



SAFEGUARDING POLICY

Purpose

The purpose of this policy is to protect any vulnerable individual we may encounter 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	Geraldine Burke
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Designated Safeguarding Lead

The Chief Executive is the Designated Safeguarding Lead internally and is responsible for ensuring adherence to policies and procedures designed to protect children and vulnerable adults.

Applicability

This policy applies to anyone working on our behalf, including our trustees and other 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. These include, but are not limited to other [UK regulators](#), if applicable.

Safeguarding should be appropriately reflected in other relevant policies and procedures.

Principles

We believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all our staff, volunteers and supporters, to keep them safe and to work in a way that protects them.



- We all have a collective responsibility for creating a culture in which our people not only feel safe, but 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. Descriptions of the various types of potential abuse are available in Appendix 1.

Reporting Concerns (See Appendix 2 for flow charts)

If a crime is in progress, or an individual is in immediate danger, call the police, as you would in any other circumstances.

A concern about an activity within the charity premises (the hospice offices or one of our retail outlets) or a member of the public at a charity event

At an event, if you are a supporter or volunteer, make your concerns known to a member of our team, who will alert the Event Lead and, where necessary, a senior member of the charity.

Within one of our retail outlets, members of staff or volunteers should make their concerns known to the Shop Manager who will contact our Senior Leadership Team to escalate their concerns.

For staff members of the charity, make your concerns known to your line manager, the Event Lead or the CEO.

A concern about a patient or the family of a patient on the Hospice site

For either a volunteer or a member of staff, speak immediately to the Senior Nurse on duty, who will follow the OUH Safeguarding protocol and ensure all individuals are safe.

Once raised with the Senior Nurse on duty, the Charity staff member/volunteer can step away and leave it to the OUH staff to progress as appropriate. At this point, it is important to also report it to the Charity, via your line manager or the Volunteer Management Team. This ensures that the concern is documented by the charity and



that a follow up with the OUH can be scheduled to ensure that a conclusion was reached.

Responsibilities – Trustees

This safeguarding policy will be reviewed and approved by the Board annually.

The trustees are mindful of their reporting obligations to the Charity Commission in respect of [Serious Incident Reporting](#). They are aware of the Government [guidance on handling safeguarding allegations](#).

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.

A lead trustee (NAME) and, more broadly, the General Management Committee are given responsibility for the oversight of all aspects of safety, including whistleblowing and Health and Safety at Work. This includes:

- Creating a culture of respect, in which everyone feels safe and able to speak up.
- An annual review of safety, with recommendations to the Board.
- Providing oversight of any lapses in safeguarding.
- Ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and any reporting to the Police/statutory authorities is carried out.
- Leading the organisation in a way that makes everyone feel safe and able to speak up.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers.
- 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.
- Responding to any concerns sensitively and acting quickly to address these.
- Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Making staff, volunteers and others aware of:
 - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
 - The signs of potential abuse and how to report these.



Responsibilities – Everyone

To be aware of our procedures, undertake any necessary training, be aware of the risks and signs of potential abuse and, if you have concerns, to report these immediately (see above).

Responsibilities – Fundraising

We will ensure that:

- We comply with the [Code of Fundraising Practice](#), including [fundraising that involves children](#).
- Staff and volunteers are made aware of the Chartered Institute of Fundraising guidance on [keeping fundraising safe](#) and the NCVO Guidance on [vulnerable people and fundraising](#).
- We carry out safeguarding risk assessments and take appropriate action to minimise any risks identified, as part of our event/project planning processes.
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.
- We do not either solicit or accept donations from anyone whom we know or think may not be competent to make their own decisions.
- We are sensitive to any particular need that a donor may have.

Responsibilities – Online Safety

We will identify and manage online risks by ensuring:

- Volunteers, staff and trustees understand how to keep themselves safe online. We may use high privacy settings and password access to meetings to support this.
- We protect people's personal data and follow data protection legislation.
- We have permission to display any images on our website or social media accounts, including consent from an individual, parent, etc.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process. If you are unsure, you can contact one of [these organisations](#), who will help you.



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](#)

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	17.7.25	Refreshed policy	Annually

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



Appendix 1 – Descriptions of types of abuse

Physical Abuse: A form of maltreatment of an adult. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. Adults may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults. Physical Abuse: Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to an adult.

Sexual Abuse: Involves forcing or enticing an adult to take part in sexual activities, whether or not the adult is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non- penetrative acts such as fondling. Sexual abuse may also include noncontact activities, such as involving adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging an adult to behave in sexually inappropriate ways. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse.

Psychological Abuse/Emotional Abuse: Persistent emotional ill treatment that has a detrimental effect on the adult's emotional development. It may involve making an adult feel they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include not giving the adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may involve serious bullying (including cyber bullying), causing adults frequently to feel frightened or in danger, or the exploitation or corruption of adults. Some level of emotional abuse is involved in all types of maltreatment of an adult, although it may occur alone.

Neglect: The persistent failure to meet a vulnerable adult's basic physical or psychological needs that is likely to result in serious impairment of the adult's health or development.

Domestic Abuse: "Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality" (HO 2009). Prolonged and/or regular exposure to domestic violence can have a serious impact on adult's safety and welfare. (HMSO 2010). Staff need to be alert to the possibility of domestic abuse in relationships between young people.

Bullying: Though not an official category of adult abuse, bullying is damaging, harmful and oppressive. The outcome is usually humiliating, painful and distressing for the victim.

Bullying is not always easy to define but will include deliberate hostility and aggression towards a person; the victim often being less powerful than the bully or bullies.



Exploitation: Sexual exploitation involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities. Exploitation however includes all types of abusive “grooming” of any individual towards activities that may cause them harm, including radicalisation that may result in acts of terrorism.

Modern Slavery: This encompasses slavery, human trafficking, forced labour, and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment. Slave Masters and Traffickers will deceive, coerce, and force adults into a life of abuse, callous treatment and slavery.

Extremism and Prevent Duty: “Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist” (Working Together 2018).

Female Genital Mutilation (FGM): Concerns that an adult has been, or may be about to be, subjected to FGM fall under this policy and must also be reported as a safeguarding concern.

Appendix 2 – Flow charts for actions



