

# Safeguarding Policy For PHAB

AND



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Phab Ltd. Summit House, 50 Wandle Road, Croydon, CR0 1DF  
**Safeguarding Policy**

Reviewed: **May 2019**

## Introduction

Phab has the highest regard for the safety of everyone in Phab. All staff work to create a culture in which abuse of any kind is not tolerated. Phab has a responsibility to keep people safe and to practise in a way that protects everyone. Phab recognises that disabled children or adults at risk are more vulnerable to abuse than others and uses systems to safeguard all children and adults at risk on equal terms.

This policy applies to all those involved in Phab, including, but not exclusively, staff, trustees and committee members, volunteers, parents, young people, and other external agencies. Phab aims to provide a safe, trusted environment for all employees, volunteers and beneficiaries and to respond promptly and appropriately to reports of children and adults who are actually or potentially at risk. We do this by:

- Safeguarding the welfare of all our beneficiaries, employees and volunteers, embedding it in everything that we do.
- Having recruitment, selection and training procedures for employees and volunteers and conducting a rolling programme of Disclosure and Barring Service Checks on appropriate employees and volunteers
- Providing a Designated Safeguarding Officer who will have the details of the appropriate local agencies to whom they can report concerns of abuse
- Requiring all external agencies that we work with to comply with the policy

- Providing training to employees and volunteers to ensure they understand and follow the approach and procedures laid out in this policy
- Providing information and advice to Phab Club Leaders to ensure the local Phab Clubs (Trustees, volunteers, members etc.) are aware of their obligations to keep their members and volunteers safe from harm
- Having procedures to ensure that concerns of abuse or neglect are dealt with appropriately and that action is taken promptly
- Having a Whistleblowing statement to ensure people feel comfortable raising concerns
- Ensuring our fundraising activities are ethical: fundraising activities are carried out in accordance with the charity's values and we strive to meet the highest of ethical standards.

## **Responsibilities**

**Board of Trustees:** The Charity Commission states that Charity trustees are responsible for ensuring that those benefiting from, or working with, their charity are not harmed in any way through contact with it. They have a legal duty to act prudently and this means that they must take all reasonable steps within their power to ensure that this does not happen.

Trustees are expected to find out what the relevant law is, how it applies to their organisation, and to comply with it where appropriate. They should also adopt best practice as far as possible and receive regular up to date training.

**Designated Safeguarding Lead Trustee:** There will be a designated Safeguarding Lead Trustee of Phab Limited to maintain standards and communicate with the Chief Officer and Board of Trustees to ensure continuity and understanding of responsibilities throughout Phab.

### **The Designated Safeguarding Lead Trustee for Phab Limited**

*Appointment to be made at meeting of the Board of Trustees in January 2020.*

*Contact details: through Phab HQ*

**Staff and Volunteers:** All employees and volunteers have a responsibility to safeguard and promote the well-being of children, young people, and adults at risk by being responsible for the quality, efficiency, and effectiveness of their work. They must read and understand the safeguarding policies and procedures, be aware of their safeguarding duties and receive regular up to date training.

**Designated Safeguarding Officer:** They will be the first point of call for all staff/volunteers/members who have safeguarding concerns and they will make referrals to social services when appropriate. They will receive regular and up to date training to gain a good understanding of safeguarding guidance and procedures.

**Designated Safeguarding Officer for Phab Limited is:**

**Matthew Joyce**

Contact details: Phab, Summit House, Wandle Road, Croydon, CR0 1DF

Telephone/email: 020 86679443 or matthew.joyce@phab.org.uk

## **Equality Statement**

Phab is committed to ensuring that equality is incorporated across all aspects of its development.

Phab respects the rights, dignity and worth of every person and will treat everyone equally regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.

Phab is committed to everyone having the right to enjoy their time at Phab in an environment which is free from threat of intimidation, harassment or abuse.

Everyone in Phab has a responsibility to oppose discriminatory behaviour and promote equality of opportunity.

Phab's Equality and Diversity Policy is made available to all Phab members, volunteers, staff, parents and carers and is easily accessible on our website: [www.phab.org.uk](http://www.phab.org.uk)

### **Phab Standards**

Each year, a responsible person in every Phab Club must sign the Phab Club Safeguarding Statement and return to Phab Limited as part of the Affiliation to Phab process to show that they recognise and accept the responsibility to provide an environment which promotes the safety of everyone at their Phab Club. **Appendix A**

Each year, every Phab Club must give the name of an Appointed Safeguarding Person to Phab Limited as part of the Affiliation to Phab process. This Appointed person has a responsibility to ensure all members, volunteers, parents and anyone else who has dealings with their club are aware of the Phab Safeguarding Policy. **Appendix A**

If Phab becomes aware or is informed of information from a reputable source (e.g. Police, NSPCC, Social Services etc.) that an individual is not suitable to attend a Phab club, Phab has the right to stop the individual from attending any further Phab clubs/projects or associated events.

The Safeguarding Policy is available at Phab Club events, projects and is easily accessible on our website: [www.phab.org.uk](http://www.phab.org.uk).

Further information regarding Safeguarding is available to Phab Clubs in the Phab Club Information Pack which is available to view at [www.phab.org.uk](http://www.phab.org.uk)

Phab Complaints Procedure is available to all members, volunteers, staff parents and carers and is easily accessible on our website: [www.phab.org.uk](http://www.phab.org.uk)

Phab Club Members should not provide personal care for other Phab Club Members. If a member requires personal care then they must provide their own Personal Assistant/Carer. When providing personal care on the Phab Holiday Projects (Inclusive Living Experiences) the Phab Personal and Intimate Care Policy, Medication Policy and Infection Control Policy must be adhered to. These, along with the Safeguarding Policy will be made available to all relevant volunteers, parents and carers.

### **Recruitment and Selection**

Phab recognises that anyone may have the potential to cause abuse in some way. It is therefore important that all reasonable steps are taken to ensure that unsuitable people are prevented from working with Phab. It is essential that the same procedures are used consistently whether for staff or volunteers.

Phab is required by law to have all staff and volunteers checked through the Disclosure and Barring Service (DBS). This is not optional.

All Phab Volunteers and staff will be subject to an Enhanced Disclosure (the highest level of DBS check). Once processed a DBS Certificate will be sent out to the applicant. The applicant must show their Club Leader or Line Managers this certificate.

All Phab Clubs must submit a list of all volunteers every year as part of their affiliation agreement to Phab Head Office

All Volunteers attending a Phab Inclusive Living Experience must give the names of two referees (these must be taken up and stored in an appropriate way – see the Phab Data Protection Policy) and attend a training event to ensure they fully understand their responsibilities.

## **Immediate actions if someone chooses to speak about an incident of abuse**

If a person chooses to disclose, you SHOULD:

- be accessible and receptive
- listen carefully and uncritically at their pace
- take what is said seriously
- reassure them that they are right to tell
- tell them that you must pass this information on
- make a careful record of what was said

**You should NEVER:**

- take photographs or examine an injury
- investigate or probe aiming to prove or disprove possible abuse – never ask leading questions
- make promises to them about confidentiality or keeping ‘secrets’
- assume that someone else will take the necessary action
- jump to conclusions or react with shock, anger or horror
- speculate or accuse anybody
- confront another person (adult or child) allegedly involved
- offer opinions about what is being said or about the persons allegedly involved
- forget to record what you have been told
- fail to pass the information on to the correct person

In most situations, it would be important to talk to parents/guardians or carers to help clarify any initial concerns. For example, if a child/adult at risk seems withdrawn he/she may have experienced bereavement in a family.

However, there are circumstances in which a child/vulnerable adult may be placed at a greater risk if such concerns were shared (e.g. where a parent/guardian or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these circumstances, or where concerns still exist, any suspicion, allegation or incident of abuse must be reported either to Social Services or to Phab Head Office, who will in turn contact Social Services.

If you contact Social Services direct it is important that you also inform Phab, Summit House, Wandle Road, Croydon CR0 1DF. Tel: 020 8667 9443

The Social Services Department, together with the Phab staff where appropriate, will decide how and when parents/guardians or carers will be informed.

## **Records and information**

Information passed on to Social Services or the Police must be as helpful as possible, hence the necessity of making detailed records. Information should include the following:

- The nature of the allegation
- A description of any visible bruising or other injuries.
- The child/vulnerable adult's account, if given, of what happened and how any bruising or other injuries occurred.

Reporting the matter to the police or Social Services Department should not be delayed by attempts to obtain more information.

Wherever possible, referrals telephoned to the Child Protection Unit should be confirmed in writing within 24 hours. A record should be made of the name and designation of the Social Services member of staff or police officer to whom the concerns were passed, together with the time and date of any call, in case any follow up is needed.

An Incident Form – **Appendix B** needs to be completed prior to contacting Social Services or the Police unless a person is in IMMEDIATE danger and then 999 should be called and the Incident Form completed as soon as possible following that call.

### **Complaints against Staff/Volunteers**

This includes anyone working with children/adults at risk in a paid or voluntary capacity in Phab clubs or another Phab Club/Project member.

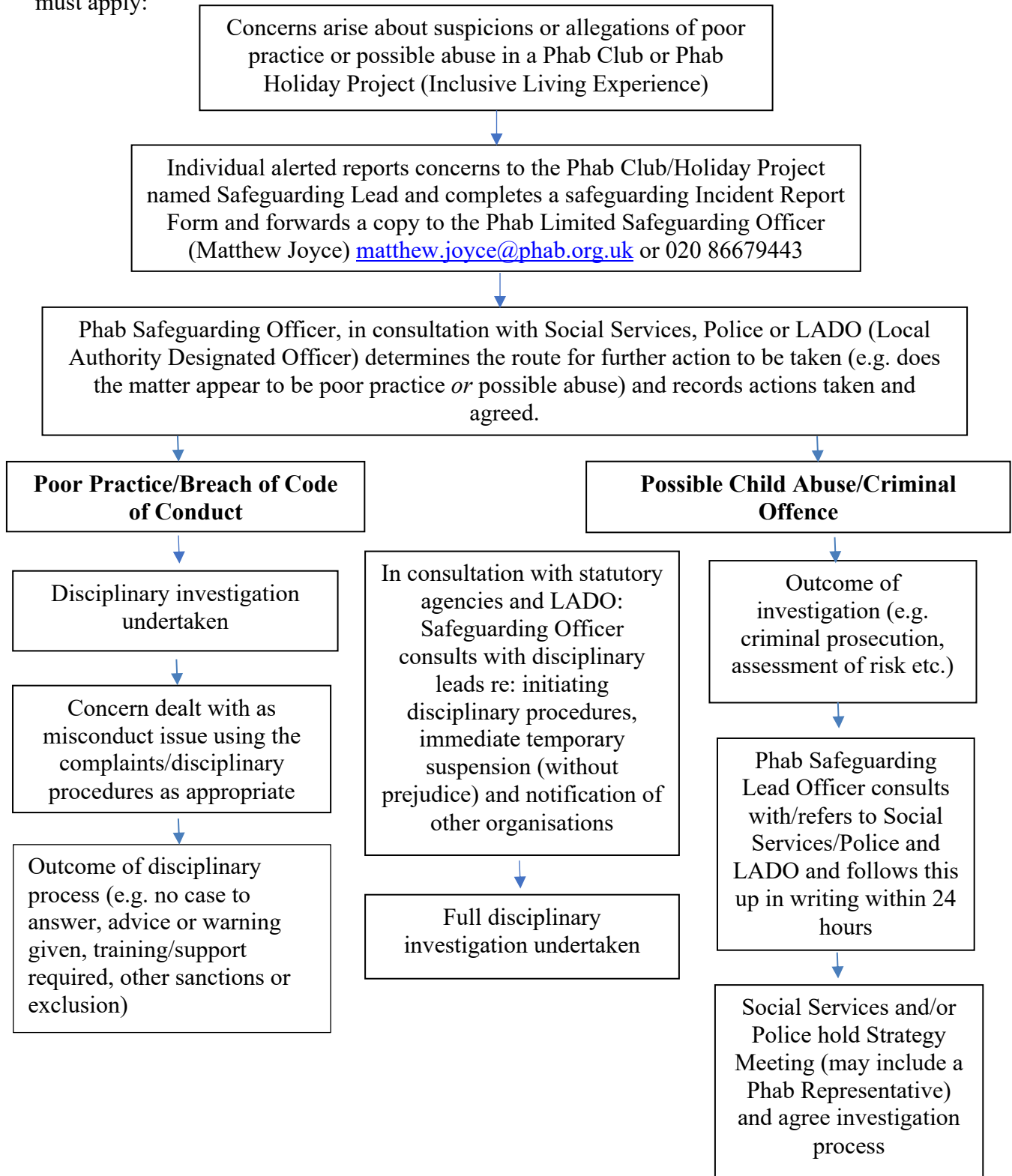
There may be circumstances where allegations are about poor practice rather than abuse, but those volunteers who have been informed of the allegation of poor practice should consult Phab staff and gain advice from Social Services. This is because it may be just one of a series of other instances which together cause concern.

It is acknowledged that feelings generated by the discovery that a member of staff or volunteer is, or may be, abusing a child/vulnerable adult, will raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters. However, it is imperative that where there is concern for the welfare of a child/adult at risk due to reported abuse or harassment action should be immediate.

## Reporting Suspicions of Abuse

**If you consider someone to be in immediate physical danger then call the police immediately – Dial 999**

It is **NOT** the responsibility of any staff member, volunteer or the charity to investigate any suspicions of abuse, merely to report it and record any alleged incident. Suspicions of abuse will be investigated by Social Services and/or the Police. The following reporting procedure must apply:



## **Confidentiality Statement**

Confidentiality and safeguarding must be discussed with everyone at the beginning of any piece of work and reminders given from time to time. This will ensure that everyone understands the processes and all members of staff/volunteers will have a clear understanding of their responsibilities.

It is absolutely essential to be clear about the limits of confidentiality well before any such matter arises.

Any concerns about confidentiality should not override the rights of children and/or vulnerable adults at risk of, or suffering, harm. Protecting children and adults at risk means that, where necessary to protect welfare, confidentiality will be breached to raise concerns. Information sharing must be done in a way that is compliant with the General Data Protection Regulation and Data Protection Act 2018, the Human Rights Act 1998 and the common law duty of confidentiality. However, a concern for confidentiality must never be used as a justification for withholding information when it would be in the child or adult at risk best interests to share information with an appropriate person/organisation.

While personal information held by professionals and agencies is subject to a legal duty of confidence and should not normally be disclosed without the subject's consent, it is essential that staff respond quickly where they have concerns or suspicions of abuse.

Information of a confidential nature will only be communicated on a "need to know" basis. Considerations of confidentiality will not be allowed to override the rights of individuals to be protected from harm.

Forms and documents containing any personal information must be kept and stored appropriately according to GDPR. Please see the Phab Data Protection Policy for further information.

Do not promise to keep secrets. Should it become necessary to pass on information shared by another party this decision should always be discussed with the person in question and where possible their cooperation sought beforehand.

Explanations of the reasons; processes; likely sequence of events; and who to contact for information or for support should also be provided.

When someone makes an allegation of abuse they may hope that the abuse will stop without further enquiries. They may fear the effect this will have on their family and may fear retribution from the abuser. They should be helped to understand why the referral must be made and what is likely to happen as a result.

## **Anti-Bullying Statement**

Phab recognises that it has a responsibility to protect members from bullying and to have policies and procedures in place to do so.

Bullying is not accepted behaviour towards anyone at Phab be they child, volunteer or parent. Anyone found to be bullying others will be dealt with seriously both with regard to the behaviour exhibited and the reasons for the behaviour.

Phab staff and volunteers should challenge bullying in any form i.e. physical or emotional. Physical bullying can take the form of attacks, such as hitting, kicking, taking or damaging belongings.

Emotional bullying may be a verbal assault, including name-calling, insults, repeat teasing, sectarian/racist assaults, or it may take more indirect forms, such as spreading malicious gossip/rumours either verbally or by using social media or excluding someone from a social group.

**Code of Conduct:** To help protect people from abuse and/or inappropriate behaviour and reduce the possibility of unfounded allegations of abuse being made against them, a Code of Conduct exists to ensure that everyone in Phab is aware of their expected standards of behaviour and responsibilities.

A sample Code of Conduct is available for Phab Clubs and can be found in the Phab Club Information Pack. This sample of Code of Conduct will have set standards but Phab Club Committees can add information to suit their Phab Clubs unique requirements.

### **Whistleblowing Statement**

Phab is aware that some people may be worried about raising such a concern and may think it best to keep it to themselves, perhaps feeling it's none of their business or that it's only a suspicion. They may feel that raising the matter would be disloyal to friends, volunteers or to the organisation.

Phab is committed to reassuring all those who come into contact with Phab that it is safe and acceptable to speak up and to enable them to raise any concern they may have about malpractice at an early stage and in the right way.

When someone has a concern about a staff member, volunteer, member, malpractice or fraud that might affect others or the charity itself, rather than wait for proof, we would prefer the matter to be raised whilst it is still a concern.

If there is a concern, which the charity should know about or looked into, please contact the Phab Chief Operations Officer, Summit House, Wandle Road, Croydon, CR0 1DF or 020 86679443. If you do not wish to contact the Chief Operations Officer then please contact any Trustee on the Board. If you do not want to report the concern to a member of the Charity then the independent charity 'Public Concern At Work' is available on 0808 168 0225 or by email: [advice33@pcaw.co.uk](mailto:advice33@pcaw.co.uk)

### **Social Media/Private Messaging**

Phab recommends that staff/volunteers and members aged over 18 or over who are not perceived as an adult at risk, do not add as a "friend" on a social network site the following:

- Adults at risk/Phab members that need parental consent to attend activities
- Members under the age of 18

If someone needs to email or send a private message to any member in the category above, multiple recipients should be included. Remember that private messaging can be seen in the same manner as being alone in a room with a young person or adult at risk.

If anybody has a concern about any message posted on a social media site or website they should inform Phab's Safeguarding Officer.

### **Missing Person Procedure**

Phab staff/volunteers will always be aware of the potential for a member to go missing during club sessions, trips or Phab Holiday Projects (Inclusive Living Experiences)

Even when all precautions are properly observed, emergencies can still arise. Therefore staff/Club Leader will undertake periodic head counts during any activity. If for any reason a Club/Project Leader cannot account for a member's whereabouts during a session, they will



inform the rest of the staff/volunteer team that the person is missing and a thorough search of the entire premises will commence. It is important not to create an atmosphere of panic and to ensure that the other members remain safe and adequately supervised.

**The following actions should be taken:**

The Club/Project Leader will nominate members of the team to search the area surrounding the premises. The team will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.

If the missing person is not found the Club/Project Leader should immediately assess the situation and decide whether to inform the Police in addition to the missing person's parent/carer.

While waiting for the parent/carer/police to arrive, searches for the missing person will continue. During this period, staff will maintain as normal a routine as is possible for the rest of the group members.

The Club/Project Leader will be responsible for meeting the missing person's parent/carer and the police. The Club/Project Leader will co-ordinate any actions instructed by the police, and do all she/he can to comfort and reassure the parents/carers.

An incident/accident report form should be completed and sent to Phab, Summit House, Wandle Road, Croydon for the attention of the Safeguarding Officer.

The Club/Project Leader, along with the Designated Safeguarding Officer should review relevant policies and procedures and implement any necessary changes.

**Definitions**

**Child or young person:** Anyone who has not yet reached their 18th birthday.

**Adult at Risk:** A person aged 18 or above who is unable to look after their own wellbeing, property, rights, or other interests, and is at risk of harm (either from another person's behaviour or their own behaviour) because they have a disability, mental disorder, illness, or physical or mental infirmity.

**Employees:** Anyone employed by Phab, including agency employees.

**Volunteers:** Anyone volunteering for Phab, regardless of their role, including Trustees.

**Types of Abuse**

Being abused means a person is being deliberately harmed by someone else. The commonly recognised forms of abuse are:

**Physical:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Sexual:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the person has not consented or was pressured into consenting.

**Financial:** including theft, fraud, internet scamming, coercion in relation to a person's financial affairs or arrangements or the misuse or misappropriation of property, possessions or benefits.

**Psychological:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks

**Discriminatory:** including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Neglect:** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Organisational:** including neglect or poor practice within an organisation or specific setting. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor practice as a result of the structure, policies, processes and practices within an organisation.

### **Signs and Indicators of Abuse**

It should be noted that this list is not exhaustive and the presence of one or more indicators is not proof that abuse is taking place but it may indicate that further enquiries should be made.

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if sustained on part of a body not normally prone to such injuries
- A situation in which the explanation for an injury seems inconsistent or unlikely
- The child/adult describes what appears to be an abusive act involving him/her
- Unexplained changes in behaviour e.g. becoming withdrawn or displaying sudden outbursts of temper
- Inappropriate sexual awareness
- Engaging in sexually explicit behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Withdrawing from their normal activities
- Difficulty in making friends
- Not socialising with their peers
- Displaying variations in eating patterns including overeating or loss of appetite
- Loss of weight for no apparent reason
- Becoming increasingly dirty or unkempt

### **Good Practice**

Anyone may have the potential to abuse children/adults at risk in some way. It is important that all reasonable steps are taken to ensure unsuitable people are prevented from working with children/vulnerable adults. It is essential the same procedures be used consistently whether for staff or volunteers.

Promoting good practice can reduce the possibility of potentially abusive situations and help to protect staff/volunteers from false allegations.

The following are more specific examples of good practice which should be taken when working within Phab:

- Always be publicly open when working with children/adults at risk. Avoid situations where a volunteer and an individual child/vulnerable adult are working completely unobserved
- Where a mixed group of boys & girls are on a Phab Holiday Project (Inclusive Living Experience) or participating in a trip, male & female volunteers/members of staff should accompany them

**Do Not:**

- Take children/vulnerable adults alone on car journeys, however short
- Take children/vulnerable adults to their home where they will be alone
- Engage in rough, physical, sexually provocative games or horseplay
- Share a room with a child/adult at risk alone
- Allow or engage in any form of inappropriate touching
- Use or allow the use of inappropriate language
- Make sexually suggestive comments, even in fun
- Allow allegations made to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for children/vulnerable adults they can do for themselves

If you accidentally hurt someone, they appear sexually aroused by your actions, seemed distressed in any manor or misinterprets something you have done, report this incident as soon as possible to your Club/Project Leader

**Phab Club Safeguarding Statement – Phab Safeguarding Policy Appendix A**  
**Please complete below and return one copy of this page with your Phab Clubs**  
**Affiliation 2020 paperwork and keep one copy for your Club reference.**

We at Phab are committed to good practice which protects children and vulnerable adults from harm. Staff and volunteers recognise and accept their responsibility to provide an environment which promotes the safety of the child/vulnerable adult at all times. To achieve this we will:

- Develop an awareness of the issues which may lead to children being harmed
- Create an open environment by identifying an ‘appointed person’ to whom anyone with a concern can turn to if they need to talk and to make everyone at the Phab Club aware of the Safeguarding Policy. This can be found at [www.phab.org.uk](http://www.phab.org.uk)
- Share relevant information about concerns with children and parents and others who need to know e.g. Club Management Committee, Project Leader
- Adopt member centred and democratic styles of working
- Adopt Phab’s Safeguarding Policies and Codes of Conduct to keep everyone safe from harm
- Adopt a rigorous recruitment and selection process for volunteers and any paid staff. These procedures will include regular support to staff/volunteers.
- Ensure that all volunteers in roles of responsibility are DBS checked.
- Ensure good and safe working/playing practices.
- Ensure all those involved with children/adults at risk have regular accredited safeguarding training.
- Review Safeguarding policies annually.
- Have policies and procedures relating specifically to bullying, away trips, transport and use of photos and social media.
- Have an induction document available for volunteers and members clearly outlining their responsibilities as outlined in the Phab Club Information Pack.
- Ensure complaints, grievance and disciplinary procedures are included and available to all.

Phab Club Name \_\_\_\_\_ Leader’s Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

In every Phab Club an Appointed Person should be made known to members, volunteers and parents alike; as the designated person to whom concerns should be addressed. If the concern is about this designated person, please report to Club Chairperson or to Phab’s Safeguarding Officer - Matthew Joyce 020 8667 9443

Name of Appointed Officer for Safeguarding \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_



Contact Tel. Number \_\_\_\_\_

This form is to be used to record these categories of incident, tick where applicable:

Accidental Injury          <input type="checkbox"/>	Illness          <input type="checkbox"/>	Hospitalisation or Fatality          <input type="checkbox"/>	Violence, Assault, Threats or Verbal Abuse          <input type="checkbox"/>	Safeguarding (see below)*          <input type="checkbox"/>
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**\* IMPORTANT: Follow Phab safeguarding procedures and complete relevant paperwork**

# Confidential Incident and Accident Report Form

For Project and Club Use (Appendix B of Phab's Safeguarding Policy)

Project or Club Name

**Date and time of incident/accident**

**Name of person involved (If more than one, separate forms are needed)**

\_\_\_\_\_

Male / Female

D.O.B.

**Site where incident/accident took place – Including address**

**Nature of incident/accident and extent of injury/illness**

\*(Also please complete body map on reverse)

**What happened to the injured person following the incident/accident?**

E.g. Went home/Continued Session/Went to Hospital Etc.

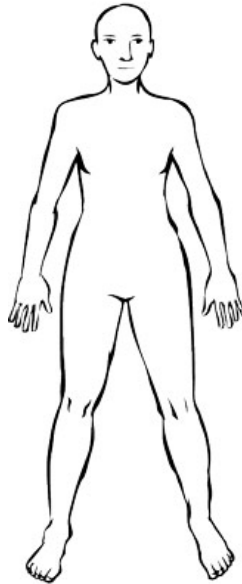
**Give full details of the incident and precisely what happened**

(Describe what activity was taking place, if applicable)

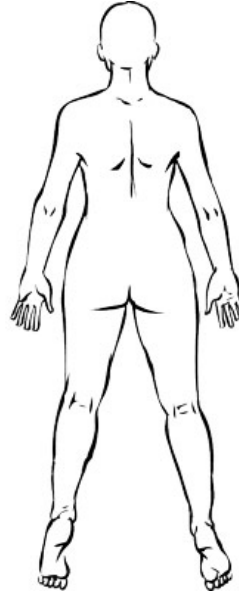
**Give full details of action taken and include any first aid treatment.**

**We're any of the following contacted?**    Parents/Carers     Police     Ambulance

**Front**



**Back**



First Aiders Name .....

.....

Signature .....

Please Circle Yes or No

**Did the injured person:**

- Become Unconscious?    Yes / No
- Need Resuscitation?    Yes / No
- Attend Hospital?    Yes / No

