TWAM

Tools with a Mission

Children and Vulnerable Adults Safeguarding Policy Statement

Our commitment to safeguarding our staff and volunteers

Abuse is a violation of an individual's human and civil rights; it can take many forms. The staff and volunteers in Tools with a Mission are committed to practice which promotes the welfare of children and adults at risk and safeguards them from harm.

Staff and volunteers in our organisation accept and recognise our responsibilities to develop awareness of the issues that cause children and adults harm, and to establish and maintain a safe environment for them. We will not tolerate any form of abuse wherever it occurs or whoever is responsible. We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who work and volunteer with us with a view to how we may continuously improve our activities.

We will endeavour to safeguard the children and adults we work with by:

1. Adhering to our children and vulnerable adult safeguarding policy and ensuring that it is supported by robust procedures;
2. Carefully following the procedures laid down for the recruitment and selection of staff and volunteers;
3. Providing effective management for staff and volunteers through supervision, support and training;
4. Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies that need to know, while involving adults at risk and their carers appropriately;
5. Ensuring general safety and risk management procedures are adhered to by promoting full participation and having clear procedures for dealing with concerns and complaints.
6. Managing personal information, confidentiality and information sharing; and implementing a code of behaviour for staff and volunteers.

A copy of the TWAM Children and Vulnerable Adults Safeguarding Policy can be obtained by contacting our Safeguarding Officer.

Sandra Stockwell, Office Manager, Ipswich head office
t: 01473 210220 e: sandras@twam.uk
Or in her absence the deputy Safeguarding Officer
Mike Griffin, Chief Executive, Ipswich head office
t: 01473 210220 e: mikeg@twam.uk

We will review this policy at least once every three years.

Children and Vulnerable Adults Safeguarding Policy

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Children and Vulnerable Adults Safeguarding Policy

This policy will enable Tools with a Mission (TWAM) to demonstrate its commitment to keeping safe children and the vulnerable adults with whom it works alongside. TWAM acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. It is important to have the policy and procedures in place so that staff, volunteers and the board of trustees can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable Tools with a Mission to:

1. promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
2. to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
3. and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of children and vulnerable adults. Children are defined as:

1. People aged under 18

Vulnerable adults are defined as:

1. People aged 18 or over
2. Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
3. Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The policy applies to all staff, including senior managers, trustees, paid staff, volunteers and anyone working on behalf of TWAM.

It is acknowledged that significant numbers of children and vulnerable adults are abused and it is important that TWAM has a Children and Vulnerable Adults Safeguarding Policy and a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy TWAM will work:

1. to promote the freedom and dignity of the person who has or is experiencing abuse
2. to promote the rights of all people to live free from abuse and coercion
3. to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
4. to manage the refurbishment centres, head office and associated services in a way which promotes safety and prevents abuse
5. recruit staff and volunteers safely, ensuring all necessary checks are made
6. provide effective management for staff and volunteers through supervision, support and training

Tools with a Mission

1. will ensure that all staff, including senior managers, trustees, paid staff, volunteers and anyone working on behalf of TWAM are familiar with this policy and procedures
2. will act within our confidentiality policy and complaints procedure and will usually gain permission from a person at risk before passing information to Adult and Culture Services or the police. For example: where it is determined that a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without seeking prior consent
3. will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
4. will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)

The Designated Named Person for Safeguarding Adults in Tools with a Mission is Sandra Stockwell. She is the Office Manager in the Ipswich head office and refurbishment centre and she can be contacted on:
01473 210220
sandras@twam.uk

She should be contacted for support and advice on implementing this policy and procedures.

Procedures Template

1. Introduction

Tools with a Mission collects donated tools, refurbishes them and sorts them into trade kits to send to the developing world. To do this it has a national team of staff and volunteers. These procedures have been designed to ensure the welfare and protection of everyone working with TWAM whether paid or voluntary.

The procedures recognise that child and adult abuse can be a difficult subject for workers to deal with. TWAM is committed to the belief that the protection of children and vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all senior managers, trustees, paid staff, volunteers and anyone working on behalf of TWAM act appropriately in response to any concern around child or adult abuse.

2. Preventing abuse

Tools with a Mission is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within its refurbishment centres and wherever staff and volunteers are asked to work.

Therefore this policy needs to be read in conjunction with the following policies:

1. Complaints Procedure
2. Confidentiality Agreement
3. Equal Opportunities and Anti-Discriminatory Practice Policy
4. The volunteer handbook

Tools with a Mission is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include DBS disclosures for staff and volunteers when legally required to do so, and ensuring references are taken up and adequate training on Safeguarding Children and Vulnerable Adults is provided for staff and volunteers when appropriate to do so. The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Information will be available to staff and volunteers about the complaints procedure and the Children and Vulnerable Adults Safeguarding Policy Statement. These policies can be found on our website, in the volunteer handbook and available as stand alone hard copies from the designated named person.

3. Recognising the signs and symptoms of abuse

Tools with a Mission is committed to ensuring that all senior managers, paid staff and volunteers in senior appropriate positions undertake training to gain a basic awareness of signs and symptoms of abuse. TWAM will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Children and Vulnerable Adults.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

Abuse includes:

1. physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
2. sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
3. psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
4. financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
5. neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
6. discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs or similar treatment
7. institutional or organisational: including regimented routines and cultures, unsafe

practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

4. Designated Named Person for safeguarding adults

Tools with a Mission has an appointed individual who is responsible for dealing with any Safeguarding Children and Vulnerable Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person for Safeguarding Adults within Tools with a Mission is Sandra Stockwell, Office Manager in the Ipswich head office. She may be contacted on:
e: sandras@twam.uk
t: 01473 210220

In the event she is unavailable the deputy Safeguarding Officer is
Mike Griffin, Chief Executive. He may be contacted on:
e: mikeg@twam.uk
t: 01473 210220

Should either of these named people be unavailable then management committee members, trustees, staff or volunteers should contact Adult Social Care Direct directly. See below for contact details.

The roles and responsibilities of the named person(s) are:

1. to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a child or vulnerable adult may be experiencing, or has experienced abuse or neglect.
2. to ensure that concerns are acted on, clearly recorded and referred to a Child or Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
3. to follow up any referrals and ensure the issues have been addressed.
4. consider any recommendations from the Safeguarding Children and Vulnerable Adults process
5. to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
6. to ensure that staff and volunteers working directly with service users who have

experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

7. if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

5. Responding to people who have experienced or are experiencing abuse

Tools with a Mission recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of children and vulnerable adult abuse is never easy.

How to respond if you receive an allegation:

1. Reassure the person concerned
2. Listen to what they are saying
3. Record what you have been told/witnessed as soon as possible
4. Remain calm and do not show shock or disbelief
5. Tell them that the information will be treated seriously
6. Don't start to investigate or ask detailed or probing questions
7. Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

1. To call an ambulance if required
2. To call the police if a crime has been committed
3. To preserve evidence
4. To keep yourself, staff, volunteers and service users safe
5. To inform the Designated Named Person in your organisation
6. To record what happened in Safeguarding file which can be accessed via Google Drive and which is available to all staff, senior volunteers and trustees.

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If the senior managers, trustees, paid staff, volunteers and anyone working on behalf of TWAM feel unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Children and Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Children and Adult Social Care Direct team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Children and Adult Social Care Direct and/or the Safeguarding Children and Adults Unit and/or other advice giving organisations such as Police. Chidren and Adult Social Care Direct teams may be contacted:

Coventry Refurbishment Centre
Coventry: 024 7683 3003
Birmingham: 0121 675 4806
Cowdenbeath Refurbishment Centre
Fife: 03451 55 55 55
Halstead, Southend and Frinton Refurbishment Centres:
Essex: 0345 606 1212
Ipswich Refurbishment Centre:
Suffolk: 0808 800 4005
Norfolk: 0344 800 8020
Kenilworth Refurbishment Centre
Warwickshire: 01926 412080
Penarth Refurbishment Centre
Powys: 01597 827666
Vale of Glamorgan 01446 700111
Cardiff 029 2233 0888

A Safeguarding Officer will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding children and vulnerable adults alert.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

6. Managing allegation made against member of staff or volunteer

Tools with a Mission will ensure that any allegations made against a senior manager, member of staff, trustee or volunteer will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This

will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Children and Adult Social Care Direct to discuss the best course of action and to ensure that the TWAM complaints procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

7. Recording and managing confidential information

Tools with a Mission is committed to maintaining confidentiality wherever possible and information around Safeguarding Children and Vulnerable Adults issues should be shared only with those who need to know. For further information, please see TWAM's confidentiality policy.

All allegations/concerns should be recorded in the Safeguarding file on Google Drive. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection. Access to this information will be restricted to the Designated Named Person and senior management and trustees when deemed necessary.

8. Disseminating/Reviewing policy and procedures

This Children and Vulnerable Adults Safeguarding Policy will be clearly communicated to senior managers, trustees, paid staff, volunteers and anyone working on behalf of TWAM. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed every three years by the board of trustees. The Designated Named Person for Safeguarding Children and Vulnerable Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.

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