



Help for Heroes Safeguarding Policy

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Approval

Name	Position	Signature	Date
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1. Safeguarding and Help for Heroes

Help for Heroes is uncompromising in its aim for excellence in safeguarding practice.

Protecting people and safeguarding responsibilities are a priority for all charities. As such, ensuring appropriate and robust safeguarding measures are in place is a key part of governance, as laid out by the Charity Commission.

Help for Heroes' board of trustees promotes a fair, open, and positive culture to ensure everyone within the Help for Heroes community has confidence to identify and report concerns, take appropriate action and contribute to constant improvement.

The board of trustees hold overall responsibility for taking reasonable steps to protect from harm people who come into contact with the charity.

This includes:

- Members of the Armed Forces Community (AFC) and their families.
- Colleagues
- Volunteers, both fundraisers and skills based.
- People who come into contact with the charity through its work.
- Stakeholders and Partner agencies.

Help for Heroes ensures it is meeting its safeguarding responsibilities by:

- Having appropriate policies and procedures in place, which are followed by all trustees, colleagues, volunteers, AFC and families, and other identified stakeholders.
- Making sure safeguarding is central to the charity's culture and that everyone knows their role and responsibility regarding safeguarding.
- Ensuring all colleagues are DBS checked to the appropriate level to evidence colleagues and volunteers are suitable to act in their roles.
- Ensuring quality colleague induction.
- Providing guidance, training, and support so everyone knows how to identify and handle concerns in a full and open manner.
- Defining clear systems of referring or reporting as appropriate, including involving external agencies, if and when necessary.
- Identifying a systematic process for reviewing policies / guidance and a schedule for updating training.
- Setting out the lines of accountability and governance for safeguarding.
- Providing a clear process of investigation and review for major incidents or when things go wrong.

- Keeping up to date with statutory guidance, good practice guidance and legislation relevant to the charity's safeguarding function.

2. Ethos

Help for Heroes is committed to ensuring that it provides a safe and trusted environment which safeguards and promotes the welfare and wellbeing of anyone who comes into contact with, or is part of, the Charity; this includes AFC and families, colleagues (including partner organisations) and volunteers, both fundraising and skills based. We believe that safeguarding is about a way of thinking and behaving rather than just being a set of policies. The key considerations which inform our safeguarding thinking and behaviour are -

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Trustees recognise that they are ultimately responsible for making sure that those benefiting from, or working with, the Charity are not harmed in any way through contact with it and that they are treated in a safe, respectful, and appropriate manner. This responsibility particularly relates to permanently or temporarily vulnerable persons (the elderly, or adults who require support/ care, or who might be vulnerable to any form of harassment, or intimidation) and young people (those under 18 years of age, as defined by the UN Secretary General).

3. Safeguarding and you

Safeguarding is **everyone's** responsibility, and **everyone** has a role to play. It is about ensuring general safety and wellbeing whilst taking additional steps for those least able to protect themselves from harm or abuse. All colleagues, volunteers and other charity stakeholders have a responsibility for the safety and wellbeing of all those coming into contact with the charity.

Safeguarding means protecting a person's right to live in safety and free from abuse or neglect.

As safeguarding is such a fundamental part of the charity's business it is essential that you are equipped with the knowledge and skills to meet our safeguarding responsibilities in order to comply with legislation and regulation. This policy is issued with associated guidance on different aspects of safeguarding with which you must maintain an up-to-date knowledge. Further, you also have a responsibility to make sure that you comply with all training and refresher training requirements in relation to your position and as detailed in the Safeguarding Training Schedule.

4. Safeguarding adults

The Care Act (2014) sets out what constitutes an 'adult at risk'. Adult at risk is the term used to describe those deemed to require additional protection measures because they may be unable to ensure this for themselves. Under safeguarding law 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.
-

It is important to note that being an "adult at risk" can be temporary or changeable and there are other risk factors to consider –

- Mental health and psychological factors (capacity)
- Alcohol or substance misuse
- Domestic abuse
- Physical dependency, for example during a period of rehabilitation
- Low self esteem
- Previous abuse as an adult or child

Although beneficiaries of Help for Heroes cannot exclusively be categorised "at risk", under the provisions of the Care Act (2014), there are those using our services who are permanently within this category. These include AFC with serious mental illness, complex comorbid (presence of one or more diseases or disorders co-occurring concurrently) presentations, individuals with acquired or traumatic brain injury and those physically dependent due to injury.

Many others who will cross this threshold on a temporary basis due to life circumstances. It is important to recognise that when someone does cross this threshold that you follow the set Safeguarding process (set out in the guidance document).

Some other categories that may put someone at risk are relationships, being socially isolated, a sense of duty or being lonely, being radicalised (this list is not exhaustive).

5. Safeguarding children [\(See guidance sheets for further information\)](#)

Help for Heroes has a duty to comply with legislation and statutory guidance to keep children safe.

Safeguarding Children means protecting children from maltreatment, preventing impairment of children's mental and physical health or development, ensuring that children grow up with safe and effective care, and taking action to enable all children to have the best outcomes.

[\(Working Together to Safeguard Children, 2018\)](#)

The scope of this policy and accompanying guidance ensures that Help for Heroes colleagues, parents/carers, trustees, volunteers, and the wider community understand their responsibilities, can recognise, and prevent risks, and know what action to take to protect children should the need arise.

6. What is Abuse? [\(See guidance sheets for further information\)](#)

Care and support statutory guidance identify 10 categories of abuse. Additionally, Help for Heroes includes cyber 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.
- **Domestic:** including physical / psychological violence, financial abuse, coercive control, harassment, stalking, on-line / digital abuse.
- **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.
- **Modern Slavery:** including sex trafficking, child sex trafficking, forced labour and domestic servitude, child labour / child soldiers.
- **Self-neglect:** including personal care, diet, hoarding, insanitary or squalid living conditions, neglecting household maintenance.
- **Cyber abuse:** including grooming, incitement, bullying, fraud, radicalisation.

Knowing what to look out for is vital to the identification of risk factors or abuse. The schedule of training and safeguarding guidance sheets which compliment this policy are essential in supporting with this. If someone is unsure, advice is available through the charity's safeguarding leads.

7. Taking action [\(See guidance sheets for further information\)](#)

Safeguarding is primarily about **preventing** the risk of harm, abuse, or exploitation. Therefore, in addition to this policy, this principle is a central consideration across all Help for Heroes policies and standard practices. This list includes, but is not exhaustive, safer recruitment, risk assessment, recovery services assessment and action planning, data and

digital management, professional standards and boundaries, complaints, and whistle-blowing policies.

‘Safeguarding means protecting a person’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the person’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.’

Care and Support Statutory Guidance, Department of Health, updated February 2017.

Where risk or abuse is identified Help for Heroes colleagues, contractors and volunteers will ensure that their work reflects the principles, outlined in section 2, and ensure the person is involved in their decisions and informed consent is obtained. It is essential to ensure that the safeguarding action agreed is the least intrusive response to the risk. Relevant partners from the community should be involved in any safeguarding work to prevent, detect, or report neglect and abuse. Any decisions or action taken by Help for Heroes in relation to safeguarding will be transparent and accountable in delivering safeguarding actions.

Colleagues, contractors, and volunteers who have any safeguarding concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services.
- If a crime has been committed contact the police and preserve any forensic evidence
- Get details and be curious about what has happened and what the person’s wishes are, but do not probe or conduct a mini-investigation.
- Where possible seek consent from the person to act and to report the concern. Consider whether the person may lack capacity to make decisions about their own and other people’s safety and wellbeing. If a decision is made to act against their wishes or without their consent, a record of this, and the reasons, must be kept.

2. Record

- As far as possible, records should be written contemporaneously, dated, and signed.
- All safeguarding recording is held in the safeguarding area of the Help for Heroes’ client management system, *Eclipse*.
- Until such time that records can be uploaded to Eclipse, records about safeguarding concerns should be held confidentially and in a location where unauthorised persons will not have access to the record. Access to such confidential information should not be given to any unauthorised person, including the sharing of passwords.

3. Report

- Reports of safeguarding concerns or incidents must be reported to the **Duty Safeguarding Manager** as soon as possible and within 24 hours.

- Reports are made following Eclipse user & non-Eclipse user process for reporting. All reports should be written on the safeguarding concern proforma.
[Link to guides and forms](#)

4. Refer

Where possible this will be done in consultation with, or by, the Safeguarding Area Manager.

In deciding whether to refer or not, the following is to be considered:

- (1) the person's wishes and preferred outcome
- (2) whether the person has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This will inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Local Authority Adult or Children's Services
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate

A record should be included on Eclipse of the reasons for referring the concern or reasons for not referring.

Who to go to with a concern? [\(See safeguarding team contact list at end of document\)](#).

Help for Heroes **Designated Safeguarding Officer** is Jo Tottle, Head of Case Management and Safeguarding.

All colleagues, contractors and volunteers are responsible for following the additional guidance on responding to and recording safeguarding concerns.

All colleagues, contractors, and volunteers should contact The Duty Safeguarding Manager or Departmental Safeguarding Lead for any concerns/queries they have in regard to safeguarding.

Working with the Designated Safeguarding Officer, the safeguarding team will also ensure that the safeguarding policies and procedures are in operation and up to date across the various regions / departments of the charity. They will promote a safe environment for all and ensure compliance with the training and refresher schedule.

A note on Safeguarding in the Devolved Nations – Although the principles and approach to safeguarding are generally universal across the UK (United Kingdom) there are some notable differences in statutory frameworks, definitions and the bodies which deal with safeguarding

referrals. As Help for Heroes operates across all UK nations there is additional information for colleagues in the Safeguarding Guidance Sheets.

8. Zero Tolerance, Exclusions, Restricted Access.

At times, some of our service users will occasionally present with high-risk complex issues, which could include criminal convictions, aggressive presentation, and complex mental health issues.

Help for Heroes is committed to providing excellent service and support to our veteran community where everyone is entitled to be treated respectfully and courteously in a polite manner and we respond professionally and sympathetically to those seeking support. However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in a service user being removed from or restricted to different levels of support and, in extreme cases, the Police being contacted.

As an employer, Help for Heroes has a duty of care for the health and wellbeing of its colleagues. Colleagues have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the colleagues and service users must be in place.

Within this policy is a strategy to support colleagues and volunteers proactively and manage behaviour that is illegal inappropriate or against our code of conduct. It is designed to ensure colleagues can work without fear of abuse, violence, threats, or harassment.

If there is an identified risk towards colleagues and other service users a decision regarding restricting access to services will be made through the Duty Safeguarding Managers and the Head of Safeguarding. These decisions will not be made in isolation, but by 2 or more decision makers from the Safeguarding team. Should any decisions need to be made out of hours (non-urgent and would not meet the Critical Incident criteria) then the Duty Safeguarding Manager has the authority to make decisions that will remain until the next working day when a joint decision can be made.

For further advice and guidance regarding this process please see Appendix 3, and for disclosure of criminal convictions and related processes please see Appendix 2.

9. Safeguarding concerns relating to colleagues & volunteers.

Help for Heroes recruits' colleagues in line with its Safer Recruitment Policy. Further, the charity will ensure that any allegations made against a member of colleagues will be dealt with swiftly, rigorously, and fairly.

In such instances the People Team will work with relevant managers to ensure an assessment is undertaken immediately to manage the level of risk to all concerned. Part of this assessment is to 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 investigation is overseen by the Head of People Team and carried out in collaboration with the Head of Service, the Designated Safeguarding Officer (or delegate), and other relevant colleagues as deemed necessary, as part of the disciplinary process.

Where a colleague or volunteer is thought to have committed a criminal offence, or if a crime has been witnessed, the police will be involved.

It is also important to recognise that colleagues are also, on occasion, vulnerable to harm and / or abuse. In these instances, the People Team will work with the colleague and line managers, if appropriate.

10. Recording, information sharing and confidentiality.

All safeguarding information relating to recipients of charity services is held securely within the safeguarding area of Eclipse. Control of, and access to, this Eclipse function is regulated by Duty Safeguarding Managers, Departmental Safeguarding Leads and Designated Safeguarding Officer. Use of the Eclipse safeguarding functions are detailed in the guide for Eclipse users.

Safeguarding information concerning colleagues is managed within personnel record systems overseen by the People Team.

Non-service user or third-party information, relating to safeguarding, is managed separately from Eclipse in accordance with data protection requirements for sensitive or special category data at the direction of the Data Protection Officer (DPO).

Where there are concerns about an at-risk person, the sharing of information in a timely and effective manner between professionals and organisations can reduce the risk of harm. Whilst the Data Protection Act 2018 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child or at-risk adult being placed at risk of harm. Similarly, human rights concerns, such as respecting the right to a private and family life would not prevent sharing where there are real safeguarding concerns.

Therefore, the correct management of information is central to good safeguarding practice and Help for Heroes understands the critical importance of information sharing between professionals and local agencies. The Charity works within statutory frameworks and Caldicott principles. Any transfer of safeguarding data is actioned securely in accordance with the charity's and government's guidelines concerning data protection.

Information sharing requirements should be discussed with Duty Safeguarding Managers or Departmental Leads in the first instance.

A colleague must never guarantee confidentiality to anyone about a safeguarding concern (including parents / carers or other external agencies) or promise to keep a secret which might compromise safety or wellbeing.

11. England and Wales Prevent Duty*

The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. Prevent also extends to supporting the rehabilitation and disengagement of those already involved in terrorism.

The Prevent duty requires specified authorities such as education, health, local authorities, police, and criminal justice agencies (prisons and probation) to help prevent the risk of people becoming terrorists or supporting terrorism. It sits alongside long-established safeguarding duties on professionals to protect people from a range of other harms, such as substance abuse, involvement in gangs, and physical and sexual exploitation. The duty helps to ensure that people who are susceptible to radicalisation are supported as they would be under safeguarding processes.

Prevent's objectives are to:

- Tackle the ideological causes of terrorism.
- Intervene early to support people susceptible to radicalisation.
- Enable people who have already engaged in terrorism to disengage and rehabilitate.

More information can be found by following the below link:

[*https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-england-and-wales-accessible](https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-england-and-wales-accessible)

Please note that this applies to England and Wales only.

12. Whistleblowing and raising concerns

All colleagues need to be aware of their duty to raise concerns, where they exist, relating to safeguarding. These may include the attitude or actions/inactions of colleagues, poor or unsafe practice and potential failures in the charity's safeguarding arrangements. This list is not exhaustive. Please refer to the Whistleblowing policy for further information and guidance.

Help for Heroes aims for everyone connected with the charity to feel able to report any concerns through existing procedures, including the whistleblowing and complaints policies.

The Charity is committed to ensuring that colleagues, contractors, and volunteers who, in good faith, whistle-blow in the public interest, will be protected from reprisals and victimisation.

[Link to whistle-blowing policy \(Employee Handbook\)](#)

If any member of the organisation is unhappy with Help for Heroes' decision about the safeguarding concern, they are to refer to the complaints policy.

[Link to managing complaints](#)

13. Link between safeguarding and incident review

Help for Heroes is registered with the Charities Commission and therefore all colleagues, contractors, and volunteers have a legal *Duty of Candour* to give a full and honest explanation to people about when things go wrong. The Charity also takes seriously the need for constant review and improvement. Any lessons learned from a serious incident will be reviewed and disseminated following the Serious Incident policy and process.

Moreover, The Charity Commission holds trustees to account where things do go wrong and will check that the guidance and law are being followed. Where there has been a serious incident or where things have gone wrong the board of trustees will ensure a process of rigorous investigation and make changes where necessary (see the Serious Incident Policy). This may include reporting to, and working with, the Charity Commission in order to meet compliance. A procedure is in place to ensure this happens systematically.

14. Safeguarding Team Contact List

Board of Trustees Safeguarding Lead

Stuart Bell (Trustee)

Exec Safeguarding Lead

David Walker (Recovery Services Director)

david.walker@helpforheroes.org.uk

Designated Safeguarding Officer (National Lead)

Jo Tottle (Head of Case Management & Safeguarding)

jo.tottle@helpforheroes.org.uk

Duty Safeguarding Manager

Lucy Oxford, **Deputy Safeguarding Lead** (Operational Manager, Case Management)

Lucy.oxford@helpforheroes.co.uk

Duty Safeguarding Manager

Karen Leahair (Operational Manager, Case Management)

Karen.leahair@helpforheroes.org.uk

Duty Safeguarding Manager & Clinical Team Safeguarding Lead

Helen Neve (Veterans Community Nurse)

Phone 01443 808910 Ext: 6406

Helen.neve@helpforheroes.org.uk

Duty Safeguarding Manager & SAF (Sport, Activity and Fellowship) Safeguarding Lead

Danielle Cundy (Activity & Wellbeing Practitioner)

danielle.cundy@helpforheroes.org.uk

Gill Wigley

Hidden Wounds Safeguarding Lead

Gill.Wrigley@helpforheroes.org.uk

People Team Safeguarding Lead (Downton)

Lorraine Clarke (Head of People Services)

Phone 01725 514279 Ext: 7258

lorraine.clarke@helpforheroes.org.uk

Comms Safeguarding Lead

Jack Warren (Senior Corporate Communications & Advocacy Manager)

Jack.warren@helpforheroes.org.uk

Risk & Compliance Lead

Lucille Street (Head of Risk and Compliance)

Phone 01725 513212 Ext: 7332

Lucille.street@helpforheroes.org.uk

Supporter Care Lead

Wendy Teare (Supporter Care Manager)

Wendy.teare@helpforheroes.org.uk

Digital Safeguarding Lead

Jamie Walker (Head of Digital Experience)

Jamie.walker@helpforheroes.org.uk

Appendix 1 – Safeguarding Accountability and Training Hierarchy

Colleague Group	level	Provider	Mandatory	Refresher cycle	Accountability
Trustees	1	Externally Commissioned	Safeguarding briefing 1.5 hours	Annual	Board of Trustees. Strategy & governance. Statutory responsibility for safeguarding.
	1	Learning platform	Safeguarding Adults Safeguarding Children	Annual	
Head of Safeguarding (DSO); Deputy DSO; Trustee Safeguarding Lead;	3	Externally Commissioned	Designated Safeguarding Lead / Officer training 3 hours @ level 3	Annual	Designated Safeguarding officers for Charity. Convening & chairing Safeguarding Committee. Steering and monitoring policy and practice.
	2	Externally Commissioned	Training Level 2	Every two years	
	1	Learning platform	Safeguarding Adults – inhouse online	Annual refresher	
	1	Learning platform	Safeguarding Children - inhouse online	Annual refresher	
Duty Safeguarding Managers (DSM) Departmental Safeguarding Leads	2	Externally Commissioned	Training Level 2 + 3 (DSM (Duty Safeguarding Managers))	Every two years	Regional operational leads for safeguarding. Departmental leadership. Committee members.
	1	Learning platform	Safeguarding Adults	Annual refresher	
	1	Learning platform	Safeguarding Children	Annual refresher	
Delivery colleagues & service heads - Recovery Directorate	1	In house	Half day safeguarding ASM-led workshop. (Bespoke to departmental need)	Annual	Operational safeguarding responsibility.
	1	Learning platform	Safeguarding Adults	Annual refresher	
	1	Learning platform	Safeguarding Children	Annual refresher	

	1	Workshops	Domestic Abuse	Annual refresher	
Other Recovery Directorate colleagues	1	Learning platform	Safeguarding Adults	Annual refresher	Operational safeguarding responsibility.
	1	Learning platform	Safeguarding Children	Annual refresher	
	1	Workshops	Domestic Abuse	Annual refresher	
Supporter Care Team	1	In house	Half day safeguarding ASM-led workshop. (Bespoke to departmental need)	Annual	Operational safeguarding responsibility.
Marcomms Team	1	Learning platform	Safeguarding Adults	Annual refresher	
	1	Learning platform	Safeguarding children	Annual refresher	
Prevent Training	N/A	Learning platform	Prevent	Annual refresher	All colleagues

Notes

- DSO = Designated Safeguarding Officer
- DSM = Duty Safeguarding Manager

APPENDIX 2

Criminal Convictions Disclosures – Guidance for Colleagues.

The disclosure of a criminal conviction may happen through the relationship that Help for Heroes has with an individual, however at certain trigger points this question will be directly asked. Firstly, at application stage by the access leads and secondly should a client re-engage following a period of absence from support.

Does the Rehabilitation of Offenders Act effect our decision making?

The Rehabilitation of Offenders Act (1974) determines whether a criminal conviction will need to be declared under certain circumstances ie during employment application. Most convictions will become spent following a set period of time, others of a more serious nature will remain unspent and must be declared. The Act was introduced to support those wishing to move forward with their lives, ie gaining employment and not being adversely affected by a past behaviour.

Spent or unspent convictions hold no bearing on our decision making as we request that any conviction is disclosed. This allows us to determine how the identified risk can be best managed.

Identifying a risk:

When an individual discloses their conviction(s), a decision about whether their offending poses a risk of harm to others must be considered. The severity of the offences must be determined; therefore it is necessary to also ask what the sentence length was, the type of sentence that was received and when the offence occurred.

Understanding sentencing –

Having a better understanding about sentencing helps to make better decisions regarding the potential risk that an individual may pose. A sexual offence, for instance, covers everything from adults sleeping with someone underage to indecent assault and rape. Violence covers everything from slaps and smacks, normally recorded as battery or common assault, to grievous bodily harm and murder. Drug offences cover everything from possession of small amounts of cannabis for personal use to possession of class A drugs with intent to supply. Burglary covers everything from taking goods from shop storerooms to entering the homes of elderly people, leaving them in fear. Arson ranges from a person setting fire to litter bins to a person destroying property and endangering lives.

There are many types of sentences that can be passed however some are for lower-level offences and others for those more serious. The more serious offences will be sentenced within Crown court due to their severity and it is often here where the longest more onerous sentences will be given.

Appendix 3 – guidance and process to safeguard colleagues (to be added)

