.

6.2 Harm is caused by accidents, deliberate abuse or factors such as bullying, prejudicial attitudes, or a failure to enable a person to participate in activities that are open to most of their peers. It can also include abuse via use of ICT facilities (e.g. grooming, bullying via the internet).

6.3 Deliberate acts of harm and neglect are abuses against the person. Those acts will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies, and the DBS if the act is by someone in Regulated Activity. If a criminal offence is thought to have been committed by any staff member or volunteer, the police will be informed.

6.4 Responding to disclosures in person or on the phone :

- Seek consent (unless the person lacks the mental capacity)
- Call emergency services if there is immediate danger or there has been an alleged crime
- Keep the adult and yourself safe
- Report at once
- Support & reassure the adult
- Preserve evidence If you are with them
- Observe confidentiality as much as possible
- Record what happened as soon as possible
- Follow policies & procedures
- Don't promise to keep secrets
- Don't start to look into the situation by asking leading questions
- Don't confront the person you think may be responsible
- Don't destroy any evidence

## **7. Confidentiality**

All reports and logs (including personnel records) will be kept securely and confidentially according to the Charity's Data Protection Policy and Confidentiality Policy or in line with the DBS Code of Practice for Registered Bodies if appropriate,

until or unless it is necessary to share this material with the agencies named above. Information will be shared by the Charity on a "need-to-know" basis only.

## **8. Reports of possible or actual harm**

- 8.1 NAPA supports and encourages all those with care and support needs, volunteers and staff to promptly speak up and contact the Safeguarding Officer or Deputy Safeguarding Officer where there is a concern (i.e. a worry, issue or doubt about practice or about treatment of a Member or colleague, or their circumstances), or a disclosure (i.e. information about a person at risk of or suffering from Significant Harm) or an allegation of an incident or a possibility that a volunteer or staff member has caused harm or could cause harm to a person with care and support needs.
- 8.2 Staff or volunteers can report, and have a responsibility to report, something that they become aware of if they suspect or discover that it is not right or is illegal or if it appears to them that someone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. They may become aware of any of these things from what they see or hear or from something another person has disclosed to them.
- 8.3 In the first instance the staff or volunteer making a report should speak to their line manager who will then liaise with the Safeguarding Officer, Deputy Safeguarding Officer. However, if the report implicates their line manager, the staff member or volunteer making the report should instead speak directly to Safeguarding Officer or Deputy Safeguarding Officer.
- 8.4 NAPA prefers that anyone should use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral, in their own right as a private individual, to statutory agencies such as social services or the police.
- 8.5 NAPA cannot promise confidentiality to staff or volunteers making an internal report where it is has to be shared with any statutory agencies.
- 8.6 NAPA also supports its staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

## **9. Safeguarding Officer's Action**

Where there is risk of Significant Harm to a person with care and support needs, volunteers or staff, the Safeguarding Officer and Deputy Safeguarding Officer have the power to act as necessary and, in particular, as follows:

- log all conversations regarding the issue
- sign and request signatures on reports and statements

- confidentially seek advice from expert sources
- share concerns (with consent where required and appropriate) internally with senior staff / Chair of the Board of trustees
- share concerns and make referrals to external agencies such as social services or the police, in the location in which the the person at risk resides, as appropriate to the circumstances
- make a referral to the DBS regarding staff or volunteers in Regulated Activity whose conduct is harmful to Member and refer them to DBS when they are removed from Regulated Activity.

#### **10. Communication by NAPA about Safeguarding and this Policy**

- 10.1 All staff and volunteers have an obligation to learn about safeguarding issues and their related responsibilities.
- 10.2 NAPA will communicate this Policy (using appropriate methods, formats and language to communicate the substance of it) to all of its staff, volunteers, and Member and their families / carers, and it will also make it available to the public. Hilary Woodhead will be responsible to the Board of trustees for communicating this Policy to them.
- 10.3 To encourage everyone involved in NAPA to understand that safeguarding is the business of everyone, and to assist all staff and volunteers to learn about protection issues and their related responsibilities. NAPA will hold meetings open to all staff and volunteers about safeguarding, make available presentations to staff and volunteers about safeguarding policy and procedures, place safeguarding on the agenda for meetings of the Board of Trustees and provide other opportunities for discussion about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in relation to the NAPA safeguarding responsibilities.

## **11. Implementation of this Policy**

- 11.1 This Policy must be followed by all staff and volunteers of NAPA and must be promoted by all of its trustees and senior staff. Failure to follow it will be treated as a very serious matter.
- 11.2 This Policy needs to be read in conjunction with other appropriate policies and procedures.

## **12. Adoption, coming into effect, and review, of this Policy**

- 12.1 This Safeguarding Policy is approved by the Board of Trustees of NAPA
- 12.2 The Board will, as appropriate, monitor and enforce this Policy
- 12.3 The Board will revise this Policy from time to time

Signed by Hilary Woodhead



Approved by The NAPA Board of Trustees 21/1/2020  
To be reviewed January 2022