



|                                |   |
|--------------------------------|---|
| <b>Title of policy:</b>        | <b>Child Safeguarding Policy</b>              |
| <b>Date of original issue:</b> | 30 August 2012                                |
| <b>Date of this version:</b>   | June 2019                                     |
| <b>Version:</b>                | 2.3   |
| <b>Author:</b>                 | Young Carers Lead and Chief Executive Officer |
| <b>Owned by:</b>               | Young Carer's Lead                            |
| <b>Approved by:</b>            | Board of Trustees                             |
| <b>Date of next review:</b>    | June 2022 [3 years from approval]             |

### **Related Policies, Procedures and Guidance:**

|   |                                   |
|---|-----------------------------------|
| Adult Safeguarding Policy and Procedure | Lone Working Policy and Procedure |
| Health and Safety Policy and Procedure  | Confidentiality Policy            |
| Safer Recruitment Policy                | GDPR Policy and Procedure         |
| Whistleblowing Policy                   | Lone Working Implementation       |
| DBS Guidance                            | Learning and Development Policy   |

This is a discretionary policy which does not form part of a contract of employment. The Board of Trustees of Carers in Bedfordshire may vary or amend the policy as it deems necessary.

The term staff is used in this document as a generic statement to refer to any person working for Carers in Bedfordshire in any capacity and includes volunteers, part time staff, Board members, sessional/temporary workers and work placement students working with young children.

### **Legal Framework**

Carers in Bedfordshire's Child Protection Policy is underpinned by:

|  |   |
|--|---|
| Children Act 1989                        | Children Act 2004                           |
| Protection of Children Act 1999          | The Police Act 1997                         |
| UN Convention on the Rights of the Child | Human Rights Act 1998                       |
| Data Protection Act 1998 – GDPR 2018     | Green Paper <i>Every Child Matters</i>      |
| Children and Social Work Act 2017        | Working Together to Safeguard Children 2018 |

## **1. Policy statement**

Carers in Bedfordshire supports the right of children and young people to be protected from abuse and will operate in line with the Bedford Borough and Central Bedfordshire Multi-Agency Child Safeguarding Policy, Practice and Procedures, acting promptly when dealing with allegations or suspicions of abuse. It is Carers in Bedfordshire's policy to have zero tolerance of abuse and upholds the principle that the safety and welfare of children and young people is always paramount, whatever the circumstances.

This Carers in Bedfordshire Child Safeguarding Policy makes it clear that it is everybody's responsibility to report abuse wherever it is seen, suspected or reported and to take the necessary immediate actions to ensure the protection of any child or young person, including unpaid family carers.

All children have equal rights to protection from harm. Carers in Bedfordshire recognises the additional vulnerability of some children and young people and the extra barriers they face because of their race, gender, age, religion, disability or sexual orientation, social background or culture. Special care is needed in dealing with children whose age, inexperience or physical condition makes them particularly vulnerable to abuse.

Scope of this policy – this policy applies to all children and young people under 18 who are service users of Carers in Bedfordshire. This includes young carers, cared for children and young people and other children and young people connected to the work of Carers in Bedfordshire.

## **1.1 Safeguarding commitment:**

### **Carers in Bedfordshire is committed to:**

- Identifying the abuse of children and young people.
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of concern are expressed.
- Raising awareness of the extent of abuse on children and young people, including carers, and its impact on them.
- Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding children and young people and comply with the Multi-Agency Child Safeguarding Policy, Practice and Procedures.
- Following the safeguarding procedures of the Local Safeguarding Children's Board (LSCB) or equivalent (the Children's Safeguarding Panel, which will replace the LSCB).
- Training all staff at induction to follow the safeguarding reporting procedures and update training annually.
- Regularly monitoring, evaluating and auditing how our policies, procedures and practices for safeguarding children and young people are working.
- Having a Designated Safeguarding Lead for child safeguarding.
- Ensuring that all our services are provided in a manner that respects as far as possible the dignity, pride and identity of children.
- Recognising the importance of working with parents, carers and communities and co-operating with other agencies in safeguarding children and young people.

### **The Designated Safeguarding Officer for child safeguarding will**

- Ensure the Carers in Bedfordshire Child Safeguarding Policy is legally compliant.
- Act as a specialist advisor in Children's Safeguarding within Carers in Bedfordshire.
- Collate all Children's Safeguarding incident reports, maintain the safeguarding incident log and provide, as required, reports to the CEO and the Board.
- Review Children's safeguarding incident reports 6 monthly for organizational and practice learning and provide a learning report to all staff and the Board.
- Audit implementation of the child safeguarding policy annually and report to the Board.

## **1.2 Governance**

The Trustee Board of Carers in Bedfordshire have governance responsibility for this policy, including approving the policy, ensuring that the policy is reviewed and that it is compliant with current legislation and good practice.

The Trustee Board will exercise its responsibility to report serious incidents to the Charity Commission. A serious incident is an adverse event, whether actual or alleged, which results in or risks significant harm to the charity's beneficiaries. Carers in Bedfordshire trustees will act within the Charity Commission guidance 'How to report a serious incident in your charity'. <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

Appendix 4 sets out the definition and procedure which trustees will adopt in carrying out this responsibility.

The Board will receive six monthly reports on safeguarding incidents and an annual report on the implementation of this Child Safeguarding Policy. The Board members will receive appropriate training in child safeguarding to support their governance role.

The Board delegates responsibility for the implementation of the policy, procedure and guidance to the CEO, Designated Safeguarding Lead and departmental Leads.

### 1.3 Context

The focus of this policy is children and young people under the age of eighteen years who are experiencing abuse, maltreatment or neglect or about whom there is a concern.

This policy enables Carers in Bedfordshire to ensure that children are appropriately safeguarded by

- Preventing abuse, maltreatment and neglect from happening
- Promoting well-being, safety and
- Responding effectively to instances of abuse, maltreatment and neglect

This safeguarding duty applies to a child who is experiencing, or at risk of, abuse or neglect and is based on the concept of zero tolerance of abuse of children and young people.

### 1.4 Safe Recruitment, Staffing and Volunteers

Carers in Bedfordshire will operate a safe recruitment, employment and volunteering policy.

Carers in Bedfordshire will comply with DBS regulations; all staff will undergo a DBS check and volunteers will undergo a DBS check where required.

All staff and volunteers will receive induction training in child safeguarding, including reading this Child Safeguarding Policy and its Procedures. Staff and volunteers will sign to verify this. Mandatory child safeguarding training will be provided to update knowledge and practice at a level appropriate to the job role.

#### **Allegations: Employees and volunteers**

Carers in Bedfordshire recognises that a safeguarding allegation may be made against a member of staff or volunteer. Carers in Bedfordshire will follow the Child Safeguarding Procedure: Allegations Management in the case of a safeguarding allegation against a member of staff.

### 1.5 Definitions

#### 1.5.1 Abuse

Abuse may happen to a child/young person by others inflicting harm, or failing to act to prevent harm. Children may be abused in a family, institution or community setting by those known to them or more rarely by a stranger. Abuse can happen anywhere, be passive or active, isolated or repeated.

Abuse includes physical, sexual, emotional abuse, neglect, child sexual exploitation, child criminal exploitation, domestic abuse, extremism; see procedure and guidelines for further definitions.

### 1.6 Carers and Safeguarding

Carers in Bedfordshire recognises that there are circumstances in which a young carer could be involved in a situation which might require an adult or child safeguarding response including

- A young carer may witness or speak up about abuse or neglect
- A young carer may experience intentional or unintentional harm from the adult they are trying to support or from professionals or organisations they are in contact with; or
- A young carer may unintentionally or intentionally harm or neglect the adult they support on their own or with others

If a young carer speaks out about abuse or neglect it is essential that they are listened to. Carers in Bedfordshire will comply with the relevant child or adult multi agency policies practice and procedures.

## **2.0 Monitoring, Audit and Review**

Carers in Bedfordshire will operate systems to monitor, audit and review this Child Safeguarding Policy and its associated procedures and its implementation, reporting in line with the governance process in section 1.2 of the Policy.

## **3.0 Procedures and guidance**

Carers in Bedfordshire operates procedures and guidance for recognising and responding to concerns, disclosures and indications of abuse for staff and volunteers. Carers in Bedfordshire will ensure that all staff and volunteers are inducted into these procedures and receive training and professional support to enable staff and volunteers to implement these child safeguarding policies and procedures. Procedures and Guidance can be found in the following documents, including reporting and recording documentation

1. Child Safeguarding Guidance: Definitions of abuse (page 5-7)
2. Carers in Bedfordshire Safeguarding Procedure: Report, Record, Refer (page 9)
3. Carers in Bedfordshire Child Safeguarding Guidance (page 11)
4. Child Safeguarding Procedure: Allegations Management (page 12)
5. Serious Incident Reporting: Child Safeguarding: Procedure and guidance (page 14)
6. Appendix A: New Risk Assessment and Safeguarding report on Salesforce (page 15)
7. Appendix B: Safeguarding Log (page 17)
8. Appendix C: Staff declaration form (page 17)
9. Appendix D: Report, Record Refer prompt card (page 18)



|                                |  |
|--------------------------------|--|
| <b>Title of policy:</b>        | <b>Child Safeguarding Procedure and Guidance</b>               |
| <b>Date of original issue:</b> | February 2016  |
| <b>Date of this version:</b>   | January 2019   |
| <b>Version:</b>                | 2  |
| <b>Author:</b>                 | Young Carers Lead, Service Manager and Chief Executive Officer |
| <b>Owned by:</b>               | Young Carer's Lead   |
| <b>Approved by:</b>            | Board of Trustees  |
| <b>Date of next review:</b>    | January 2022 [3 years from approval]                           |

## **Child Safeguarding Guidance: Definitions of Abuse**

### **Recognising Abuse:**

There are many forms abuse, physical, sexual, emotional abuse and neglect; multiple forms of abuse may occur at the same time. Abuse of a person often includes behaviour that is abusive in one or more of the following categories:

### **1.1 Categories of abuse**

#### **Physical Abuse**

Where adults physically hurt or injure a child by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating or drowning, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms or deliberately causes ill health to a child they are looking after. Physical abuse, as well as being a result of an act of commission, can also be caused through omission or the failure to act to protect.

#### **Sexual Abuse**

Sexual abuse could involve forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males, women can also commit acts of sexual abuse, as can other children.

### **Child Sexual Exploitation**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

### **Emotional Abuse**

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Domestic Abuse**

Domestic abuse can include controlling, bullying, threatening or violent behaviour between people in a relationship. Domestic abuse can also include emotional, physical, sexual, financial and psychological abuse. Domestic abuse can also continue after a relationship has ended and men, women and teenagers can be abused or be abusers.

Witnessing domestic abuse can seriously harm children and young people and is also child abuse.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- a. provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b. protect a child from physical and emotional harm or danger
- c. ensure adequate supervision (including the use of inadequate care-givers)
- d. ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### **Child Criminal Exploitation**

As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

## Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

*The definitions above are adapted from the Department of Health 2018 Working Together to Safeguard Children – A Guide to Interagency Working to Safeguard and Promote the Welfare of Children*

*Additional information can be found on the LA website on Child Sexual Exploitation, Female Genital Mutilation and Forced Marriage*

Working Together to Safeguard Children 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/729914/Working\\_Together\\_to\\_Safeguard\\_Children-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf)

CSE

[http://bedfordscb.proceduresonline.com/chapters/p\\_safeg\\_ch\\_young.html](http://bedfordscb.proceduresonline.com/chapters/p_safeg_ch_young.html)

FGM

[http://bedfordscb.proceduresonline.com/chapters/p\\_fgm.html](http://bedfordscb.proceduresonline.com/chapters/p_fgm.html)

Forced Marriage [http://bedfordscb.proceduresonline.com/chapters/pr\\_multi\\_age\\_force\\_marry.html](http://bedfordscb.proceduresonline.com/chapters/pr_multi_age_force_marry.html)

Most of the above topics have free on-line e-learning training that staff complete. These can be accessed at <https://bedfordshirelscb.safeguardingchildren.co.uk/>

### 1.2 Abuse may occur in any relationship, for example:

- A spouse, immediate family members and other relatives
- Professional staff
- Paid care workers
- Volunteers
- Other people accessing services
- Neighbours
- Friends or other associates
- A stranger
- A carer

Carers in Bedfordshire recognises that the following problems exhibited by the carer may increase the risk and likelihood of abuse

- Mental Illness
- Stress
- Chronic fatigue
- Conflicting demands of other family members

### 1.3 Where could abuse take place?

Abuse can take place in any setting where a person with care and support needs lives, works or visits. This could include any services, groups or settings operated by Carers in Bedfordshire. It may also include

- Own home
- Residential or nursing home
- Home of relative, friend or stranger
- Day Centre
- Hospital
- Education or training establishment
- Custodial setting
- A public place

## **2.0 How might abuse come to our notice?**

Concerns about or evidence of abuse can come to us through:

1. A direct disclosure by the child/young person
2. A complaint or expression of concern by a member of staff, a volunteer, another service user, a carer, a member of the public or relative.
3. An observation of the behaviour of the individual by the volunteer, member of staff or carer.

Carers in Bedfordshire recognises that raising a concern is the first stage in the process of keeping people safe and empowering them for the future. By raising a concern through formal channels, Carers in Bedfordshire will enable a proper assessment and enquiry to be carried forward.

**It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred or investigating allegations of abuse.** This is a task for the professional child safeguarding agencies.

## **3.0 Staff and volunteers of Carers in Bedfordshire have a responsibility to**

- REPORT
- RECORD
- REFER



## Report, Record, Refer procedure

### 1 Procedure in the event of a concern, disclosure or indication of abuse

#### 1.0.1 Raising concerns

Carers in Bedfordshire will raise concerns about abuse within the policy and procedures of Bedford Borough and Central Bedfordshire Child Safeguarding Policy. All complaints, allegations or indications of abuse must be taken seriously. In the event of an incident, disclosure or concern, the following procedure must be followed:

Concerns will be raised where the child/young person

- Is experiencing, or at risk of, abuse or neglect

Raising a concern about abuse means

- Recognising signs of child abuse
- Responding to disclosures
- Stepping in, where appropriate, to protect a child/young person and preserve evidence in the aftermath of an incident
- Recognising bad practice
- Reporting a concern, disclosure or allegation
- Collating and recording initial information
- Working in accordance with anti-discriminatory practice

Carers in Bedfordshire recognises that raising a concern is the first stage in the process of keeping a child/young person safe and empowering them for the future. By raising a concern through formal channels, Carers in Bedfordshire will enable a proper assessment and enquiry to be carried forward. It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred or investigating allegations of abuse. This is a task for the professional child safeguarding agencies.

**Staff and volunteers of Carers in Bedfordshire have a responsibility to**

- REPORT
- RECORD
- REFER

#### 1.0.2 Report, Record, Refer Procedure

1. If a child/young person is in immediate danger, the police or ambulance must be called immediately on 999.
2. **Report** the incident, disclosure or concern to your line manager immediately. In the absence of your line manager report immediately to another Lead, Service Manager or inform the CEO.
3. The CiB manager will make a decision on whether the concern should be reported immediately to the relevant local authority safeguarding team by telephone. Advice may be sought from the Designated Safeguarding Lead.
4. If a Carers in Bedfordshire manager is not available, you must report your concerns to the local authority Child Safeguarding Team and complete the required referral form (MASH)

Bedford Borough Council  
 Tel 01234 276222  
[mash@bedford.gcsx.gov.uk](mailto:mash@bedford.gcsx.gov.uk) or  
[multiagency@bedford.gov.uk](mailto:multiagency@bedford.gov.uk)

Central Bedfordshire Council  
 Tel 0300 300 8585  
[cs.accessandreferral@centralbedfordshire.gov.uk](mailto:cs.accessandreferral@centralbedfordshire.gov.uk)

5. **Record:** As soon as possible make a full safeguarding record on Salesforce in the contact record of the carer. Record details of the person who the safeguarding concern is about.
6. Complete the New Risk Assessment and Safeguarding record (Appendix 1) including risk rating: 0. No risk, 1. Cause for Concern, 2. Incident, 3. SOVA, 4. Safeguarding risk child. Discuss this with your line manager, another Lead or, in their absence, the CEO. All case discussions and decisions must be recorded.
7. **Refer:** The DSL or another Lead will decide on whether the concern should be reported to the Child Safeguarding Team and who will make that referral and may take advice from the Child Safeguarding Team in making that decision.
8. Complete the local authority Safeguarding Concern form and send this to the relevant local authority by email. This form is used by both local authorities.  
[mash@bedford.gcsx.gov.uk](mailto:mash@bedford.gcsx.gov.uk) or [multiagency@bedford.gov.uk](mailto:multiagency@bedford.gov.uk)  
 It can also be located in [Z:\policies and procedures\Safeguarding\Local authority safeguarding referral form\SV1 latest version 0319.docx](#)
9. Where a decision is made by a Lead or DSL that information should be shared verbally with the Child Safeguarding Team or an allocated social worker, the information recorded as Details of Allegation, should be included.
10. Where a MASH form has been completed and sent to the local authority, upload this document to Notes and Attachments in Salesforce.
11. The completed New Risk Assessment and Safeguarding record should be checked by the Lead and this must be recorded.
12. Salesforce will send an email alert to the Designated Safeguarding Lead who will record their review of the record and allocate a log number.
13. The safeguarding incident will be logged by the DSL (Appendix B, page 20)

Protection of sensitive data:

- If you need to share information with your manager by email regarding a safeguarding incident, this must be through a hyperlink to the Salesforce record or the document in Notes and Attachments.
- The email should not include the name of the person concerned.

### **Allegations: employees and volunteers**

Carers in Bedfordshire recognises that a safeguarding allegation may be made against a member of staff or volunteer. The report, record and refer procedure should be followed except

- a. Where the allegation involves your line manager or any other staff member in the reporting line, you must report your concern to another Lead, Service Manager or the CEO.
- b. A database entry should not be made where a member of staff or volunteer has access to the database.

Carers in Bedfordshire will follow the Allegations Management procedure (page 13 in the case of a safeguarding allegation against a member of staff).

### **1.0.3 Confidentiality**

Carers in Bedfordshire will work within the Confidentiality Policy and the Child Safeguarding Policy. Where abuse to an adult is alleged, or concerns are raised, the Safeguarding Adults Policy and Procedure must be followed. The confidentiality of the individual will be respected wherever possible and their consent obtained to share information. However, in a safeguarding concern, consent to share information is not

required. Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.

If a child in need of protection or any other person makes an allegation to you asking that you keep it confidential, you must inform the person that you will respect their right to confidentiality as far as you are able to, but that you are not able to keep the matter secret and that you must inform your manager/designated person.

Where a decision has been made to refer to the Child Safeguarding Team and the child requests that a concern is not referred, make clear that a referral will be made in order that a risk assessment can take place and they can verify whether there is a legal duty to act.

#### **1.0.4 Safeguarding investigation**

Carers in Bedfordshire is not responsible for the investigation of safeguarding incidents. The responsibility to investigate lies with the relevant local authority – Bedford Borough Council or Central Bedfordshire Council.

Carers in Bedfordshire will cooperate fully with the investigating authority.



### **Child Safeguarding Guidance** **Handling a safeguarding incident – behavioural guidance**

#### **In the event of an incident or disclosure**

##### **DO**

- Make sure the individual is safe.
- Assess whether emergency services are required and, if needed, call them.
- Listen.
- Offer support and re-assurance.
- Ascertain and establish the basic facts.
- Make careful notes of observations or disclosures and obtain agreement of accuracy, if possible.
- Ensure notation of dates, time and persons present are correct and agreed.
- Follow correct procedures.
- Explain areas of confidentiality.
- Immediately speak to your manager for support and guidance.
- Explain the procedure to the person making the allegation.
- Remember the need for ongoing support.

##### **DO NOT**

- Confront the alleged abuser.
- Be judgemental or voice your own opinion.
- Be dismissive of the concern.
- Investigate or interview beyond that which is necessary to establish the basic facts.
- Disturb or destroy possible forensic evidence.
- Consult with persons not directly involved with the situation.
- Ask leading questions.

- Assume information.
- Make promises.
- Ignore the allegation.
- Elaborate in your notes.
- Panic.

## Useful Contacts

**Bedford Borough:** MASH (Multi Agency Support Hub)  
01234 276222 and out of Hours Emergency Duty Team (EDT) 0300 300 8123

**Central Bedfordshire**  
0300 300 8585 and out of Hours Emergency Duty Team (EDT) 0300 300 8123

**Care Quality Commission** 03000 616161



## Child Safeguarding Procedure: Allegations Management

### Concerns or allegations about members of staff or volunteers

Carers in Bedfordshire recognises that safeguarding concerns or allegations may arise regarding the behaviour or practice of a member of staff or a volunteer. The organisation is fully committed to

- taking seriously all such concerns or allegations.
- referring concerns to the relevant local authority.
- cooperating with any investigation undertaken by the local authority or the Police.
- considering the implications for suitability to work with adults and children.
- informing the Local Authority Designated Officer of such cases.
- considering and addressing the impact of any allegations upon other adults receiving a service from the organisation.
- considering and addressing the impact of any allegations upon the staff and volunteers of the charity.

### 1.0 Procedure

If any member of staff observes abusive behaviour by another member of staff or a volunteer, or a carer, adult with care and support needs or a member of the public makes an allegation, the Carers in Bedfordshire procedure is as follows:

#### Report, Record, Refer Procedure

1. If a person is in immediate danger, the police or ambulance must be called immediately on 999.
2. Report the incident, allegation or concern to your line manager and the CEO immediately.
3. The CEO will make a decision on whether the concern should be reported immediately to the relevant local authority by telephone.
4. If a Carers in Bedfordshire manager or CEO is not available, report your concerns to the local authority Adult Safeguarding Team.

5. As soon as possible make a full record of the nature of the incident, allegation or concern and any other relevant information.
6. The CEO will make a decision on whether the concern should be reported to the Adult Safeguarding Team and who will make that referral. The CEO may take advice from the Adult Safeguarding Team or the Local Authority Designated Officer in making that decision.
7. Where required the CEO will complete the local authority Safeguarding referral form and send this to the relevant local authority by email.

[https://www.centralbedfordshire.gov.uk/officeforms/EF1204\\_Safeguarding\\_vulnerable\\_adults.ofml](https://www.centralbedfordshire.gov.uk/officeforms/EF1204_Safeguarding_vulnerable_adults.ofml)

It can also be located in [Z:\policies and procedures\Safeguarding\Local authority safeguarding referral form\SV1\\_latest\\_version 0319.docx](Z:\policies and procedures\Safeguarding\Local authority safeguarding referral form\SV1_latest_version 0319.docx)

8. The records of all observations and decisions completed will be filed and logged by the CEO in a secure location.
9. The CEO will make the decision, where appropriate, to deal with the allegation within the Complaints procedure.

## **2.0 Poor Practice**

There may be circumstances when the allegations are about poor practice. All incidents, including poor practice, must be recorded and reported to the CEO who will keep all documentation on file in a secure location. Access to these files will be strictly limited. The CEO will manage allegations of poor practice within the Carers in Bedfordshire human resource policies, including Whistleblowing, Performance Management and Disciplinary policies.

## **3.0 Complaints**

Where there is a complaint against a member of staff an investigation will take place in line with the Complaints procedure. The CEO may decide that a member of staff should be suspended during the investigation.

Following the investigation, consideration will be given to whether some form of disciplinary action should be taken, within the Carers in Bedfordshire Disciplinary policy and procedure. The results of any police involvement and the adult safeguarding investigation will be taken into consideration.

## **4.0 Suitability to work with adults or children**

There may be times when a person is working with adults and their behaviour towards an adult, a child or children may impact on their suitability to work with or continue to work with adults with care and support needs. There may also be times when a person's conduct towards an adult may impact on their suitability to work with or continue to work with children. Carers in Bedfordshire will refer such instances to the Local Authority Designated Officer, within the consent and information sharing requirements of section 5.2.2 of the Local Authority Safeguarding Adults policy.



## **Serious Incident Reporting: Child Safeguarding Procedure and Guidance**

### **Reporting serious incidents to the Charity Commission: In line with the Charity Commission guidelines on reporting a serious incident with particular focus on safeguarding issues.**

Carers in Bedfordshire Trustees will report to the Charity Commission any serious incident that results in – or risks – significant harm to the charity’s beneficiaries.

#### **Serious incidents include:**

- suspicions, allegations or incidents of abuse of vulnerable beneficiaries.
- links to terrorism or to any organisation that is proscribed to terrorist activity.
- not having a policy to safeguard the charity’s vulnerable beneficiaries.
- not having ‘vetting’ procedures in place to check your prospective trustees, volunteers and staff are eligible.

### **Suspicious, allegations and incidents of abuse or mistreatment of vulnerable beneficiaries: adults with care and support needs.**

#### **Carers in Bedfordshire will report this if any one or more of the following things occur:**

1. There has been an incident where the beneficiaries of the charity have been or are being abused or mistreated while under the care of the charity or by someone connected with your charity such as a trustee, member of staff or volunteer.
2. There has been an incident where someone has been abused or mistreated and this is connected with the activities of the charity.
3. Allegations have been made that such an incident may have happened, regardless of when the alleged abuse or mistreatment took place.
4. There are grounds to suspect that such an incident may have occurred.

As well as reporting to the Charity Commission, Carers in Bedfordshire will also notify the police, local authority and/or relevant regulator or statutory agency responsible for dealing with such incidents.

### **Carers in Bedfordshire Guidance on when a Child Safeguarding Incident will be reported to the Charity Commission**

We will report an adult safeguarding incident if the abuse is perpetrated by a Carers in Bedfordshire staff member, volunteer, consultant, sub-contractor or visitor, or by a Carers in Bedfordshire partner, staff member, volunteer, sub-contractor or consultant that are funded by Carers in Bedfordshire.

We will still take action in line with our Adult Safeguarding policy if we were made aware of abuse, or suspicion of abuse perpetrated by a Carers in Bedfordshire partner’s staff member, volunteer, sub-contractor or consultant that are not funded by Carers in Bedfordshire. Carers in Bedfordshire would not necessarily report this to the Charity Commission, as it is not related to Carers in Bedfordshire in terms of its funding or staff/volunteer/sub-contractors/consultants.

#### **Reporting an incident to the Charity Commission**

The Carers in Bedfordshire CEO on behalf of the Carers in Bedfordshire Trustees will report any serious incident to the Charity Commission via email at [RSI@charitycommission.gsi.gov.uk](mailto:RSI@charitycommission.gsi.gov.uk)

#### **Appendices**

- Appendix A - Risk Assessment and Safeguarding report on Salesforce
- Appendix B – Safeguarding log
- Appendix C – Carers in Bedfordshire declaration form
- Appendix D – Report, Record Refer prompt card

**Appendix A**  
**Risk Assessment and Safeguarding report on Salesforce**

**Key Information**

|                          |   |
|--------------------------|---|
| *Contact                 | <input type="text"/>  |
| *Rating                  | --None--  |
| Children Services Status | --None--  |
| *Assessment Date         | <input type="text" value="[ 04/03/2019 ]"/>                             |
| *Description             | <div style="border: 1px solid gray; padding: 2px;">5000 remaining</div> |

**Information**

|                                  |   |                                      |                      |
|----------------------------------|---|--------------------------------------|----------------------|
| Person who safeguarding is about | <input type="text"/>                        | Adult/Child                          | --None--             |
| Date of Incident                 | <input type="text" value="[ 04/03/2019 ]"/> | Line Manager or Volunteer Staff Link | <input type="text"/> |
| Time of Incident                 | <input type="text"/>                        | Record Type                          | Safeguarding         |
| Location of Incident             | <input type="text"/>                        |                                      |                      |

**Details of allegation**

|  |  |
|--|--|
| Date of Birth                            | <input type="text" value="[ 04/03/2019 ]"/>                              |
| Address                                  | <div style="border: 1px solid gray; padding: 2px;">32768 remaining</div> |
| Phone Number                             | <input type="text"/>   |
| Name of Person Reporting Concern         | <input type="text"/>   |
| Relationship of Person Reporting Concern | <input type="text"/>   |
| Nature of Concern / Abuse                | --None--   |
| Observation or Disclosure                | <div style="border: 1px solid gray; padding: 2px;">32768 remaining</div> |

Details of Visible Marks and Bruising  
32768 remaining

Name of Alleged Abuser and Relationship

**Actions Taken**

Action Taken  
32768 remaining

Action Taken Date [ 04/03/2019 ]

Concern Reported to CIB Lead

Concern Reported Date / Time

**Decision Making**

Decision Maker

Decision Date / Time

Decision and Reason  
32768 remaining

**Interactions with Local Authority**

Notification to LA Date / Time

SV1/Child Referral Form attached date [ 04/03/2019 ]

Notification to LA Decision Maker

Advice Sought from LA  
32768 remaining

Advice Sought from LA Date / Time

Advice Sought from LA Decision Maker

SV1 Completed Date / Time

Referral Form Completed Date / Time

Referral Form Completed Decision Maker

**Referrer Feedback**

Person made aware of referral to LA No

Referrer Feedback Given  
32768 remaining

Feedback Given Date / Time

**Authorisation**

Date Report Received by DSO [ 04/03/2019 ]

Date Incident Logged by DSO [ 04/03/2019 ]

Incident Log Number

## Appendix B - Safeguarding Incident Log for Adult/Child Carers in Bedfordshire - 6 monthly report

Reporting period:

| Adult / child Safeguarding log number | Date | Details of concern | External reporting to local authority | Internal CiB action taken / review plan | Learning points for CiB |
|---------------------------------------|------|--------------------|---------------------------------------|---|-------------------------|
| 1                                     |      |                    |                                       |   |                         |
| 2                                     |      |                    |                                       |   |                         |

## Appendix C – Staff declaration form



### Declaration Form

#### Carers in Bedfordshire Child Safeguarding Policy, Procedure and Guidance

I confirm that I have read the Policy, Procedure and Guidance on Child Safeguarding

I understand the contents and I agree to follow the policy and procedures when I am working or volunteering.

Signed.....

Name (PRINT).....

Date .....

## Appendix D – Report, Record, Refer Prompt Card



### **When talking to a child/young person remember to:**

- Keep questions open and non-leading; for example, “tell me/explain/describe why you are sad today”

Once you have a suspicion that abuse may have occurred DO NOT QUESTION FURTHER EXCEPT TO CONFIRM (if necessary)

- When – it last happened.
- Where – it occurred.
- Who – was present and/or Who they are accusing (if unclear).

You can

- Reassure the child if appropriate.
- Be honest and not make promises you can't keep.
- Explain why you may have to tell other people and, if appropriate, name them.
- Avoid closed questions and ask as few questions as possible.
- Encourage the child to use their own words.
- Summarise back to the child what they have said to check you have understood what has been said.

