



Harnhill Centre

Safeguarding Policy

Harnhill Centre of Christian Healing
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Registered Charity Number: 1176053 | CE012520

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1 SAFEGUARDING POLICY STATEMENT

It is the policy of the Harnhill Centre that everyone is honoured and kept safe and protected at the Centre and everyone has a responsibility to protect those with whom they have contact and promote their welfare. To this end our commitment to Safeguarding is:

- We recognise that everyone has different levels of vulnerability and that each of us may be regarded as vulnerable at some point in our lives.
- We are committed to anti-discriminatory practice and will give equal priority to keeping all people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.
- We will ensure that we recruit volunteers and staff in a safe way, and exercise proper care in the selection of those in positions of trust and that they are all aware of their role in safeguarding people.
- We will ensure that those volunteers and staff who may only have occasional contact with children or vulnerable adults are aware of our safeguarding commitment, policy and procedures.
- We will ensure that those eligible for DBS checks have them and that they are up to date. We will provide ongoing safeguarding training and supervision.
- We will ensure that the Director of the Centre and those in positions of trust undertake Diocesan Training in this area.
- We will offer informed and respectful pastoral care to those who have suffered abuse or perpetrated abuse. We will ensure that we work with statutory agencies and the Diocese to ensure that we work in a safe way.
- We will keep up to date with national and local developments regarding safeguarding and it is our best intention at all times to be conversant with and uphold the requirements of legislation pertaining to Safeguarding.
- We will respect people's privacy and dignity. Any limitations to confidentiality will be explained to those receiving prayer ministry during their first session. Anyone who begins to make a disclosure during a prayer ministry opportunity at The Harnhill Centre either about themselves or a vulnerable third party will immediately be informed of our duty. If we are aware that a child or a vulnerable adult is or has been at risk from abuse, harm or neglect and we need to make a disclosure it will be to a limited number of people. Where possible the person will be informed of what is being disclosed and to whom.
- We will ensure there is always an appointed Safeguarding Officer.

Notes for parents/guardians:

Children are always welcome at The Centre although our ministry is not primarily aimed at children. Our facilities in this respect are limited. When children visit the Centre, they are the responsibility of their parent or carer. If a child is restless during a service, the parent or carer is asked to take the child and listen to the service from the foyer or leave the building. This is to ensure that others can worship without distraction.

The Safeguarding Officer for Harnhill is: Reverend Kate Picot

The Lead Trustee for Safeguarding is: Colin Rank

Contact Details: The Harnhill Centre, Harnhill, Cirencester, GL7 5PX. Tel. 01285 850283

This policy was adopted by the trustees on: 15/3/22

This policy was last updated on: 9/5/22

2 INTRODUCTION

2.1 GENERAL PRINCIPLES

The Board of Trustees wishes to ensure that the work carried out in support of the Charity's Objects can be carried on without hindrance and, in the spirit of the Objects, is therefore committed to resolving any safeguarding matter which may arise in relation to the Charity and its activities as soon as reasonably practicable. In the interest of fairness and consistency, the Trustees, staff, and volunteers will therefore seek to work together to follow the procedures set out below.

This policy applies to all those who live and/or work at Harnhill including the Board of Trustees, paid staff, volunteers, and agency staff. This document must therefore be given to all Trustees, persons who join the Centre or who begin work whether paid or as a volunteer for the Charity, and each person must agree to abide by its terms before commencing that role.

2.1.1 The purpose of these procedures is: -

To protect all those who are vulnerable who come into Harnhill (for avoidance of doubt this policy focuses on vulnerable adults. Children rarely visit Harnhill and must always do so with a parent/legal guardian who retains sole responsibility for them. However, the Centre will always have safeguarding at the heart of all its work and our overarching commitment to safeguarding all applies.

To provide Trustees, staff and volunteers with the overarching principles and practical information which guides our approach to safeguarding.

The Trustees believe that a vulnerable person should never experience abuse of any kind. We have a responsibility to promote the welfare of all such people and to keep them safe. We are committed to live, work and practice our faith in a way that protects them.

Those who raise safeguarding concerns should be treated with understanding and respect, as should the person(s), if any, against whom the complaint is made.

For safeguarding matters to be managed effectively, care should be taken to ensure that all Trustees, staff and volunteers are aware of the procedures for managing such issues and about their role in those procedures and all Trustees, staff and volunteers should work together to this end.

This policy and procedures document should be reviewed annually by the Board of Trustees.

2.2 LEGISLATION

Current [2021] Legislation relating to Safeguarding includes:

- Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- Health and Social Care Act 2012
- Mental Capacity Act 2005
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- Public Interest Disclosure Act 1998

2.3 DEFINITIONS OF SAFEGUARDING AND ABUSE

‘Safeguarding’ is a term used to describe how we protect individuals from abuse or neglect. It is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the action (or lack of action) of another person. It is vital that the Charity works together with all public services where necessary to identify people at risk and put steps in place to help prevent abuse or neglect.

Abuse and neglect can take many forms. We need to consider the circumstances of the individual case. For the sake of clarity, types of behaviour which may constitute abuse or neglect are set out in the Schedule.

This policy and procedures document is not intended to cover employment-related matters, for which there are specific policies and procedures. An employee may raise an issue about a safeguarding matter using this policy, but if the matter is employment-related, it is possible that the policies and procedures relating to employment will be more appropriate.

3 THE CHARITY’S ROLE IN SAFEGUARDING THOSE AT RISK

The Charity’s role is to always uphold the policy statement intentions and institute an environment which protects against abuse. This is achieved by:

- Providing appropriate training to all Trustees, Harnhill Community, staff and volunteers.
- Treating all people with care and respect
- Making all those who live and work at the Centre aware of Safeguarding and procedures.
- The following diagram shows the different sides of the Charity’s role in safeguarding people who may be vulnerable to abuse.



The role of the Safeguarding Officer is to take the lead in ensuring that appropriate arrangements for protecting people are in place at the Centre and to promote the safe protection of all involved with the Centre’s activities, at all times.

4 SUPPORTING DOCUMENTS

This policy statement and procedures document should be used in conjunction with the following additional policy documents:

- *Role description for the designated Safeguarding Officer.*
- *Employee Handbook which contains policies pertaining to, for example, bullying and harassment, whistleblowing, and health and safety information.*
- *Volunteer Handbook, together with*
- *Conflict of Interest Policy, and*
- *Complaints Policy.*

5 PURPOSE AND AIM OF PROCEDURES

The aim of these procedures is to provide clear step by step instructions for the actions which need to be taken in the handling of any safeguarding related matter for anyone connected with the Centre whether in a ministerial role or not. Safeguarding matters are distinct from other types of complaint for which a separate Complaints Policy exists. In addition to the Complaints Policy the Charity has a Whistleblowing Policy, both of which should be referred to when discerning the nature of complaint beings raised.

Complaints of a safeguarding nature (may be made verbally or in writing, but if they are made verbally the complainant (or someone approved by the complainant to act on their behalf) should as soon as reasonably possible, make a full note of the complaint. This note (or a copy thereof) shall be placed in the Safeguarding Register.

5.1 SAFEGUARDING REGISTER

The Safeguarding Officer dealing with the complaint should make a full note of the complaint and keep a record of the key facts (which may be placed in the Charity's Safeguarding Register).

The Safeguarding Officer and/or Trustee responsible for Safeguarding will ordinarily place all notes and documents relating to the complaint in the Safeguarding Register.

The Safeguarding Register must be kept safely and should not be accessible without the permission of the Board [or of the Safeguarding Officer].

5.2 ACTIONS TO TAKE

Where

- a disclosure of abuse is made; or
- someone has expressed concerns about someone's welfare; or
- we have concerns about the behaviour of anybody,

this should be reported to a staff member, who in turn must report the matter to the Director (as Safeguarding Officer) at the earliest possible time.

Any concerns must be kept in confidence and should not be discussed with anyone other than the Safeguarding Officer who may need to make further disclosure.

We will work with the Diocese to seek support and guidance and refer concerns to the relevant statutory authority.

If you are confided in, make sure that you reassure the individual concerned that they have done the correct thing by disclosing this information. Explain that you will need to share what you have been told with someone who will be able to help.

6 YOUR ROLE AS THE PERSON RECEIVING CONCERNS

A safeguarding concern may arise from something you have seen, been told about or because someone discloses information directly to you. Any assessment should be holistic and thorough and consider the individual's needs.

6.1 How to Respond to a Person Disclosing Abuse:

- Listen calmly and take what you hear seriously.
- Use 'open' questions using who, what, when, where or how.
- Consider the person's age and capability
- Ask if you may take notes while they talk to you to ensure you can capture details accurately and relay to them your understanding of what you have heard.
- When note-taking, record the date, time and place and the actual words used, including any swear words or slang.
- Record facts and observable things, not your interpretations or assumptions.
- Be clear about what outcome the person hopes for because of the disclosure.
- Be sure you tell the person what action you will take next.

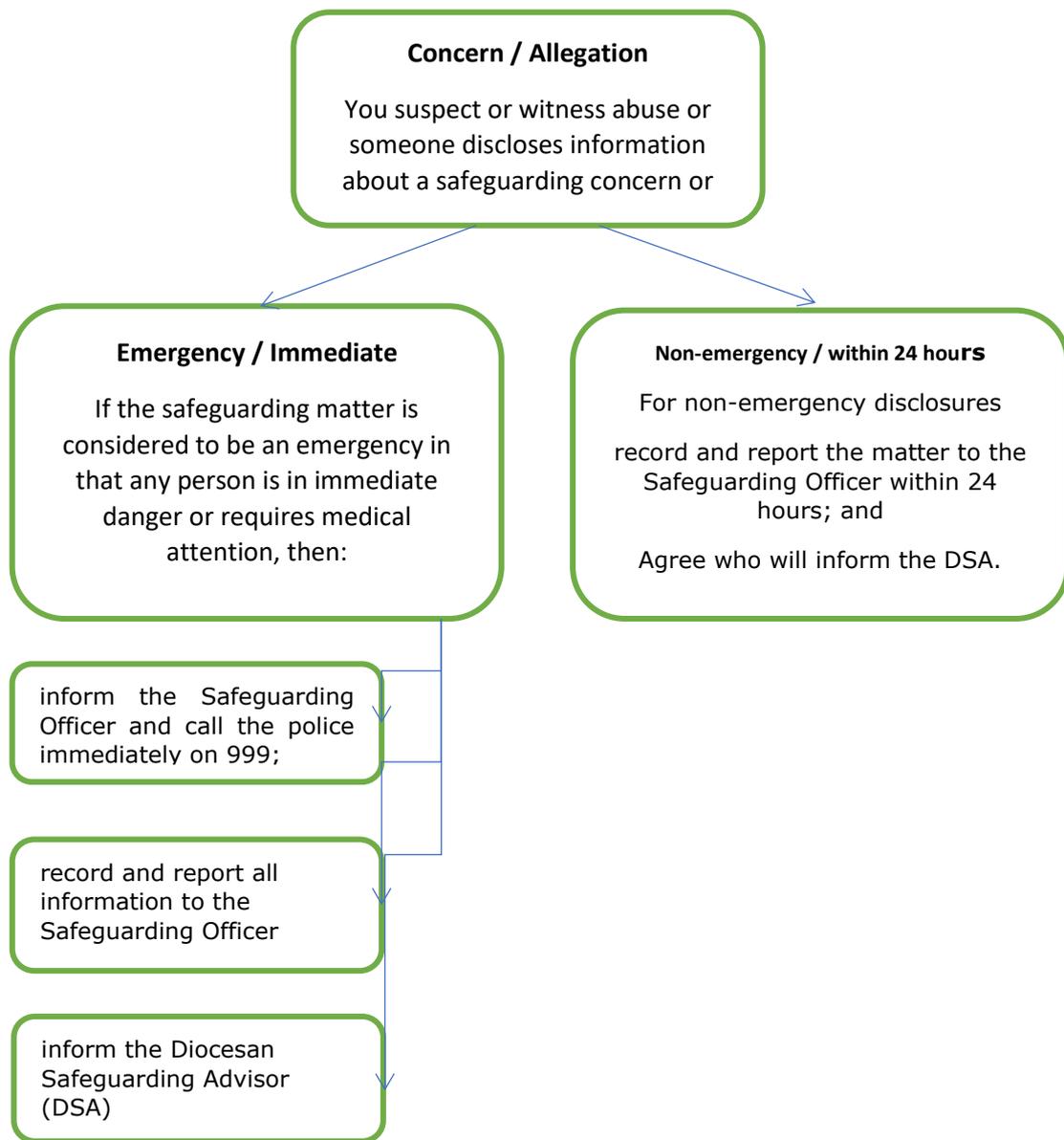
You must not

- Make promises that cannot be kept.
- Make assumptions, speculate or 'lead' the person in what they tell you.
- Contact the person about whom an allegation has been made.
- Undertake any physical or medical examination, this must be left to the police.

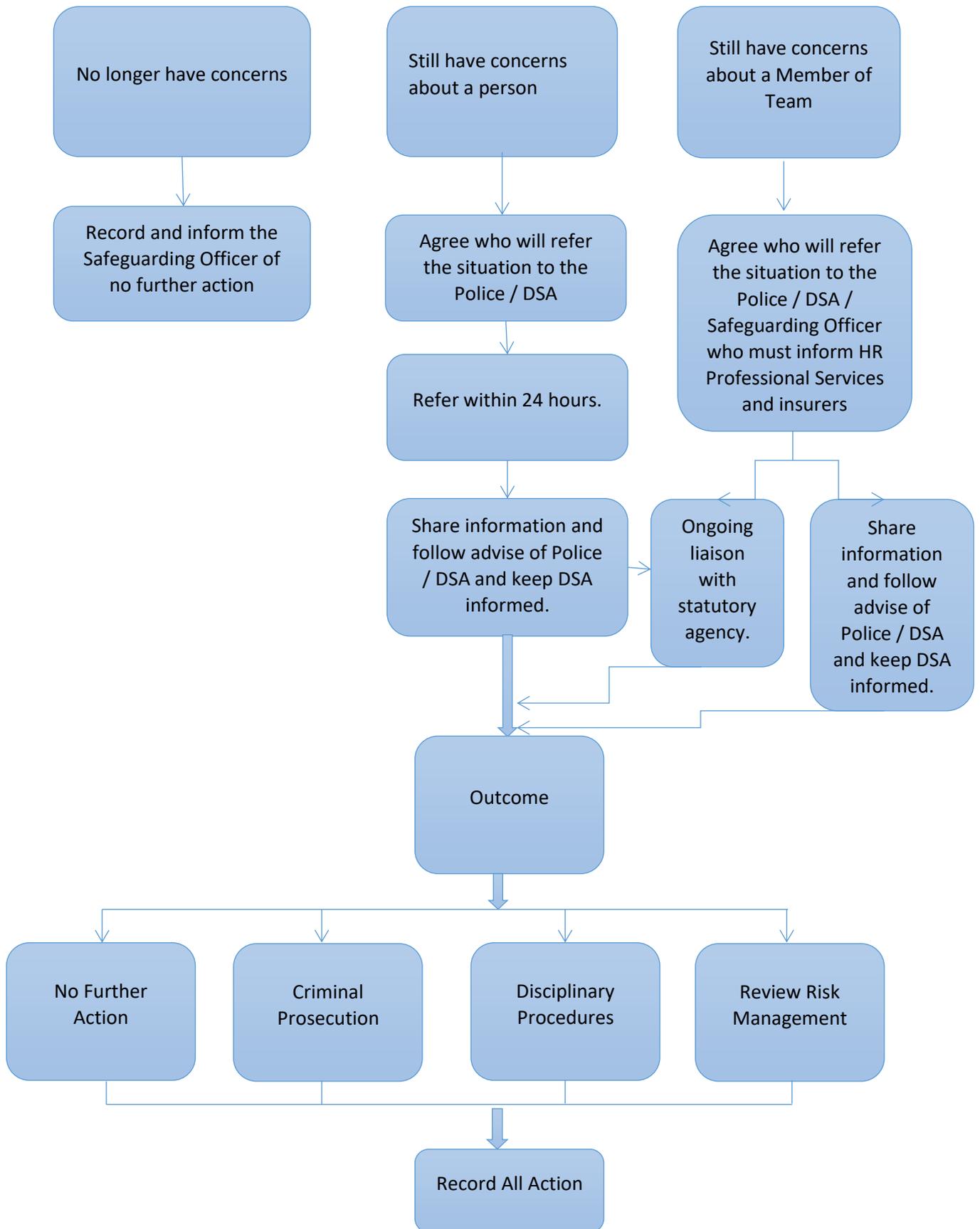
In all circumstances the Safeguarding Officer should be informed who, in turn, will inform the Trustees if a member of staff or volunteer is involved.

Further action will be guided by the Diocesan Safeguarding Advisor.

The following chart provides a reference guide to inform what course of action to take. This has been adapted from the Church of England Parish Safeguarding Handbook.



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6.2 NON-RECENT ABUSE

Safeguarding concerns or allegations may be about something that is going on now and/or something which may happen in the future (recent) or something that happened in the past (non-recent). All allegations should be taken seriously regardless of timeframe.

Victims must be made aware that any accused perpetrator known to be working with children or vulnerable adults in either a paid or voluntary capacity must be reported to the statutory authorities.

6.3 DOMESTIC ABUSE

Where you are made aware of a domestic abuse situation, the welfare of the adult victim is important but there may also be children within the family, and they may also be victims. In such situations, advice must be sought from the DSA.

7 ACTION TO BE TAKEN WHEN A SAFEGUARDING COMPLAINT IS RECEIVED ABOUT AN EMPLOYEE OR VOLUNTEER

The Safeguarding Officer having been notified of the complaint will inform the Chair of Trustees who should call a Board meeting to consider at the earliest opportunity:

- the appointment of at least two persons, at least one of whom should be a Trustee to investigate and handle the complaint, the appointed individuals should not be personally involved in the complaint themselves ('the investigating team');
- whether the matter should be reported to the police;
- whether a serious incident report should be made to the Charity Commission and/or
- whether legal advice should be sought

provided that the Trustees acknowledge that all such matters may, at the discretion of the Board, first require the investigating team to investigate the matter and report back to the Board in a further meeting, which must also be held at the earliest opportunity.

Where the complaint involves an employee/employees or volunteer, advice must be sought from the Charity's HR Professional Service whose advice should be followed. This may involve invoking the employment disciplinary procedures.

Subject to 11 below, if the matter is reported to the police there is a presumption that the Board should seek legal advice unless there is good reason not to do so.

The Board acknowledges that in most cases where a safeguarding complaint has been made, the Charity should make a serious incident report to the Charity Commission.

The investigating team shall, having investigated the matter to the best of their ability, report back to the Board setting out their recommendations about how to handle the complaint and what action must be taken and the Board shall, in the absence of good reason to do otherwise, take all necessary action to implement those recommendations.

7.1 TIMESCALE

All complaints should be dealt with promptly and without undue or unnecessary delay.

When a safeguarding complaint is initially received, a written acknowledgement from the Board should be given to the complainant as soon as possible, and a more substantive written response should follow within a

maximum of 14 days, notwithstanding that in certain cases this timescale may need to be lengthened at the discretion of the Board.

7.2 DISCRETION OF BOARD OF TRUSTEES AND SAFEGUARDING OFFICER NOT TO PURSUE COMPLAINT

The Safeguarding Officer may, following consultation with the Safeguarding Trustee and other advisors where appropriate, at their discretion, decide the complaint is not of sufficient merit to progress further. The complainant should be notified of this in writing as soon as practicable and a brief report given to the Board. The circumstances giving rise to this decision will be recorded and retained in accordance with retention practice.

The Safeguarding Officer or the Board, mindful of any advice of the investigating team (if appointed), may at any time decide whether it is appropriate for the complainant to meet with them to discuss the matter or whether the matter can be dealt with without doing so.

7.3 APPEALS AGAINST DECISION NOT TO PURSUE ACTION

If either the complainant or Safeguarding Officer is not satisfied that the complaint has been satisfactorily resolved, either may refer the matter to the Board of Trustees for further consideration, and further investigating Team may be appointed which may or may not include Trustees and/or the first appointed team may be stepped down from their role in considering the complaint.

The Trustees should consider the matter at their next scheduled board meeting or, if the matter merits swifter action, convene a special meeting to consider it.

If the matter is not resolved to the satisfaction of the complainant, Safeguarding Officer and/or the Board, any interested party may refer it to the Bishop Visitor or their appointed representative.

7.4 REPORTING TO THE POLICE

If the matter complained of involves possible criminal activity, the Board of Trustees should normally be informed within 24 hours.

If an incident of abuse is thought to be a criminal offence, the Trustees will refer it to the police. Examples of action that may be criminal include (note this is not an exhaustive list and advice will always be sought): physical assault, psychological assault, sexual assault and rape, theft, fraud or other forms of financial exploitation, and discrimination on the grounds of race or gender.

Professional advice should be sought by the Trustees about possible referral to the Police, and about who should take responsibility for that decision.

7.5 RECORDING, DATA PROTECTION AND INFORMATION SHARING

Opening a safeguarding case file

Good record keeping is essential. A record should be created in the form of a case file whenever a safeguarding concern or allegation occurs. This file should include:

- Contact details
- Dates of when the information became known and the nature of the concerns
- Notes taken at the time of the complaint
- A timeline of:

- Conversations held with dates and a record of those conversations
- Communications with parties concerned with dates
- Communications with professional advisors with dates and advice given
- Records of meetings held
- Record of actions with dates, key documentation
- Case close date

The Trustees acknowledge that the Charity handles sensitive personal information about people, including personal identity information and information about health and financial issues.

All Trustees, staff and volunteers must make sure there is no unauthorised access, loss, misuse, amendment, or disclosure of this information.

When safeguarding ‘adults at risk’, the Trustees may need to share personal or sensitive information with someone from another organisation. The Trustees will only do this where the law requires it, and where sharing the information is in the complainant’s best interests, including where it might prevent a crime taking place, subject always to the duties of the Trustees to comply with all applicable data protection legislation. The Charity’s GDPR Policies including its Privacy Notices are separate documents but link with the principles of this policy.

Where abuse is alleged or suspected, the Trustees will share information between relevant professionals to protect the individual concerned, or other people.

Anyone who is being abused or is suspected of being abused, has a right to expect that all those who live or work at Harnhill will protect their privacy.

Where a person’s “vital interests” (that is, questions of life or death) or “best interests”, are involved, or if it is a matter of public interest, the Trustees acknowledge that finding out the facts through sharing information is of overriding importance.

If the Board of Trustees intends to share personal or sensitive information, they will do it (wherever possible) with that person’s agreement. If that person does not agree, the Board of Trustees will meet and discuss whether releasing information would be in the individual’s best interests. If sharing information is in the public interest the Trustees may deem that the need to release the information is more important than the views of the person concerned.

The Trustees will always share information which safeguards adults at risk, on a “need to know” basis. The Trustees will take care to make sure any such shared information is correct.

Personal information in relation to safeguarding will often be sensitive in nature and is likely therefore, to be classed as ‘special categories of personal information’ under the General Data Protection Regulations Act 2018. This means that extra care must be taken when handling such data. The General Data Protection Regulations Act 2018 includes specific reference to processing data in relation to safeguarding of children and individuals at risk allows individuals to share, in certain situations, personal data without consent. Refer to the Charity’s privacy notice(s). Safeguarding case files in all forms (paper and/or electronic) must be stored securely at Harnhill and whether proven or not, all records must be retained in accordance with the Document Retention Policy and as required under statute or by insurers, whichever is the longer.

7.6 FOLLOW UP ACTION

The Board of Trustees is responsible for ensuring that:-

any follow up action to a complaint is properly implemented;

the outcome of the safeguarding complaints process is conveyed in writing to the complainant;

the Board considers whether any lessons may be learnt and whether it would be appropriate to take any action to avoid a recurrence of the incident that led to the complaint, such action to be taken without undue delay; and details of the complaint and its outcome are properly noted within the Safeguarding Register.

8 SCHEDULE

8.1 WHAT IS ABUSE?

Abuse and neglect take many forms. Abuse can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal or psychological. It can be the result of an act or a failure to act.

It can happen when an adult at risk is persuaded into a financial or sexual exchange they have not consented to, or can't consent to. Abuse can occur in any relationship and may result in significant harm or exploitation.

Some types of abuse are illegal, and in these cases adults who lack capacity are protected by law the same as everyone else.

Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

Abuse can fall into the following categories:

1. Physical
 - a. This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone or only letting them do certain things at certain times.
2. Domestic
 - a. This includes psychological, physical, sexual, financial or emotional abuse.
3. Sexual
 - a. This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts the adult didn't consent to or was pressured into consenting.
4. Psychological
 - a. This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.
5. Financial or material
 - a. This includes theft, fraud, internal scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits.
6. Discriminatory
 - a. This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation or religion.
7. Organisational
 - a. This includes neglect and poor care in an institution or care setting. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor

professional practice, which might be because of structure, policies, processes and practices within an organisation.

8. Neglect and acts of omission

- a. This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.

9. Self-neglect

- a. This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding.
- b. Abuse can take many forms. It might not fit comfortably into any of these categories, or it might fit into more than one. Abuse can be carried out by one adult at risk towards another. This is still abuse and should be dealt with. The adult at risk who abuses may also be neglecting him/herself which could also be reason for a safeguarding referral.

8.2 WHO MIGHT BE AN ABUSER?

Adults at risk can be abused by a wide range of people – anyone, in fact, who has contact with them. This includes family members, professional staff, paid care workers, other adults at risk, volunteers, neighbours, friends and associates, people who deliberately take advantage of vulnerable people, strangers and people who see an opportunity to abuse.

Abuse is always wrong, but it's especially worrying when carried out by someone in a position of power or authority over someone, who uses that power to harm an adult at risk.

8.3 OTHER FORMS OF ABUSE

There are some things which might increase the risk of someone being abused.

- Records of the client being abused before, or records of suspected abuse.
- Other members of the client's family being abused.
- Family tensions and conflicts.

Factors which have been shown to increase the chances of abuse include:

- a client or donor being over 75 and female
- organic brain injury (lower mental function due to illness)
- cognitive impairment (someone having trouble with memory, thinking skills or making decisions)
- physical, mental or emotional dysfunction, especially depression, recently losing a partner, not having friends or a social network, living alone, or not having contact with their children.