



Charity Number: 1156184

Safeguarding Children, Young People and Adults at Risk Policy

Nominated Safe Guarding lead

Name Julie Snelling

email: juliesnelling@staplehillcommunityhub.org.uk

Phone 01454 868374

Staple Hill Community Hub provides the following activities:

- Job Searchers Support Group (including benefits advice)
- Lunch Club
- Friendship & Exercise Club
- After School Club
- Sprouts children's gardening club
- Coffee morning
- Singing for the Brain
- Children's Christmas parties
- Emergency food parcels

The Hub rents out space for various other community activities to take place such as Golden Tones Choir, Madeforever Wives and the Beauty of Caring.

Whilst not all of these will include direct services or support for children, young people and adults at risk the Staple Hill Community Hub recognises that safeguarding those members of society is everyone's business and that all may become vulnerable at many stages in their lives.

Staple Hill Community Hub is committed therefore to ensuring that the Board of Trustees, volunteers and those who participate in activities run by the Staple Hill Community Hub have an understanding of Safeguarding Children, Young People and Adults at Risk and what forms abuse may take and that they know where to raise concerns if abuse is suspected or reported.

This policy therefore applies to the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of the Staple Hill Community Hub to safeguard children and young people and adults at risk.

Page 1 of 8

Adopted: 18 September 2017. Last reviewed: April 2026

Review Date: 1 year or change in legislation

In addition, the Hub requires any commercial organisation that is hiring space to confirm that they have appropriate safeguarding policies and procedures in place for the activities that they are carrying out.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from [nspcc.org.uk/child protection](https://www.nspcc.org.uk/child-protection/) (children and young people) <https://www.scie.org.uk/> (adults)

Safeguarding and promoting the welfare of children and Vulnerable adults

The Staple Hill Community Hub believes that a child, young person or vulnerable adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and adults at risk and to keep them safe. We are committed to practice in a way that protects them.

We will seek to keep children, young people and vulnerable adults safe by:

- Appointing a nominated Safeguarding lead for children, young people and vulnerable adults.
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance
- Making sure that children, young people, vulnerable adults and their families know where to go for help if they have a concern
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, vulnerable adults, parents, families and carers appropriately
- Leaders of sessions run for unaccompanied children will be DBS checked.
- Volunteers, staff and members of the Board of Trustees are not permitted at any time to be alone with children, young people and vulnerable adults unless DBS checked and prior permission has been given by the Safeguarding lead for each incident. Normally at least 2 adults should be present for any activity and there should be windows to allow outside viewing.
- Using our procedures to manage any allegations against staff and volunteers appropriately
- All Staple Hill Community Hub volunteers, staff and members of the Board of Trustees and those who participate in activities run by the Staple Hill Community Hub are inducted into this policy and safeguarding procedure and have an understanding of what forms abuse can take and how to report any concerns.
- Staple Hill Community Hub will ensure all who are arranging events on their behalf are made aware of this policy. All organisations that are delivering services on behalf of the Hub will be required to show that they have an adequate safeguarding policy and to provide evidence that this is followed in practice.

Raising a concern

If a child, young person or vulnerable adult is in immediate danger, call the police on 999.

If a child, young person or vulnerable adult is not in immediate danger;

- Follow the safeguarding policy as soon as possible
- Report concerns to the nominated safeguarding lead.
- The safeguarding lead will work with the Chair or Vice Chair of Trustees to take the matter forward if needed.
- If a concern is raised this should be documented and sent through to the Chair of Trustees of Staple Hill Community Hub who will ensure that it is confidentially retained under GDPR regulations until no longer required.

Managing allegations against staff or volunteers

- Any allegation will be fully investigated and Staple Hill Community Hub will support staff/volunteers during this process. It is important that allegations are thoroughly investigated through the safeguarding process so that allegations can be either proved or disproved for the protection of the child(ren), adult(s) at risk and staff.
- All allegations should be reported within one working day to the Chair of Trustees of the Staple Hill Community Hub.
- The Chair will appoint an investigating officer – usually the safeguarding lead – who will carry out the investigation and report back to the Chair.
- The Chair will convene a small subgroup of the trustees to examine the report and make recommendations on any future actions.
- This process will take place within 7 working days.
- Any allegation related to staff and/or volunteers working with Children and Young People and Adults must be reported to the South Gloucestershire Local Authority Designated Officer (LADO) on 01454 866000.
- It is important to remember that abuse is defined by the impact on the individual not the intention of the abuser, in other words if someone does not have their needs cared for this can be just as damaging whether it is done deliberately or because a carer can no longer manage. Obviously, the way of then supporting the situation would be likely to be different.
- People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends,

neighbours or people who use the same services as the person experiencing abuse.

- **Contact Details**

Local Authority Designated Officer (LADO)	01454 866000
---	--------------

Review of this policy

- The Staple Hill Community Hub is committed to reviewing our policy and good practice annually.
- This policy was last reviewed in April 2026

(please see supporting documents)

Supporting document.

1. Advice and information

For adults:

If an adult is in immediate danger dial 999 and ask for police assistance.

To raise a concern, contact South Gloucestershire Council's Customer Adult Care Team service desk on 01454 868007 or the Emergency Duty Team (out of hours and weekends) on 01454 615165.

Where possible, agreement should be obtained from the adult before sharing personal information with third parties.

South Gloucestershire Safeguarding Adults Board Website:
www.southglos.gov.uk/safeguarding/adults

For children and young people:

If a child is in immediate danger dial 999 and ask for police assistance

South Gloucestershire Council's Access & Response Team (ART) can be accessed for advice or information contact on 01454 866000

South Gloucestershire Safeguarding Children's Board Website:
www.southglos.gov.uk/safeguarding/children

South West Child Protection Procedures:
<http://www.proceduresonline.com/swcpp/southglos/index.html>

2. Information on identifying abuse Vulnerable adults

Abuse can take various forms:

- physical
- emotional
- neglect
- sexual
- child sexual exploitation
- online abuse

Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. In these cases, local services must work together to spot those at risk and take steps to protect them. (The Care Act 2014)

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and Staple Hill Community Hub working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The following six key principles underpin all adult safeguarding work:

- 1 **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent
- 2 **Prevention:** it is better to take action before harm occurs
- 3 **Proportionality:** the least intrusive response appropriate to the risk presented
- 4 **Protection:** support and representation for those in greatest need
- 5 **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
- 6 **Accountability:** accountability and transparency in safeguarding practice.

Definition of Adults at Risk

An adult who:

- *has needs for care and support (whether or not the local authority is meeting any of those needs)*
- *is experiencing, or at risk of, abuse or neglect*
- *as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.*

This means that not all adults are vulnerable but some may be vulnerable at times and others will be vulnerable all the time. It is important to talk to the appropriate people (in South Gloucestershire this is the Adult Customer Service Desk in the Children, Adult and Health Department of the Council).

The Care Act also recognises the key role of carers in relation to safeguarding. For example, a carer may witness or report abuse or neglect; experience intentional or unintentional harm from the adult they are trying to support or a carer may (unintentionally or intentionally) harm or neglect the adult they support. It is important to view the situation holistically and look at the safety and well-being of both. The Act makes it clear throughout the need for preventing abuse and neglect wherever possible. Observant professionals and other staff making early, positive interventions with individuals and families can make a huge difference to their lives, preventing the deterioration of a situation or breakdown of a support network

Types of abuse

Abuse is something that is done to another person, without their full understanding or consent, which harms them in some way. It may consist of a single act or repeated acts. Abuse may be carried out deliberately or unknowingly.

Abuse or neglect, can take many forms and the circumstances of the individual case should always be considered. The following is a list of the types of abuse and neglect that can occur;

- Physical abuse; *hitting, slapping, punching, burning.*
- Domestic violence and abuse; *including psychological, physical, sexual, financial, emotional abuse; so, called 'honour' based violence.* □ Sexual abuse; *rape, indecent assault, inappropriate touching.*
- Psychological abuse and emotional abuse; *threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.*
- Financial or material abuse; *stealing, selling assets.*
- Modern slavery; *encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.*
- Discriminatory abuse; *including racist, sexist, based on a person's disability and other forms of harassment).*
- Organisational abuse; *including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home or poor professional practice as a result of the structure, policies, processes and practices within an organisation.*

- Neglect and acts of omission; *leaving in soiled clothes, failing to feed properly.*
- Self-neglect; *neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.*

People may make the choice to remain in abusive situations and if they have the mental capacity to make that decision that may be appropriate, however the decision about mental capacity is a complex one and it is important that the correct assessment of capacity is undertaken within the safeguarding process.

Possible indications of abuse

Whilst it may not be obvious that a child or adult is undergoing abuse, there are signs which could indicate this. These include:

- Changes in behaviour – anger, tearfulness
- Indications of self-harm
- Unexplained bruising
- Changes to appetite
- Poor concentration
- Withdrawal
- Inability to maintain eye contact
- Sudden financial problems

There does not have to be specific evidence or certainty of abuse for it to be reported, just concern and / or unexplained changes in behaviour