

HELP FOR HEROES SAFEGUARDING POLICY

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| 0.8 | 19.05.20 | Lucille Street/Emma Wilding | Amendments to Safeguarding leads and nominated deputies |
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Approval

| Name | Position | Signature | Date |
|----------------|------------------------------------|---------------------------|----------|
| Melanie Waters | CEO | Exec team meeting 19.5.20 | 19/05/20 |
| Lis Skeet | Services Director | Exec team meeting 19.5.20 | 19/05/20 |
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| Lucille Street | Head of Risk and Compliance | Approved by email | 19/05/20 |



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SAFEGUARDING POLICY

About this Policy

This policy is in place to protect any individual accessing help for services delivered by Help for Heroes. It sets out our working practices and the approach we will take if any cases of abuse are suspected, alleged, observed or reported. This policy indirectly also protects you as an employee from such claims.

This policy covers children and adults, although Help for Heroes does not provide direct services to those under 18 years of age.

The policy applies to all staff, trustees, volunteers, sessional workers, agency staff, students and anyone working on behalf of Help for Heroes.

1. Our Beneficiaries

Many of our staff will be familiar with the descriptor of 'vulnerable adult'. As a result of the 2014 Care Act, this has been replaced by the term 'adult at risk'. In safeguarding terms an adult at risk is defined as a person 18 and over who:

- Has needs for care and support (whether the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Within Help for Heroes Recovery Services we regularly provide services to adults at risk. These include beneficiaries with serious mental illness, complex comorbid (presence of one or more diseases or disorders co-occurring concurrently) presentations and individuals with acquired brain injury.

Whilst it is important to recognise that many of our beneficiaries are not adults at risk, our teams also work with people who are open to being taken advantage of. This may be because of their wish to please; being socially isolated; feeling guilty; being overly grateful; feeling indebted; or being lonely. Whilst they may not be assessed strictly within the definitions of adults at risk, they may be open to abuse.

2. What is Abuse?

- **Physical abuse:** including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- **Sexual abuse:** including rape, indecent assault, inappropriate touching, exposure to pornographic material
- **Psychological or Emotional abuse:** including belittling, name calling, threats of harm, intimidation, isolation



- **Financial or Material abuse:** including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- **Neglect and Acts of Omission:** including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- **Discriminatory abuse:** including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- **Institutional or Organisational:** including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

It is important to acknowledge that abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse. In short anyone may be an abuser. For further information on identifying and preventing abuse please refer to SCIE (Social Care Institute for Excellence) <https://www.scie.org.uk/safeguarding/adults>.

3. Reducing the Risk of Abuse

We recognise that we must ensure that we have the right staff in place and that we train you – this will be covered within your induction and if you have not had that training then you must let your line manager know via email so that it can be arranged. Annually we will hold refreshers as we see training being one of the cornerstones of ensuring the risks of abuse are minimised.

In addition:

- We adopt rigorous recruitment procedures including Disclosure and Barring Service (DBS) checks for all staff working directly with potential adult at risk serving personnel, veterans and their families,
- The cultural practice of Help for Heroes is that allegations of abuse in whatever form will be investigated thoroughly and if substantiated and carried out by a member of staff, will result in disciplinary action,
- Help for Heroes has a "Whistleblowing Policy" which encourages staff to report wrong doing or suspected wrong doing. Staff will be protected by this policy unless it is clear reports have been vexatious.

4. Safeguarding Procedure

If you witness abuse or abuse has just taken place the priorities will be:

- To support the individual who has been abused
- To offer first aid help if able to do so or to call an ambulance, if required
- To call the police if a serious crime has been committed and/or there is immediate danger
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To let your line manager or duty manager know as soon as is realistically possible
- To make written notes on what happened as soon as possible

Anyone receiving a report of alleged abuse should adopt the following approach:

- Reassure the person concerned
- Listen to what they are saying
- Tell them that the information will be treated seriously
- Record what you have been told/witnessed as soon as possible
- Remain calm and try not show shock or disbelief
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
- Arrange support for the alleged victim

It is the duty of any member of staff, volunteer, contractor or anyone working in any capacity for Help for Heroes to report any suspected abuse of people accessing support or receiving help from Help for Heroes.

The following actions will be followed:

- If appropriate discuss this with your line manager, or if the concern is about your line manager report to the nominated safeguarding lead,
- Report and discuss the incident with the nominated safeguarding lead for Help for Heroes or deputy,
- A record of all reports and actions taken will be made by the nominated safeguarding lead for Help for Heroes or deputy,
- Unless there is an immediate danger and/or serious crime has been committed the Police and Local Authority will only be contacted after the issue has been discussed by the nominated safeguarding lead for Help for Heroes or deputy and the relevant Director or deputy if needed.

5. Child Safeguarding

Any allegations of abuse or concerns about the safety of children will be reported to the appropriate local authority. If telephone contact is made this will be followed up by an e-mail confirming the facts associated with the concern. Contact must also be made without delay to the Nominated Safeguarding Lead for Help for Heroes or deputy, the relevant Director or deputy, and the Tedworth House based Family Key Worker. Help for Heroes will follow subsequent guidance from the local authority.

6. Managing an Allegation Made Against a Member of Staff or Volunteer

Help for Heroes will ensure that any allegations made against a member of staff will be dealt with swiftly and fairly. Where a member of staff/volunteer is thought to have committed a serious criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged abuser. As part of this assessment we would consider whether it is safe for them to continue in their role or any other role within the service whilst an investigation is undertaken. This is carried out by the line manager, the safeguard lead and a member of the People Team as part of our disciplinary process.



The nominated safeguarding lead will liaise with the Police/local authority as appropriate to discuss the best course of action and to ensure that the Help for Heroes disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

7. Managing an Allegation Made Against an Individual Accessing Services / Support

Where an individual is thought to have committed a serious criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

An immediate assessment must be made to see if it is safe for the individual to continue at the centre or to receive support. If it is felt this is not feasible a plan should be put in place for them to access other assistance. It might also be appropriate to get guidance from a senior manager, and the Head of Psychological Wellbeing or Psychological Wellbeing Clinical Lead, or from the Head of Welfare and Clinical Services for example, if there are particular health or wellbeing concerns.

8. Record Keeping

It is essential that detailed and contemporaneous notes are made of any allegations of abuse. These should include times, dates and the names of those involved as well as actions taken. All notes should be recorded on the shared safeguarding incident log which is a secure shared document that safeguarding leads have access to.

9. Nominated National and Regional Safeguarding Leads

A trained senior member of staff is appointed as nominated national safeguarding lead. Additionally, there will be regional safeguarding leads in each regional centre. Safeguarding leads will hold shared responsibility for ensuring the:

- Dissemination of the policy and associated training,
- Keeping a log of all incidents and actions,
- A point of co-ordination as necessary between the Police/ Local Authority,
- Disseminating learning from incidents and suggesting policy change as necessary,
- Providing a brief annual report for the Board of Trustees of incidents, and actions taken,
- The nominated National & Regional Safeguarding Leads will have access to training as appropriate.

Listed below are the nominated national and regional safeguarding leads with their corresponding contact details:

Please note that effective 06 April 20 those Deputy contacts denoted with ** are away from their roles due to furloughing under the Coronavirus Job Retention Scheme.

Nominated National Safeguarding Lead

David Walker (Recovery Manager North)

Phone 01748 834148 Ext: 5060, mobile 07557305585

david.walker@helpforheroes.org.uk

Nominated Deputy National Safeguarding Lead

Shelley Elgin (Recovery Manager Wales)

Phone 01443 808910 Ext: 6401

Shelley.Elgin@helpforheroes.org.uk

Nominated Deputy National Safeguarding Lead

Emma Wilding (National Psychological Wellbeing Support)

Phone 01980 844378

Emma.Wilding@helpforheroes.org.uk

Nominated Regional Safeguarding Lead (Catterick)

Lawrence Mannion (Support Hub Manager)

Phone 01748 834148

Lawrence.mannion@helpforheroes.co.uk

Nominated Deputy Regional Safeguarding Lead (Catterick)**

Rob Hood (Supported Activities Manager)

Phone 01748 834148 Ext. 5011

Rob.hood@helpforheroes.org.uk

Nominated Regional Safeguarding Lead (Colchester)

Colin Branch (Support Hub Manager)

Phone 01206 814801

Colin.branch@helpforheroes.co.uk

Nominated Deputy Regional Safeguarding Lead (Colchester)

Abbie Griggs (MDT Lead)

Phone 01206 814892 Ext: 4892

Abbie.griggs@helpforheroes.org.uk

Nominated Regional Safeguarding Lead (Plymouth)

Lucy Oxford (Support Hub Manager)

Phone 07815 506462

Lucy.oxford@helpforheroes.co.uk

Nominated Regional Safeguarding Lead (Tedworth) (Maternity Cover)**

Caroline Shields (Recovery Activity Service Development Lead)

Phone 01980 844219

Caroline.shields@helpforheroes.org.uk

Nominated Deputy Regional Safeguarding Lead (Tedworth)**

Amanda Davies (Administration Operations Manager)

Phone 01980 844210

Amanda.davies@helpforheroes.org.uk



Nominated Deputy Regional Safeguarding Lead (Tedworth)

Jo Tottle (Support Hub Manager)

Phone 01980 844238

Jo.tottle@helpforheroes.org.uk

Nominated Deputy Regional Safeguarding Lead (Wales)**

Nick Vanderpump (Sports Recovery Coordinator)

Phone 01443 808910 Ext: 6405

Nick.vanderpump@helpforheroes.org.uk

Nominated Safeguarding Lead (Downton)

Lorraine Clarke (Head of People Services)

Phone 01725 514279 Ext: 7258

lorraine.clarke@helpforheroes.org.uk

Raising a Safeguarding Concern

