

Policy Title	Adult and Children Safeguarding Policy_HR26
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Relevant Legislation	Care Act 2014 Mental Capacity Act 2005 Human Rights Act1998 Equality Act 2010

1) Policy Statement

Safeguarding is everyone's responsibility. Age UK Wyvern has a duty to prevent and protect adults and children against abuse and harm in line with the Care Act (2014). This policy is underpinned by the 6 principles of the Care Act (2014):

1. empowerment - presumption of person led decisions and informed consent
2. prevention - it is better to take action before harm occurs
3. proportionality - proportionate and least intrusive response appropriate to the risk presented
4. protection - support and representation for those in greatest need
5. partnerships - local solutions through services working with their communities
6. accountability - accountability and transparency in delivering safeguarding.

In addition, Age UK Wyvern adhere to the [West Midlands Safeguarding Adults Policy and procedure](#) which has been adopted by both Herefordshire and Worcestershire Councils.

Age UK Wyvern is committed to taking all reasonable steps to ensure adults and children are protected from harm and the right action is taken if a person is at risk of harm. This includes taking action where we have information or concerns that an adult or child who are receiving a service from us is being abused or harmed in the community or at their place of residence.

Age UK Wyvern recognises the need to provide a safe environment which safeguards anyone who comes into contact with us. This includes beneficiaries, employees and volunteers.

Abuse and neglect can have a devastating effect on individuals, families and wider society. The damage from safeguarding incidents and allegations can impact on the reputation of an organisation. Public trust and confidence in the wider sector can be harmed if safeguarding issues are not responded and reported to appropriately.

The purpose of this policy is to provide information to all employees and volunteers of Age UK Wyvern's responsibilities surrounding safeguarding adults and children. It will also provide the procedures that should be followed where there are any suspected, potential, or actual abuse to adults or children at risk in Appendix 2.

2) Policy Scope

This policy is applicable to all clients whether living in a domestic setting, care home establishment, social services or health setting, or any community setting. It is also applicable to customers who visit our retail establishments.

This policy applies to all employees and volunteers working for Age UK Wyvern and any person acting on behalf of Age UK Wyvern to deliver services on our behalf.

3) Making Safeguarding Personal

Age UK Wyvern expects its trustees/staff/volunteers and its contracted agents, whether purchasers or providers, to conform to this policy, principles and procedure.

All interventions will be based on the concept of empowerment and participation of the at-risk individual. Practice will reflect the values of privacy, dignity, choice, independence, rights and fulfilment.

Where intervention is necessary to reduce risk and is acceptable to the individual, action should be pursued which, whilst reducing the risk, causes the least disruption to the individual's life.

Age UK Wyvern will respond sensitively to the needs and rights of the individual including his/her racial and cultural background, gender, religious beliefs, sexual orientation, age, physical and sensory ability, emotional distress and learning ability.

Adults at risk should be encouraged to make their own decisions about their lives and should be made aware of any choices and options available to them, to help them make decisions.

Where risk has been identified or disclosed, the individual will be asked what they want to happen in relation to the disclosure. When an individual is able to make an informed decision regarding their personal circumstances and does not wish to accept the intervention of the Statutory Authorities, then their wishes must be respected. However there may be occasions where public issues may override this.

In situations where consent is not provided by the individual to disclose concerns and they are deemed to have capacity to make this decision, staff should continue to provide support to the individual and reintroduce the suggestion of a referral at a later stage if the concern is still present. The option of offering alternative referrals for support from other agencies should also be considered.

If an adult at risk is unable to make an informed choice and in situations where there is a risk to his or her personal and physical safety, or that of others, or where statutory responsibility exists, the right to self-determination may need to be reconsidered in line with guidance in the Mental Capacity Act 2005

All intervention should be at the minimum level required to provide the necessary support and should be aimed at allowing the person to achieve their highest level of independence. The Procedures outlined aim to ensure that:

- the needs and best interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act (MCA) 2005
- All information relating to the concern is kept confidentially and will only be shared when there is deemed to be a risk to the individual or wider public in not sharing.

4) Roles and Responsibilities

Every individual working or volunteering for Age UK Wyvern, irrespective of their role, have a role to play in safeguarding adults and children at risk

The Trustees of Age UK Wyvern have responsibility for the general control, strategic management and administration of the charity. Trustees of Charities which work with adults or children have a duty of care to their charity, which includes taking the necessary steps to safeguard those at risk of abuse, managing risks and protecting the reputation of the charity.

4.1 Trustee Responsibilities:

- Ensure safeguarding monitoring, risk assessment and adherence to the policy is included in strategic plans.
- Request information relating to safeguarding concerns, the reporting of and outcome to satisfy that there is a suitable and safe process in place
- In some cases, they will be required to make decisions in relation to complex or serious safeguarding concerns in consultation with the Chief Executive Officer.

4.2 Designated Safeguarding Lead Responsibilities

- Monitoring and recording of concerns in line with internal process
- Produce quarterly safeguarding activity reports for SMT
- Making referrals to safeguarding professionals including police and local authorities if the Manager and reporter is unable to do so.
- Liaison with other agencies regarding safeguarding concerns
- Keep up to date on safeguarding legislation and best practice.

The Designated Safeguarding Lead (DSL) is: Jude Henderson, Director of Service who is responsible for client service delivery within the organisation and reports directly to the Chief Executive Officer.

The DSL is supported by the Deputy Designated Safeguarding Leads (DDSL) who will provide cover in the event of absence of the DSL. The DDSL is the Service Manager for the relevant service for which the concern is being raised, Emma Yates Director of Retail if the concern relates to our retail service or Clare Thomas, Chief Executive Officer if it's a non-service related concern.

Contact Details

Name	Role	Email	Phone
Jude Henderson	Director of Services and DSL	Jude.henderson@ageukwyvern.org	01905 724294 ext 230
Clare Thomas	CEO Deputy DSL	Clare.thomas@ageukwyvern.org	01905 724294 ext 201

Emma Yates	Director of Retail Deputy DSL	Emma.yates@ageukwyvern.org	01905 724294 ext 234
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Kelly Reeves	Dementia Service Manager Deputy DSL	Kelly.reeves@ageukwyvern.org	01905 724294 ext 282
Caroline Savage	Social Inclusion Service Manager	Caroline.savage@ageukwyvern.org	01905 724294 ext 231
Sarah Turner	I&A Service Manager	Sarah.turner@ageukwyvern.org	01905 724294 ext 270

4.3 Senior Management Team Responsibilities (SMT):

- Scrutinise quarterly safeguarding activity report which will be compiled by the Designated Safeguarding Lead
- Implement any learning or changes in process required that have been identified in the debrief following the closure of the concern.

4.4 Management Team Responsibilities:

- Ensure that employees and volunteers have completed the designated safeguarding training.
- Ensure employees and volunteers have opportunities to receive additional safeguarding training and discuss safeguarding at supervisions and team meetings.
- In the event of raising a distressing safeguarding concern, managers will provide ongoing wellbeing support during 121 meetings, including providing information on Bupa and Occupational Health Services if necessary
- Be responsible for the reporting of safeguarding concerns within their designated service teams submitting the concern through the relevant portals and following the concern through to it being closed if possible.
- Support the employee or volunteer with completing paperwork.
- Be responsible for checking the safeguarding arrangements for anyone providing services on behalf of Age UK Wyvern within their respective service areas.

4.5 Employee Responsibilities:

- Undertake either Age UK National e-learning module on safeguarding or Safeguarding module on Flourish e-learning
- Understand the local safeguarding reporting procedure, who to report to and how

- Undertake refresher training annually on safeguarding in line with Age UK Wyvern's Training Policy
- Sign a declaration which states that they have read and understood the safeguarding guidance, policy and procedure
- Complete safeguarding concern forms as directed by their Line Manager or Designated Safeguarding Lead
- Ensure all case management records are up to date and accurate

4.6 Volunteer Responsibilities:

- Undertake relevant e-learning module on safeguarding
- Understand the local safeguarding reporting procedure, who to report to and how
- Undertake refresher training on safeguarding in line with Age Wyvern's Training Policy
- Sign a declaration which states that they have read and understood the safeguarding guidance, policy and procedure
- Complete safeguarding concern forms as directed by their Line Manager or Designated Safeguarding Lead

4.7 Those delivering services on behalf of Age Wyvern:

- Provide evidence of DBS checks at a level relevant for the delivery of their role.
- Abide by follow the guidance within the policy.

5. Recruitment

Age UK Wyvern is committed to the safe recruitment of our staff (irrespective of casual, temporary or permanent contract status) and volunteers, in order to protect the vulnerable individuals that we support. All posts are offered subject to DBS checks where appropriate to the role and with relevant probationary periods taking place.

6. Safeguarding Allegations made against Age UK Wyvern Staff or Volunteers

In the event of a safeguarding allegation being made against an employee or volunteer, the DSL will enact the Serious Incident Policy and Procedure in conjunction with the Safeguarding Procedure outlined in Appendix A.

7. Whistleblowing

Age UK Wyvern expects that all employees, volunteers and contractors abide by the detail and reporting process contained in this policy.

However Age UK Wyvern acknowledges that employees and volunteers have the right to raise a concern through our Whistleblowing Policy if they believe the safeguarding concern has not been dealt with in a satisfactory manner which could have resulted in malpractice, wrong doing, risk or illegal proceeding to a service users, employee or wider community.

8. Supplementary Policies:

Any employee or volunteer working for the charity needs to be familiar with the internal policies that enable them to report a concern in relation to their own work with the charity. There are a number of policies in place that will provide help and guidance to enable reporting, address and have resolved, any concerns that may exist in relation to their own employment or work with the charity. In addition to this safeguarding policy, the following are available:

- Code of Conduct Policy
- DBS Policy
- Confidentiality Policy
- Recruitment Policy
- Training Policy
- Whistleblowing Policy
- Social Media Policy
- Digital Equipment Policy
- Serious Incidents and Near Misses Policy

APPENDIX A

Safeguarding Policy - Definitions

1.) The Care Act 2014 defines adults at risk as someone who:

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

“Abuse” includes financial abuse; and for that purpose, “financial abuse” includes:

- having money or other property stolen,
- being defrauded,
- being put under pressure in relation to money or other property, and
- having money or other property misused.

2) Adults with care and support needs

This describes adults aged 18 or over who need extra help to manage their lives and be independent. This may include:

- people with a learning disability or physical disability;
- people with mental health needs;
- people with sensory needs;
- people with cognitive needs, e.g. acquired brain injury;
- people who are experiencing short or long-term illness.

However, it is important to note that inclusion in one of the above groups does not necessarily mean that a person is implicitly unable to protect themselves from abuse or neglect. Sometimes a person might choose to live in a situation that we think is dangerous or unsuitable. Although we may not personally agree with their lifestyle, they do not necessarily need our help to protect from them harm. Safeguarding means balancing people’s rights to freedom of choice with the risk they are facing.

The Care Act guidance 2014 describes “care & support” as:

“The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people’s needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.”

3. Children and Young People

This describes someone who is aged under 18 years of age. The status of child or young person remains the same regardless of factors such as independent living or school attendance.

4. Abuse or neglect

Abuse is any mistreatment which results in harm and it includes neglect, where a person fails to take action needed to keep another person safe and well or where an adult with care and support needs is persuaded to enter into a financial or sexual transaction to which they have not, or cannot consent.

Abuse can take different forms and different types may occur simultaneously. Abuse may be a 'one off' or it might be repeated. Abuse may involve more than one victim and may be an ongoing pattern of behaviour on the part of the abuser. A lot of abuse will also be a criminal offence.

The Care Act guidance identifies the following types of abuse or neglect:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial or emotional abuse; so called 'honour' based violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor

professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour. Neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. WSAB has launched a Self Neglect Policy which should be reviewed when considering raising a self neglect concerns

Types of abuse specific to children:

- **Physical** – including hitting, slapping, hair pulling, rough handling, physical punishment, inappropriate use of restraint, physical harm as a result of carer or parent fabricating symptoms of or inducing illness
- **Sexual Abuse** - Forcing or enticing a child or young person to take part in sexual activities, which may or may not involve violence, Penetrative acts, Non-penetrative acts, sexual photography or forced use of pornography or witnessing of sexual acts or non-contact (looking at or producing pornography or sexual images, watching sexual activities, grooming in preparation for abuse)
- **Psychological and emotional abuse** – including overprotection – preventing someone accessing educational and social opportunities and seeing friends, Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse. Conveying feeling of worthlessness, inadequacy or that a child is unloved. Threats of harm or abandonment, Placing inappropriate expectations on children. Witnessing or hearing the abuse or ill-treatment of others (including domestic violence)
- **Neglect** – including: failing to provide adequate shelter, clothing or food, failing to protect a child from harm or danger, failing to ensure that a child is supervised appropriately or , failing to access medical care or treatment for a child when it is needed
- **Criminal Exploitation** – including forcing a child to work or commit crime through bribery, intimidation, coercion, violence or threats. For example County Lines.

This list is not exhaustive.

5. Criminal Offences

Some instances of abuse will constitute a criminal offence. In these cases reference to the police should be made as a matter of urgency. The responsibility for initiating actions rests with the Police and Crown Prosecution Service.

6. Preventing adults or children from being drawn into terrorism

The National Prevent Strategy aims to reduce the risk to the UK and its interests overseas from terrorism, so that people can go about their lives freely and with confidence. Although Age UK Wyvern is not a 'specified authority' under Section 26 of the Counter-Terrorism and Security Act 2015, staff and volunteers should be mindful of behaviours that might suggest that adults or children are being drawn into terrorism. Any concerns relating to these behaviours should be raised with the designated lead for Safeguarding and follow the standard safeguarding procedures using the word PREVENT in any communications.

7. Recognition of adult abuse/who may be the abuser

An adult at risk may be abused by a wide range of people including family members, relatives, professional staff, paid care workers, volunteers, other service users, neighbours, friends, associates and people who deliberately exploit vulnerable people and strangers.

There is often particular concern if abuse is perpetrated by someone in a position of power or authority, who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person.

Agencies have a responsibility towards any adults at risk who has been abused but may also have a responsibility in relation to some perpetrators of abuse. This will vary depending on whether the perpetrator is:

- a member of staff, proprietor, or manager of a service;
- a member of a recognised professional group;
- a volunteer or member of a community group such as a place of worship or social club;
- another service user;
- a spouse, relative or member of the vulnerable adult's social network;
- a carer;
- a neighbour, member of the public or stranger.

8. Indicators of abuse

Indicators are the suspicious signs and symptoms, which draw attention to the fact that something is wrong. The presence of one or more indicators does not confirm abuse. However, a cluster of several indicators may reveal a potential for abuse, and a consequent need for further assessment.

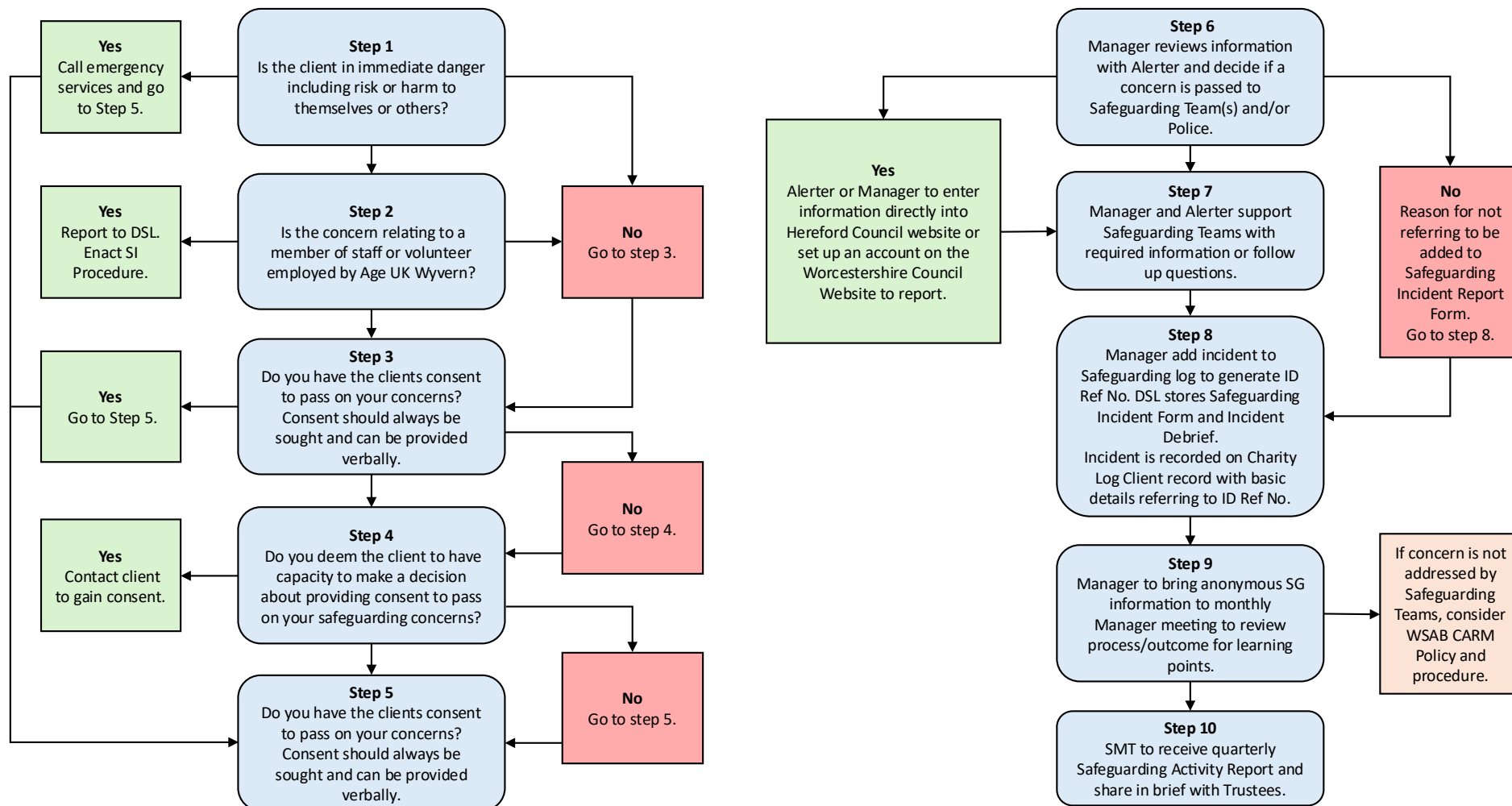
In reality, an abusive situation is likely to involve indicators from a number of the headings to be found in the ['West Midlands Safeguarding Adults Policy and Procedures'](#). The list of indicators is not exhaustive and needs to be used as just one

of the tools in the assessment of vulnerability and risk. Mandatory core safeguarding training will also help staff and volunteers to understand indicators, while staff and volunteers (including temporary or agency staff) that have significant interaction with Adults who may be at risk during the course of their work/project will undertake comprehensive and regular mandatory safeguarding training which will include understanding preventative measures. Disclosure and Barring Service checks will be completed for relevant roles.

9. Complex Adults Risk Management (CARM)

The Complex Adults Risk Management Guidance is used when the adults' engagement with support from front line practitioners is intermittent, or where it has proved difficult to engage with the adult, and they continue to be at risk, and an individual agency procedures have not been able to resolve the problems or lower the risk to an acceptable level.

APPENDIX B – Adult Safeguarding Procedure



Appendix C

Child Safeguarding Reporting Procedure



- Keep calm
- Do not show if you are shocked or surprised
- If concern relates to a member of Age UK Wyvern staff or volunteer immediately inform DSL

- Listen to the child or young person
- Accept what you hear without passing judgement
- Ask questions only for clarification, don't ask leading questions, don't investigate
- Offer support and understanding
- Don't make promises
- Explain you cannot keep it secret and what may happen next (if he/she chooses to stop telling you their information, this is ok)
- Reassure the child or young

- As soon as possible write down notes – dates, times, facts, who was involved, observations – using their actual words on the Safeguarding Report form

- Make notes of your conversation with the Designated Safeguarding Lead and any advice offered
- Act on the advice given
- Sign and date your notes and give them to the Safeguarding lead to keep confidentially

Appendix D

Safeguarding Concern Form

This form should be provided to the Designated (or Deputy) Safeguard Lead within 24 hours of the suspected abuse or concern being identified

Section 1 to be completed by the person raising the concern				
Date				
Service client is accessing				
Charitylog Number (if applicable)				
Name of the person at risk				
Address of person at risk				
Does the person at risk have a carer/guardian or parent (tick)	Yes		No	
If yes please add name and address of carer/guardian or parent				
Concern identified by				
Date concern identified				

Time of day	
Location where concern was identified	
Description of the incident or concern observed <i>Consider if there are any witnesses or other people involved?</i> <i>Use the language of the person reporting this to you where possible</i>	

Date concern or incident reported to Manager/DSL				
Name of Manager or DSL Report to				
Advice provided				
Concern raised via local authority portal?	Yes		No	
If yes please record date, time of submission to portal	Date		Time	
Do you have receipt of submission?	Yes		No	
Has this been provided a copy of the receipt to DSL	Yes		No	
If the concern has not been raised to Local Authority Safeguarding team, please provide details as to why no further action has been taken				

Section 2 to be completed by Designated Safeguarding Lead				
DSL Name				
Confirm safeguarding concern has been added to the safeguarding records log to generate a SGL Ref No				
Confirm SGL Ref No has been listed within the clients Charitylog Record in History and Risk Assessment Tab to alert staff working with this client in future				
Does this safeguarding concern require reporting on the Network Partner Portal?				
Was any feedback received from the Local Authority or other parties that the concern was raised to?	Yes		No	
If yes please provide details				
Have you carried out a debrief of the safeguarding event	Yes		No	
As a result of the debrief, is there any change required to policy or procedure or any learning that can be implemented to reduce the likelihood of the situation arising again?				
DSL Signature				
Date				