

Name of Document:	Advance Safeguarding Adults Policy		
STATUS			
DRAFT	May 2024	APPROVED	2 July 2024
Version:	3		
Document Owner:	Head of Safeguarding		
Executive Lead:	Director of Finance and Operations		
Approval:	Full Board		
Date Approved:	July 2024		
Document Category:	Safeguarding		
Document Applied from:	July 2024		
Review Date:	June 2025		

DOCUMENT VERSION CONTROL

Previous Version Information:

Previous Title:	Safeguarding Adults at Risk Policy
Previous Approval Date:	June 2023; 2017
Relevant to Data Security & Protection Toolkit:	N/A

Consultation:

Committee / Group(s) Consulted/Approved & date:	<p>Safeguarding Policy Working Group (organisational wide): February 2023</p> <p>SLT: March–April 2023</p> <p>Designated Trustee for Safeguarding: April–May 2023</p> <p>Services and Safeguarding Subcommittee: May 2023</p> <p>Full Board: June 2023</p>
------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

RELATED ADVANCE POLICIES, PROCEDURES, GUIDANCE & RESOURCES:

<ul style="list-style-type: none"> ▪ Accident & Incident Management ▪ Confidentiality & Information Sharing Policy ▪ Case Management Policy / Standard Operating Procedures ▪ Code of Conduct ▪ Complaints Policy ▪ Data Protection Policy ▪ Dignity at Work Policy ▪ Disciplinary Policy ▪ Due Diligence ▪ Grievance Policy 	<ul style="list-style-type: none"> ▪ Health & Safety Policy ▪ Lone Working Policy ▪ Privacy Notice ▪ Recruitment Policy ▪ Risk Assessment ▪ Safeguarding Adults Procedure ▪ Safeguarding & Child Protection Policy & Procedure ▪ Safeguarding Children & Adult Guidance ▪ Volunteering Policy ▪ Whistleblowing Policy ▪ Workplace Domestic Abuse Policy
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

ADVANCE KEY SAFEGUARDING CONTACTS (LEADS & DESIGNATED TRUSTEES)

Organisational Designated Safeguarding Lead (DSL):	Aimée Ramiah, Head of Safeguarding
Organisational Deputy Designated Safeguarding Leads (DDSL):	Director of Services: Domestic Abuse Director of Services: Criminal Justice and Young Women and Girls Head of Criminal Justice Services Head of Young Women and Girls
Local Safeguarding Leads (LSL):	Team and Service Managers Senior Service Managers
Designated Trustee for Safeguarding (DTS):	Deborah Parkin
Deputy Designated Trustee for Safeguarding (DDTS):	TBC

Please refer to the [Safeguarding Adults Procedure](#) document for step-by-step guidance on reporting, recording and escalating a safeguarding concern, where you will also find contact details for the key safeguarding contacts.

CONTENTS

INTRODUCTION	1
1. POLICY STATEMENT	1
2. DIVERSITY, EQUITY AND INCLUSION STATEMENT	2
3. PURPOSE.....	3
4. SCOPE	3
5. LEGAL FRAMEWORK	4
5.1 Legislation	4
5.2 Guidance.....	4
6. RELATED POLICIES.....	4
7. KEY TERMS AND DEFINITIONS	5
8. ROLES AND RESPONSIBILITIES	7
8.1. Trustees	8
8.2. Senior Leadership Team	8
8.3. Head of Safeguarding.....	8
8.4. Heads of Services.....	8
8.5. Senior Service Managers	8
8.6. Service Managers / Team Managers.....	9
8.7. Volunteer Manager / Volunteer Coordinators.....	9
8.8. All Staff	9
8.9.1 Head Office	9
Development and Fundraising	9
Communications and External Affairs	10
Human Resources and Organisational Development.....	11
Operations	11
8.10 Subcontracted Partners	11
8.11 Visitors including Contractors	12
8.12 Co-location.....	12
9. INFORMATION SHARING AND CONFIDENTIALITY.....	12
10. MULTI-AGENCY WORKING	14
11. DIGITAL SAFETY.....	14
12. RISK ASSESSMENTS	15
13. PHOTOGRAPHY AND FILMING	15
14. SAFER RECRUITMENT PRACTICES.....	15
15. MANAGING SAFEGUARDING CONCERNS, DISCLOSURES & ALLEGATIONS INVOLVING STAFF INCLUDING VOLUNTEERS.....	16

16. LEARNING AND DEVELOPMENT 16

17. SAFEGUARDING REVIEWS 17

18. QUALITY ASSURANCE 17

19. MONITORING AND IMPLEMENTATION 17

20. REVIEW 17

Advance Safeguarding Adults Policy

INTRODUCTION

Advance – Advocacy and Non-Violence Community Education will be referred to in this policy as Advance.

Advance’s vision is:

A safe, just and equal world for women and girls

We do this through our mission of **delivering systems change and empowering women and children affected by domestic abuse, including those in contact with the criminal justice system, to lead safe, just and equal lives in their communities.** Our expertise lies in decades of providing specialist support by women and for women and girls, to achieve safety, justice, and equality at the intersection of domestic abuse and the criminal justice system.

Our approach is holistic and centred on the women and girls and any children they have, working with them as partners in their support, which is responsive to their needs and empowers them on the journey to recover from the trauma of their experiences.

Advance take the same approach to safeguarding, partnering with victim / survivors to promote their welfare and uphold their right to live a life free from violence and abuse.

Advance believes that it is never acceptable for a child or adult to experience abuse of any kind. Due to the nature of our work and groups we support, safeguarding is at the heart of all we do; safeguarding adults with ‘care and support needs’ who are ‘at risk’ is one part of a much wider workstream across the organisation to safeguard adults from violence and abuse and promote health and wellbeing. This policy focuses specifically on safeguarding adults with ‘care and support needs’ and ‘carer’s who access our services.

We are accountable for ensuring appropriate actions are taken by us to safeguard all children, young people and adults directly or indirectly supported by our organisation. This may also include ensuring our subcontracted partner organisations have appropriate policies and procedures in place and relevant expertise.

The following policy sets out **what** we will do to seek to keep adults at risk safe. The associated [procedure](#) sets out **how** we will seek to do that, and the associated policy and procedural [guidance](#) acts as a helpful resource guide for staff.

1. POLICY STATEMENT

Advance believe everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

Advance is committed to:

- Safeguarding adults in line with legislation, relevant national and local guidance including The Care Act Statutory Guidance and Local Safeguarding Adult Boards arrangements as well as and best practice.
- Creating a culture of zero-tolerance of harm to adults and ensuring that all our activities are delivered in a way which keeps all adults safe.
- Taking a pro-active approach to identify risks of harm both within and outside of the family context at the earliest possible opportunity and recognise the circumstance which may increase risk. We recognise that some adults are at increased risk of harm due to additional needs and the barriers they may face.

- Advance recognises that harm can be experienced anywhere, including within Advance's activities or any other organised community setting, in people's home, in safe accommodation, in the person's home and in care settings.
- Advance work in partnership with women and girls, and professional partners to minimise and remove risks as soon as possible.
- Advance expect all staff including volunteers to share our commitments and fulfil their responsibilities to promote the wellbeing of all adults we work with, to keep them safe and to practise in a way that prioritises their protection.

Advance will:

- Continuously work to embed and promote a transparent safeguarding culture where everyone is valued, listened to, and respected, and is comfortable to discuss and share concerns.
- Provide effective leadership by appointing a Designated Safeguarding Lead (DSL), a Deputy DSL and a Trustee with responsibility for and expertise in safeguarding.
- Ensure all policies and procedures are kept up to date in line with legislation, statutory guidance and safeguarding best practice.
- Provide effective management for all staff (and volunteers) through regular and consistent supervision, support, training, and quality assurance measures so that all staff and volunteers are aware of and feel confident to implement our policies, procedures and code of conducts and are competent in doing so.
- Communicate our safeguarding approach, policy and procedures to service users making sure that everyone in our services (including adults at risk) know what to do – who they can speak to – if they have a concern.
- Listen to, empower, and support the adults we work with to voice their wishes and views, which will be respected and supported unless there are overriding reasons not to.
- Continuously develop and implement an effective internal policy set that details Advance's approach to safer recruitment, data protection, complaints, whistleblowing, bullying and responding to allegations made against people who work with adults at risk.
- Use our policy set and associated procedures to record and share concerns and proportionate, relevant information with agencies who need to know (including service users unless in rare circumstances where this could increase their risk).
- Ensure that all Advance sites provide a physical and psychological safe environment for all, by applying health and safety measures in line with current legislation and regulatory guidance and working to best trauma-informed and responsive practices.
- Do all we can to ensure that adults receive a service which is safe, which meets their needs.
- Recognise and respect diversity while ensuring the rights and safety of adults of all backgrounds are equally well protected.

2. DIVERSITY, EQUITY AND INCLUSION STATEMENT

- Advance is committed to encouraging diversity and eliminating racism and discrimination in both its role as employer and as provider of services. Advance aims to create a culture that respects and values each other's differences, promotes equity, dignity and diversity and encourages individuals to develop and maximise their potential. Advance is committed wherever practicable to achieving and maintaining a workforce that reflects the local community in which we operate.
- This safeguarding policy and accompanying [procedure](#) will be reviewed regularly in line with any changes in legislation, regulation, and good practice by our Board of Trustees. Advance will continue to review the effectiveness of safeguarding policy to ensure it is achieving its stated objectives and to ensure it doesn't conflict with our Equality and Diversity policy.

3. **PURPOSE**

The purpose of this policy and associated procedure and guidance documents is to demonstrate the commitment of safeguarding adults and to ensure that everyone is aware of:

- The legislation, policy, and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

4. **SCOPE**

This policy applies to all employees, volunteers (including Trustees), contractors, consultants, sessional workers, agency staff, students or anyone working on behalf of Advance. This policy also applies to visitors on any Advance site.

Advance requires that our partners, current or in future, share our commitment to safeguarding.

This policy applies to anyone aged 18 and over. Refer to Advance's Safeguarding and Child Protection Policy for further information in relation to the safeguarding of anyone under the age of 18.

If there are concerns that a child is causing harm to an adult, this may fall within both the Safeguarding Adults and Safeguarding and Child Protection policies and procedures.

In the context of the statutory framework introduced under the Care Act, 2014 specific adult safeguarding duties apply to any adult who:

- Has care and support needs (regardless of the level of need, and whether these needs are being met and by whom) **and**
- Is experiencing, or is at risk of abuse or neglect **and**
- As a result of those needs, is unable to protect themselves against abuse or neglect, or the risk of abuse or neglect because of those needs.

'Care and Support' is the term used within the Care Act, 2014¹ to describe the support some adults need to live as well as possible with any illness or disability they may have, which may include (but is not limited to):

- Adults with care and support needs (regardless of whether those needs are met or not)
- Adults who don't have clearly identified needs, but who may still be vulnerable.
- Adults who manage their own care and support through personal or health budgets
- Adults who fund their own care and support

Prisoners and persons in approved premises etc.

The Care Act is applied differently to adults residing in prisons or approved premises. Safeguarding duties that sit with the Local Authority (such as S42 safeguarding enquiries and S44 (Safeguarding Adult Reviews)) do not apply, the duties sit with the institution in which the person resides. This is not to say that there is not a role for the Local Authority, they can often act as a Critical Friend in a supportive capacity, but they do not have jurisdiction to direct prisons or approved premises. The standard of care someone receives within a prison or approved premises should be the same as they would receive in the community.

¹ [Care and Support Statutory Guidance](#)

This policy **does not**:

Make detailed reference to safeguarding in relation to recruitment and selection. For detailed guidance please refer to the recruitment policies.

5. LEGAL FRAMEWORK

This policy has been developed in line with current legislation and statutory guidance that seeks to protect adults in England and should be read and delivered in line with the wider safeguarding adult frameworks including Local Safeguarding Adult Boards embedded within each local authority area in which Advance delivers services.

Key legislation and guidance include:

5.1 Legislation

- The Care Act 2014
- Health and Care Act 2022
- Domestic Abuse Act 2021
- Data Protection Act 2018
- EU General Data Protection Regulation 2016 (UK GDPR)
- Modern Slavery Act 2015
- Protection of Freedoms Act 2012
- Equality Act 2010
- Safeguarding Vulnerable Groups Act, 2006
- Mental Capacity Act 2005, 2019
- Domestic Violence, Crime and Victims Act 2004, 2012
- Female Genital Mutilation Act 2003
- Sexual Offences Act 2003
- Crime and Disorder Act 1998
- The Human Rights Act 1998

5.2 Guidance

- Safeguarding and protecting people for charities and trustees (2017, updated in 2022²)
- 'Care and Support Statutory Guidance (2014, updated in 2020³)
- Making Safeguarding Personal Guide (2014)
- Multi-agency statutory guidance on female genital mutilation (2020)
- Multi-agency practice guidelines: Handling cases of Forced Marriage (2014)
- Adult Safeguarding Practice Guidance, SCIE (2015)
- Mental Capacity Act Code of Practice (2007)

6. RELATED POLICIES

This policy should be read alongside the following associated Advance policies and documentation listed on the front page of this document.

² [Safeguarding and protecting people for charities and trustees \(2017, updated in 2022\)](#)

³ [Care and Support Statutory Guidance](#)

7. KEY TERMS AND DEFINITIONS

Adult

Advance consider anyone over the age of 18 to be an adult. In some circumstances, adults over the age of 18 may access services for children and young people, for example if they receive support for leaving care from the local authority.

Young Person / Young Woman

Advance recognises the legal positioning of people aged 18 and over as adults. However, we may use the term ‘young person’ or ‘young woman’ for the purposes of engagement.

Safeguarding

Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect’ (Care and Support Statutory Guidance, Ch.14).

The Charity Commission safeguarding guidance makes it clear that charities must ensure they don’t cause harm to anyone who has contact with the organisation and that they have a responsibility to keep everyone who comes into contact with the charity safe, including people who benefit from the charity’s work, staff, volunteers and other people who come into contact with the charity through its work. The Charity Commission stresses that charities working with children or adults at risk have extra responsibilities⁴.

The Care Act creates specific responsibilities for Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to adults at risk but Advance recognise that safeguarding adults is everyone’s business. When a Local Authority has reason to believe there is an adult at risk, they have a statutory duty to investigate and decide what (if any) action needs to be taken to support the person. These actions might need to be undertaken by the Local Authority or by another organisations (Police, Health, Probation etc.)

It is important to note that people without care and support needs as formally defined by the Care Act may also be vulnerable to abuse and therefore may need support, risk management and safeguarding measures. This could be due to social exclusion, offending history, homelessness, domestic and sexual abuse, coercive control, other forms of violence against women and girls, exploitation, ethnicity, religion, gender, and sexual orientation.

Safeguarding Principles

There are six principles that underpin all adult safeguarding work outlined in the Care Act which are:

- Empowerment – adults are encouraged to make their own decisions and are provided with support and information to do (with fully informed consent).
- Prevention – acting as early as possible to prevent harm before it occurs.
- Proportionate – responses must be proportionate and the least intrusive they can be whilst being appropriate to the level of risk.
- Protection – adults are offered ways to protect themselves and there is a coordinated community response.
- Partnerships – delivering local solutions through services working together within their communities recognising that communities have a role to play in preventing, identifying, and reporting neglect and abuse.
- Accountable – Accountability and transparency in delivering a safeguarding response.

⁴ [Safeguarding and protecting people for charities and trustees \(2017, updated in 2022\)](#)

The Wellbeing Principle

The Wellbeing Principle is centred within the adult safeguarding framework and recognises that any safeguarding action must consider the adults well-being and be in proportionate to the risk of harm. For example, an adult should not be removed from their own if there are other ways of keeping them self within their own home. Further information is contained in the Safeguarding [Guidance](#).

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is an approach set out within the legislative framework for adult safeguarding which recognises that adults make choices for themselves that impact upon their wellbeing, for example providing care to a partner with dementia who at times becomes abusive. The concept 'making safeguarding personal' means partnering with the adult to discuss their individual circumstances and consider response to their risk that promote their involvement, choice, and control, as well as reducing the risk and improving their quality of life to find the solution that is right for them. Further information on this approach is found in the Advance Safeguarding [Guidance](#) Document.

Abuse

Refers to the acts that lead to an individual or individuals experiencing harm. Abuse can occur in any relationship and in many different contexts.

Categories of Abuse

The Care Act recognises 10 categories of abuse:

- Physical
- Sexual
- Emotional or Psychological
- Neglect and acts of omission
- Domestic abuse
- Financial / Material abuse
- Modern Slavery
- Discriminatory abuse
- Organisational abuse
- Self-neglect

Additional types of harm not included in the Care Act but relevant to safeguarding adults include exploitation, radicalisation, and cyber bullying.

Signs and indicators of abuse are included in the Advance Safeguarding [Guidance](#) document.

Domestic Abuse

Domestic Abuse is further defined withing the Domestic Abuse Act⁵; it includes **physical, sexual abuse, controlling, coercive, threatening and violent behaviour, economic abuse, psychological, emotional or 'other' abuse.**

The Home Office Statutory Guidance Framework for Controlling or Coercive behaviour also recognises that violence against women and girls is underpinned by wider gender and social inequality, misogyny, and perceptions around harmful gender norms⁶.

Contextual Safeguarding

The concept of contextual safeguarding was developed by Dr Carlene Firmin, whilst working at the University of Bedfordshire's Contextual Safeguarding Network. Contextual safeguarding recognises that children and young people experience harm, and are at risk of harm both within and outside of the family

⁵ [Domestic Abuse Act 2021 \(legislation.gov.uk\)](https://legislation.gov.uk)

⁶ [Controlling or coercive behaviour statutory guidance framework](#)

home (in education settings, the wider community, online etc.) and that the risk of harm can come from an individual or a community or space etc. Contextual safeguarding seeks to understand how these different risks interact as they are often inter-related and how to engage with children and young people to keep them safe in a range of different environments. Further information on contextual safeguarding and how to identify potential concerns are included in the Advance Safeguarding [Guidance](#) document.

Transitional Safeguarding

Holmes and Smale define transitional safeguarding as “an approach to safeguarding adolescents and young people fluidly across developmental stages which builds on the best available evidence, learns from both children’s and adults safeguarding practice and which prepares young people for their adult lives”⁷. It is not simply transition planning from a child service to an adult service but is a programme of activity that emphasises a needs-led, personalised approach which requires joint working from child and adult services to the benefit of young people. Advance are committed to adopting a transitional safeguarding approach when working with young people.

Serious Incidents

The Charity Commission define a Serious Incident as an adverse event, whether actual or alleged, which results in or risks significant⁸:

- Harm to your charity’s beneficiaries, staff, volunteers or others who come into contact with your charity through its work
- Loss of your charity’s money or assets
- Damage to your charity’s property
- Harm to your charity’s work or reputation
- Dependent on the nature of the organisation and the context in which they work what may be a serious incident to one charity may not be to another

Capacity and Consent

The legislative framework in the United Kingdom assumes that all adults can make their own decisions, unless it has been proven that they can’t. This means that adults have the right to make their own decisions – even if others think they are unwise.

Adults capable of making informed decisions, having been made aware of their rights and options, will be supported in making their own decisions about their lives. This will include the taking of reasonable risks, as long as these do not threaten, harm or put at risk any child or adult who may be involved. If this is the case staff will work in accordance with UK GDPR legislation and Advance’s Data Protection, Information Sharing and Confidentiality policies.

If there are serious concerns about an individual’s ability to make informed decisions, guidance will be sought in accordance with the Mental Capacity Act, 2005 and through local Adult Services.

Further information about capacity and consent is provided within the Advance Safeguarding [Guidance](#) document.

8. ROLES AND RESPONSIBILITIES

Everyone at Advance has as responsibility for safeguarding and we all have a role to play in centring the safety of the people (children, adults, and families) and communities we serve but those roles and responsibilities vary depending on the job role within the organisation. The typical responsibilities of each role within the organisation are listed below:

⁷ [Transitional-safeguarding-adolescence-to-adulthood-Strategic-briefing-1.pdf \(researchinpractice.org.uk\)](#)

⁸ [How to report a serious incident in your charity - GOV.UK \(www.gov.uk\)](#)

- 8.1. Trustees** – Trustees have a legal responsibility and have overall accountability for safeguarding, even if safeguarding activities are delegated to a safeguarding lead or members of the Management Team. Trustees must ensure that the charity identifies and manages risk, has suitable policies and practices in place, carries out checks to ensure a safe workforce, protect volunteers and staff and handle and report incidents appropriately (Charity Commission, 2021). In addition, Advance also has at least one **Designated Trustee for Safeguarding (DTS)** in line with best practice. The DTS and Deputy Designated Trustee for Safeguarding (DDTS) will be suitably experienced and trained in safeguarding, meet with the Head of Safeguarding to maintain an overview of safeguarding activity across Advance, be informed of and contribute to decision on Serious Safeguarding Incidents and other high risk cases and maintain oversight of any follow up to help ensure that all risks are appropriately managed, in conjunction with the SLT and Head of Safeguarding (DSL), ensure that all trustees are full informed of safeguarding issues across Advance and contribute to maintaining safe practice across all our operations.
- 8.2. Senior Leadership Team** – The CEO and Directors are responsible for centring safeguarding across the organisation’s culture, strategy, and delivery, ensuring that everyone understands their role in safeguarding, including the Board of Trustees and that there are sufficient resources to ensure that any concerns or allegations are promptly investigated and reported. An experienced member of the SLT is appointed the **SLT Safeguarding Lead** who is responsible for ensuring safeguarding is considered in strategic decision-making, providing Line Management, support, coaching and debriefing to the Head of Safeguarding (DSL) and ensuring the Board of Trustees is provided with reports on safeguarding activity.
- 8.3. Head of Safeguarding** – The Head of Safeguarding is the Organisational Designated Safeguarding Lead (DSL), she is responsible for engaging with Trustees and Senior Managers across Advance to ensure that strong safeguarding practices and culture is embedded across the charity and that services and activities keep people safe from harm. She provides advice and support to the Board on safeguarding strategy development and is responsible for leading, advising and supporting the SLT on reviewing, developing and embedding Advance’s approach to safeguarding practice including developing and implementing the organisational safeguarding plan. She is also responsible for safeguarding policy and ensuring that staff are adequately trained to comply with safeguarding policies and procedures and provide safe services to all children and adults associated with Advance. She has oversight of all Serious Safeguarding Incidents and alerts the CEO and DTS of any significant concerns. She is responsible for ensuring safeguarding data and insights including learning from Serious Safeguarding Incidents and Safeguarding Reviews is used to continuously improve services and activities across the organisation. The DSL is supported in this role by the Senior Management Team including Head of Services who are Deputy DSLs as well as the Designated Trustee and Deputy Designated Trustee for Safeguarding.
- 8.4. Heads of Services** – Heads of Service deputise for the Designated Safeguarding Lead in her absence.
- 8.5. Senior Service Managers** – Acting as a Local Safeguarding Lead for their services Senior Service Managers (SSMs) are an escalation point and source of support for Managers. SSMs have responsibility to ensure services in their portfolio are safe and to monitor and quality assure the safeguarding practice of each of their Manager reports and the services within their portfolio. SSMs are also responsible for managing and overseeing Serious Safeguarding Incidents in their services, including participating in Safeguarding Reviews (e.g., DHRs) ensuring they link in with the Organisational DSL and their Head of Service / Organisational Deputy Designated Safeguarding Lead to identify strengths, gaps and challenges and make recommendations and share learning to ensure continuous improvement in safeguarding. The Organisational DSL, Deputy DSLs and wider SMT are escalation points for SSMs.

8.6. Service Managers / Team Managers – Acting as a Local Safeguarding Lead for their service, Service Managers and Team Managers are the main point of contact for staff when they first have a safeguarding concern, providing them with support and guidance and ensuring that appropriate measures are taken to address safeguarding concerns. Where appropriate, managers should escalate concerns to Senior Service Managers and the Organisational Designated Safeguarding Lead e.g., in cases of a Serious Safeguarding Incident. Managers are responsible for completing and monitoring safeguarding records for all services they manage and for the quality assurance the safeguarding practice of their teams.

8.7. Volunteer Manager / Volunteer Coordinators – The Volunteer Manager / Volunteer Coordinators will act as the main point of contact for volunteers when they have a safeguarding concern, providing support and guidance to volunteers and ensuring that appropriate measures are taken to address the safeguarding concern. The Volunteer Manager / Volunteer Coordinator should work collaboratively with the Team / Service Manager and allocated practitioner to ensure safeguarding concerns are addressed appropriately.

8.8. All Staff – All staff including volunteers are responsible for following this policy and the associated [procedures](#) and [guidance](#) documents, this includes being able to recognise, respond to, report and escalate and record safeguarding concerns. Should a member of staff who is not in a service delivery role become aware of a safeguarding concern they should raise it with their Manager and if applicable the Manager of the service the person the concern is about is accessing. If this information is not known or the concern is not in relation to a service user then the Organisational Designated Safeguarding Lead should also be consulted. Any concerns about understanding the policy or process should be raised immediately with their Line Manager / Volunteer Co-ordinator.

8.9. Organisational Roles and Responsibilities

Safeguarding does not solely sit with service delivery teams or with individuals who hold specific roles and responsibilities; it is a fundamental part of the organisation and all roles and is embedded within our organisational infrastructure and across every workstream.

8.9.1 Head Office

The Head Office is made up of the following teams:

- Development and Insights, (includes the Development and Fundraising, and Evidence and Insights teams)
- Communications and External Affairs (includes Policy and Campaigns, Marketing, Press, Engagement)
- Human Resources and Organisational Development (includes HR, Talent Acquisition, Volunteer Engagement, Learning and Development, and DEI)
- Finance and Operations (includes Finance, IT Systems, Facilities, Governance, Safeguarding, Health and Safety)

These departments provide assistance in support of Advance’s approach to safeguarding and strategic and operational plans. This includes:

Development and Fundraising

Safeguarding be considered in every aspect of Advance’s work from the earliest stages of conception and initiation.

- **Proposal stage** – A risk assessment should be undertaken prior to carrying out any project involving children or adults. All potential safeguarding risks created and / or encountered through activities should be identified, analysed, and given due consideration resulting in a plan to mitigate identified risks. In the event when a proposal has been developed in consortium with other organisations and Advance is the leading organisation, all members are required to adhere to Advance Safeguarding Policy.
- **Project design** – Safeguarding should be a key consideration at the design stage of any project, ensuring that services are adequately and safely resourced regarding staff capacity and that staff have the skills and training necessary to fulfil their roles and responsibilities. As such, a safeguarding budget should be included within any proposal or request for funds to be used for training and mitigating safeguarding risks / concerns. A risk assessment should be undertaken for all programme activities and a risk assessment should also be completed for every site that delivers services.
- **Project implementation** – Awareness and understanding of child/adult safeguarding considerations need to be present at every stage of a project's life cycle, including its implementation. All activities require ongoing risk assessment in line with any modifications in schedules of activity, plans and budgets.

Evidence and Insights

Advance have a dedicated Evidence and Insights team to better understand the outputs and outcomes across all our work, to ensure we are providing a high quality, effective service in line with our mission. It is imperative that we constantly and consistently learn from what we know and are always seeking to identify points of learning to improve service design and delivery.

The Evidence and Insight teams are responsible for collating data regarding safeguarding reports from each service's safeguarding spreadsheet and for identifying and reporting any salient themes which may themselves present a safeguarding concern (for example, a number of services reporting contextual safeguarding concerns within a certain community or public space). The Evidence and Insights team are also responsible for collating the safeguarding data dashboard which is shared with appropriate members of the Senior Management Team and the Board of Trustees. Salient themes or concerns related to performance should be raised and fed back to the Senior Service Manager and DSL where appropriate.

The E&I team are also responsible for the Data Protection and Confidentiality & Privacy policies and are supported in this role by the Data Protection Officer.

Communications and External Affairs

Advance works with women and children with lived experience of abuse and trauma, some of whom become ambassadors and work with us in our communications and external affairs work. When Advance seeks to portray or engage children or adults through its engagement, participation, press events and external communications work, it is crucial that we follow best practice, ensuring they are appropriately supported and safeguarded and come to no harm through their involvement with Advance.

At the stage of conception, the Communications Lead, in consultation with the DSL, will complete a risk assessment to consider whether the campaign will put the child or any other person at risk, contribute to their vulnerability or in any way allows the child to be traced. Measures will be taken to mitigate risk however, where risk still remains a decision will be made regarding the appropriateness of whether or not to proceed with the campaign.

An equality impact assessment will also be included for **all** external communications to assess the likely (or actual) impact on people in respect of protected equality characteristics (inclusive of age); this includes looking for opportunities to promote equality that may have been previously missed or could be better used, as well as negative or adverse impacts that can be removed or mitigated. This should be completed regardless of the target audience or type of communication.

External communications constitute any information about a child or adult we work with or have worked with – this includes written, audio, or visual communication that will be shared with an external audience.

Human Resources and Organisational Development

Encompasses **Human Resources, Organisational Development, Talent Acquisition, Volunteer Engagement, Learning and Development, and Diversity, Equity and Inclusion** The team is responsible for ensuring effective safer recruitment practices are embedded across Advance covering the lifecycle of the employee/volunteer this includes compliance with mandatory training, members of recruitment panels receive appropriate safer recruitment training, provision of advice and guidance on safer recruitment, supervision, and the management of allegations process, alongside the DSL.

Operations

Encompasses **Finance, IT Systems, Facilities, Governance, Safeguarding and Health and Safety**. These functions have specific responsibilities for providing assistance in support of Advance's approach this will include supporting with logistical aspects of the safeguarding, creating and maintaining sufficient systems, adequate cyber security and online safeguarding measures, ensuring all Advance site locations are fit for purpose and risk assessed and effective charity governance.

8.10 Subcontracted Partners

Advance work in partnership with a number of other organisations in the delivery of services. Some of the services are subcontracted to these organisations. Prior to providing services or entering into a contract, Advance will undertake due diligence regarding safeguarding.

- The contractor shall always have in place its own Safeguarding Policy which they should ensure aligns with Advance's policies.
- In exceptional circumstances, should there be no policy in place, the Contractor shall agree to abide by Advance's Safeguarding and Child Protection and Safeguarding Adults policies and procedures, and report any breach of or departure from the policy and procedures to the Designated Safeguarding Lead (DSL) at Advance.
- The contract shall specify that any person who is or will be employed or engaged by the Contractor is both aware of and utilises the Safeguarding Policy in the provision of the service and that they have received regular safeguarding training in line with Advance's mandatory training for the varying competence levels.
- If the Contractor is providing support services to service users, they must always have in place their own Safer Recruitment policy and procedures, in line with legislation, guidance and best practice to ensure they have a safe workforce, suitable for working with children and adults.
- If the service provided under Contract is defined as a Regulated Activity in the Safeguarding of Vulnerable Groups Act, 2006; all those employed or engaged in service delivery must be subject to a valid enhanced disclosure check for regulated activity through His Majesty's Disclosure and Barring Service.

Advance sub-contract a range of activities and services; therefore, the requirements of subcontractors will differ depending on the activity they provide and where it is provided. The full range of requirements are set out below, but not all will be applicable depending on the type of service / activity provided.

Subcontractor Requirements:

- Create and keep a record of all Safeguarding Concerns stored in line with the Data Protection Act
- Provide Advance with both quarterly and annual reports of all Safeguarding Concerns (related to the contract), including safeguarding referrals

- Report to Advance’s DSL all Serious Safeguarding Incidents (related to the contract) as soon as possible but always within the same working day and share findings and learning following any reviews or investigations
- Report to Advance any notifications of safeguarding reviews i.e. DHRs, SARs and CSPRs (related to the contract)
- As per contractual requirements, comply with Advance’s request to conduct audit activity, including safeguarding related audit activity
- Work in full compliance with Advance’s safeguarding policies and procedures and Advance’s visitor policy when working in an Advance setting / site

8.11 Visitors including Contractors

- Visitors include any individual attending any of our sites who is not a member of staff (including volunteers) or a service user.
- Advance has visitor and signing in procedures for all visitors attending all Advance sites.
- Once present on site, visitors should be provided with guidance on safeguarding policy and who to tell if they have any concerns. If visitors do have concerns about an adult or child, they should tell the member of staff that is with them in the first instance. The member of staff will document this conversation and treat the concern in line with safeguarding policy and procedure.
- All contractors must be supervised on site if they are in the presence of an adult service user or child.
- Contractors or service providers e.g., IT support, builders, electricians, handyman/woman who are used regularly by Advance or the building landlord are DBS checked. For shorter engagements, Advance endeavours to use companies that specify DBS staff however if not possible, work should be carried out when our women centres are not in use.
- Additionally, workers should not be left alone in the premises and the lone staff working policy will also be in effect (as it is when working with service users).

8.12 Co-location

Advance offers a range of services in diverse settings in line with the needs of service users. As such, Advance may co-locate with other voluntary or statutory organisations to deliver services.

Managers leading on work in co-locations should ensure the appropriate Service Level Agreements / Information Sharing Agreements / Honorary Contracts are in place which cover expectations around safeguarding. Advance staff co-locating in other organisations should continue to follow Advance’s policy and procedures and should ensure they are familiar with the appropriate escalation processes where they are co-locating and that this forms part of their induction.

9. INFORMATION SHARING AND CONFIDENTIALITY

- Sharing the right information, at the right time, with the right people, is fundamental to good practice in adult safeguarding however Safeguarding Reviews frequently highlight failures between organisations to share information and work jointly and the devastating consequences this can lead to for the safety and wellbeing of adults at risk. SCIE has produced a useful practice guidance.⁹
- Sharing information between organisations as part of day-to-day safeguarding practice is covered by the common law duty of confidentiality, the General Data Protection Regulation (GDPR), Data Protection Act (2018), the Crime and Disorder Act (1998) and the Human Rights Act (1998).

⁹ [Safeguarding adults: sharing information \(SCIE\)](#)

- Fears about sharing information must not be allowed to stand in the way of the need to promote the wellbeing and protect the safety of adults at risk.
- The Data Protection Act 2018 and General Data Protection Regulations (GDPR) do not prevent the sharing of information for the purposes of safeguarding and therefore should not be a barrier.
- Schedule 1 of the Data Protection Act (2018)¹⁰ has 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information, including without consent (where, in the circumstances consent cannot be given, it cannot be reasonably expected that a practitioner obtains consent, or if to gain consent would place a child at risk).
- As a general principle people must assume it is their responsibility to raise a safeguarding concern if they believe a child or adult at risk is suffering or likely to suffer abuse or neglect, and/or are a risk to themselves or another, rather than assume someone else will do so.
- A duty of confidence arises when sensitive personal information is obtained and/or recorded in circumstances where it is reasonable for the subject of the information to expect that the information will be held in confidence. Adults at risk provide sensitive information and have a right to expect that the information about themselves that they directly provide, and information obtained from others will be treated respectfully and that their privacy will be maintained.
- The challenges of working within the boundaries of confidentiality should not impede taking appropriate action where safeguarding concerns are identified.
- Adults have a right to independence, choice and self-determination including control over themselves in the context of adult safeguarding however these rights can be overridden in certain circumstances¹¹
- Whenever possible, informed consent to share information should be obtained from the person the concern is about or their parent / carer
- However, it is important to understand that:
 - Emergency or life-threatening situations may warrant the sharing of relevant information with the relevant emergency services without consent.
 - The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified.
 - The law does not prevent the sharing of sensitive, personal information between organisations where the public interest served outweighs the public interest served by protecting confidentiality – for example, where a serious crime may be prevented or where a child is at risk.
- When sharing information about a living person the key principles of the General Data Protection Regulation (GDPR)¹² must be abided by.
- In instances where the person lacks the mental capacity to give informed consent, staff should always bear in mind the requirements of the Mental Capacity Act (2005)¹³, and whether sharing it will be in the person's best interest.
- Where safeguarding concerns are identified the relevant safeguarding procedures must be followed and decisions on sharing information (to share / not to share) must be documented as part of this process.
- Service users (adult and child/ren) should be reminded of the confidentiality agreement and have their views sought (where possible and safe to do so) on all safeguarding issues.
- Where informed consent to share information is not given Managers will need to make decisions about sharing information with external agencies, including the police and local authority.

¹⁰ <https://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted>

¹¹ <https://www.scie.org.uk/safeguarding/adults/practice/sharing-information#does-not-want-you-to-share>

¹² <https://www.gov.uk/data-protection>

¹³ <http://www.legislation.gov.uk/ukpga/2005/9/contents>

- Advance may be asked to share information through agreed information sharing protocols.
- All information must be shared securely in line with Advance information sharing policies and procedures. Where possible secure email should be used for sharing information and documents must be password protected.
- Personal data of service users and their children needs to be held securely, access to any information about them should only be provided on a need to know basis.
- A record of all actions and decisions must be made, as record keeping is a vital component of professional practice and is an essential element in documenting the legal justification for decisions
- For more information on our approach to Information Sharing refer to the associated Safeguarding [Procedures](#) and Advance Safeguarding [Guidance](#) document for more information.

10. **MULTI-AGENCY WORKING**

- Advance adopt the Co-ordinated Community Response model to tackle domestic abuse and recognise that the responsibility for safety should not sit with individuals, but with the community and services that exist to support them.
- Advance apply a safeguarding lens to each of the 12 components of the CCR model which are embedded at a strategic and operational level (survivor voice, intersectionality, shared objectives, structure and governance, strategy and leadership, specialist services, representation, resources, co-ordination, training, data and policies and processes).
- Advance will work with all relevant agencies at both a strategic and operational level to pro-actively protect adults at risk (e.g., safeguarding strategic boards and panels, DA forums, attending multi-agency meetings etc.)
- Further information and guidance about the role of staff at multi-agency meetings can be found within the Advance Safeguarding Guidance document.
- Advance will seek to co-locate with agencies and adopt specialist roles working across organisations where appropriate.

11. **DIGITAL SAFETY**

- Advance recognise that adults can be at risk of harm both in the physical world and when they are 'online', using the internet, social media or mobile and gaming devices and we have a duty to ensure that everyone within our services are protected, as far as reasonably practicable from any online harm, regardless of whether they are accessing Advance's network or using Advance devices or from their own.
- Advance's approach to safeguarding (including reporting, referring, managing and quality assurance processes) fully recognise and have been developed to respond to risk when behaviours are perpetrated both in-person and online.
- Advance have a responsibility to support service users to take an informed, and safe approach to their online safety.
- Advance's code of conduct sets out how all staff and volunteers should behave online both in a professional and personal capacity.
- Advance recognise the importance of understanding online risks to children and provide access for all relevant staff to attend training on online safety.
- Each service will set out clearly in their Standard Operating Procedures how they will work with people to encourage their online safety.
- All adult services will set out clear guidance within their Standard Operating Procedures about how to support and encourage parents / carers to keep their children safe whilst online.
- All information regarding adult service users will be recorded in line with Advance's Case Management Policy and Data Protection Policy, will be held securely and will only be shared as appropriate.

- Advance will review and update the security of our network and our case management systems as set out within the Data Protection Policy and Information Assurance Policies and Procedures.

12. **RISK ASSESSMENTS**

Advance spaces and places in addition to activities are subject to risk assessments. These are kept under review and updated as appropriate.

13. **PHOTOGRAPHY AND FILMING**

- Advance will not photograph or film any adult unless they have informed written consent.
- Advance will ensure that images and videos of adults are used (by Advance) when they have informed written consent by the adult and will only be used for the purpose set out in the written expression of consent.

14. **SAFER RECRUITMENT PRACTICES**

Safe recruitment and selection practice is vital in safeguarding and protecting the children and adults we work with. In line with the statutory guidance, 'Working Together to Safeguard Children¹⁴' (DfE, 2018) and best practice, Advance recognises and takes seriously its responsibility to adopt practice which minimises risk to children and adults with care and support needs by ensuring that measures are in place through this practice to deter, reject or identify people who might abuse or harm children or adults with care and support needs or who are unsuitable to work with them. The safety, welfare and wellbeing of children and adults with care and support needs is borne in mind at all times throughout the recruitment and selection process. Advance will ensure that:

- All staff employed by Advance will be recruited in compliance with the Recruitment policy.
- Safeguarding is explicitly stated in job descriptions and person specifications.
- Shortlisted candidates are interviewed by a panel of at least two staff / Trustees, with at least one panel member having completed safer recruitment training and safeguarding training for Managers/DSLs
- Interviewers question and interrogate any gaps in employment history through the interview process.
- Offers of employment are subject to appropriate pre-employment checks being carried out on new staff and volunteers.
- Written references, covering a 3 year period and accounting for any gaps in employment/study must be requested from the referees given on the candidate's application form or CV.
- Disclosure and Barring Service (DBS) checks at the required level (standard, enhanced and enhanced with barred list) are carried out for all relevant roles and these are reapplied for every 3 years as a minimum
- DBS checks which identify any spent or unspent convictions, cautions, final warnings, or reprimands are subject to robust risk assessment process
- Volunteers will also be subject to safer recruitment practices
- All staff members and volunteers must comply with the code of conduct and always maintain appropriate professional boundaries, in the full recognition that staff, volunteers (including Trustees), can only ever have a professional and temporary relationship with children / adults who are supported by Advance.
- All staff are carefully selected, trained and supervised to provide safe practice
- Where someone changes role internally safer recruitment practices still apply

¹⁴ [Working together to safeguard children \(PDF\)](#) DfE, 2018

- All safeguarding policies and procedures safeguard adults at risk from harm, from those placed in positions of trust or care.

15. MANAGING SAFEGUARDING CONCERNS, DISCLOSURES & ALLEGATIONS INVOLVING STAFF INCLUDING VOLUNTEERS

- Advance has a duty to ensure that all safeguarding concerns, disclosure and allegations involving staff or volunteers are responded to appropriately and that steps are taken to investigate the allegation and prevent anyone else being harmed.
- This duty does not replace Advance's safeguarding policies and procedures and any corresponding action necessary to address the welfare of adults with care and support needs / child(ren) must be without delay and in a coordinated manner.
- Examples of concerns could include allegations that relate to a person who works with adults with care and support needs or children who has:
 - behaved in a way that has harmed, or may have harmed an adult or child
 - possibly committed a criminal offence against, or related to, an adult or child
 - behaved towards an adult or child in a way that indicates they may pose a risk of harm to adults with care and support needs or children
- In line with Care Act Statutory Guidance, Advance will make the required referrals to the relevant Local Authority Adult Social Care Safeguarding Team to seek advice and guidance and establish who will carry out any investigation.
- Advance will also make required referrals to external regulatory bodies including the Disclosure and Barring Service and the Charity Commission.

Please see our Managing Safeguarding Concerns, Disclosures and Allegations involving Staff including Volunteers Procedure.

16. LEARNING AND DEVELOPMENT

- [Mandatory safeguarding training](#) is required for all staff, at different competence levels depending on job role and requirements.
- The minimum requirement is for all staff working for Advance, including volunteers to complete safeguarding adults and children training on an annual basis.
- As part of the induction process, all new staff (including volunteers) will complete Safeguarding Children and Safeguarding adults (E-learning) within the first two weeks and they will also receive the Organisational Safeguarding Induction within the first 2 months of employment. Additional training will be provided within 3-6 months of post commencing.
- All practitioners (including volunteers) who have regular contact with service users will also complete safeguarding training with the Local Safeguarding Children Partnership / Safeguarding Adult Boards in the area they work.
- All staff undertaking a service delivery Line Management or leadership role will be trained in safeguarding training for managers.
- Specialist safeguarding roles with designated responsibilities for safeguarding (safeguarding champion, DSO, DSL, DDSL) will also undertake additional continuous professional development in safeguarding relevant to their role and responsibilities.
- The Board will also attend safeguarding training (CEO and Trustees).
- Safeguarding competence should be reviewed annually as part of every member of staff's appraisal in conjunction with individual learning and development plans and mandatory training.
- Refresher training is provided on an annual / bi-annual / tri-annual basis dependent on the course and role.

- For more information refer to Learning and Development Plan and Mandatory Safeguarding Learning and Development Pathway.

17. SAFEGUARDING REVIEWS

There is a statutory requirement for Local Authorities to conduct multi-agency safeguarding reviews. The types of reviews include:

- A Domestic Homicide Review (DHR) where the death of the person aged 16 or over has, or appears to have been domestic abuse related.
- A Safeguarding Adult Review (SAR) if an adult with care and support needs or a carer in their area has died or been seriously harmed as a result of abuse or neglect.
- A Child Safeguarding Practice Review (CSPR) is related to serious child safeguarding in which abuse or neglect of a child is known or suspected, and the child has died or been seriously harmed.

These reviews look into the circumstance of the death or serious harm, what relevant agencies could have done, identify improvements required, promote effective learning, and improve practice to prevent future deaths or serious harm occurring again.

If an Advance service user is the subject of one of the above safeguarding reviews, appropriately skilled staff will be appointed to assist with the review. Refer to Advance [Guidance](#) for Safeguarding Reviews for more details.

18. QUALITY ASSURANCE

Advance takes a rigorous approach to supporting staff to adopt this policy set and to ensuring a high standard of safeguarding practice through a thorough quality assurance process. This is set out in our quality assurance framework.

19. MONITORING AND IMPLEMENTATION

- All staff members and volunteers receive mandatory safeguarding training at various levels appropriate for their role on a rolling cycle.
- This policy is monitored by an annual review.
- Staff and volunteers are supported to implement this policy by their Line Management structures. The Safeguarding Adult [Procedure](#) provides a description of operational processes to implement this policy and both policy and procedure are supported by a [guidance](#) document, which aids with understanding adult safeguarding, covering a range of safeguarding and intersecting issues we may encounter and assist in recognising and responding to concerns. It also lists statutory guidance and references the statutory framework for adult safeguarding.
- The DSL is responsible for the identification of any lessons to be learnt from the operation of this procedure, the actions taken, and the support offered. This learning should feed into the wider policy set of Advance and any policy and procedural revisions and future training.

20. REVIEW

Advance is committed to reviewing its safeguarding policies on an annual basis or earlier if:

- It is invoked and use suggests that amendments are needed; or
- Organisational restructures lead to changes in reporting lines or other processes.

The designated policy owner is responsible for ensuring that this policy is reviewed and updated as needed, including when there are changes to any of the individuals or roles mentioned in the policy.