

# WORCESTER COMMUNITY ACTION

## Safeguarding of Vulnerable People Protection Policy

### Designated Safeguarding Lead

Simon Cottingham

### Deputy Designated Safeguarding Lead

Trustee – Andy Walton, Staff - Sally Ellison

### Introduction

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of Worcester Community Action in relation to vulnerable people protection procedures.

### The key objectives of this policy are:

To explain the responsibilities Worcester Community Action and its staff, volunteers and trustees have in respect of vulnerable people protection.

- > To provide staff, trustees and volunteers with an overview of vulnerable people protection.
- > To provide a clear procedure that will be implemented where vulnerable people protection issues arise.

### Context

For the purpose of this document a vulnerable person is defined as a person over the age of 18. Within this policy, an people at risk is defined as anyone who has reached the age of 18 and either:

- is in residential accommodation
- is in sheltered housing
- receives domiciliary care
- is detained in lawful custody
- is under supervision by virtue of an order of a court
- receives welfare service of a prescribed description
- receives payments (personally or via a third party) under the Health and Social Care Act 2001
- requires assistance in the conduct of their own affairs
- Requires assistance due to age, health, physical or mental disability or substance abuse.

An people at risk may be a person who:

- is frail due to age, ill health, physical disability or cognitive impairment
- has a learning disability

- has a physical disability and / or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness or condition
- misuses substances or alcohol
- is a carer, such as a family member, who may be at risk because of their caring role
- is unable to demonstrate the capacity to make a relevant decision and is in need of care and support.

(This list is not exhaustive)

This policy has been developed in accordance with the principles established by the Care Act and the mental Capacity Act; and in line with government publications Worcester Community Action fully recognises its moral and statutory responsibilities for safeguarding and promoting the welfare of vulnerable young people and peoples. Our policy applies to all staff, trustees and volunteers working on for Worcester Community Action.

There are five main elements to our policy:

- Ensuring we practice safer recruitment in checking the suitability of staff and volunteers to work with vulnerable people;
- Raising awareness of people safeguarding issues and equipping vulnerable peoples with the skills needed to keep them safe;
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse;
- Supporting those who have been identified as at risk of harm
- Establishing a safe environment for all vulnerable people.

We recognise that because of the day to day contact with vulnerable peoples, staff are well placed to identify concerns early and to observe the outward signs of abuse. Worcester Community Action will therefore:

- Establish and maintain an environment where vulnerable people feel safe, secure, valued and respected and are encouraged to talk, believing they will be listened to;
- Ensure vulnerable people know that there are people in Worcester Community Action whom they can approach if they are worried;
- Include opportunities for vulnerable people to develop the skills they need to recognise and stay safe from abuse and to know who they should turn to for help.

We seek to ensure that every person's wishes and feelings are taken into account when determining what action to take and what services to provide to protect from harm. To this end we will:

- Ensure there are systems in place for vulnerable people to express their views and give feedback e.g. through activities, safety questionnaires, participation in anti-bullying and e-safety events;

- Ensure that the vulnerable person's thoughts/wishes and feelings are recorded on all referrals.

## 1. Procedures

We will follow the procedures set out by the [Worcestershire Safeguarding Peoples Board \(WSAB\)](#)

Worcester Community Action will:

- Ensure it has a senior leader nominated as Designated Safeguarding Lead (DSL) who has received appropriate training and support for this role;
- Ensure it has at least one member of staff who will act in the absence of the DSL (deputy DSL);
- Ensure it has a nominated trustee responsible for safeguarding vulnerable people.
- Ensure every member of staff (including temporary and supply staff and volunteers) and the trustees knows the name of the DSL and any deputies and understands their role;
- Ensure that the DSL and/or a deputy DSL is always available during working hours and has made adequate and appropriate cover arrangements for any out of hours' activities;
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and neglect
- Ensure all staff and volunteers understand their responsibility for referring any concerns to the DSL or Deputy DSL in a timely manner and are aware that they may raise concerns directly with People's Social Care Services if they believe their concerns have not been listened to or acted upon;
- Ensure that parents/carers have an understanding of the responsibility placed on Worcester Community Action and staff for safeguarding
- Ensure that community users organising activities are aware of, and understand the need for compliance with Worcester Community Action's protection guidelines and procedures;
- Ensure that the duty of care towards its service users and staff is promoted by raising awareness of illegal, unsafe and unwise behaviour and assist staff to monitor their own standards and practice;
- Ensure that all staff and volunteers feel able to raise concerns about poor or unsafe practice and are aware of whistleblowing procedures and helplines;
- Be aware of and follow procedures set out by the WSAB where an allegation of abuse is made against a member of staff or volunteer, including making a referral to the Local Authority Designated Officer (LADO);
- Ensure that a referral is made to the DBS if a person in regulated activity has been dismissed or removed due to safeguarding concerns, or would have been had they not resigned;

- Operate safer recruitment practice, ensuring that at least one member on every recruitment panel has completed safer recruitment training.

Our procedures will be regularly reviewed and updated at least annually unless an incident or new legislation or guidance requires the need for an interim review. We recognise the expertise our staff builds by undertaking safeguarding training and managing safeguarding concerns on a daily basis. We therefore invite staff to contribute to and shape this policy and associated safeguarding arrangements.

### **Definition:**

All vulnerable peoples have the right to protection from all forms of abuse including exploitation, neglect, physical and mental abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation.

### **Prevention**

We can effectively identify and appropriately respond to signs of abuse. We make staff and volunteers aware, through provision of appropriate training and guidance, of how to recognise signs and take any appropriate action to prevent abuse occurring. In all our work, we consider safeguarding of peoples to be paramount.

### **Legal Framework**

This guidance reflects the principles contained within the United Nations Convention on the Rights, the Human Rights Act 1998, the Care Act 2014 and the Mental Capacity Act 2005

### **What is Abuse**

Abuse and neglect are forms of maltreatment of peoples. Somebody may abuse or neglect a person by inflicting harm, or by failing to prevent harm. People may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or a child or children.

### **Categories of abuse are defined as follows:**

#### **Physical abuse**

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement

- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

#### Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

### **Domestic violence or abuse**

#### Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

#### Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not

- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

## **Sexual abuse**

### Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

### Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

## **Psychological or emotional abuse**

### Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance

- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

#### Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

#### **Financial or material abuse**

##### Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointee or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

##### Possible indicators of financial or material abuse

- Missing personal possessions

- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

## **Modern slavery**

### Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to.

### Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers.
- 

**Further Home Office information on identifying and reporting modern slavery can be accessed via [Gov.uk](https://www.gov.uk)**



## Discriminatory abuse

### Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '**protected characteristics**' under the **Equality Act 2010**)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

### Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

## Organisational or institutional abuse

### Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaint

### Possible indicators of organisational or institutional abuse

- Lack of flexibility and choice for people using the service

- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

## **Neglect and acts of omission**

### Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity.

### Possible indicators of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

## **Self-neglect**

### Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm

- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

### Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

### **Mental Capacity**

In cases where people have impaired mental capacity, greater care should be taken in Safeguarding, due to the people's potential reduced capacity in understanding and communication, making it more difficult to make their wishes and feeling known, they may, therefore become more vulnerable to abuse. Please refer to the Mental Capacity Act of 2005.

### **Procedure in the event of a disclosure**

It is important that vulnerable people are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation is made that a person has been abused or when there is a suspicion that a person has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the people.

If the complainant is the person, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information including using the 'Initial Cause for Concern Form' Appendix 1

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the person who has allegedly been

abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

### **The role of staff, volunteers and trustees, how to make communities safer.**

All staff, volunteers and trustees working on behalf of Worcester Community Action have a duty to promote the welfare and safety of vulnerable peoples.

Staff, volunteers and trustees may receive disclosures of people abuse and observe peoples who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific people's protection issues.

### **Responding to an allegation**

Any suspicion, allegation or incident of abuse must be reported to the Designated Safeguarding Officer on that working day where possible.

The nominated member of staff shall telephone and report the matter to the appropriate local social services department duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority Social Services department within 24 hours.

### **Responding appropriately to an adult or child making an allegation of abuse**

Stay calm.

- > Listen carefully to what is said.
- > Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- > Tell the people that the matter will only be disclosed to those who need to know about it.
- > Allow the people to continue at her/his own pace.
- > Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- > Reassure the people that they have done the right thing in telling you.
- > Tell them what you will do next, and with whom the information will be shared.
- > Record in writing what was said, using the people's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
- > It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional protection agencies, following a referral from the designated Safeguarding officer.

## **Confidentiality**

People protection raises issues of confidentiality which should be clearly understood by all.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of peoples with other professionals, particularly investigative agencies.

Clear boundaries of confidentiality will be communicated to all. All personal information regarding an people will be kept.

If an people confides in a member of staff or a volunteer and requests that the information is kept secret, it is important that the member of staff tells them, sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies for the people's own sake.

Within that context, the people should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the people before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the people is the priority.

Where a disclosure has been made, staff should let the people know the position regarding their role and what action they will have to take as a result.

Staff should assure the people that they will keep them informed of any action to be taken and why. The people involvement in the process of sharing information should be fully considered and their wishes and feeling taken into account.

People Protection issues are highly sensitive and staff or volunteers who receive information about peoples or their families in the course of their work should share that information only within appropriate professional contexts. All people protection records should be kept secure.

## **Reporting of Abuse by a staff member, volunteer or any other person**

Where a service user or their carer, has concerns about possible abuse by a staff member, volunteer, or any other person and feels unable to approach any member of staff, trustee, or volunteer within Worcester Community Action then they should report the matter to any of the support agencies listed below. The responsibility of these agencies is described below and contact details are included at the end of this document.

Staff and volunteers should also be aware of **Worcester Community Action Whistle Blowing Policy**, this policy also give guidance under these circumstances.

Information for service users and carers is given at the induction meeting, a copy of this policy is on the noticeboard and additional copies can be requested.

## **The Role of Key Individual Agencies**

### **Worcestershire County Council Social Services**

The Care Act gives Local Authority Social Services the primary responsibility for the care and protection of abused peoples and peoples at risk of abuse. It is their statutory duty to ensure that there is an investigation in cases of suspected abuse or significant harm.

To take action to protect the people and to promote the welfare of the people Social Services also convene People Protection conferences

Family Front Door Access Centre 01905 822666

Worcestershire Safeguarding Peoples Board to raise a concern 01905 768053

For Safeguarding advice 01905 843189 (not for referrals)

### **West Mercia Police**

The overriding concern of the Police in people protection is the welfare of the people. Their general duties are to investigate crimes as well as a duty to prevent offences being committed and to protect those at risk of harm. The Care Act permits

The Police to take an adult into police protection; where there is reasonable cause to believe that he/she would otherwise be at risk of significant harm.

Police and Social Services will work jointly where it is likely that criminal proceedings will be brought against the perpetrator of the abuse.

Call 999.

### **Role of designated Safeguarding Officer**

The role of the designated officer is to deal with all instances involving people protection that arises within Worcester Community Action. They will respond to all people protection concerns and enquiries.

The Designated Safeguarding Lead for Worcester Community Action is Simon Cottingham

Should you have any suspicions or concerns relating to People Protection please contact Simon

### **Role of line managers**

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could, if agreed with the staff member dealing with the incident, make contact with the designated Safeguarding Officer in the first instance.

The line manager should ensure that all staff within their team are familiar with Worcester Community Action's current Safeguarding Protection procedures and ensure that all staff undertake People Protection training, where appropriate.

### **Use of photographic/video equipment**

Written consent to take and use images of vulnerable peoples should be obtained prior to the taking of photographs and or video footage. Parents/carers should be made aware of when, where and how the images may be used to give their informed consent.

### **Training**

- When staff join Worcester Community Action they will be informed of the safeguarding arrangements in place. They will be given a copy of this policy including its Appendices, centre's code of conduct and told who the DSL is, who acts in their absence and what this role includes;
- All staff will receive induction in safeguarding children and vulnerable people. The induction programme will include basic safeguarding information relating to signs and symptoms of abuse, how to manage a disclosure, when and how to record a concern and advice on safe working practice.
- All volunteers, supply staff and regular visitors to Worcester Community Action will be told where our policy is kept, given the name of the DSL and deputy and informed of Worcester Community Action's procedures in reporting concerns.
- All staff will receive training in safeguarding and safe working practice, updated every three years. In addition, they will receive safeguarding updates as required, but at least annually.
- Staff with specific responsibility for safeguarding will undertake both single and inter-agency training at a level suitable to their role and responsibilities, updated every two years. In addition to formal training the DSL and deputy will update their knowledge and skills via WSAB newsletters, briefings, meetings and seminars, at regular intervals, at least annually.
- Staff with leadership responsibilities will undertake further relevant training in safeguarding related issues such as CSE, FGM, Radicalisation (WRAP training), Management of Allegations of Abuse and cascade the learning from this training to the rest of the staff.
- Training will be provided, as appropriate, to ensure that staff are aware of these procedures and will be a mandatory part of Staff and volunteer Induction. Specialist training will be provided for the member of staff with people protection responsibilities.
- All staff will receive in house training on safeguarding as part of their induction.

- Staff who are employed to support either peoples or children will be required to undergo a Safeguarding Level 1 course.
- Senior members of staff will undertake the online advanced safeguarding course.

**Complaints procedure**

Worcester Community Action has a complaints procedure available to all staff, volunteers and trustees.

**Recruitment procedure**

Worcester Community Action operates procedures that take account of the need to safeguard and promote the welfare of peoples, including arrangements for appropriate checks on new staff, volunteers and trustees where applicable. Please see Worcester Community Action Safer Recruitment Policy.

Issue Date: September 2020  
 Review Date: September 2021  
 Agreed at Trustee meeting on October 14<sup>th</sup> 2021

Signed.....

Name:.....Andy Walton.....

Position:.....Chair of Trustees.....

Date: .....14<sup>th</sup> October 2020.....

**Related Policies:**

- Child Safeguarding Policy
- Safer Recruitment Policy
- Complaints Policy
- Whistleblowing Policy

Reviewed and agreed at Trustee meeting held on: 15/06/2022