



# Safeguarding Policy

## 1. Overview

### Mission Statement

Bridgend Carers Centre's mission is to make a positive difference to carers' lives in Bridgend County Borough by providing information and support and to reduce social isolation.

To this end, we work with people of all ages who may be at risk for any reason, for example age, illness or disability and will endeavour at all times to provide services and activities which are safe for all, including those at risk, to participate in.

We aim to protect our service users from harm or maltreatment or exploitation, prevent the impairment of health or development, ensure the provision of safe and effective care, support and guidance, promote people's life chances, opportunities and growth, ensure children enter adulthood successfully, and adults participate fully and to the best of their ability.

We will work with other local / national partner organisations to put in place appropriate procedures for reporting concerns, making referrals, accessing training, specialist support as and when required.

## 2. Safer recruitment of staff, trustees and volunteers.

We will seek to recruit all paid staff and volunteers using appropriate procedures, safeguards and checks. We will determine which roles are subject to a barring list check, which roles are eligible for enhanced DBS checks only, and take up references for all posts, trustees and volunteer roles.

We will provide an induction programme for all new volunteers, trustees and staff, appropriate training to enable all personnel to undertake their roles safely and confidently, and ongoing training as benefits the personal and professional development of individuals and of our organisation.

We will review our recruitment procedures for **all** in response to changes in legislation and systems external to our organisation e.g. the Disclosure and Barring Service.

### **3. Volunteers**

All volunteer roles will be supported by a staff member and volunteer roles which would be appropriately supervised.

Volunteers will be treated equally alongside any paid staff, and all volunteers will be offered opportunities for training and acknowledgement for their contribution to our organisation.

Volunteers, as well as paid staff, will adhere to the Code of Conduct at all times as a representative of our organisation.

### **4. Safeguarding Officer**

Our Safeguarding Officer is Sarah Jarvis and supported by Colette Colman as representative from the Board.

They will be available to all staff, volunteers and carers to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of carers, volunteers and staff.

The safeguarding officer and representative will have access to appropriate training to support them in these roles.

They will liaise with appropriate local and national partner organisations, contribute to appropriate policies, maintain records and confidentiality, adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

### **5. Awareness of harm and abuse in our organisation**

Harm is caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable *a person* to participate in activities that are open to most of their peers.

All incidents of harm to anyone involved in our service will require an appropriate response to safeguard the individual (s), to reduce risks and improve our service.

Deliberate acts of harm (sexual, physical, emotional, financial), exploitation and neglect are abuses against the person and will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS) where appropriate.

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will: / agenda trustees, staff and volunteer meetings / provide opportunities for discussions about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in our safeguarding responsibilities.

## 6. Risk of harm

Where there is risk of harm to our carers, volunteers or staff, the Safeguarding Officer and representative are empowered to act accordingly.

- to log all conversations regarding the issue
- to sign and request signatures on reports and statements
- to seek advice from the Safeguarding Officer from Bridgend County Borough Council on **01656 642320**
- to share concerns (with consent where required and appropriate) internally with senior staff, Chairperson of the Board or Deputy Chairperson.
- to share concerns and make referrals to external agencies such as Social Services, the Police or Action For Children as appropriate to the circumstances
- to make a referral to the Disclosure and Barring Service when appropriate
- to escalate referrals to MASH (Multi Agency Safeguarding Hub) at Bridgend County Borough Council via C1 Referral Form and Adult at Risk Referral Form (attached). This is the referral process and should be emailed directly to:-

[adultsafeguardingMASH@bridgend.gov.uk](mailto:adultsafeguardingMASH@bridgend.gov.uk); - **Vulnerable Adults**  
[mashcentra@bridgend.gov.uk](mailto:mashcentra@bridgend.gov.uk) – **Vulnerable Children**

## 7. Confidentiality

All reports and logs (including personnel records) will be kept securely and confidential according our Privacy Policy and statement.

## 8. Communication and reporting concerns

We support and encourage all carers, volunteers and staff to speak up where they have

- a **concern**
- a **disclosure**
- an **allegation**

the content of which could or has caused harm to another person and to report to our named Safeguarding Officer or representative

## 9. Whistle blowing (disclosure in the public interest)

We encourage staff or volunteers to report things that aren't right, are illegal or if anyone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing.

In the first instance they should speak with the Safeguarding Officer or the trustee with appropriate responsibility

Though we would prefer our members and personnel to use internal processes whenever possible to make a report as above, this does not prevent them from making a report or referral to e.g. Social Services, in their own right as a private individual.

### **10. Special considerations**

Safeguarding is part of the Health and Safety Risk Assessments process for all activities.