

The Pelican Project Safeguarding & Child Protection Policy



The Pelican Project is committed to the safeguarding of all associated with the company, including children, adults, volunteers and employees. The purpose of this policy is to communicate procedures and all information relating to safeguarding to volunteers, employees, families, carers and partner organisations to ensure the protection of the vulnerable adults and children that we work with.

This document is available on request via email to helen@pelicanproject.org.uk. All new employees, volunteers and freelance associates will be asked to read this policy and sign to confirm they have understood and agree to the policies and procedures outlined. Partner organisations will also receive a copy of this policy before work is commenced.

This policy combines information and procedures for protecting and safeguarding both children and vulnerable adults. The policy follows guidelines set out by The Devon Safeguarding Board, NSPCC and The London Community Foundation.

Designated Safeguarding Lead

The Pelican Project's designated safeguarding lead is **Helen Lidbury**. The deputy safeguarding lead is **Charlie Robinson**.

Helen Lidbury will undertake regular training and keep updated on issues around safeguarding vulnerable adults and children. As designated safeguarding officer, Helen Lidbury is the first point of call for advice, support and any safeguarding concerns that may arise. She can be contacted by telephone (07738879120) or email (helen@pelicanproject.org.uk) and meetings can be arranged in person.

1.0 Policy Statement

- All adults have the right to positive outcomes and enjoyable experiences when engaging with activities created or facilitated by The Pelican Project.
- This policy relates to all employees, volunteers, directors and other individuals associated with The Pelican Project who may come in to contact with vulnerable adults and children when working with us.
- This policy has been created based on law and guidance that seeks to protect vulnerable adults and children as contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998, Data Protection Act 1998, Freedom of Information Act 2000, Safeguarding Vulnerable Groups Act 2006 and Deprivation of

Liberty Safeguards, Code of Practice 2008.

- The Pelican Project recognises the implications of working alongside children and vulnerable adults with additional needs, particularly with respect to communication and physical needs. Individuals with physical and learning disabilities may require a greater degree of protection, advocacy and support when communicating.
- The Pelican Project will implement this policy by ensuring that all members associated with the group are aware of the details of this policy and have signed and agreed to the terms. All safeguarding concerns and queries will follow the established procedures. Policy and practice will be regularly reviewed by the designated safeguarding officers, in this instance, Charlie Robinson and Helen Lidbury. All Safeguarding concerns will be acted upon.
- This Safeguarding policy will be reviewed in consultation with a group that reflects the diverse contacts within the company, including families, volunteers, employees and partner organisations.

2.0 Safe Practices when recruiting new and unpaid workers

- A written application form is to be completed for applicants to all posts, including volunteers. Applications will include requests for information for any past convictions, cautions, reprimands and final warnings as well as any pending cases. Applicants will be asked if they have ever had any complaints of abuse against them.
- Face to face interviews will also be conducted by more than one person in order to ensure a transparent scoring system.
- All applicants must provide two referees; proof of identification; and original copies of any necessary qualifications before appointment.
- All will need a DBS check if they will be caring for, in sole charge of, or supervising vulnerable adults or children. These will normally be standard or enhanced checks, unless the applicant is to be appointed to a 'regulated activity' when a barred check will be required.

3.0 Induction and ongoing training for staff and volunteers

- All new paid and unpaid workers will have an induction and will work for a trial period before their appointment is confirmed.
- New staff and volunteers will be given copies of this policy and receive training around it to ensure they have an understanding of safeguarding policy.

- Supervision and support of all volunteers and staff will include monitoring of safeguarding practice and reviews of progress.

4.0 Recognising and understanding concerns

Volunteers and employees at The Pelican Project who come in to contact with vulnerable adults and children through their work, are uniquely placed to observe changes in individual's behaviour and outward signs of abuse. It is the duty of all employees and volunteers to follow procedures and act upon concerns using channels and practice outlined by this policy. All identified concerns will be acted upon.

4.1 Understanding abuse and neglect

In order to protect vulnerable adults and children it is necessary to understand what abuse and neglect may look like. Abuse and neglect may be in the form of inflicting harm, or in failing to prevent harm from being inflicted. Maltreatment of all kinds can be committed by adult men and women, or by children and young people.

Instances of maltreatment can be one type of abuse or neglect or span more than one area of concern. Below are areas of abuse and neglect that we expect all volunteers and employees to be attentive to:

Physical abuse - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Sexual abuse - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent or was pressured into consenting. Any sexual contact with children, including when physical contact has not been involved. This includes exposure to or involvement in sexualised images.

Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - including race, sex, culture, religion, politics, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar

treatment and hate crime.

Institutional abuse - Institutional abuse although not a separate category of abuse in itself, requires specific mention simply to highlight that adults placed in any kind of care home or day care establishment are potentially vulnerable to abuse and exploitation. This can be especially so when care standards and practices fall below an acceptable level.

Multiple forms of abuse - Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

Domestic abuse - Home Office Definition 2004 ‘Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexuality.’

4.2 Recognising signs of abuse

Concerns of any kind must be reported through the appropriate channels outlined in this policy and all concerns will be acted upon by The Pelican Project. Below is a list of signs of abuse that may be observed.

Physical abuse signs

Note: Some ageing processes can cause changes which are hard to distinguish from some aspects of physical assault e.g. skin bruising can occur very easily due to blood vessels becoming fragile.

- A history of unexplained falls or minor injuries
- Bruising in well protected areas, or clustered from repeated striking
- Finger marks
- Burns of unusual location or type
- Injuries found at different states of healing
- Injury shape similar to an object
- Injuries to head/face/scalp
- History of GP or agency hopping, or reluctance to seek help
- Accounts which vary with time or are inconsistent with physical evidence
- Weight loss due to malnutrition, or rapid weight gain
- Ulcers, bed sores and being left in wet clothing
- Drowsiness due to too much medication, or lack of medication causing recurring crises/hospital admissions

Sexual abuse signs

- Disclosure or partial disclosure (use of phrases such as ‘It’s a secret’)
- Medical problems, e.g. Genital infections, pregnancy, difficulty walking or sitting

- Disturbed behaviour e.g. depression, sudden withdrawal from activities
- Loss of previous skills, sleeplessness or nightmares, self-injury
- Showing fear or aggression to one particular person, repeated or excessive masturbation, inappropriately seductive behaviour
- Loss of appetite or difficulty in keeping food down.
- Behaviour of others towards the vulnerable adult
- Circumstances – e.g. two service users found in a toilet area, one in a distressed state

Psychological/emotional signs

- Isolation
- Unkempt, unwashed, smell
- Over meticulous
- Inappropriately dressed
- Withdrawn, agitated, anxious or not wanting to be touched
- Change in appetite
- Insomnia, or need for excessive sleep
- Tearfulness
- Unexplained paranoia, or excessive fears
- Low self esteem
- Confusion

Neglect signs

- Poor physical condition
- Clothing in poor condition
- Inadequate diet
- Untreated injuries or medical problems
- Failure to be given prescribed medication
- Poor personal hygiene

Financial or material signs

- Unexplained or sudden inability to pay bills
- Unexplained or sudden withdrawal of money from accounts
- Disparity between assets and satisfactory living conditions
- Extraordinary interest by family members and other people in the vulnerable person's assets

Discriminatory signs

- Lack of respect shown to an individual
- Signs of substandard service offered to an individual
- Exclusion from rights afforded to others, such as health, education, criminal justice

Other signs of abuse

- Inappropriate use of restraints
- Sensory deprivation e.g. spectacles or hearing aid
- Denial of visitors or phone calls
- Failure to ensure privacy or personal dignity
- Lack of flexibility of choice e.g. bedtimes, choice of food

- Restricted access to toilet or bathing facilities
- Lack of personal clothing or possessions
- Controlling relationships between care staff and service users

5. Procedural steps to take if you have safeguarding concerns for children or vulnerable adults

5.1 Taking action

The following outlines steps and procedures to take if you have any safeguarding concerns. In signing this document, you are agreeing to follow these steps. If you are unsure at any point as to how to proceed with a safeguarding concern, consultation with The Pelican Project's Designated Safeguarding Lead (DSL), Helen Lidbury, is advised. Helen can be contacted on 07738879120, or by emailing helen@pelicanproject.org.uk. Meetings in person can be arranged.

Employees and volunteers should use the 'Safeguarding Concern Form' included in the induction pack or found in Appendix 2 of this policy. Further copies of this can be requested from the DSL. Completed 'Safeguarding Concern Forms' are to be given to the DSL in person. Anonymity cannot be provided. However, all information passed on to the DSL will remain strictly confidential and only shared with relevant agencies when appropriate.

The Data Protection act does not prevent staff or employees sharing information with relevant agencies, where that information may help to protect a child or support a criminal investigation.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf

5.2 Whistleblowing

We recognise that in a small organisation, there is an increased risk people not feeling comfortable in reporting a disclosure. We have identified two people in the organisation (Safeguarding Lead and Deputy Safeguarding Lead) and also provided signposting to other agencies to report or "whistleblow" to in documents provided at participant induction and the commencement of new academic year. Facilitators are also trained in how to report a disclosure during their annual training.

5.3 Key points for employees and volunteers to remember when taking action:

- In an emergency, take the necessary action to help the child, including calling 999 if necessary.
- Report your concern as soon as possible to the DSL.
- Do not start your own investigation.
- Do not discuss the issue with friends, colleagues or family.
- Complete a Safeguarding Concern Form.
- Seek support for yourself if you are distressed.

There may be occasions when an individual is suspected of being at risk but there is no 'hard' evidence of maltreatment. For example, behaviour may have changed or comments or artwork may be unusual. This may be for a variety of factors that may or may not present a safeguarding issue. It is acceptable to ask if an individual is OK or ask if they can help in any way.

5.4 Guidelines for responding to disclosures or potential disclosures

If individuals communicate to employees or staff about any risks to safety or wellbeing, follow these guidelines when responding:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality
- Immediately speak to DSL for support and guidance
- Explain the procedure to the individual making the allegation/ communicating disclosure
- Remember the need for ongoing support to individuals and for yourself

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts

- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

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. This is a task for the professional adult protection agencies, following a referral from the Designated Safeguarding Lead.

6. Specific safeguarding and protection risk areas

6.1 Non-verbal methods of reporting

Many of the vulnerable adults and children who are supported by The Pelican Project are unable to use formal means of communication, such as written or spoken language. There may also be behavioural or other factors that prevent the passing on of accurate information. There is therefore an increased need for ‘in-person’ reporting for those who don’t have the capacity for written communication. We have multiple confidential communication channels; email and Whatsapp, so that reports can be made using voicenotes/video recordings/dictation software. The use of alternative augmented communication (AAC) devices will be encouraged and facilitators familiarised with specific communication devices relating to AACs. If you are concerned for the safety or wellbeing of an individual, follow procedure by completing a Safeguarding Concern Form and contacting the DSL at the earliest opportunity regardless of whether a verbal disclosure has been made.

6.2 Independent access policy

Everyone is expected to come with a parent or carer. In some instances, and only after discussion and assessment with Pelican Project facilitators, Pelican members may access certain activities independently. In this case, it is a requirement that a clear and available contact is provided for someone in a supporting role of the member, even if that member is typically communicating with The Pelican Project independently. It is the responsibility of the members support network (family/supported living network etc) to communicate any changes in these contact details. TPP will support its members by facilitating opportunities, this does not involve providing direct care to its members. It is the responsibility of any members accessing the project independently to assess the appropriateness and risk

associated with this independent access. The Pelican Project staff will take reasonable measures to ensure the safety of everyone engaging in activities. It is the responsibility of the members support unit, to ensure that members are equipped with the tools and understanding to access activities independently. This includes for example, not arriving too early for sessions.

6.3 Personal care

Under no circumstances are The Pelican Project involved in the personal care of participants. The Pelican Project works to ensure that at all activities there are safe, clean and adequately equipped facilities for participants and their care team to fulfil personal care needs.

6.4 Secure key contact communication

We have secured at least two key contacts for each participant to ensure that we can build familiarity with the significant people in each vulnerable adults life. This maximises the opportunity for communication.

7.0 Code of Conduct for staff and volunteers

7.1 The purpose and scope of code of conduct

This Code of Conduct outlines the conduct that The Pelican Project expects from all our staff and volunteers. This includes directors, staff, partner organisation staff, freelancers, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid. The behaviour code is there to help us protect young people from abuse. It has been informed by the views of children and young people. The Pelican Project is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

7.2 Upholding the code of conduct

You should always follow this code of behaviour. If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave The Pelican Project. We might also make a report to statutory agencies such as the police and/or the local authority child protection services.

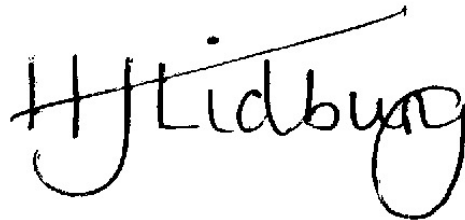
The full Code of Conduct can be found in Appendix 3 of this policy.

8.0 Confidentiality and Data Protection

Safeguarding procedure must be followed whether relating to an individual, volunteer, employee or any individual at all levels of the organisation.

Child protection information, as with all contact details and personal information of employees, volunteers, individuals, families, carers and care providers will remain confidential. This information will be kept in a locked facility.

Signed:

A handwritten signature in black ink that reads "H Lidbury". The signature is written in a cursive style with a long horizontal line above the first few letters.

Name: Helen Lidbury

Position: Director / Designated Safeguarding Lead

Updated: 17.09.23

Date of next review: 17.09.24



Appendix 1.

Safeguarding information/ concerns contact information

MASH (Multi-agency Safeguarding Hub) referral details:

Telephone: 03451551071

E-mail: mashsecure@devon.gcsx.gov.uk

Fax: 01392 448951

Enquiry Form available at:

www.devon.gov.uk/mash-enquiryform.doc

Post: Multi-Agency Safeguarding Hub, P.O Box 723, Exeter EX1 9QS

Emergency Duty Team- out of hours: 0845 6000 388

Police (non-emergency): 101

LADO (Local Authority Designated Officer) Enquiries: 01392 384964

Or

www.devon.gov.uk/lado

Appendix 2. Safeguarding Referral Form

The Pelican Project Safeguarding Concern Form

Return Completed Form to Designated Safeguarding Lead on completion

Name of child/ vulnerable adult: _____ Date of birth: _____

Name of person completing form:

Position:

Date of incident:

Time of incident:

Incident/reason for concern

Further evidence to support concern (inc. previous existing Injury/ accident, sickness, relevant historical events)

Name(s) of witness(es) and any other relevant information information

Signature: _____

Date: _____

Time: _____

For use of Designated Safeguarding Lead

Details of Action Taken:

Signature:

Date:

This record is strictly confidential and should only be shared with individuals on a need to know basis.

Practitioners have a duty to safeguard all children. All concerns must follow The Pelican Project Safeguarding Procedures outlined in our safeguarding policy.

This form will need to be used as evidence when a Safeguarding referral takes place.

All information is stored in accordance with Data protection procedures.

Appendix 3.

Code of Conduct for working with vulnerable adults

The purpose and scope of Code of Conduct

This Code of Conduct outlines the conduct that The Pelican Project expects from all our staff and volunteers. This includes directors, staff, partner organisation staff, freelancers, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid. The behaviour code is there to help us protect young people from abuse. It has been informed by the views of children and young people. The Pelican Project is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

The role of staff and volunteers

Staff and volunteers at The Pelican Project are acting in a position of trust and authority and have a duty of care towards the young people we work with. We expect people who take part in The Pelican Project activities to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

Responsibility of staff and volunteers

Staff and volunteers at The Pelican Project are responsible for:

- prioritising the welfare of young people
- providing a safe environment for young people
- ensuring equipment is used safely and for its intended purpose
- having good awareness of issues to do with safeguarding of child and vulnerable adults and taking action when appropriate.
- following The Pelican Project principles, policies and procedures
- staying within the law at all times
- modelling good behaviour
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to the Project Manager or Safeguarding Lead
- reporting all concerns about abusive behaviour, following our safeguarding procedures

Staff and volunteers at The Pelican Project should:

- listen to and respect young people at all times

- value and take young people’s contributions seriously, actively involving them in planning activities wherever possible
- respect a young person’s right to personal privacy as far as possible

Diversity and inclusion

Staff and volunteers at The Pelican Project should:

- treat young people fairly and without prejudice or discrimination
- understand that young people and vulnerable adults are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Appropriate relationships

Staff and volunteers at The Pelican Project should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid showing favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with young people and vulnerable adults
- ensure your contact with children and young people is appropriate and relevant to the nature of the activity you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people

Inappropriate behaviour

When working with young people and vulnerable adults, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive

- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures
- Undertake personal care of any participant

Upholding this code of behaviour

You should always follow this code of behaviour. If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave The Pelican Project. We might also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to Helen Lidbury or Charlie Robinson. If necessary, you should follow our whistleblowing procedure and safeguarding procedures.