



Safeguarding Policy

Introduction

Our charitable activities include working with vulnerable people. The purpose of this policy is to protect them and provide stakeholders and the public with the overarching principles that guide our approach in doing so.

Lead Trustee

A lead trustee will be appointed to provide oversight of safeguarding and to lead on any incident investigation and reporting.

Lead Trustee	<u>Name:</u> Katharine Jones (katharine@wavehub.org.uk)	<u>Appointed:</u> 3 October 2023
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Applicability

This policy applies to anyone working on our behalf, including our trustees, staff and volunteers. Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work.

Principles

Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.

We have a responsibility to promote the welfare of all of our customers, beneficiaries, staff and volunteers, to keep them safe and to work in a way that protects them.

We have a collective responsibility for creating a culture in which people not only feel safe, but are also able to speak up if they have any concerns.

Types of abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation. Signs that may indicate the different types of listed under References, below.

Recruitment and training

The recruitment process for trustees, staff and volunteers includes face to face interview, the taking up of two independent references and DBS checks where appropriate.

The appointment and induction process for trustees, staff and volunteers includes receiving a copy of this policy and receiving a personal briefing on it from a trustee or Director.

No person will be allowed to take on a supervisory role or be solely in touch with customers prior to passing all reference checks and completing the induction process.

There will be regular briefings and training on this policy for all staff and volunteers, to be conducted at least annually.

In working with other organisations, we will carry out relevant due diligence and have a written agreement that sets out our relationship, the role of each organisation, and monitoring and reporting arrangements.

Reporting concerns

If you have a safeguarding concern or suspicion of any nature, or such a concern is reported to you by someone else, please report it to the Lead Trustee for Safeguarding named above.

If there is a preference to report a concern to a different Trustee, it can be reported instead to the Chair of Trustees – graham@wavehub.org.uk.

If the person to whom you wish to report your concern is unavailable, you can report it instead to the Director – leona@wavehub.org.uk.

If you wish to report your concern to someone independent, you may contact the dedicated officer of Haringey council at firstresponseteam@haringey.gov.uk (020 8489 1400).

When reporting a concern, please provide as much specific, factual information as possible, including the names of people involved (if you know them) and the details of whatever incident(s) you observed, including the time and place.

Responding to reported concerns

If someone reports a safeguarding concern to you, listen carefully to what they say and reassure them that they have done the right thing in alerting you to their concern. Ask questions which enable you to understand as much as possible of the situation.

Your first responsibility is to ensure that the person experiencing the abuse is safe, and take any actions you can to minimise risk of further abuse (but do not take any actions which might put you personally at risk). You will need to judge whether police or emergency services support is needed. Do not make promises which you can't be sure to keep.

Once the situation is secure, you should pass on all details to the Lead Trustee. You and they together will ensure that there is a record of all conversations held and actions taken in as much detail as possible.

The Lead Safeguarding Trustee will then investigate, seeking to establish and confirm relevant facts, and determine any action required.

All safeguarding incidents, learning and subsequent actions will be reported to Trustees through a standing item on all quarterly Trustees meetings.

The Trustees are mindful of their reporting obligations to the Charity Commission in respect of Serious Incident Reporting and, if applicable, other regulator. They are aware of the Government guidance on handling safeguarding allegations.

Preventing safeguarding failures

Trustees are aware of and will comply with the Charity Commission guidance on safeguarding and protecting people and also the 10 actions trustee boards need to take to ensure good safeguarding governance.

The Lead Safeguarding Trustee has responsibility for the oversight of all aspects of safety, including whistleblowing and Health & Safety at Work. This will include:

- Creating a culture of respect, in which everyone feels safe and able to speak up
- Receiving regular reports, to ensure this and related policies are being applied consistently
- Providing oversight of any lapses in safeguarding
- Ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and required reporting to the Police/statutory authorities is carried out
- Leading the organisation in way that makes everyone feels safe and able to speak up
- Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers
- Planning programmes/activities to take into account potential safeguarding risks, to ensure these are adequately mitigated
- Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required
- Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up-to-date
- Ensuring that safeguarding requirements (eg DBS) and responsibilities are reflected in job descriptions, objectives and personal development plans, as appropriate
- Ensuring that personal data is stored and managed in a safe and compliant way, including valid consent to use any imagery or video
- Making staff, volunteers and others aware of safeguarding procedures and their specific responsibilities on induction, with regular updates/reminders, as necessary
- Making staff and volunteers aware of the signs of potential abuse and how to report these.

Version Control - Approval And Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	Dec 23	New policy for Wave Hub	Annually

This safeguarding policy will be reviewed and approved by the Trustees annually, and as part of any safeguarding incident investigations, to test that it has been complied with and to see if any improvements might realistically be made to it.

References

Statutory Guidance

[Gov.UK – The role of other agencies in safeguarding](#)

[CC: Infographic; 10 actions trustees need to take.](#)

[CC: Safeguarding duties of charity trustees](#)

[CC: Safeguarding - policies and procedures](#)

[CC: How to protect vulnerable groups](#)

[CC: Managing online risk.](#)

Useful Links

[NCVO: Online safeguarding resources.](#)

[NSPCC: Writing a safeguarding policy](#)

Signs Of Abuse

Physical Abuse.

- bruises, black eyes, welts, lacerations, and rope marks.
- broken bones.
- open wounds, cuts, punctures, untreated injuries in various stages of healing.
- broken eyeglasses/frames, or any physical signs of being punished or restrained.
- laboratory findings of either an overdose or under dose medications.
- individual's report being hit, slapped, kicked, or mistreated.
- vulnerable adult's sudden change in behaviour.
- the caregiver's refusal to allow visitors to see a vulnerable adult alone.

Sexual Abuse.

- bruises around the breasts or genital area.
- unexplained venereal disease or genital infections.
- unexplained vaginal or anal bleeding.
- torn, stained, or bloody underclothing.
- an individual's report of being sexually assaulted or raped.

Mental Mistreatment/Emotional Abuse.

- being emotionally upset or agitated.
- being extremely withdrawn and non-communicative or non-responsive.
- nervousness around certain people.
- an individual's report of being verbally or mentally mistreated.

Neglect.

- dehydration, malnutrition, untreated bed sores and poor personal hygiene.
- unattended or untreated health problems.
- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water).

- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing).
- an individual's report of being mistreated.

Self-Neglect.

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene.
- hazardous or unsafe living conditions.
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell).
- inappropriate and/or inadequate clothing, lack of the necessary medical aids.
- grossly inadequate housing or homelessness.
- inadequate medical care, not taking prescribed medications properly.

Exploitation.

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money.
- adding additional names on bank signature cards.
- unauthorized withdrawal of funds using an ATM card.
- abrupt changes in a will or other financial documents.
- unexplained disappearance of funds or valuable possessions.
- bills unpaid despite the money being available to pay them.
- forging a signature on financial transactions or for the titles of possessions.
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions.
- unexplained sudden transfer of assets to a family member or someone outside the family.
- providing services that are not necessary.
- individual's report of exploitation.