

SAFEGUARDING PROCEDURES AND GUIDANCE



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1. Introduction

These procedures provide all staff and volunteers with practical guidance on implementing the charity's [Safeguarding Policy](#). The guidance builds upon external and internal safeguarding training and outlines the process and procedures to follow if there are concerns about a child or adult at risk of harm.

The guidance is underpinned by four key principles: **Recognise, Respond, Record, Refer**

- **Recognising** that a child or adult at risk is being harmed or might be at risk of harm
- **Responding** to a child or adult at risk if they are telling us they are being harmed or are at risk of harm
- **Recording** any concerns appropriately and any action we might take
- **Referring** any concerns internally and/or to an external organisation

2. Definitions of a child and adult at risk

a. Child

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child “means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier” (Article 1, Convention on the Rights of the Child, 1989).

A child is anyone who has not yet reached their 18th birthday (16th in Scotland).

b. Adult at risk

There is no single law that defines an adult at risk across the UK. **An adult at risk is a person over the age of 18 years (16 in Scotland) and:**

- has needs for care and support, and;
- is experiencing, or is at risk of, abuse and neglect and;
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect

3. Roles & responsibilities

We all have a part to play in keeping children and adults at risk safe and our policies and procedures are in place to ensure we actively safeguard everyone.

All staff and volunteers will:

- be aware of our safeguarding policy and procedures
- complete any mandatory safeguarding training, including any role specific additional training
- understand what to do if they have a concern about the safety or wellbeing of a child or adult at risk and share concerns appropriately
- follow safer working procedures at all times

A Designated Safeguarding Team is in place to respond to and manage any concerns which may be raised in respect of a child or adult at risk. Individual roles & responsibilities of all members of the team are listed in the contacts section of this document.

4. Recognising abuse

Crohn's & Colitis UK staff and volunteers are provided with [Types of Abuse](#) which outlines the different types and examples of abuse children and adults at risk may experience.

To summarise these include:

Children

- Physical
- Sexual
- Emotional
- Neglect

Adults

- Physical
- Sexual
- Psychological
- Financial
- Neglect
- Discriminatory
- Organisational
- Domestic abuse
- Modern Slavery
- Self-Neglect

It is important to recognise that these types of abuse can take place directly in person or via other communication channels both off and online. Therefore **e-safety** is an important consideration for all safeguarding policies and procedures and a guide for what to do if you have concerns around e-safety is included in the Reporting Section.

5. E-safety - forms of abuse

- receiving unwanted or upsetting texts, email messages or images
- “grooming” with a view to meeting a child, young person or adult at risk for illegal purposes
- viewing or receiving socially unacceptable material such as inciting hatred or violence
- sending bullying messages or posting malicious details about others

E-safety - code of conduct

- All staff and volunteers must be aware of this e-safety guidance and procedure for reporting concerns
- All safeguarding concerns relating to online activity must be reported in accordance with procedure, to the appointed person without delay
- We have guidelines on our online Forum that include appropriate behaviour, content and posting of images, sharing personal details, meeting offline and how to report problems and concerns
- All forms of interactive social media are monitored, with an appointed moderator being responsible for ensuring that user guidelines are followed and that any concerns are reported following agreed procedure
- Images of children and their families that are used on any Crohn's & Colitis UK online platform and published by its staff, volunteers or representatives are only done with prior parental permission in the form of written consent
- Personal information and contact details of staff and volunteers are not published across our digital platforms
- Only official branded social media accounts are to be used when undertaking activity in the organisation's name and not private accounts held in an individual's name. This is applicable to all staff and volunteers

- Clear guidance is given to all staff and volunteers that accepting friend requests or making private connections via personal digital media accounts with service users known to be under the age of 18 is not acceptable and is likely to place them in a vulnerable position
- Whenever new technologies are being used within the organisation or amongst the network of volunteers, a full risk assessment will be conducted with safeguarding measures implemented accordingly.

6. Potential safeguarding risks around activity delivered and/or supported by Crohn's & Colitis UK

Within the charity there are particular areas and types of activity where a higher level of vigilance may be required. Potential risks can be mitigated against by all staff and volunteers understanding and adhering to this guidance. Recognising what might represent a safeguarding concern and how to respond to and report on that concern.

a. Provision of information and support via our Helplines and online chat facilities

Callers to the Helpline are sometimes in a very distressed state and may be struggling to cope or access resources/support to help them manage their situation. Situations such as these can lead to callers expressing thoughts of possible self-harm/suicide.

The same applies to other channels of service delivery, such as email and Live Chat. Helpline staff have specific training, resources and guidance on how to manage these situations.

b. Hosting online forums/social media channels

Whilst there are clear rules and guidelines in place (including e-safety) for members using the Forum, moderation will not prevent members from posting information, comments or images which might give rise to a potential safeguarding concern.

Examples include:

- a person expressing thoughts and/or intention of self-harm/suicide
- a person expressing such thoughts in response to others posting bullying/malicious material about them
- behaviours suggesting potential attempts to “groom” children and young people, for example through asking for personal contact details/invitations to communicate outside of the official online platform
- images of children being posted which include identifying details.

c. Hosting virtual events

The charity utilises various online platforms to host events, including MS teams, Facebook Live and Zoom. Whilst these channels represent a fantastic opportunity for increased reach and service offer, they do present potential safeguarding risks. These risks can be mitigated by setting appropriate controls for meeting access and providing [Safeguarding guidance for virtual events](#)

d. Hosting in person events - local networks, community and fund raising activities

When hosting large scale national events or invested events such as London Marathon, the charity works with professional event organisers to deliver the events safely. All staff and volunteers taking part/present on the day, are provided with full pre-event safety briefings and are required to adhere to charity safeguarding policy and any additional event specific external guidance and procedures. This helps mitigate against potential safeguarding incidents involving children and adults at risk.

Local events run by Local Network volunteers are subject to charity policies and procedures aligned to best practice in safeguarding children and adults at risk.

A range of events are provided locally including fundraising, socials, education talks and awareness raising. As these events can be open to all, they may include children and adults at risk and therefore present potential for safeguarding concerns to arise.

All volunteers delivering events on behalf of the charity are required to adhere to agreed safeguarding policy and procedures as set out in this document.

Volunteers are provided with the same guidance as staff around recognising, responding and reporting any safeguarding concerns, with a clear code of conduct specifically when working with children and adults at risk.

7. Safe working practice

For the safeguarding and protection of children and adults at risk, as well as to protect staff and volunteers from allegations, Crohn's & Colitis UK expects all staff and volunteers to conduct themselves in the following manner when working with children and adults at risk:

- treat all children and adults at risk with respect and dignity
- ensure that their welfare and safety is paramount at all times
- be aware of use and tone of language when around or talking to children
- be a positive role model by being conscious of dress and language
- maintain professional boundaries both face to face and when using technology
- avoid contacting children and adults at risk outside of official channels and don't accept any connection requests on any personal social media accounts
- avoid requesting or sharing private contact information e.g. phone numbers, home address outside of official channels
- avoid being alone with children and adults at risk whenever possible
- listen to, and act upon, any disclosures allegations, or concerns of abuse
- participate in approved safeguarding training at appropriate levels
- follow our safeguarding policy at all times

8. Responding to concerns about a child or adult at risk

A safeguarding concern or allegation can be anything relating to an adult's or child's safety or welfare or it could be about the potential risk a person may pose. Sometimes a child or adult at risk might share their concerns or experiences of abuse with us.

If you have any concerns about a child or adult at risk, which may arise from something you have seen, witnessed, or been told discuss your concerns with a member of the Safeguarding Team without delay. **Unless there is an immediate risk to life.**

Depending upon the outcome of these discussions, a reporting form may need to be completed. A copy is included in this guide for reference.

In situations where a child or adult at risk discloses information directly to you:

Do

- ✓ Listen carefully to what is being said, without displaying shock or disbelief
- ✓ Accept what is said
- ✓ Reassure the person, but only as far as is honest, don't make promises you may not be able to keep e.g.: *'Everything will be alright now'*, *'You'll never have to see that person again'*
- ✓ Ask questions for clarification only e.g. Can you tell me what happened? or Can you tell what is worrying you?
- ✓ Reassure the person they have done the right thing in telling you
- ✓ Explain what you have to do next and who you have to talk to, except where doing this would put them or someone else at risk - if you are unsure, seek advice from the Safeguarding team

- ✓ Take notes wherever possible or write up your conversation as soon as possible afterwards as you may need to complete a safeguarding reporting form
- ✓ Record the date, time and the exact words used by the person disclosing
- ✓ Record statements and facts
- ✓ Keep anything you have recorded securely in accordance with charity policy and procedures

Do Not

- × Ask questions about why something may have happened
- × Make promises particularly about confidentiality or outcomes, you have a duty to share this information with the safeguarding team
- × Interrogate; it is **not** your responsibility to investigate
- × Ask leading questions (e.g. Did they hit you?), instead ask open questions such as *'Anything else to tell me?'*
- × Ask the person to repeat the information for another member of staff
- × Paraphrase or record your opinion or make assumptions about what might have happened
- × Share anything you have recorded until directed by a member of the Designated Safeguarding Team

9. Responding to concerns involving a member of staff or volunteer

An allegation might involve a child or adult at risk who is:

- using one of our services
- involved in a fundraising or participation activity
- not known to us
- known to an employee or volunteer in their community or home life
- is a child of a member of staff or volunteer

If your concern involves worries about the behaviour or actions of a member of staff or volunteer you should share the information with a **Designated Safeguarding Officer** as soon as possible or within one working day. If the concern relates to one or more member(s) of the Safeguarding Team, you can share your concern with the **CEO** and/or **Lead Trustee for Safeguarding** and if it involves a child and feels appropriate to do so, you can share directly with the **NSPCC Helpline: 0808 800 5000**

10. Confidentiality, consent & information sharing

We should not allow fears about sharing information to get in the way of safeguarding children and adults at risk.

Ideally we'd gain verbal or written consent from a child, their parent(s) or adult at risk before any personal information relating to them is shared with another authority.

However, we do not need to seek consent to share information if it might:

- be unsafe to seek - for example if might increase the risk to the child
- cause an unjustified delay
- if it would prejudice the prevention, detection or prosecution of a serious crime.

a. Safeguarding and information sharing

To keep children and adults at risk safe, information needs to be shared so that decisions can be made about how to protect them. The law recognises that sharing information is a part of day-to-day safeguarding practice.

Sharing information is an important part of safeguarding. If the information is confidential, but there is a safeguarding concern, sharing information is allowed both within and between organisations.

b. Do you need consent?

Wherever possible, always seek consent from the person involved in the concern. Be open and honest with the person about why you might need to share your concerns with a member of the safeguarding team. If you decide to share information after the person refuses permission, you must explain to them that our policy requires you to share concerns if a child or adult at risk may be at serious risk of harm or abuse.

Five safeguarding reasons you may share information without consent

- If you think a person is at serious risk of harm or abuse, including harming themselves
- If you receive information which indicates that a serious crime has been or is going to be committed
- If you are required to by law, for example, for some professions, any suspicion of forced marriage or female genital mutilation
- If an individual gives information which indicates a possible terrorist threat.

11. Reporting concerns

If you have any concerns about a child or adult at risk, which may arise from something you have seen, witnessed, been told, **discuss your concerns with a member of the Safeguarding Team without delay. Unless there is an immediate risk to life.**

What to do if you have a safeguarding concern

You witness, are informed about (disclosure) or have concerns about anyone's safety or welfare

If you think there is a risk of immediate serious harm or threat to life call 999, you will need the full name and full address/current location of the person you are concerned about. Inform a member of the Safeguarding Team of any action taken.

If there is no risk of immediate serious harm, contact a member of the Crohn's & Colitis UK Safeguarding Team for guidance.

safeguarding@crohnsandcolitis.org.uk

Tel: 01727 734459

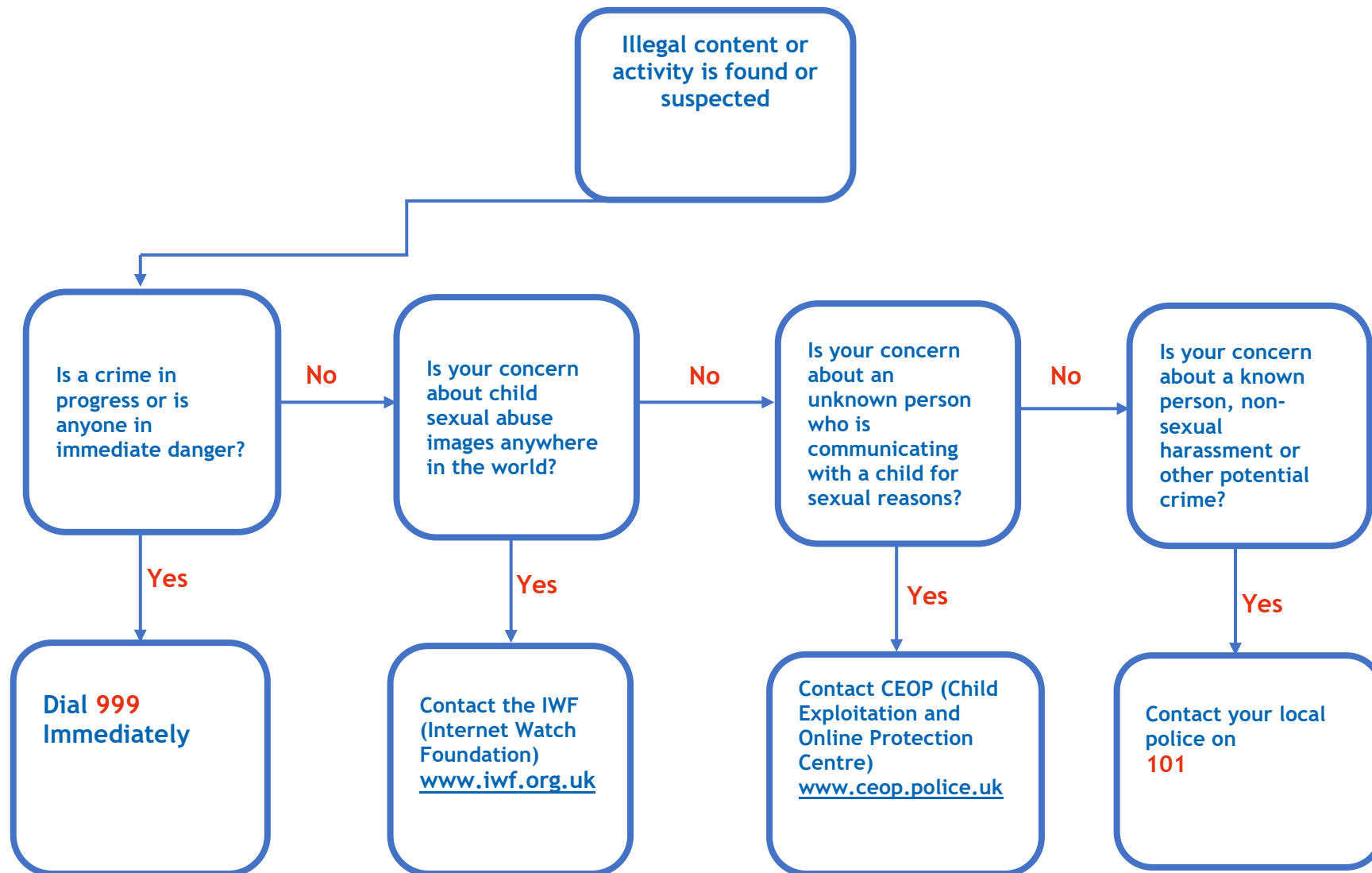
If your concern involves a child (under 18) and you are unable to contact a member of the Safeguarding Team you can call the NSPCC on **0808 800 5000** and follow the guidance on what to do next.

A Designated Safeguarding Officer may ask you to complete a Safeguarding report. They will then assess the report and decide on the next course of action. This may include referral to the police, local authority safeguarding teams or other related agency. The Designated Safeguarding Officer will complete the safeguarding incident report forms with the person making the report, offering support and providing updates where possible and appropriate.

What to do if you have a concern relating to Online Safety

Discuss your concerns with a member of the Safeguarding Team without delay. **Unless there is an immediate risk to life.**

e-Safety Referral Flowchart (concerns about a child) - (based on SAFEcic template)



12. Summary of possible actions following a safeguarding concern/disclosure report.

It remains the responsibility of the individual who has the concern about the safety of a child or adult at risk to follow the procedure for reporting concerns.

The Designated Safeguarding Officer/appointed person is then responsible for assessing the concern/disclosure and follow up action will be taken, prioritising the wellbeing of the child or adult at risk concerned at all times. Depending on the nature of the report a referral may be made to:

- The police (if not already done by the person raising the concern)
- The local Safeguarding Children's Board (England & Wales) The local Authority Children's and Families Social Services Team (Scotland) or Gateway Services Team for Children's Social Work at the Health and Social Care Trust (N Ireland)
- Concerns/disclosure relating to staff or volunteers' referrals will be made to the Local Authority Designated Officer (England & Wales) Disclosure and Barring Service (England, Wales and Northern Ireland) or Disclosure Scotland.

Following any report, the Designated Safeguarding Officer/appointed person will ensure that the individual who made the initial report is appropriately supported.

13. Crohn's & Colitis UK Safeguarding team

Senior Designated Safeguarding Officer

Name: Ruth Wakeman
Job title: Director of Services, Advocacy and Evidence
Tel: 01727 617462
Email: Safeguarding@crohnsandcolitis.org.uk
Safeguarding Tel: 01727 734459

Responsibilities

- ensure that our safeguarding policy is fully implemented
- leadership responsibility for the organisation's safeguarding arrangements
- provide operational support/cover for safeguarding team as required
- stay up to date and undertake relevant training for safeguarding leads
- ensure any serious safeguarding incidents are reported to the CEO and the Board Lead for Safeguarding

Lead Designated Safeguarding Officer

Name: April Trawicki
Job title: Support Services Manager
Direct Tel: 01727 617343
Email: Safeguarding@crohnsandcolitis.org.uk
Safeguarding Tel: 01727 734459

Responsibilities:

- monitoring and recording concerns
- lead contact for internal reporting of concerns
- making referrals to social care, or police, as relevant, without delay
- liaison with other agencies
- arranging training for all staff
- stay up to date and undertake relevant training for safeguarding leads.

Designated Safeguarding Officer

Name: Andrew Perkins
Job title: CRM Team Manager
Direct Tel: 01727 617323
Email: Safeguarding@crohnsandcolitis.org.uk
Safeguarding Tel: 01727 734459

Responsibilities:

- monitoring and recording concerns
- making referrals to social care, or police, as relevant, without delay
- liaison with other agencies
- contributing to internal training for all staff
- stay up to date and undertake relevant training for safeguarding leads

Safeguarding Support Officers

Name: Gemma Eaves
Job title: Digital Manager
Direct Tel: 01727 617444

Name: Barry Odwell
Job title: Helpline Officer
Direct Tel: 01727 617318

Name: Claire Milloy
Job title: Community & Events Manager IG
Direct Tel: 01727 617331

Responsibilities:

- act as an additional point of contact for staff to raise any safeguarding concerns in their area of activity
- escalating concerns to a member of the **Designated Safeguarding Team** in accordance with agreed policy and procedure
- stay up to date and undertake additional safeguarding training modules as required

Note this is a support role only and therefore excludes:

- deputising for any of the Designated Safeguarding Officers
- access to safeguarding inbox, secure HR folder, safeguarding line ring group
- issuing requests to complete safeguarding reporting forms
- making any external referrals

Our appointed Board Lead for Safeguarding is:

Name: Graham Bell
Role: Trustee

Contact graham.bell@crohnsandcolitis.org.uk

Responsibilities

- stay up to date and undertake relevant safeguarding training for Trustees
- ensure Board oversight of the implementation of the safeguarding policy including appropriate management of any serious safeguarding incidents.

14. SAFEGUARDING REPORTING FORM - (EXAMPLE TEMPLATE ONLY, DO NOT USE)

Strictly Confidential

Safeguarding Concern/Incident Reporting Form

This form should only contain information already known by the person raising the concern and the Designated Safeguarding Officer or Alternate Senior Lead who is managing the concern.

Remember that all information must remain objective with only the facts of what was said or witnessed being recorded.

Part One: to be completed by person reporting a concern

Name of child or adult at risk	
Date of Birth (if known)	
Address	
Name of parent or carer and contact details (if known)	
Any reported physical/developmental disability?	
If the report is due to a concern rather than a direct disclosure, who has this concern been raised by?	Name and contact details (if known) of person reporting
Date and time concern raised	
Nature of concern	
Factual Statement (please continue on a separate piece of paper if required and attach to this reporting form) <i>Only record the facts, use the exact wording the person of concern/ third party has used.</i> <i>Do no paraphrase and do not include personal opinions.</i>	Time & Date

Name and details of any other children or adults at risk in the family	
Name and details of any other significant adults in family	
Action taken Detail here any agency contacted, who spoken to and any timescales/actions given	<div style="text-align: right;">Time & Date</div>
Name, job/volunteer role & signature of person reporting the concern	Time & Date: Name and Role Signature

Strictly Confidential

Safeguarding Concern/Incident Reporting Form

Part Two: to be completed by member of Designated Safeguarding Team

Designated Safeguarding Officer or Alternate Senior Lead only Record the action taken and the reason for taking it OR Why no action has been taken at this time	Time & Date
Details of agency the referral was made to Include name and contact details	Time & Date
Details of referral Include any reference or case number provided	Time & Date
Detail of any actions/following referral	Time & Date
Name & signatures of: 1. Reporting Designated Safeguarding Officer 2. Senior Designated Safeguarding Officer or Alternate Senior Lead	Time & Date: Reporting Designated Safeguarding Officer Time & Date: Senior Designated Safeguarding Officer or Alternate Senior Lead