

Safeguarding Policy of Hope for Tomorrow (“the Charity”)

1. Preliminary

- 1.1 The Charity Commission has stated that safeguarding should be a key governance priority for all charities, regardless of size, type, or income, *not just those charities working with children or vulnerable adults*. It has also stated that it is essential for charity trustees to have and implement safeguarding policies and procedures and that they have to be adequate and appropriate for the charity’s particular circumstances.
- 1.2 This Policy applies to all staff and volunteers of the Charity. In this Policy, “volunteers” means and includes the Charity’s trustees and all other volunteers.

2. Commitment to safeguarding

- 2.1 Those who participate in the activities provided by the Charity or are beneficiaries of the Charity or who come onto the Charity’s premise are referred to in this Policy as its “Clients” “Beneficiaries”.
- 2.2 Clients, Beneficiaries, may be at risk due to age, illness or disability. The Charity is committed to working in their interests, to promote their welfare, and to put in place safeguards and measures to protect them. In providing activities and benefits for Clients and Beneficiaries the Charity will endeavour at all times to minimise risk to them and to ensure that they are as safe as the Charity can make them.
- 2.3 The Charity aims to protect all of its Clients and Beneficiaries from any act or behaviour of any member of staff or volunteer which, whether deliberately or unknowingly on the part of that member of staff or volunteer, gives rise to harm or ill treatment.
- 2.4 Such harm or ill treatment includes, but is not limited to, abuse (physical, sexual, emotional, discriminatory, institutional or organisational, financial or material), neglect, or impairment of the health or development of the Charity’s Clients and Beneficiaries
- 2.5 The Charity also aims to ensure the provision to them of safe and effective care and to promote the well-being and welfare of its Clients and Beneficiaries.
- 2.6 The Charity recognises that it has a duty to act on reports or suspicions of abuse or neglect. It adopts a “zero-tolerance” policy of abuse within the Charity.
- 2.7 The Charity maintains a Safe Working Practice Guidance. It includes:
 - 2.7.1 details about when and how risk assessments for:
 - a) volunteering roles; and
 - b) particular circumstances or activities should be carried out.
 - 2.7.2 guidance on use of ICT related activities such as use of social media, email and internet.

The Charity will ensure that the Guidance is implemented by all within the Charity and, for that purpose, it will ensure that its staff and volunteers have read and understood it.

- 2.8 The Charity will work in partnership with local / national agencies to put in place appropriate procedures for reporting, making referrals, and accessing training and specialist support, as and when required.

3. Safe recruitment

- 3.1 To aim to protect its Clients and Beneficiaries, the Charity will seek to recruit staff and volunteers using appropriate procedures, safeguards and checks.
- 3.2 Prior to appointment the Charity will take up at least two references for all staff posts and this will vary for volunteers depending on their specific task/activity/role although two are preferred.
- 3.3 The Charity will risk assess all roles and carry out DBS criminal records checks on any person recruited into a role where it is determined these checks are required.
- 3.4 The Charity will provide an induction programme for all new volunteers and staff, and appropriate training and ongoing/refresher training for them at regular intervals, to enable all volunteers and staff to undertake their roles safely, effectively and confidently. The induction will make it clear to them that they have an obligation to implement this Policy and to learn about protection issues and their related responsibilities.

4. Volunteers

- 4.1 All volunteer roles will be supported by a Volunteer Co-ordinator /Supporter.
- 4.2 Volunteers will be treated equally alongside paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications, and acknowledgement for their contribution to the Charity.
- 4.3 In turn, volunteers will be required to adhere to the applicable parts of the Code of Conduct (Staff and Volunteers) at all times as a representative of the Charity. Before they take up their role, they will each be given a clear description of the requirements and responsibilities of their role and the member of staff or trustee recruiting them will discuss their role with them, to ensure that they understand what is expected of them.

5. Safeguarding Officer

- 5.1 The Charity's appointed Safeguarding Officer as from 1st April 2019 is Tina Seymour, The Chief Executive Officer, located at the Charity's head office, 101 The Waterfront, First Floor, Stonehouse Business Park, Sperry Way, Stonehouse, GL10 3UT, 01666 505055. The Chief Executive Officer is supported by Leanda Bickley, the Head of Operations as Deputy Safeguarding Officer and Julie Johnson the Head of Marketing and Fundraising and Jen Gerrard the Assistant Deputy Safeguarding Officers. They will have access to appropriate training to support them in these roles.
- 5.2 They will be available to all staff, volunteers, Clients and Beneficiaries to speak to when they have any concerns, issues, or complaints regarding the safety, well-being or conduct of Clients and Beneficiaries, volunteers or staff.
- 5.3 The Safeguarding Officer and Deputy Safeguarding Officers will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records, keep confidentiality, adhere to and promote this Policy within the Charity, and support or provide access to support for individuals suffering harm or abuse.

6. Awareness of harm, abuse and neglect within the Charity

- 6.1 All incidents of harm, abuse and neglect to any Client and Beneficiary will require an appropriate response to reduce risks and improve the Charity's services and activities.
- 6.2 Harm is caused by accidents, deliberate abuse (physical, domestic, psychological, sexual, emotional, financial, material, modern slavery, discriminatory, organisational), neglect and acts of omission, self-neglect (deliberate or not) or factors such as bullying, prejudicial attitudes, or a failure to enable a person to participate in activities that are open to most of their peers. It can also include abuse via use of ICT facilities (e.g. grooming, bullying via the internet).
- 6.3 Deliberate acts of harm (physical, domestic, psychological, sexual, emotional, financial, material, modern slavery, discriminatory, organisational) and neglect are abuses against the person. Those acts will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies, and the DBS if the act is by someone in Regulated Activity. If a criminal offence is thought to have been committed by any staff member or volunteer, the police will be informed.

7. General Signs of Abuse (across all types)

- 7.1 Common overarching signs that someone may be experiencing abuse include:
- 7.2 Unexplained changes in behavior, personality, or mood (e.g., becoming withdrawn, anxious, aggressive, or subdued).
- 7.3 Physical indicators where the explanation doesn't match the injury, or the same injuries occur frequently.
- 7.4 Poor appearance and hygiene, or inadequate clothing.
- 7.5 Isolation from friends and family, or appearing under the control of another person.
- 7.6 Uncharacteristic sexual knowledge or behavior for their age.
- 7.7 A change in appetite or significant weight loss/gain.
- 7.8 Low self-esteem, expressions of fear, anxiety, or anger.

8. Confidentiality

All reports and logs (including personnel records) will be kept securely and confidentially according to the Charity's Data Protection Policy and Confidentiality Policy or in line with the DBS Code of Practice for Registered Bodies if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared by the Charity on a "need-to-know" basis only.

9. Reports of possible or actual harm

- 9.1 The Charity supports and encourages all Clients, Beneficiaries, volunteers and staff to promptly speak up and contact the Safeguarding Officer or Deputy / Assistant Safeguarding Officers

where there is a concern (i.e. a worry, issue or doubt about practice or about treatment of a Client, Beneficiary, volunteer or colleague, or their circumstances), or a disclosure (i.e. information about a person at risk of or suffering from Significant Harm) or an allegation of an incident or a possibility that a volunteer or staff member has caused harm or could cause harm to a person in their care.

- 9.2 Staff or volunteers can report, and have a responsibility to report, something that they become aware of if they suspect or discover that it is not right or is illegal or if it appears to them that someone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. They may become aware of any of these things from what they see or hear or from something another person has disclosed to them.
- 9.3 In the first instance the staff or volunteer making a report should speak to their line manager who will then liaise with the Safeguarding Officer, Deputy Safeguarding Officers or the Charity's trustee with appropriate responsibility who is Paul Hooper, The Chair. However, if the report implicates their line manager, the staff member or volunteer making the report should instead speak directly to Safeguarding Officer, Deputy Safeguarding Officer or that trustee (The Chair).
- 9.4 The Charity prefers that anyone should use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral, in their own right as a private individual, to statutory agencies such as social services or the police.
- 9.5 The Charity cannot promise confidentiality to staff or volunteers making an internal report (to the Safeguarding Officer, Deputy / Assistant Safeguarding Officers, the Charity's trustee with appropriate responsibility or their line manager) where it has to be shared with any statutory agencies.
- 9.6 The Charity also supports its staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

10. Safeguarding Officer's action

Where there is risk of Significant Harm to any Client, Beneficiary, volunteers or staff, the Safeguarding Officer and Deputy / Assistant Safeguarding Officers have the power to act as necessary and, in particular, as follows:

- log all conversations regarding the issue
- sign and request signatures on reports and statements
- confidentially seek advice from expert sources
- share concerns (with consent where required and appropriate) internally with senior staff / Chair of the Board of trustees
- share concerns and make referrals to external agencies such as social services or the police, as appropriate to the circumstances

If any incident is raised with the charity, the Safeguarding Officer would signpost the person impacted to their local safeguarding services to ensure that they get the support and advice necessary. Local Authorities have statutory responsibility for safeguarding. In partnership with health, they have a duty to promote wellbeing within local communities and cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

If any incident is raised with the provider of the service within the supplied vehicle, then this should be reported to them directly and they will follow their own safeguarding policy and procedures.

11. Communication by the Charity about safeguarding and this Policy

- 11.1 All staff and volunteers have an obligation to learn about protection issues and their related responsibilities.
- 11.2 The Charity will communicate this Policy (using appropriate methods, formats and language to communicate the substance of it) to all of its staff, volunteers, Clients, and Beneficiaries and their families / carers, and it will also make it available to the public. The Chief Executive Officer will be responsible to the Board of trustees for communicating this Policy to them.

12. Implementation of this Policy

- 12.1 This Policy must be followed by all staff and volunteers of the Charity and must be promoted by all of its trustees and senior staff. Failure to follow it will be treated as a very serious matter.
- 12.2 This Policy needs to be read in conjunction with the following policies and procedures of the Charity:

- Lone Worker Policy
- Health & Safety Policy
- Code of Conduct (Staff and Volunteers)
- Data Protection Policy
- Confidentiality Policy
- Equal Opportunities and Diversity Policy
- Complaints Policy
- Whistle Blowing Policy

13. Adoption, coming into effect, and review, of this Policy

- 13.1 Hope for Tomorrow, as appropriate, monitor and enforce this Policy,
- 13.2 Hope for Tomorrow will revise this Policy from time to time. The next date for review of this Policy will be November 2026.

Signed by Tina Seymour, Chief Executive

Signature



Date15/12/25.....

| Key Safeguarding Contacts | |
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| Safeguarding Officer and first point of contact | |
| Name: | Tina Seymour (Chief Executive Officer) |
| Telephone No: | 07468 438766 |
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| Deputy Safeguarding Officer | |
| Name: | Leanda Bickley (Head of Operations) |
| Telephone No: | 01666 333342 or 07841 922126 |
| Email | LeandaBickley@hopefortomorrow.org.uk |
| Assistant Deputy Safeguarding Officers | |
| Name: | Julie Johnson (Head of Marketing and Fundraising) |
| Telephone No: | 07511607078 |
| Email | juliejohnson@hopefortomorrow.org.uk |
| Name: | Jen Gerrard (Head of Finance) |
| Telephone No: | 01666 333345 |
| Email | JenGerrard@hopefortomorrow.org.uk |
| Trustee | |
| Name: | Paul Hooper (The Chair) |
| Telephone No: | 07979 704071 |
| Email: | PaulHooper@hopefortomorrow.org.uk |

Useful contacts in safeguarding, Local Authority Designated Officers (LADO) and “Allegations Against People in a Position of Trust”

<https://www.suffolksp.org.uk/local-authority-designated-officers-lado>

<https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/the-role-of-the-lado-the-allegations-management-process/>

<https://www.norfolk.gov.uk/article/40533/Local-Authority-Designated-Officer>

<https://www.norfolksafeguardingadultsboard.info/>

<https://www.leedsforlearning.co.uk/Page/38568>

<https://www.esscp.org.uk/professionals/lado/>

<https://www.kent.gov.uk/about-the-council/information-and-data/access-to-information/gdpr-privacy-notice/integrated-childrens-services/local-authority-designated-officer-lado-service-privacy-notice-and-retention-policy>

<https://www.nelincs.gov.uk/scp/professionals/allegations-management/>

<https://www.wiltshiresvpp.org.uk/p/resource-hub/policies-reports-guidance-and-resources>

<https://www.samaritans.org/how-we-can-help/contact-samaritan/>

<https://www.mind.org.uk/>

<https://www.ageuk.org.uk/>