SAFEGUARDING POLICY

Purpose

This policy defines the arrangements and procedures in place within Age UK Surrey (AUKS) that ensure the protection of vulnerable adults from abuse.

This policy is extended by **Appendix A** to cover to young adults and children, specifically in relation to activities at the **Clockhouse Community Centre**.

AUKS complies with the requirements of the Surrey Safeguarding Adults Board:

Appendix B shows the reporting procedure.

Introduction

Safeguarding means protecting an adult's right to be safe from harm and abuse. AUKS believes that everyone, including staff, volunteers and clients has the right to freedom from abuse.

This policy affirms our commitment to provide a safe organisational environment and prevent abuse through or within our services.

Definition

Adult abuse is the violation of an individual's human and civil rights caused by the actions or omissions of others.

We uphold the rights of adults to live and work safely and free from abuse and neglect.

Policy Commitments

- Everyone has the right to be protected from abuse and harm.
- Everyone we engage with does so in safety.
- Staff, volunteers and other relevant third parties to understand their safeguarding responsibilities.
- All our staff and volunteers are empowered to make informed and confident responses to safeguarding concerns.
- Appropriate safety and protection are provided to all those in our care.

Types of Abuse and Neglect (Care Act 2014)

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological/emotional abuse
- Financial and material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission.
- Self-neglect

Important Considerations

- Abuse may consist of single or repeated acts.
- It can arise from neglect, coercion, or inappropriate relationships.
- Abuse may be criminal and harmful, regardless of intent.

For more information and resources visit:

Social Care Institute for Excellence Safeguarding Adults

Surrey Safeguarding Adults Board

Responding to Concerns

- Report any suspicion or risk of abuse to your Line Manager and Safeguarding Lead immediately.
- Never assume the outcome — always share the concern.
- In an emergency: call **999**, then report to management.**

Reporting & Responding Process

Managers and Safeguarding Leads must:

- Assess risks and obtain consent where appropriate
- Take immediate action to ensure safety
- Consider where appropriate the individual's wishes and capacity
- Refer to the Multi-Agency Safeguarding Hub
- Notify the CEO and Board who then decide to report relevant matters to the Charity Commission

Record Keeping: All safeguarding concerns must be stored securely in a master document in a secure folder in the Public drive and in a restricted case file in Salesforce if relating to a specific client, confidentiality policies must be fully observed, therefore only discuss the incident with relevant parties.

Consent and Capacity

We aim to respect individual's choices — unless:

- Individuals lack decision-making capacity
- Individuals are under duress
- There's a public interest concern

In the above situations consent may be overridden appropriately.

** Note An emergency situation cannot be prescribed- however it will usually be when no other action would be appropriate and where time is of the essence- when a call to 999 is made please record full facts and details and the incident number.

Responding to Safeguarding Concerns Involving Staff or Volunteers

Report directly to:

- Line Manager
- Safeguarding Lead
- Chief Executive

This may lead to referrals to Social Services or police, as required.

Associated policies:

- Whistleblowing
- Grievance
- Disciplinary

Possible investigations may include:

- Criminal
- Safeguarding
- Misconduct

Staff or volunteers raising concerns in good faith will be supported

Confidentiality

Safeguarding matters are handled confidentially and shared strictly on a **need-to-know** basis. Disclosure without consent is only permitted where there is a need to prevent:

- Serious crime
- Danger to life, health, or community

Recruitment and selection of staff and volunteers

To comply with SSAB requirements:

- All applicants must complete a detailed application
- References are required
- DBS checks are performed where appropriate
- No post may begin without clearance unless there are extenuating circumstances.

All team members receive safeguarding induction; frontline roles receive additional training refreshed on an annual basis.

Internal documents to support this policy held on AUKS Sharepoint Document Libraries:

Document
Equality, Diversity and Inclusion Policy
Bullying and Harassment Policy
Whistleblowing Policy
Disciplinary Policy
Grievance policy
Confidentiality policy
Data Security Policy
Safeguarding Adults Contact and Reporting Procedure **APPENDIX B**

Review

This policy will be reviewed every year.

Issue	**Date agreed by Board of Age UK Surrey**	**Reviewed**
7	February 2023 (minor changes, contact details and location of file storage)	May 2023/Aug 2023
8	May 2023 Added CL as lead and extended to general Safeguarding Policy by addition of Appendix A. Adopted Aug 2023.	April 2025
8a	Contact details updated.	July to Oct 2025
9	Minor changes including revised flow diagram.	

APPENDIX A

Age UK Surrey works with adults, but from time-to-time will come into contact with children and young people under the age of 18, through students on work experience placed within the charity, e.g. Duke of Edinburgh volunteers, some event volunteers, children within the household of some families that are supported and as users of The Clockhouse Community Centre.

If a member of staff or volunteer has any concerns that a child is suffering abuse or is at risk of suffering abuse, they should report this to their line manager immediately. If there is an immediate risk of harm the staff member or volunteer should ring 999. The responsible manager receiving any such concern, should discuss it with the Designated Safeguarding Lead who should in turn if appropriate make a referral to the Surrey Children's Services 'Single Point of Access' between 9am to 5pm on Monday to Friday.

- Phone: 0300 470 9100
- Email: cspa@surreycc.gov.uk

During evenings, weekends and bank holidays, the Emergency Duty Team should be contacted on:

- Phone: 01483 517898
- Email: edt.ssd@surreycc.gov.uk

A record of the concern, and action taken or not taken, will be recorded on the Safeguarding Log. Age UK Surrey protects volunteers under the age of 18 by ensuring that:

• they are not in one-to-one situations with clients, carers or members of the public.

• they have a named member of staff or senior adult volunteer who provides supervision and a point of contact.

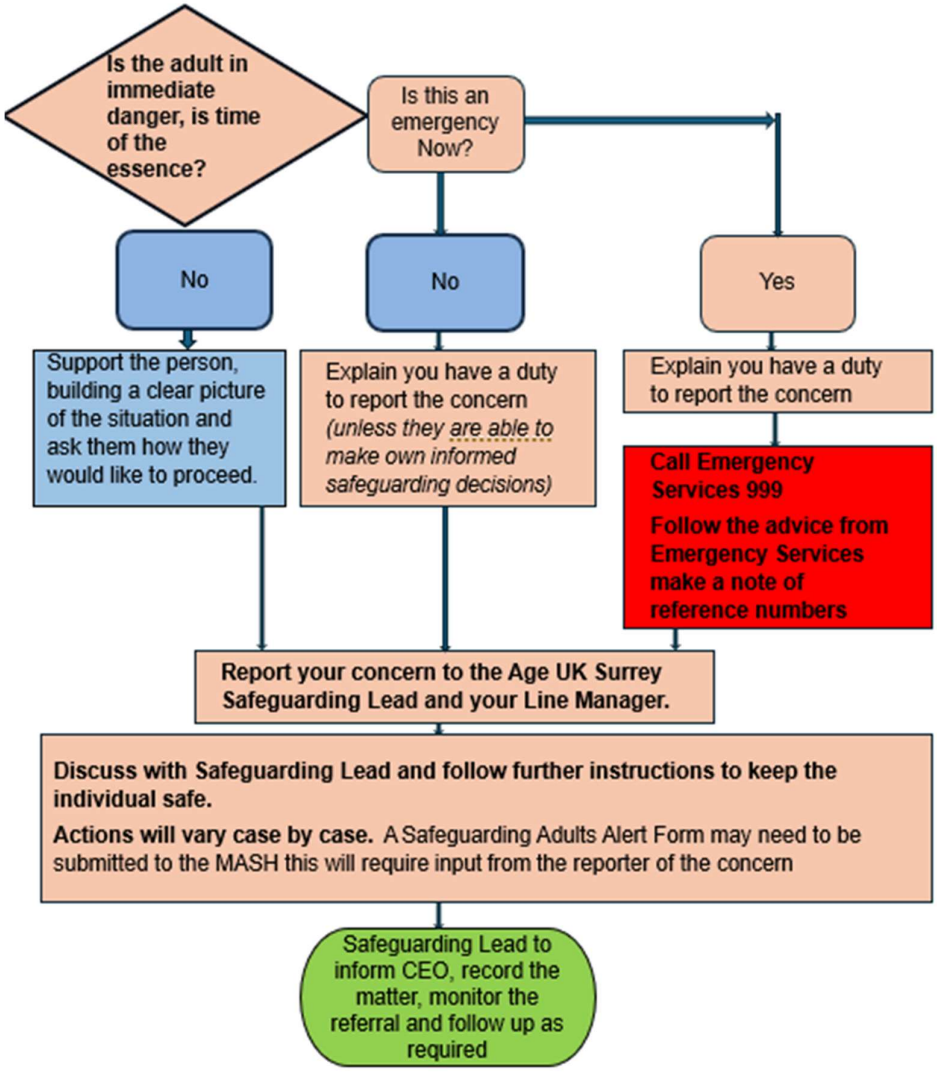
- not accepting sole responsibility for children and young people at events and functions.

From time to time the Clockhouse Community Centre may be hired by external providers running events or activities for children / young people in these circumstances the manager must ensure that due diligence takes place and the hirer’s Safeguarding Policy is checked and assessed as meeting the SSAB criteria to safeguard those in their care.

APPENDIX B – Reporting Procedure and Contact Information - Age UK Surrey

Safeguarding Lead	**Ahmad Butt** Ahmad.butt@ageuksurrey.org.uk **Internally on Teams** **Or T:** 01483970564 **M:** *07813265116*
Deputy Safeguarding Leads	Tel Martin Tel.Martin@ageuksurrey.org.uk **Internally on Teams** **Or T: 0**1483970566
Multi Agency Safeguarding Hub (MASH)	0300 470 9100 ascmash@surreycc.gov.uk
Out of Hours Adult Social Care Duty Team	01483 517898
Police	Emergency 999

If immediate concern or disclosure of abuse, exploitation or neglect has come to your attention **AND** it is about someone with care and support needs unable to protect themselves because of these needs. Follow the process below:



(Snip it imported from a Powerpoint Document)