



Policies and Procedures related to Safeguarding

Enabling children to explore Christianity and reflect on their own spiritual journey

Index

- Safeguarding Statement
- Child Protection policy
- Compliments, complaints, and concerns policy
- E-safety and Photography policy
- Physical intervention policy
- Recruitment of Ex Offenders policy
- Risk Management and Assessment policy
- Safe recruitment policy
- Volunteers policy
- Vulnerable Adults policy



Safeguarding Statement

Safeguarding is the responsibility of us all. Hand to Mouth recognises its responsibility to safeguard and promote the welfare of children and vulnerable adults, within the legal framework of the Children Act 1989, and recognises that our workers and volunteers form an important part of the wider safeguarding system for children, as described in the statutory guidance "**Working Together to Safeguard Children.**" 2015. We aim to create a safe and respectful environment within which children and vulnerable adults can thrive, and Hand to Mouth can operate, with the help and security of clear guidance.

- Definitions

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- protecting children and vulnerable adults from maltreatment;
- preventing impairment of children's mental and physical health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes

Throughout this policy anyone under the age of 18 is considered to be a child. For the definition of vulnerable adult, please refer to the "Vulnerable Adults Policy" (paragraph 1.2)

- These guidelines are for the use of all staff, trustees, volunteers and other visitors. The guidelines can be shared with schools, parents, and carers of the children and vulnerable adults to whom we offer a service.
- Sometimes it is difficult to acknowledge that abuse can happen within our working environment, but any group or organisation working with children needs to be alert to the possibility of abuse occurring, therefore Hand to Mouth workers will adopt an attitude of "**it could happen**".
- It is the responsibility of us all to put the welfare of children and vulnerable adults first, and to recognise behaviours that can put them at risk. We are aware that many children and vulnerable adults are the victims of different kinds of abuse and that they can be subjected to social factors that have an adverse impact upon their lives, such as domestic abuse or substance misuse.
- Our approach is child/person-centred. This means that at all times we consider what is in the best interests of the child/vulnerable adult.

- We celebrate that our work supports the safeguarding of children and vulnerable adults. We recognise that due to the sensitive nature of our work in schools with children, that there is an increased possibility for disclosure.



Child Protection Policy

1. Statement

Hand to Mouth is made up of volunteers and paid staff. We believe that everyone, of all ages and creed are of equal value and worth in the sight of God and aim to follow Biblical principles in all that we do. Therefore

- we commit ourselves to the nurture, protection and safekeeping of all, especially children and vulnerable adults
- it is the responsibility of each one of us to protect children and vulnerable adults from physical, sexual and emotional abuse or neglect, and to report any abuse/neglect suspected or discovered
- we are committed to supporting, resourcing and training those who work with children and vulnerable adults. We will provide appropriate supervision and recognise mutual accountability.

2. Early identification

We recognise that Early Identification of abuse and neglect is crucial, therefore we encourage all workers and volunteers to undergo training to enable them to understand what is meant by abuse, and know what to look out for, in order to enable the identification of those who may be in need of help or protection, and also to prevent concerns from escalating. When/if workers are unsure, they should always speak to the school's Designated Safeguarding Lead, (or their deputy), or the Hand to Mouth Manager, who is our Designated Safeguarding Lead.

3. Definition of abuse, and types of abuse/neglect

- *abuse* - all children and vulnerable adults have the right to be protected from all forms of abuse, that is, some form of maltreatment. Somebody may cause abuse or neglect by inflicting harm or by failing to act to prevent harm. Abuse can happen in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. The abuser may be an adult or adults, or another child or children;
- **physical abuse** – may include hitting, shaking, throwing, burning/scalding, poisoning, or suffocating, or otherwise causing physical harm. Physical abuse can also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or vulnerable adult;
- **emotional abuse** – persistent emotional maltreatment, such as to cause severe and adverse effects on the person's emotional development. It may involve conveying to the child/vulnerable adult, that they are worthless or

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unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the child/vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child/vulnerable adult from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children/vulnerable adults to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child/vulnerable adult, although it may occur alone.

- **sexual abuse** – this involves enticing or forcing a child, or vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child/vulnerable adult is aware of what is happening. The activities may involve physical contact and/or they may also include non-contact activities, such as involving them in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Remember sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in schools.
- **neglect** – the persistent failure to meet basic physical and/or psychological needs, which is likely to result in the serious impairment to the child's or vulnerable adult's health or development. Neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

4. Responding to a Child Protection Concern

The Manager at Hand to Mouth is our designated safeguarding lead. He/she should be given the time, funding, training, resources and support to provide advice and support to other staff on safeguarding and child protection matters. He/she will ensure each member of staff has access to, and understands, the Hand to Mouth child protection policy and procedures, especially new and part time staff.

If we need to respond to a child protection concern, the Manager will:

- ensure that policies and procedures are implemented effectively
- liaise with appropriate Authorities when necessary
- coordinate support for staff members and volunteers affected by a child protection concern
- ensure that all workers and Managers have training in child protection issues and with dealing with a child protection concern
- review policies and procedures annually or in the light of new government legislation or guidance

If a Hand to Mouth worker believes there are concerns about a child or vulnerable adult, these must be recorded in writing, and be raised with the school concerned and the Hand to Mouth Manager. An appropriate course of action will then be agreed.

5. Reporting a Child Protection Concern

Hand to Mouth follow the West Yorkshire Inter-Agency Safeguarding Procedures. All allegations of suspected child abuse must be reported.

- Volunteers should alert the HTM worker/Manager, that there is a potential safeguarding issue.
- The alerted HTM worker/Manager has a duty to contact the head teacher or deputy, who will then have a duty to contact the Designated Safeguarding Lead (or his or her deputy).

The volunteer/worker will meet with, or pass on written information to the school's designated Safeguarding Lead, (or their deputy), about the disclosure. They will then carry out any required investigation and that is usually the end of our responsibility. N.B. In the event of not being able to seek advice, the Diocese of Leeds safeguarding adviser team can be contacted via email:

safeguarding@leeds.anglican.org or by phone: 0113 353 0257 or by contacting Kirklees safeguarding at <https://www.kirkleessafeguardingchildren.co.uk/>

- The allegation may be investigated by one or all three of these different agencies:
 - the local authority social services department
 - the police (Family Protection Unit)
 - the NSPCC

Hand to Mouth staff will work co-operatively with these bodies, as necessary.

6. Guidance on Disclosure

DO

- Stay calm and listen carefully to what is being disclosed.
- Offer support without making promises that you can't keep.
- Reassure the child/vulnerable adult that they were right to disclose and that the abuse was not their fault.
- Make a written record using the person's own words as soon as possible and keep this in a secure place

DO NOT

- Project your own feelings through words, actions or non-verbal expressions.
- Use emotive words such as 'rape', 'incest', 'beatings' etc.
- Ask leading questions. Let the child tell you at their own pace, and in their own words.
- Promise that 'everything will be alright now'.

7. Guidance on Recording Information

Good record keeping is essential in everything that we do but particularly important in the matter of reporting abuse. Always keep a record of observations and concerns.

- Record all conversations with the child, parent, carer, colleagues or school.
- Make clear the source of any information you record.
- Avoid the use of subjective language - keep records as factual as possible. (i.e state facts not your opinions)
- Where you have to make a statement which is opinion or feeling then make this clear.
- Make clear statements about action taken.
- State whether the child or family is aware of the record.
- Date and time and sign all records clearly.

8. Staffing

8.1 Hand to Mouth is committed to the recognition of each individual's abilities, skills, experience and qualifications. However, all paid and volunteer positions will have a full **Disclosure and Barring Service check** and that any offer of a paid or volunteer position will be subject to the receipt of a satisfactory DBS check. We are registered with thirtyoneeight who have a 24/7 helpline (0303 003 11 11) <https://thirtyoneeight.org>

8.2 These disclosures will be up-dated every 2-5 years in accordance with current guidance.

8.3 Hand to Mouth employees/volunteers must seek not to be left in sole charge of a child/children unless first agreed by the head teacher or acting head of the school concerned.

9. Training in Child Protection Issues

All staff and volunteers are recommended to undertake safeguarding training within 6 months of their start date and whenever possible this should be updated at least every 3 years. Staff also undertake further training, annually, whenever possible via the Local Safeguarding Children Partnership (LSCP) training courses in Kirklees or the Diocese of Leeds. There is a Kirklees free online course available (<https://www.kirkleessafeguardingchildren.co.uk/>)

It is the responsibility of the Hand to Mouth Manager to ensure that these training requirements are met and are beneficial.

10. Confidentiality

10.1 Although Hand to Mouth value confidentiality and trust, Government guidance encourages the passing on of confidential information even without a child's consent or against a child's wishes, where a child is at risk of significant harm.

10.2 Whenever there are concerns around the abuse or neglect of children and vulnerable adults, appropriate referrals will be made in line with the West Yorkshire Inter-Agency Safeguarding Procedures.

10.3 Records of any 'concern that has been raised' will be kept in accordance with the GDPR policy, and be kept locked and secured in the office of Hand to Mouth.

10.4 The Data Protection Act 2018 and GDPR do not prevent the sharing of information for the purposes of keeping children safe. Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare and protect the safety of children.

11. Allegations made against Hand to Mouth workers

Hand to Mouth follow the West Yorkshire Inter-Agency Safeguarding Procedures, and if a concern is raised against one of Hand to Mouth's members of staff or volunteers, then the following should occur:

- In the first instance report to the most senior Hand to Mouth worker available.
- If that is not possible, or you have concerns about talking to them, then you must refer the matter to the Chair of Trustees of Hand to Mouth.
- You should also submit a written statement supporting your reasons for concern.
- The Diocese of Leeds Safeguarding Advisers team, will be consulted (safeguarding@leeds.anglican.org or phone: 0113 353 0257) or Kirklees safeguarding contacts <https://www.kirkleessafeguardingchildren.co.uk/>
- The Chair of Trustees or Manager will then carry out a full investigation and ascertain whether that person should continue to work within Hand to Mouth.
- The alleged abuser may be referred to the ISA (Independent Safeguarding Authority)

Hand to Mouth recognise the high level of stress and anxiety caused by having allegations made against a member of staff, whether founded or maliciously. Employers have a duty of care to their employees, and we will continue to treat the worker with respect and dignity, and endeavour to offer appropriate support whilst any allegations are investigated.



Compliments, Complaints & Concerns

It is the intention that all compliments and complaints will be received positively and dealt with promptly. They will be used to develop and improve the service that we provide. To this end, we actively seek your thoughts and hope that you will help us to enhance our service through making your comments constructive. **Our Staff are here to help.** Any of the staff at Hand to Mouth will be pleased to explain our complaints procedure or answer any questions for you

Compliments or Concerns

If you have thoughts or concerns about Hand to Mouth, we want to hear from you. We are happy to receive any comments or good ideas you may have about our service. We want to improve and develop our service. So please let us hear them. Also if you don't understand something, please ask.

Complaints Procedure

If you have a complaint, please tell us. We want to know. Please write down your complaint and sign and date it. Your complaint will be treated as quickly as possible and will be confidential. Receipt of your complaint will be acknowledged immediately. Within a reasonable period (28 days or sooner), two Trustees will examine your complaint. The Trustees will also talk to anyone else involved in the complaint. They will then write to everybody concerned, saying what they intend to do about the complaint.

You can send your compliments or complaints to:-

The Trustees
Hand to Mouth
Lord Street Mission
3 – 13 Lord Street
Huddersfield
HD1 1QA

or

via the Get in Touch form on our website
www.handtomouth.org

Email: office@handtomouth.org.uk



E-safety and Photography Policy

1. Laptops, computers and IT equipment

1.1 In the office:

Hand to Mouth staff and volunteers are able to use laptops and computers made available to them by Hand to Mouth. They may also use their own IT equipment provided it is PAT tested and deemed safe.

1.2 In school:

- Hand to Mouth do not recommend the use of personal or Hand to Mouth laptops within school, however there may be circumstances that necessitate their use at the discretion of the Manager.
- No member of staff should go on any websites that have any sexual or explicit content, or content that may be deemed harmful to children. If this happens accidentally a record must be made on the 'IT website inappropriate use log' and reported to the manager. The site must then be removed from the history of the computer so that it would not be easily found again.
- Staff and volunteers using their own laptops in the work environment must ensure that this procedure is carried out *even if in their own homes*.
- Laptops used in school must not be left unattended without being 'locked'. A password protected screen saver would be sufficient. Confidential information must not be made available to others.
- Any IT equipment used in the office or a school must be PAT tested annually.
- Memory sticks containing confidential material must be kept in a secure place.

2. Photography

- Hand to Mouth staff and volunteers must not take photographs in school without the permission of the head teacher and the Manager.
- Photographs must not be used for any reason without permission of the school.
- Photographs of children used on publicity must be of such quality that distinguishing features cannot be seen, unless permission has been given from parents/carers.

- Photographs of children must not be taken with mobile phones or any other personal mobile device.

3. Safeguarding for Remote education: virtual lessons and live streaming

Hand to Mouth on occasions, lead virtual lessons and “Amazing Journeys” online via zoom. In addition to our usual safeguarding procedures, we also commit to:

- having only Hand to Mouth staff in the room
- not recording any of the virtual lessons
- keeping all information shared online confidential.

Government guidance on safeguarding and remote education including planning remote education strategies and teaching remotely can be accessed at:

- **London Grid** for Learning guidance, including platform specific advice
- **National cyber security centre** guidance on choosing, configuring and deploying video conferencing
- **National cyber security centre** guidance on how to set up and use video conferencing
- UK Safer Internet Centre guidance on safe remote learning



Physical Intervention Policy

Hand to Mouth staff and volunteers are not trained in physical intervention so should not be required to physically intervene with any child or adult. In the event that the severity of an incident is such that intervention is unavoidable, recording as set out in the Child Protection Policy section 5 should be carried out.

If a child is showing behaviour that you feel could result in physical intervention being required, a member of school staff must be called for. Within the confirmation of a booking with school it is requested that the school provide us with a named person responsible for intervention of any kind.

If a member of school staff requires emergency help you should find the nearest adult from the school in order to follow that particular school's policy and procedures. Other children must not be put at risk. It may be appropriate to send a child for help.

If a member of staff or volunteer witnesses or is unavoidably involved in anything distressing they must be given the opportunity to take respite from their timetable. This must not breach confidentiality.

The head of the school and Hand to Mouth Manager must be informed as soon as possible.



Recruitment of ex-offenders Policy

Hand to Mouth are committed to being an Equal Opportunities employer and this policy aims to ensure that ex-offenders receive fair treatment throughout their experience of recruitment and employment within our organisation.

- Hand to Mouth recognises our social responsibility and position within the community. We appreciate the role that continuity of employment can play in the rehabilitation of ex-offenders when matched to appropriate posts. A criminal record is not an automatic bar to employment with this organisation. The specific details of each ex-offenders case will be considered on an individual basis. In each instance, we will determine whether a candidate has the skills and experience for the post, taking account of the impact of the criminal record upon the needs of the post.
- We will ensure that application forms for positions where Disclosures will be requested, contain a statement that a Disclosure will be requested in the event of a successful application, so that the applicants are aware of the situation.
- To assist us in this assessment, all applicants will be asked to provide details of unspent criminal records at the initial application stage. In line with the Rehabilitation of Offenders Act 1974, details of spent convictions will be requested from applicants for posts which are considered exempt from the Act due to the responsibilities of the role, predominantly posts which include working with children and/or vulnerable adults. The following question will be entered on all application forms where we are eligible to ask exempted questions – 'Have you ever been convicted of a criminal offence or received a caution, reprimand or warning?'
- We will, at all times, exercise extra vigilance and diligence when recruiting to these posts and will undertake relevant criminal conviction checks as part of our recruitment and employment action when appropriate. Where details of spent convictions are required, they will be obtained in conjunction with the applicant and member of staff via the Disclosure and Barring Service (DBS). Hand to Mouth will adhere to the DBS Code of Practice at all times and, as required by the DBS, a copy of the Policy on the Recruitment and Employment of Ex-Offenders will be made available to all applicants and staff who undergo a criminal records check.
- All information received as part of this process will be treated as highly confidential and in line with Hand to Mouth policy regarding the security, storage and retention of applicant and staff criminal records information, as required by the DBS.

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- Once in employment, staff should inform their line manager, in confidence, of any changes to their circumstances affecting their criminal records status, in order that the impact upon their suitability to undertake their role may be reviewed.
- At interview, Hand to Mouth aims to ensure that an open and measured discussion takes place on the subject of any offence or other matter that might be relevant to the position sought and could lead to withdrawal of an offer of employment.
- Hand to Mouth will make every subject of a Criminal Record check aware of the existence of the DBS code of practice and make a copy available on request.
- Hand to Mouth undertakes to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- We will make the applicant aware of our policy and ensure that relevant statements are made during the application process



Risk Management & Assessment

As part of the Management of Health & Safety at Work Regulations 1999, Hand to Mouth has carried out Risk Assessments, and produced policies and procedures to ensure that we provide a safe working environment. Every activity that is carried out, regardless of where carries a degree of 'risk'. Therefore, whatever we do within our work and its delivery, needs careful consideration for the health and safety of all parties concerned.

Carrying out a risk assessment is a straightforward activity that needs to be written down, so that all staff understand the actions needed.

Therefore the following actions are required:

1. Identify the Hazard

Simply walk through the 'job' and review all activities, the equipment, the condition of the environment. During this walk, identify any hazards that could cause harm to your colleagues or you. Involve as many people as possible and get feedback.

2. Assess and evaluate the level of risk posed by the hazard identified

This should be done as a team effort, and it should be assessed in the following manner:

- The nature of the activity
- The likelihood of the hazard posing a risk.
- The likelihood that the risk will occur and degree of harm.
- The safeguards that can be taken to reduce the seriousness of the risk occurring
- Timescale for review

3. Reduce the risk

Having identified the risk, action needs to be considered that would reduce the risk whilst allowing the client to benefit from the activity/opportunity. This could include consideration of the environment, use of equipment, levels of supervision, additional training, improving safety aspects

4. Re-evaluate the risk

- This needs to be reviewed at pre-determined regular intervals. The higher the risk the more frequent the reviews of the risk area, will need to be.

- Risk reassessment should usually occur when a change of environment, activity, circumstances occurs but it is not limited to periods of change.

5. Documentation

The risk assessment should be evidenced. It is a working document, so all staff need to know of it and the action required within it.

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7. Involvement

Areas of concern should be identified and discussed within the staff team. The assessment should be reviewed at frequent intervals, particularly when a 'change' or 'event' occurs. Areas of concern should be assessed for risk using the approved documentation.

In order for risks to be managed, it is important for all assessments, plans, policies and procedures to be carried out by staff. Therefore, staff have a duty to read and follow all requirements, to attend and participate in staff meetings and to keep records and assessments up to date and relevant, and are encouraged to make observations and contributions.



Safe Recruitment and Selection Policy

1 Application Process

The application of rigorous procedures for the recruitment of any staff or volunteers who come into contact with children or vulnerable adults, both directly and indirectly, can reduce the likelihood of allegations of abuse being made that are founded. The following standards will be followed where possible:

1.1 The post or role should be clearly defined, and the key selection criteria should be identified.

1.2 Vacancies should be advertised widely, in order to ensure a diversity of applicants.

1.3 All prospective workers (paid and unpaid) should complete an application form which asks for details of their previous employment and for the names of two referees which will be taken up. employment history should be verified, and professional and character references should be taken up and verified.

2. Selection

2.1 Hand to Mouth will use a variety of selection techniques, including qualifications, previous experience, interview performance and references.

2.2 References should be scrutinised and any concerns resolved satisfactorily, before the appointment is confirmed, including for any internal candidate. Obtaining references before interview, would allow any concerns they raise to be explored further with the referee and taken up with the candidate at interview. They should always be requested directly from the referee and preferably from a senior person with appropriate authority, not just a colleague. Employers should not rely on open references, for example in the form of 'to whom it may concern' testimonials, nor should they only rely on information provided by the candidate as part of the application process without verifying that the information is correct. Where electronic references are received, employers should ensure they originate from a legitimate source.

2.3 On receipt, references should be checked to ensure that all specific questions have been answered satisfactorily. The referee should be contacted to provide further clarification as appropriate, for example if the answers are vague or if insufficient information is provided. They should also be compared for consistency with the information provided by the candidate

on their application form. Any discrepancies should be taken up with the candidate;

2.4 Any information about past disciplinary action or allegations that are disclosed should be considered carefully when assessing the applicant's suitability for the post (including information obtained from the Teacher Services' checks referred to previously). Further help and advice can be found on the Advisory, Conciliation and Arbitration Service (ACAS) website;

2.5 Nobody should start work before references have been received. Referees should be reminded that references should not misrepresent the candidate or omit to say things that might be relevant to their employment;

2.6 Hand to Mouth is committed to the recognition of each individual's abilities, skills, experience and qualifications. However all paid and volunteer positions will have a full **Disclosure and Barring Services check** and that any offer of a paid or volunteer position will be subject to the receipt of a satisfactory DBS check. These disclosures will be up-dated every 2-5 years in accordance with current guidance;

2.7 All prospective workers (paid and unpaid) should be interviewed to establish previous experience of working in an environment where there is contact with children and vulnerable adults, and perceptions of acceptable behaviour;

2.8 All appointments to work with children will be subject to an agreed probationary period;

2.9 New members of staff should be clear about their responsibilities and all paid staff will work to an agreed job description;

These guidelines and all Hand to Mouth Policies are available to everyone and will be fully discussed as part of the induction process.



Volunteer Policy

1. Statement

Hand to Mouth is a Christian charity working in schools enabling children to explore Christianity and reflect on their own spiritual journey. Though Hand to Mouth have a number of paid employees, in order to deliver our work in schools it is essential that we have a team of volunteers working alongside us. A wide range of Christian volunteers (varying in age and cultural background) are needed to support children with reading and understanding as they access 'An Amazing Journey into a Holy Space' and RE days. Volunteers are also invaluable for preparation of materials. Volunteers are not used to replace paid employees.

2. Recruitment

Recruitment of volunteers from any recognised Christian denomination is, wherever possible, through local church/clergy recommendation. All volunteers are required to hold a current DBS certificate or equivalent. A record of contact details is kept with the volunteer's permission. These details are not shared with any other organisation. All volunteers are required to follow Hand to Mouth safeguarding procedures.

3. Induction

Volunteers are given a copy of Hand to Mouth guidelines for the work they are going to be carrying out. A clear explanation of what is required is given by the member of staff. As set out in the Child Protection Policy, volunteers are advised to undertake safeguarding training within 6 months of their start date and whenever possible this should be updated at least every 3 years. There is a free, online Kirklees course available, which Hand to Mouth recommend to all volunteers, at <https://www.kirkleessafeguardingchildren.co.uk>

4. Confidentiality

Volunteers follow the same confidentiality regulations as paid staff, as set out in the Child Protection Policy. Volunteers should be made aware of the full Child Protection Policy and where this can be located.

5. Supervision and Support

Supervision and advice will be given by a member of paid staff. Wherever possible, volunteers are not left on their own with children. Any concerns that a volunteer may have been left alone with a child, should be referred to the member of Hand to Mouth staff.

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6. Expenses

A volunteer may be reimbursed reasonable expenses such as travel.

7. Insurance

Volunteers are covered by Hand to Mouth's Public Liability Insurance. Volunteers travelling in staff cars are covered by the drivers own business insurance.

8. Health and Safety

- Risk assessments are carried out for each of the "Amazing Journeys".
- In the unlikely event of an accident, the volunteer will immediately inform the Hand to Mouth member of staff. They will inform the Manager who will complete an incident/accident report form.

9. Grievance and Disciplinary Procedures

Volunteers follow the same grievance and disciplinary procedures as paid employees. A copy of the Grievance and Disciplinary Policy can be obtained by contacting either The Manager or the Chair of Trustees of Hand to Mouth.



Vulnerable Adults Policy

1. General Policy Statement

1.1 Hand to Mouth has a moral and legal duty to ensure that it functions with a view to safeguarding and promoting the welfare of vulnerable adults. We are committed to fulfilling the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012 and other relevant legislation aimed at the protection of vulnerable adults.

1.2 Definitions: Throughout this policy and procedures, reference is made to "vulnerable adults". This term is used to mean someone aged 18 or over, and who is also in receipt of any of the following services –

- a. health care from a regulated health care professional - provided by, or under the direction or supervision of a regulated health care professional
- b. Personal care for adults, involving hands-on physical assistance - with washing and dressing, eating, drinking and toileting; prompting and supervising an adult with any of these tasks because of their age, illness or disability; or teaching someone to do one of these tasks
- c. Assistance with social care - provision by a social care worker of social work which is required in connection with any health services or social services
- d. Assistance with paying bills, shopping because of age, illness or disability arranged via 3rd party
- e. Help with conducting own affairs under a formal appointment
- f. Being conveyed for reasons of age, illness or disability to a place where they will receive health care, personal care or social work arranged by a third party
- g. Note that a person is not deemed vulnerable simply because of age or a disability. They must be in receipt of any of the aforementioned welfare services covered by the Protection of Freedoms Act 2012.

1.3 The trustees are committed to ensuring that Hand to Mouth:

- provides a safe environment for vulnerable adults
- identifies vulnerable adults who are suffering

- takes appropriate action to see that vulnerable adults are kept safe from harm

1.4 In pursuit of these aims, the trustees will approve and annually review the policy and procedures with the aim of:

- raising awareness of issues relating to the welfare of vulnerable adults and the promotion of a safe environment for the vulnerable adults and young people.
- providing procedures for reporting concerns
- establishing procedures for reporting and dealing with allegations of abuse against members of staff
- the safe recruitment of staff

1.5 The Hand to Mouth Manager is our Designated Safeguarding Lead, and the trustees also have a designated person with special responsibility for safeguarding and vulnerable adults' protection issues. He/she will undertake appropriate training.

1.6 Staff and volunteers working with vulnerable adults will receive adequate training to familiarise them with vulnerable adults' protection issues, their individual responsibilities, and Hand to Mouth's procedures and policies, with refresher training at least every 3 years. If a volunteer has particular expertise in vulnerable adults protection issues, through their employment background, where appropriate, he/she may be delegated to advise the Trustees and Managers.

1.7 The trustees will receive from the Hand to Mouth Manager with lead responsibility for vulnerable adult's protection, a statement incorporated into the Annual Managers Report, which reviews how the duties have been discharged.

2. Hand to Mouth recognises the definitions of abuse and neglect as set out in the "Child Protection Policy" (Paragraph 3), but with the addition of:

“It is not necessary for the vulnerable adult to be aware that the activity is sexual and the apparent consent of the vulnerable adult is irrelevant”

to the sexual abuse definition.

3. “Relevant conduct” under the Safeguarding Vulnerable Groups Act 2006

The trustees accept the following definitions of relevant conduct under Schedule 3 of the Safeguarding of Vulnerable Groups Act 2006, in relation to the barring of those who pose a risk of harm to vulnerable adults. A “relevant conduct” is a conduct which must be referred to the DBS and which could lead to a barring decision. It includes any:

- conduct which endangers a child or vulnerable adult, or is likely to endanger a child or vulnerable adult
- conduct which, if repeated against or in relation to a child or vulnerable adult, would endanger that child or vulnerable adult
- conduct involving sexual material relating to children (including possession of such material)
- conduct involving sexually explicit images depicting violence against human beings
- conduct of a sexual nature involving a child or vulnerable adult (or in the case of a vulnerable adult - an act that is considered inappropriate)

4. Protecting vulnerable adults under the Protection of Freedoms Act 2012

Regulated Activity with Vulnerable Adults under the Protection of Freedoms Act 2012

- a. Anyone providing a vulnerable adult with any of the above services in paragraph 1.2 is considered to be undertaking a regulated activity under the Protection of Freedoms Act 2012 and must therefore have an Enhanced Disclosure and Barring Service check in order to perform the role.
- b. Note that the specified establishment (a care home) has been removed by the protection of Freedoms Act. The focus is now on activities needed by the vulnerable adult, not where the activity takes place.
- c. An individual only needs to engage in the activities listed above once to be carrying out regulated activity relating to adults.
- d. The definition focuses on those activities which are required by any adult at any given point, this means that an adult is considered

Enabling children to explore Christianity and reflect on their own spiritual journey

- vulnerable at the point of receiving them and may not be a vulnerable adult once the service ceases.
- e. Note that a person whose role includes the day-to-day management or supervision of any person engaging in regulated activity, is also in regulated activity even if they are not directly involved in providing the service.
 - f. Note also that regulated activity relating to adults excludes any activity carried out in the course of family relationships, and personal, non-commercial relationships.

5. Senior Member of staff with lead responsibility for protection of vulnerable adults

- 5.1 The Manager of Hand to Mouth is our Designated Safeguarding Lead, which includes safeguarding vulnerable adults and protection issues The Designated Safeguarding Lead may or may not be designated as the regulated Activity Provider.
- 5.2 He/she has a key duty to take lead responsibility for raising awareness within the organisation of issues relating to the welfare of vulnerable adults, and the promotion of a safe environment for them.
- 5.3 He/she is responsible for ensuring that exempted questions are asked on relevant volunteer and employment application forms. The question can be worded accordingly:

“This post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, any applicants for this post who are offered employment or who become volunteers for this organisation will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. A criminal record will not automatically bar a person from successfully taking up this post”.

- 5.4 He/she has received appropriate training and should keep up to date with developments in vulnerable adults' protection issues. He/she will also

have responsibility for making new staff and volunteers aware of the existing vulnerable adults' protection policy.

5.5 He/she will be the main point of contact for vulnerable adults' protection issues and will have contact details for relevant organisations available for employees and volunteers. This list will usually include contact details of relevant individuals and the local police.

6. Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

6.1 If a vulnerable adult tells a member of staff about possible abuse:

- a) Listen carefully and stay calm.
- b) Do not interview the vulnerable adult, but question normally and without pressure, in order to be sure that you understand what the vulnerable adult is telling you.
- c) Do not put words into the vulnerable adult's mouth.
- d) Reassure the vulnerable adult that by telling you, they have done the right thing.
- e) Inform the vulnerable adult that you must pass the information on, but that only those that need to know about it will be told. Inform them of to whom you will report the matter.
- f) Note the main points carefully.
- g) Make a detailed note of the date, time, place, what the vulnerable adult said, did and your questions etc.
- h) Staff should not investigate concerns or allegations themselves, but should report the concerns immediately to the Designated Safeguarding Lead.

7. Reporting Allegations of Abuse against Members of Staff

7.1 The procedures apply to all staff, whether trustees, administrative, management or support, as well as to volunteers.

7.2 Due to their frequent contact with vulnerable adults, staff may have allegations of abuse made against them. Hand to Mouth recognises that an

allegation made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that the investigations are thorough and not subject to delay.

8. Duty to refer to the DBS

- 8.1 The Safeguarding of Vulnerable Groups Act 2006 also makes it mandatory to refer anyone known to pose a threat of harm to a child or vulnerable adult to the DBS. The Hand to Mouth Manager, who is our Designated Safeguarding Lead must not knowingly employ anyone who poses a risk of harm to children or vulnerable adults, this includes anyone who is believed to have committed a relevant conduct while on the job or who has a record of such conduct.
- 8.2 Hand to Mouth has a legal duty to refer an employee or volunteer who poses a risk of harm to children or vulnerable adults to the DBS, failure to do so can result in a fine and/or up to 5 years imprisonment. There must be sufficient and solid evidence that the employee or volunteer poses a risk of harm before they can be referred to the DBS. The DBS will not consider evidence on rumour or unsubstantiated reports. The Designated Safeguarding Lead should also inform the police and other relevant authorities if they believe a relevant conduct has occurred.
- 8.3 Referral forms can be downloaded from the DBS's website:
www.homeoffice.gov.uk/dbs

9. The DBS's barring process

- 9.1 Whenever new relevant information (such as a conviction or caution) becomes known, the information will be sent to the DBS. The DBS will consider this information, together with other information known on the individual, and decide whether it indicates that the individual poses a risk of harm to vulnerable groups. If so, the DBS will commence its barring

process and the DBS will issue a disclosure certificate to the applicant with the barring information.

- 9.2 The applicant should be advised by the designated member of staff to make a representation to the DBS regarding the barring information. The DBS will assess the barring information and representation and decide whether to bar the applicant. If there is sufficient barring evidence, the applicant will be placed on either the Children's Barred List, or the Vulnerable Adults Barred List, or both, depending on the offence. The applicant must then be removed from regulated activity.
- 9.3 The applicant has the right of appeal to a tribunal and must be advised of this right. Serious offences committed against vulnerable adults will lead to automatic barring and the applicant will have no right to make representations or to appeal against a barring decision.