



SAFEGUARDING POLICY

September 2026

1. Policy Commitment

- 1.1** The Hub is committed to safeguarding all children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the welfare of the child/young person/ vulnerable adult is paramount.
- 1.2** The Hub will take every reasonable step to ensure that all children, young people and vulnerable adults are protected, where our staff and partner organisations are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and investigations will be undertaken swiftly so that appropriate and required action is taken as soon as possible.
- 1.3** The Hub enables all our staff and those who work with us to make informed and confident decisions regarding safeguarding. We expect everyone (staff, trustees, partner organisations, volunteers) to adhere to this policy and related procedure.
- 1.4** The Hub will ensure that all references for prospective staff and volunteers are thoroughly verified prior to appointment. In addition, any individual who will have regular contact with children, young people, or vulnerable adults must hold an enhanced and up-to-date Disclosure and Barring Service (DBS) clearance in accordance with safeguarding legislation and organisational policy.
- 1.5** The Hub, if abuse is suspected, will fully investigate the incident or allegations and will notify the police and other Statutory Authorities of the concerns/alleged allegations.
- 1.6** When posts are advertised The Hub will include a statement in any advertisements of The Hubs commitment to safeguarding and clearly identify in the person specification if Disclosure and Barring Service clearance is required for the job and the level of clearance required.

2. Context/Background of Policy

- 2.1** The Hub provides services to a wide range of individuals and organisations in Henley-in Arden and the surrounding area and while it is not currently involved in the direct care of children, some of our service users are children, young people and vulnerable adults.
- 2.2** The Hub will take every reasonable step to ensure that all children, young people and vulnerable adults are protected where:
 - Our own staff are directly involved in a project or programme of work.
 - We have programmes of volunteering.

- We broker the relationship between a partner organisation either in a The Hub setting or a community venue.
- We contract an associate/organisation/individual to work with children, young people and vulnerable adults.
- We work in partnership with another organisation or agency.

2.3 We will endeavour to safeguard children, young people and vulnerable adults by;

- Valuing them, listening to and respecting them.
- Adopting this policy and adhering to our associated procedures and code of conduct for staff.
- Recruiting all staff, volunteers and partner organisations safely by ensuring that all the necessary checks are made.
- Sharing information about safeguarding and child protection with children, parents, community workers, carers, partner organisations, volunteers and staff.
- Sharing concerns with the appropriate agencies who need to know of any concerns.
- By providing effective management and leadership to staff and partner organisations through supervision, support and training.

3. Definitions of Safeguarding

Please see Appendix one for definitions of safeguarding.

4. Roles and Responsibilities

- 4.1** The Hub will appoint a Designated Person who will be responsible on behalf of The Hub for Safeguarding and Child Protection, this will be the Youth and Community Manager and in their absence the Chairman or his/her representative.
- 4.2** The role of the Designated Person is to;
- Assume overall responsibility for safeguarding and child protection for The Hub.
 - Ensure this policy is communicated to all staff and is implemented accordingly.
 - To ensure DBS clearance and compliance with checking that each individual or groups whose work involves contact with children, young people and vulnerable adults have been assessed to be suitable to do so.
 - Ensure that all staff whose work involves contact with children, young people and vulnerable adults receive appropriate training, guidance and help to understand the key issues in relation to safeguarding.
 - Ensure all staff whose work involves contact with children, young people and vulnerable adults are trained to recognise signs of abuse and follow the referral procedure.
 - Help the rest of the organisation establish contact with the senior member of the local authority responsible for safeguarding in the local area.

- Be a point of contact within the organisation for staff, board, partners and partner organisations in relation to safeguarding and child protection.
- Be aware of local statutory safeguarding procedures and networks.
- Make decisions about safeguarding and child protection.
- Receive and assess information from staff and partner organisations who have a child protection concern.
- Make a formal referral to a statutory child protection agency or the police without delay.
- Record the safeguarding concern and action taken.
- Ensure all service user facing staff receive safeguarding training

4.3 It is not the role of the staff or volunteers or The Hub to decide whether abuse has taken place or not, but report to the Designated Safeguarding Officer if they believe there has been abuse and if necessary these concerns will be shared to appropriate external agencies ensuring that appropriate action is taken and recorded. If the Designated Safeguarding Officer is not available then the individual member of staff or volunteer takes that responsibility.

4.4 The Hub staff have a responsibility to protect and report children, young people and vulnerable adults who are suffering from abuse and;

- must be able to respond appropriately to a disclosure of abuse, ensuring the information they receive is handled correctly.
- are not responsible for judging whether an allegation is true or for sorting it out.

5. Reporting Incidents

5.1 All allegations or suspicions must be treated seriously and reported under The Hub's policy on how to raise matters of concern (whistle blowing policy). Abuse of any form is not acceptable. Depending on the abuse the abuser may well have committed a criminal offence and must be reported by the designated safeguarding lead to the Police immediately.

The following should be considered:

Risk

- Does the individual reporting the incident understand the nature and consequences of any risk they may be subject to and do they willingly accept the risk?

Self determination

- Is the individual able to make their own decisions and choices and do they wish to do so?

Seriousness determined by:

- the perception by the individual and their vulnerability.
- the extent of the abuse.
- the length of time the abuse has been going on.
- the impact on the individual.
- the risk of repetition or escalation involving this individual and anyone else.

- whether a criminal offence is being committed?

In a situation of immediate danger, the relevant emergency service should be called and the place left immediately provided it's safe to do so.

- 5.2** It is vital that staff raise all cases of suspected or alleged abuse in line with the procedures identified in this policy as there may already have been concerns expressed by other staff/volunteers and failure to report concerns may put children, young people, and vulnerable adults at risk.
- 5.3** Any disclosure or suspicion of abuse should be reported to the Designated Safeguarding Officer as soon as possible and logged accordingly (see Appendix Two)
- 5.4** The Designated Safeguarding Officer will gather further information and details by interviewing the person making the report or the service user directly.
- 5.5** The Designated Safeguarding Officer (or employee instructed by the Officer) will then devise an appropriate plan of action. The exact nature of the action taken will be determined by the individual circumstances, but it may include the involvement of external authorities, such as Social Services, referral organisations and the Police.
- 5.6** In the case of a disclosure or suspicion of abuse concerning a young person aged under 18 years, The Hub will always refer the matter to the appropriate external authorities, which in the first instance is likely to be Warwickshire County Council. The contact number for the Duty Social Worker is contained in Appendix Five and this number should be made easily accessible.
- 5.7** The Designated Safeguarding Officer will ensure that all staff and volunteers are familiar with this policy and good practice guidelines on the immediate action to be taken following a report of abuse (see Appendix Three).
- 5.8** Any allegation made against an employee or volunteer should be reported to the Designated Safeguarding Officer immediately. The matter will be investigated and the appropriate action taken. In the event of an allegation being made against the Designated Safeguarding Officer the issue should be reported to the Chairman of the Trustees.
- 5.9** If a disclosure of abuse is made by a service user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for The Hub to maintain confidentiality.
- 5.10** If a Hub service user makes an allegation about another partner organisation this should be reported to the Designated Safeguarding Officer who will investigate and take appropriate action.

6. Support for Staff Who Report Suspected Abuse

- 6.1** All staff, partner organisations and volunteers are assured that they can disclose confidential information relating to unacceptable behaviour by other members of staff/associate organisations. They will:
- Be taken seriously and in confidence, although if others are at serious risk their concerns could be shared.
 - Have immediate protection from the risk of reprisals or intimidation and staff will be covered by the Whistleblowing Policy.
- 6.2** Children, young people and vulnerable adults have the right to make allegations of abuse and should be taken seriously and listened to if such allegations are made. Children, young people and vulnerable adults who access or who are involved in our services should:
- Be made aware of this policy.
 - Have alleged incidents recognised and taken seriously.
 - Receive fair and respectful treatment throughout.
 - Be involved in any process as appropriate.
 - Receive information and be advised on the outcome their complaint.

7. Responding to Allegations or Suspicions

- 7.1** If a member of staff has any reason to suspect that a child, young person or vulnerable adult is being subjected to physical, emotional or sexual abuse, then these steps must be followed:
- Report the matter to the Designated Officer.
 - The Designated Officer will assess the nature of the suspicions or the disclosure.
 - Off site, the Designated Officer will consult the relevant officer at the venue (ie. School, theatre, community centre etc.) involved, or contact the relevant local authority (most likely Warwickshire County Council).
 - The Hub's staff must not attempt to investigate the matter themselves. This is the responsibility of the Local Authority and/or the police.
 - If an allegation is made against a member of The Hub's staff/or external organisations, The Hub will act immediately and there will either be a criminal investigation, a child protection investigation and/or a disciplinary or misconduct investigation.

8. Images and Documentation

- 8.1** The collection of images for promotional purposes by The Hub staff, or those authorised to do so on the charity's behalf, is acceptable providing permission has been granted by the individuals who will be photographed/videoed. Adults (including parents/guardians of children below the age of consent) and young people (over the age of consent) should be aware of:
- The purpose for which the images will be used.

- The length of time that they will be used for or that the use may be for an indefinite period (in the case of using social network for event publicity).

8.2 Images should only be stored on the hard drive of PCs or laptops beyond the duration of the project. (Excluding Usb memory sticks or similar)

8.3 Once the project has been completed, then the images should be dated and archived.

8.4 All images should be erased / destroyed as soon as there is no further use for them.

9. Good Practice

9.1 Recruitment and Induction

The Hub Recruitment Policy and Procedures should be followed both for staff and volunteers:

- Risk assessment of the role to assess the need for and level of DBS clearance required.
- Completion of The Hub application form.
- Receipt of two satisfactory employment or personal references or that the person is known to a single Trustee.

9.2 Training

Familiarisation with all of the Hub policies and procedures during induction.

- Further training dependent upon the role and the nature of specific projects that The Hub may host, such as:
 - Risk assessment
 - Types of abuse and recognition of the signs
 - Keeping appropriate records
 - Listening skills.

9.3 Management and supervision

All staff members will have access to regular supervision sessions with their line manager in which their roles and responsibilities for safeguarding will be discussed and clarified. Staff and volunteers should also comply with The Hub's Staff and Volunteer Code of Conduct Policy (which is attached as Appendix Seven). Any inappropriate action may invoke the disciplinary procedure.

9.4 Record Keeping

- Any concerns will be recorded in writing and kept in a locked drawer to comply with data protection legislation and The Hub's policy.
- All incidents should be discussed in supervision with the appropriate line manager.

- Records should only include contacts and referrals made including date, time, reason and referral agency. If a specific project requires more detailed records, then these will be complied with.

9.5 Planning

- Staff members should avoid lone working with children, young people and vulnerable adults. Where this is not possible, this policy must be adhered to.
- If it is necessary for a staff member to meet a service user outside of The Hub's offices, where possible, this meeting should be in a public place and the staff member's line manager should always be notified of the planned meeting.
- Visiting service users at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a staff member visiting a service user at home they must ensure the Designated Safeguarding Officer knows where they are going and what time they are expected to be back.
- Contact details should never be disclosed to anyone outside of The Hub without their explicit consent.
- Staff should only work alone in the office or with a service user in line with the lone working policy.

10. Policy Review

February 2027

The Hub at Henley CIO Designated Safeguarding Officer:

Youth & Community Manager – Lauren Morgan lauren.thehubathenley@gmail.com

Chairman – Penny Stott chairhhcc@gmail.com

11. Attached Appendices

Appendix One	Definitions of Safeguarding
Appendix Two	Logging Concerns about a Young Person's/Vulnerable Adults Safety
Appendix Three	Procedure When Abuse is Reported
Appendix Four	Procedure When Abuse is Suspected
Appendix Five	Contact Numbers
Appendix Six	Recruitment & Induction of Staff (Employees and Volunteers)
Appendix Seven	Code of Conduct

APPENDIX One

Definitions of Safeguarding

Definitions - Adult

What is adult safeguarding?

Safeguarding means protecting an adult'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 adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Who are we trying to help?

Many adults, because of illness or disability, may be unable to protect themselves from abuse. Adults with care and support needs may be certain older people, people with learning disabilities, physically disabled people, people with mental ill-health or those with a short or long-term illness.

What is abuse?

Abuse and neglect can be defined in many ways and there can be no exhaustive list, however the most recent guidance from the government identifies the following types of abuse and neglect:

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- Domestic abuse – including psychological, physical, sexual, financial, emotional abuse or so called 'honour' based violence. [Talk2someone – more information on domestic abuse](#)
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery – 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.

- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Who abuses and where does it happen?

Anyone can carry out abuse or neglect, including:

- Spouses/partners;
- Other family members;
- Neighbours;
- Friends;
- Acquaintances;
- Local residents;
- People who deliberately exploit adults they perceive as vulnerable to abuse;
- Paid staff or professionals; and
- Volunteers and strangers.

While a lot of attention is paid, for example, to targeted fraud or internet scams perpetrated by complete strangers, it is far more likely that the person responsible for abuse is known to the adult and is in a position of trust and power.

Abuse can happen anywhere: for example, in someone's own home, in a public place, in hospital, in a care home or in college. It can take place when an adult lives alone or with others.

The new definitions of regulated activities can be found by clicking on the following link:

<https://www.gov.uk/government/publications/new-disclosure-and-barring-services>

Definitions – For Children

Safeguarding is the action that is taken to promote the welfare of children (legally defined as anyone aged 0-18) and protect them from harm.

Safeguarding means:

- Protecting children from abuse and maltreatment
- Preventing harm to children's health or development
- Ensuring children grow up with the provision of safe and effective care
- Taking action to enable all children and young people to have the best outcomes.

Recognising child abuse

Child abuse can take four main forms, all of which can cause long term damage to a child: physical abuse, emotional abuse, neglect and child sexual abuse. Bullying and domestic violence are also forms of child abuse.

A child may be experiencing abuse if he or she is:

- Frequently dirty, hungry or inadequately dressed
- Left in unsafe situations or without medical attention
- Constantly "put down", insulted, sworn at or humiliated
- Seems afraid of parents or carers
- Severely bruised or injured
- Displays sexual behaviour which doesn't seem appropriate for their age
- Growing up in a home where there is domestic violence
- Living with parents or carers involved in serious drug or alcohol abuse

Remember, this list does not cover every child abuse possibility. You may see other things in the child's behaviour or circumstances that worry you.

Signs which may suggest physical abuse

- Any bruising to a baby - pre-walking stage
- Multiple bruising to different parts of the body
- Bruising of different colours, showing repeated injuries
- Fingertip-shaped bruising to the chest, back, arms or legs
- Burns of any shape or size
- An injury for which there is no proper explanation

Signs of possible sexual abuse

- Something a child has told you
- Something a child has told someone else

- A child who shows worrying sexualised behaviour in their play or with other children
- A child who seems to have unsuitable sexual knowledge for their age
- A child who may be visiting or being looked after by a known or suspected sexual offender

Signs which may suggest emotional harm

The following signs may be present in children whose parents are over-critical and emotionally distant, or who are unable to meet their child's emotional needs:

- Children whose behaviour is excessive. For example, excessive bedwetting, overeating, rocking, head banging.
- Children who self-harm. For example, they may cut or scratch themselves or overdose.
- Children who attempt suicide
- Children who persistently run away from home
- Children who show high levels of anxiety, unhappiness or withdrawal
- Children who usually seek out or avoid affection.

Signs which may suggest neglect

- Squalid, unhygienic or dangerous home conditions
- Parents who fail to attend to their children's health or development needs
- Children who appear persistently undersized or overweight
- Children who continually appear tired or lacking in energy
- Children who suffer frequent injuries due to a lack of supervision.

You do not need to know everything about the child and what is happening just to be worried, or feel that everything is not right.

It is important to know:

- Protecting children is everybody's business
- Adults have a moral responsibility to report abuse
- If in doubt share your concerns about children with someone
- Reporting concerns rarely leads to a child being removed and often can lead to help being put into the family so improvements can be made that help the whole family
- Act now – long-term abuse is damaging for children.

The new definitions of regulated activities can be found by clicking on the following link:

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

APPENDIX Two

Logging Concerns

This is the information required to internally log any concerns relating to the safety of any young person or vulnerable adult.

1. Name of Service User
2. Date of birth
3. Date of concern raised
4. Name of staff member/volunteer raising the concern
5. Contact details of staff member/volunteer raising the concern
6. Factual details of the concern being logged
 - Who?
 - What?
 - When?
 - Where?
 - How?
 - Detailed description of any physical injury, if applicable
7. Summary of action to take
8. Name of who the log has been shared with

NB: This is for internal use at The Hub and does not replace the referrals processes for the Warwickshire Children and Families Front Door (Front Door) or Warwickshire Social Services.

APPENDIX Three

Procedure When Abuse Is Reported

- React calmly so not to frighten or deter him/her.
- Reassure him/her that you are glad they have told you, and it is not their fault.
- Don't promise to keep anything a secret.
- Explain that you need to make sure that they will be safe and may have to pass on the information to somebody trusted to deal with it appropriately.
- Listen carefully to what they say and take them seriously.
- Allow them to tell you what happened in their own words and at their own pace. Don't pressure them to disclose anything that they don't want to.
- It is important to clarify what you have heard, and to establish the basic facts. However, avoid leading questions and do not ask them specific questions about explicit details.
- Don't leave the individual until they are ready to be left alone.
- If possible make brief notes during the initial disclosure, explaining to them why you are doing this. If it is not possible to do so at the time, make notes as soon as possible afterwards.
- The appropriate line management must be informed immediately and the appropriate documentation completed as soon as possible (see Appendix Two).
- Anyone dealing with a child that has disclosed information can be referred for professional help to enable them to deal with the experience.
- In situations of immediate danger, *dial 999* and have regard for your own safety.

APPENDIX Four

Procedure When Abuse Is Suspected

- Talk to the individual sensitively to find out if there is anything worrying them.
- Keep questions to a minimum but make sure you are absolutely clear about what has been said.
- Discuss your concerns with The Designated Safeguarding Officer, no matter how trivial they may seem.
- Contact with parents/guardians/carers should be delayed until the designated safeguarding lead has sought advice from the relevant Social Care Team.

APPENDIX Five

Contact Numbers

For concerns for a child or young person, Warwickshire's (Front Door) should be contacted on 01926 414144 during office hours. Contact should be made on 01926 886922 outside of normal office hours.

In the event of concerns for a vulnerable adult within Warwickshire, the matter should be reported to the Adult Social Care Team on 01926 410410.

Emergency situations can be referred to the police on 999 or 101.

Advice and information - If you want to discuss your concerns or need advice beyond that of The Designated Safeguarding Officer do one of the following: Call Childline on 0800 1111 or Call the NSPCC Helpline on 0808 800 5000

Appendix Six

Recruitment and Induction of Staff (Employees and Volunteers)

1. Job Description/Person Specification and Advertising

- A detailed job description and person specification will be drawn up. This will clearly define the role of the position, the tasks and skills needed and the type of person most suited to the role.
- An appropriate length of time will be required to place advertisements in appropriate newspapers and websites to give applicants time to prepare for interview, to conduct background checks and to take up references.
- As part of the application process, all applicants must complete an application form, where they are asked about previous experience of working with children, young people and vulnerable adults. Included in this form is a declaration stating that there is no reason why they should not be considered suitable for working with children, young people and vulnerable adults.
- All information is treated with total confidentiality and fairness.

2. Preselection checks

- Applicants to be asked to bring a copy of their DBS certificate to interview if they have a certificate.
- Two confidential referees not related to the applicant and at least one work related to be requested. These references must be taken up and provided in writing if possible.
- Evidence of identity (passport or driving licence photograph), supported by original birth/marriage certificate, utility bill to confirm address and documents with National Insurance number for verifications.

3. Interview and induction

All staff and volunteers are required to undergo an interview carried out to acceptable protocol and recommendations. All staff and volunteers should receive formal induction, with the retention of records during which;

- Their qualifications should be substantiated.
- The job requirements and responsibilities should be clarified.
- They are made aware of The Hub's safeguarding policy and procedures.
- Training needs (if any) are identified.

All staff must have the appropriate DBS clearance before they are confirmed in the position (if they will be working with children, young people and vulnerable adults unsupervised on a regular basis). The Hub encourages all staff to register with the DBS Updating Service and will reimburse any registration cost.

APPENDIX Seven

Code of Conduct

(Behaviour Relating to Incidents of Safeguarding/Concern)

The Hub expects everyone who works with us (staff, partner organisations, and volunteers) to follow the guidelines that cover all aspects of our activities. These are:

- Treat everyone with respect.
- Provide an example you wish others to follow.
- Respect people's right to personal privacy.
- Provide access for people to talk about any concerns they may have.
- Support children, young people and vulnerable adults to create a safe environment where they feel comfortable to talk about attitudes or behaviours they do not like.
- Avoid situations that compromise your relationship with children, young people and vulnerable adults, which are unacceptable within a relationship of trust.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Recognise that caution is required even in sensitive moments of listening, such as when dealing with bullying, bereavement or abuse.
- Do not have any inappropriate physical or verbal contact with others.
- Do not jump to conclusions about others without checking the facts.
- Do not show favouritism to any individual.
- Do not make suggestive remarks or gestures, even in fun.
- Do not let suspicions, disclosure or allegations of abuse, go unrecorded or unreported.