

Safeguarding Policy

Twyn Community Hub

Twyn Community Hub provide a regular youth club and a range of events and activities for the benefit of the community and we have a commitment to keep our service users safe.

In our work with children / young people / adults who may be at risk due to age, illness or disability, TWYN COMMUNITY HUB will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them.

We aim to protect our service and centre users:

- from harm or maltreatment,
- prevent the impairment of health or development,
- ensure the provision of safe and relevant activities and events,
- support community members to develop activities based on their interests & skills and which will benefit the community

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

Safer recruitment

To do so, TWYN COMMUNITY HUB will seek to recruit using appropriate procedures, safeguards and checks

We will take up references for all posts and volunteer roles prior to appointment.

We will use Disclosure & Barring Service (DBS) checks to help us to assess suitability and where there is eligibility to do so by determining which roles are in regulated activity and therefore subject to a barring list check and those roles eligible for enhanced DBS checks only.

We will:

- assess any criminal record information that is disclosed in line with our data protection and equalities (treating ex-offenders fairly) policies.
- provide an induction programme for all new volunteers 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.
- regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g., DBS and barring list checks

Volunteers

All volunteer roles will be supported by a named volunteer supporter.

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

In turn, our volunteers will adhere to the Code of Conduct at all times as a representative of our organisation.

Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

Safeguarding Officer

Our appointed Safeguarding Officer is Callum Palmer and supported by Louise Goodman as deputy, who will be available to all staff, volunteers and service users to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of service users, volunteers and staff.

The safeguarding officer and deputy will

- have access to appropriate training to support them in these roles.

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

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 reduce risks and improve our service

Deliberate acts of harm (sexual, physical, emotional and financial) 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) if in regulated activity.

Significant harm

Where there is risk of significant harm to our service users, volunteers or staff, the Safeguarding Officer and deputy are empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally with senior staff / Chair of the Board

- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances
- Make a referral to the Disclosure and Barring Service regarding staff or volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity Confidentiality There is nothing in legislation that prevents the sensible sharing of relevant information to prevent harm to an individual or to assist in the prevention or detection of a crime.

All reports and logs (including personnel records) will be kept securely and confidentially according to our data protection policy and confidentiality statement, privacy notice as per GDPR changes as of May 2018, and or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

Communication

We will communicate this policy to all staff, volunteers, service users and their families / carers, using appropriate methods, formats and language to get the essence across.

We support and encourage all service users, volunteers and staff to speak up and contact the named Safeguarding Officer or deputy where there is

- a concern (a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances), or
- a disclosure (information about a person at risk of or suffering from significant harm) or
- an allegation (the possibility that a volunteer or staff member could cause harm to a person in their care) Staff or volunteers can 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, their deputy or the trustee with appropriate responsibility (Callum Palmer).


We would prefer our members and personnel to use internal processes whenever possible to make a report as above, but this does not prevent them from making a

report or referral to statutory agencies such as Social Services or the Police, in their own right as a private individual.

We also support our staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistleblowing (disclosure in the public interest).

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will:

hold forums / agenda trustees' 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.

	Chairperson name (please print)	Signature
Date approved by Management Committee:	Callum Palmer	
27th January 2021	Next review date: 27 th January 2022	