

## North Berwick Coastal Community Connections

### Safeguarding Policy

#### Introduction

North Berwick Coastal Community Connections (NBCCC) is committed to ensuring that safeguarding practice reflects the statutory responsibilities and government guidance to comply with best practice required by Disclosure Scotland.

NBCCC is committed to fulfilling its duty of care to safeguard and promote the welfare of children, young people and vulnerable adults.

NBCCC will ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children, young people and vulnerable adults:

- have a positive and enjoyable experience, in a safe environment, of all services provided by NBCCC
- are protected from any form of discrimination and abuse participating in any of the services provided by NBCCC

**NBCCC** comes into contact with vulnerable adults through the following activities:

- One to one telephone and face to face befriending
- Buddy Walks
- Coffee dates
- Home visits

The types of contact with vulnerable adults will be:

- Regulated i.e. frequent contact with a vulnerable person, once a month or more
- Controlled (i.e. ancillary roles such as administrators or trustees who can access data on vulnerable people).

**Definitions:** Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse

#### *Definition of a child*

A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

#### *Definition of Vulnerable Adults*

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This **may** include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

NBCCC accepts that some children, young people and vulnerable adults, including disabled children, young people and adults or those from ethnic minority communities, can be particularly vulnerable to discrimination and abuse and we accept the responsibility to take reasonable and appropriate action to ensure their well-being.

#### **Responsibilities:**

**All staff** (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

#### **Additional specific responsibilities**

NBCCC Trustees have responsibility to ensure:

- The policy is in place and appropriate

- Liaison with and monitoring the Designated Lead Officer work
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented, through overall budget process

*The Designated Lead Officer is Carol Stobie.*

This person's responsibilities are to ensure:

- To ensure the policy is accessible
- To ensure the policy is implemented
- To ensure the policy is monitored and reviewed
- Promoting the welfare of children and vulnerable adults
- Ensure staff (paid and unpaid) have access to appropriate training/information
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately
- Keep up to date with local arrangements for safeguarding and PVG checks
- Develop and maintain effective links with relevant agencies.
- Take forward concerns about responses

### **Implementation Stages**

The scope of this Safeguarding Policy is broad ranging and, in practice, it will be implemented via a range of policies and procedures within the organisation. These include:

#### **Safe recruitment**

NBCCC ensures safe recruitment through the following processes:

- Commitment of resources to conducting Protection of Vulnerable Groups Disclosure Checks on all staff (paid or unpaid) whose work involves contact with children and/or vulnerable adults.
- Volunteer Welcome Packs
- Requesting and following up with two referees
- Training in and implementing the following relevant policies:
  1. Health and Safety policy
  2. Lone Working Policy and Procedures
  3. Equal Opportunities policy- ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory
  4. Data protection (how records are stored and access to those records)
  5. Confidentiality, ensuring that service users are aware of our duty to disclose
- Staff induction
- Staff training

#### **Recruitment:**

- NBCCC will provide a safeguarding statement in recruitment adverts or application details, showing that recruitment is done in line with safe recruitment practices.

- Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.
- Shortlisting is based on formal application processes/forms and not on provision of CVs
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- PVG checks will be conducted for specific roles for all staff (paid or unpaid) working with vulnerable adults. Carry over PVG checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred from regulated roles to work or apply to work with children or vulnerable adults in a wide range of posts.
- No formal job offers are made until after checks for suitability are completed (including PVG and 2 references). ***An exception to this requirement has been made, with agreement from Disclosure Services, for our recruitment of Interim Telephone Befrienders during the emergency situation brought about by COVID-19, but checks are now being carried out on all existing and new Connector/Befrienders.***

NBCCC will ensure that their established staff and roles are regularly reviewed through:

- A 3-year rolling programme of re-checking PVGs for holders of all identified posts.
- Existing staff (paid or unpaid) who transfer from a role which does not require a PVG check to one which involves contact with children / vulnerable adults will be subject to a PVG check.

**Service delivery contracting and sub-contracting.** This section applies to NBCCC's occasional employment of sessional staff.

- There will be systematic checking of safeguarding arrangements of partner organisations
- Safeguarding will be a fixed agenda item on any partnership reporting meetings
- Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non-compliance procedures.

### **Communications Training and Support for Staff**

NBCCC commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding

**Induction** will include

#### **Induction:**

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of line manager and Designated Lead Officer (and who acts in their absence)
- Initial training on safeguarding including: safe working practices, safe recruitment, methods of adult safeguarding

## **Training**

All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include training to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, young people and vulnerable adults.

## **Communications and discussion of safeguarding issues**

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice.

Safeguarding as a regular agenda item across:

- Volunteer team meetings
- Advisory Committee meetings
- One to one meetings (formal or informal),
- Staff and volunteer supervision
- Participation in multi-agency safeguarding procedures and meetings in order to be involved in child/ adult protection procedures
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.
- Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.
- Inclusion of safeguarding as a discussion prompt during supervision meetings/ appraisals to encourage reflection
- Regular reminders to staff and volunteers about policies and procedures (refresh sessions etc).

## **Support**

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff and volunteers include:

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with
- Seeking further support as appropriate e.g. access to counselling
- Staff who have initiated protection concerns will be contacted by line manager within one week.

## **Professional Boundaries**

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this

necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

NBCCC expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to. We do not allow:

- Personal relationships between a member of staff (paid or unpaid) and a member who is a current service user (or a person who has been a service user within the past 12 months) is prohibited
- Any use of abusive language
- Excessive verbal or physical response to inappropriate behaviour/ language by members
- Any use of punishment or chastisement
- Passing on service users' personal contact details without prior agreement with line manager
- Selling to or buying items from a service user
- Accepting responsibility for any valuables on behalf of a client
- Giving money to members
- Accepting money as a gift/ borrowing money from or lending money to service users
- Personal relationships with a third party related to or closely involved with service users
- Accepting gifts/ rewards or hospitality from NBCCC as an inducement for either doing/ not doing something in their official capacity
- Any unnecessary physical contact with clients (particularly disregarding Covid-19 Safety Procedures)
- Concealing from line manager or member any relevant Conflict of Interest.
- Giving lifts in the volunteer's own car as part of meeting for project purposes (see also Covid-19 Safety Procedures).

If the professional boundaries and/or policies are breached, this could result in disciplinary procedures or enactment of the allegation management procedures.

Other relevant policies which provide guidance e.g.

#### **Covid-19 Safety Procedures**

#### **Lone Working Policy**

#### **Confidentiality Policy**

#### **Equal Opportunities**

#### **Reporting**

The process outlined below details the stages involved in raising and reporting safeguarding concerns at NBCCC.

1. Communicate your concerns with your immediate manager



2. Seek medical attention for the vulnerable person if needed



3. Discuss with vulnerable person. Obtain permission to make referral if safe and appropriate



4. If needed, seek advice from Other relevant agencies or helplines.



5. Complete an **Incident Report Form** if required and submit to line manager (or other designated person on NBCCC Advisory Committee) within 24 hours of making a contact



### **Allegations**

NBCCC recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

First step: Any member of staff (paid or unpaid) from NBCCC is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer.

A written record of the concern will be completed by the individual /line manager/ safeguarding manager/ peer.

Second step – If appropriate, contact local authority for advice.

Third step – follow the advice provided

### **Monitoring**

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- PVG checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register/ record of staff training on vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Presence and action of Designated Lead Officer responsible for Safeguarding is in place

### **Managing Information**

Information will be gathered, recorded and stored by NBCCC in accordance with the following policies (Data Protection Policy, Confidentiality Policy).

All staff and volunteers must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Lead Officer.

All staff and volunteers must be aware that they cannot promise service users or their families/ carers that they will keep secrets.

### **Communicating and Reviewing the Policy**

NBCCC will make clients aware of the Safeguarding Policy through our website, social media and other communications.

This policy will be reviewed by the Lead Officer every 3 years and when there are changes in legislation.

### **Monitoring**

The policy will be reviewed annually to remain responsive to:

- Changes in legislation and/or government guidance
- Changes required by Disclosure Scotland
- Changes resulting from any other significant change or event
- Changes to/ improvements in safeguarding arising from internal quality assurance processes, for example, positive comments from clients, complaints from clients and/ or internal breaches of the policy

If you wish to discuss anything relating to the Safeguarding Policy, or any concerns about possible abuse, please contact



**Carol Stobie, Project Officer and Lead Signatory**

**Carol Stobie,  
Project Officer,  
North Berwick Coastal Community Connections**

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**13 October 2020**

*\*separate page*

**DECLARATION OF READING AND UNDERSTANDING:**

I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for North Berwick Coastal Community Connections.

*Please complete the details below and return this completed form to Carol Stobie, via email attachment, to:*

[Nbc-communityconnections@outlook.com](mailto:Nbc-communityconnections@outlook.com)

*Or by post:*

*North Berwick Coastal Community Connection*

*North Berwick Community Centre*

*8 Law Rd*

*North Berwick EH39 4PN*

Name (please print):

Signature:

Date: