

Droxford Community Hub CIC (DCH)

(trading as Wilfrid's Café)

SAFEGUARDING POLICY

Context

Droxford Community Hub CIC (DCH) recognises its unique position within Droxford village and pledges to manage & run the community hub for the benefit of the residents of Droxford and the surrounding area, without distinction of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (the protected characteristics)

The DCH main focus to date is the operation of Wilfrid's Café, which may be attended by children and young people as well as people who could be considered as vulnerable adults. It provides no formal activities aimed at children and young people specifically, or formal healthcare or social care services to vulnerable adults.

Wilfrid's Café is staffed largely by volunteers.

Safeguarding Policy Statement

Section 1: Commitment to safeguarding

DCH undertakes to support, nurture, protect and safeguard all involved in its work, especially the young and vulnerable and to ensure that all reasonable steps have been taken to safeguard vulnerable groups in order that they can participate fully in its activities.

More specifically, DCH recognises its responsibility to welcome volunteers, children and vulnerable adults into Wilfrid's Café and to provide a safe, caring environment for them.

The safeguarding policy and procedures have been drawn up in order to enable DCH and more specifically, Wilfrid's Café, to promote good practice and work in a way that can prevent harm, abuse and coercion occurring.

DCH recognises the importance of have a policy and procedures in place so that all those who are involved in running the café can recognise and know what to do in the event of abuse. This policy applies to all people acting on behalf of DCH and Wilfrid's Café including the Board of Directors, employees and volunteers.

The Safeguarding Officer (SO) is nominated by the DCH Board of Directors to act on their behalf in dealing with the allegation or suspicion of abuse, including referring the matter on to the statutory authorities. The safeguarding officer for DCH is Ali Pepper.

DCH also nominates a member of the Board of Directors to take responsibility for safeguarding and to work in conjunction with the SO. The director with responsibility for safeguarding is Margaret Wallace.

DCH is fully committed to acting within current legislation, guidance and national frameworks. DCH will ensure that anyone who brings any safeguarding suspicion, concern, knowledge or allegation of current or non-current abuse will be responded to respectfully and in a timely manner, in line with legislation, statutory and national safeguarding policy and procedures.

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DCH will ensure that any allegations or suspicions of abuse are dealt with appropriately and the person experiencing abuse is supported and receives appropriate care.

DCH will fully co-operate in an open and transparent way with the appropriate statutory agencies during any investigation into abuse, including when allegations are made against a member of the DCH. It will ensure that appropriate support and care is made available to any anyone involved in DCH activities against whom an allegation is made.

DCH will ensure, in partnership with other agencies, that care and supervision is provided for any member of DCH known to have offended against a child or vulnerable adult, or to pose a risk to them.

Section 2: Staff and volunteer awareness

DCH is committed to providing training for all those working in Wilfrid's Café so they are aware of their safeguarding responsibilities and have a good understanding of safeguarding practice within the café (see Appendix A Safeguarding Procedures).

All staff and volunteers will be made aware of this policy and the safeguarding procedures as part of their initial induction process. In addition, there will be briefings and updates on a regular basis and at least annually.

Section 3: Reviewing policy and procedures

DCH recognises its responsibility to implement, maintain and regularly review its safeguarding policy and procedures. They will be reviewed annually by the Board of Directors to ensure they are up-to-date and relevant.

The Safeguarding Officer will ensure that any changes are clearly communicated to the Board of Directors, employees and volunteers.

Approval

Approved by:.....(Name)

Signed..... Date

(Chair of DCH)

Review

The effectiveness of this policy and associated arrangements will be reviewed at least biennially in response to new legislation, policies or guidance or specific demand and feedback, under the direct supervision of the DCH Board of Directors.

Date of next review: June 2028

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APPENDIX A

Procedure for dealing with disclosures and allegations of abuse.

All those working in Wilfrid's Cafe may have concerns about a volunteer or a child or vulnerable adult using the Café. This may be because of something you have seen or heard or because an individual has made a disclosure. The following procedure details the way that any situation like that should be dealt with.

Dealing with a concern

- If you have a concern about a visitor to the café or another volunteer, report the concern to the SO (Ali Pepper) as soon as possible, having sought advice from your Team Leader if appropriate. You may find it helpful to make brief notes about the concern to act as an aide-memoir.
- All concerns, discussions and decisions made and the reasons for those decisions should be recorded in writing. Record your concern on the safeguarding incident form (Appendix B). The SO will help you with this. Copies of this form are available in the Team Leaders File.
- If the SO is not available, then contact the Director responsible for safeguarding (Margaret Wallace).
- The SO will decide if the concern needs to be passed to a statutory agency and will take the necessary action.

Dealing with a disclosure - Think: 'Respond. Record, Report'

Respond

Do:

- Listen.
- Remain calm, approachable and receptive.
- Take what is said seriously.
- Offer reassurance that disclosing is the right thing to do.
- Only use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Remain calm.
- Take into account the person's age and level of understanding.
- Check whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly.
- Establish only as much information as is needed to be able to tell your team leader/ Safeguarding Officer or statutory authorities what is believed to have happened, when and where.
- Check what the person hopes to happen as a result of the disclosure.
- Tell the child or adult what you are going to do next.

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Do not:

- Promise confidentiality.
- Ask leading or probing questions.
- Make assumptions or offer alternative explanations.
- Investigate.
- Contact the person about whom allegations have been made.
- Do a physical or medical examination.

Record

- Make some very brief notes at the time, if appropriate, and write them up in detail as soon as possible using the cause for concern form.
- Do not destroy your original notes in case they are required.
- Record the date, time, place and actual words used, including any swear words or slang.
- Record facts and observable things, not your interpretations or assumptions.
- Don't speculate or jump to conclusions.

Report

- If there is immediate danger to a child or adult contact the police on 999.
- Otherwise report to your team leader/SO immediately.
- The SO will advise regarding reporting to statutory agencies within 24 hours.
- If there is any doubt seek advice from Children's/Adult's Social Care or the police.
- If an allegation is made against the SO or one of the directors of DCH, then contact the Local authority designated Officer (LADO) for Hampshire (details below).

If the concern is that a child or adult is being abused and is at risk of significant harm and the SO or the director responsible for safeguarding is not available, contact Children's Social Care or Adult Social Care and/or the police directly.

If in doubt don't delay – seek advice from statutory agencies.

Useful contacts

Safeguarding Officer	Ali Pepper	01489 877928	safeguarding@droxford.org
Director responsible for safeguarding	Margaret Wallace		
Hampshire Children's Social care team		Office hours 0300 555 1384 Out of office hours: 0300 555 1373	childrens.services@hants.gov.uk

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Hampshire Adult Social Care team		Office hours: 0300 555 1386 Out of office hours: 0300 555 1373	adult.services@hants.gov.uk
Hampshire Local authority designated Officer (LADO)		01962 876364	child.protection@hants.gov.uk

Appendix B

SAFEGUARDING INCIDENT FORM (If possible, this form should be completed with the SO)

Name of organisation	
Contact details of organisation	

Name of SO	
Contact details of SO	

Name of person who has safeguarding concern or to whom disclosure was given	
Contact details of person who has safeguarding concern or whom disclosure was given	

INDIVIDUAL OF CONCERN CONTACT DETAILS

Name	
Date of birth	
Address	
Phone number / email address	

ALLEGED PERPETRATOR CONTACT DETAILS

Name	
Date of birth	
Address	
Phone number / email address	

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Details of the concern/disclosure

What happened? (Nature of concern / disclosure made - use the person's own words if known)

When did it happen? (date, time)

Where did it happen? (specific location/s)

Who was allegedly involved and in what way? (includes witnesses)

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Any action taken

If relevant, have the carers or parents / guardians been informed? If so, when and by whom?

If not, why have they not been informed?

Has the SO been informed? Give date.

Have any other statutory authorities been informed? If yes, please give details.

Future action

What action needs to be taken?

Who is responsible for this?

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SIGNATURES

Signature of person reporting the incident

Date:..... Time:.....

Signature SO

Date: Time