




# Safeguarding Policy

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## 1. About this Policy

- 1.1 Cornwall Air Ambulance Trust (the Charity) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.
- 1.2 Safeguarding is a term used to denote measures to protect the health, well-being and human rights of individuals, allowing them to live free from abuse, harm and neglect.
- 1.3 Reasonable steps must be taken to protect all people who come into contact with the Charity including:
  - Staff
  - Volunteers
  - Individuals who benefit from the Charity's work (for example patients)
  - Donors and potential donors (for example those approached to join the lottery)
- 1.4 Safeguarding is everyone's responsibility. The Charity is committed to ensuring individual rights are protected from all forms of abuse. The Children's Act 2004 requires us to be vigilant and responsive every time we engage with service users and their families. It is essential we work jointly with our partner organisations to promote the welfare of any child who is suffering, likely to suffer, significant harm. And where necessary, to help bring to justice the perpetrators of crimes against children.
- 1.5 The Charity aspires to a culture of openness and inclusivity that does not tolerate inappropriate, discriminatory, offensive or harmful behaviour towards any person who works for, volunteers with or comes into contact with the charity.
- 1.6 The Charity comes into contact with children and adults at risk through the following activities:
  - Through HEMS/emergency response work
  - During patient visits
  - During fundraising events
  - During awareness events (e.g. shows and visits)
  - In the charity's shops
- 1.7 This policy sets out how the Charity undertakes its responsibilities in protecting all individuals and in responding to concerns. The policy establishes a framework for all paid and unpaid staff in their practices and clarifies the organisation's expectations.
- 1.8 If during your work for the Charity you come across any individual who you are concerned may have been or is at risk of being subject to abuse, harm or neglect you must report in accordance with this policy.

## 2. Definitions

- 2.1 **Safeguarding** is ensuring the protection of all individuals who come into contact with the Charity; in particular children and adults at risk.
- 2.2 **Abuse** is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm

or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying or controlling behaviour
- Neglect
- Psychological abuse (including online bullying)
- Financial (or material) abuse

### 2.3 Definition of a child

The Children's Act 2004 defines a child or young person as anybody that has not reached their eighteenth birthday. The fact that a child has reached 16 years of age, is living independently or in further education, is a member of the armed forces, is in hospital or in custody, does not change their status or entitlement to services or protection under the Children Act 1989.

### 2.4 Definition of an adult at risk

The Care Act 2014 defines an adult at risk as a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or being exploited.

This **may** include a person who:

- Is elderly or frail
- Has a mental illness including dementia
- Has physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

2.5 **Designated Safeguarding Lead** – The first person to contact if you have a safeguarding question or concern. The Charity has three designated safeguarding leads – Jackie Davis (HR & People Manager), Jackie Eastwood (Volunteer Manager), and Ferne Peart (Education Officer) – Child Safeguarding Designated Lead.

## 3. Safeguarding – statutory requirements

3.1 The Care Act 2014 protects an adult's right to live in safety, and free from abuse and neglect.

3.2 Safeguarding Vulnerable Groups Act 2006, The Mental Capacity Act 2005, Human Rights Act 1998 and Equality Act 2010 all underpin safeguarding.

3.3 **The Children Act (2004)** outlines the statutory and legal frameworks for the provision and delivery of child welfare services in England. Further guidance and legislation is available on the Government publication: *Working Together to Safeguarding Children* (DFE)

- 3.4 The Children's Act 2004 requires us to be vigilant and responsive every time we engage with service users and their families. It is essential we work jointly with our partner organisations to promote the welfare of any child who is suffering, likely to suffer, significant harm. And where necessary, to help bring to justice the perpetrators of crimes against children.
- 3.5 The Charity are required to comply with *Children Act 2004 (Section 11)* which stipulates: that organisations will make arrangements for ensuring their functions and services provided on the behalf, are discharged with regard to the need to safeguard and promote the welfare of children.
- 3.6 Every Child Matters (2006): What to do if you are worried a child is being abused.
- 3.7 Care and Statutory Support Guidance (2014): Chapter 14 – No Secrets.
- 3.8 Staff, volunteers including trustees and contractors should be aware of the specific statutory requirements for young people and adults at risk, whether they are being treated as patients or come into contact with the Charity in other ways.
- 3.9 The Designated Safeguarding Leads will manage all concerns, complaints, whistleblowing and allegations and work with the local authority safeguarding boards.

#### **4. Implementation and Compliance**

- 4.1 The scope of this Safeguarding Policy is broad; in practice it is supported by other policies and procedures mainly related to staff and volunteers:
  - Whistleblowing
  - Grievance and disciplinary procedures
  - Health & Safety policy, lone working procedures
  - Data protection
  - Staff or volunteer Induction
  - Staff or volunteer training
  - Recruitment and Selection
  - Anti-harassment and bullying
  - Staff or Volunteer Handbook

#### **5. Roles and Responsibilities of all staff**

- 5.1 Everyone is responsible for following the guidance in this policy and for passing on welfare concerns using the specified procedures.
- 5.2 The Charity expects everyone to promote good practice by personal example, contributing to discussions about safeguarding and positively involving people in safe practice.
- 5.3 The **Board of Trustees** have a role to ensure safeguarding obligations are met, that the policy is reviewed annually and to inform the charity commission about any

significant safeguarding issues or incidents, complaints or allegations. Concerns should be reported to the chair of the Risk and Audit Committee.

- 5.4 **Chief Executive Officer and Senior Management Team** will ensure that safeguarding is a central part of the organisation's culture, strategy and delivery.
- 5.5 **Human Resources** to ensure that recruitment is in line with safer recruitment guidelines.
- 5.6 **Staff, Volunteers and Contractors** to uphold the charity's commitment to safeguarding by participating in training, acting on their concerns and following procedure in a timely manner.

## **6. Recruitment**

- 6.1 The Charity ensures safeguarding principles are embedded within recruitment processes through the following:
  - Job descriptions for all roles within the Charity contain the following statement "All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults."
  - Shortlisting is based on formal application processes and standard forms. Interviews are conducted according to equal opportunity principles. Interview questions are standardised and are relevant to the job description and person specification and the values which underpin working for the Charity.
  - All formal job offers are made on a conditional basis until checks for suitability are completed and on receipt of two references.

## **7 Partner agencies**

- 7.1 The following organisations provide personnel who deliver frontline Charity operations:
  - South West Ambulance Foundation Trust (SWASFT)
  - Lottery Fundraising Services (LFS)
  - Castle Air
- 7.2 The Charity will ensure that partner agencies have appropriate safeguarding procedures which uphold the same values and commitments as our own.

## **8 Communications, Training and Support for Staff**

- 8.1 All Charity employees must complete Safeguarding Level 1 training by an e-learning module. Their training must be refreshed every three years.
- 8.2 The Charity's Safeguarding Leads will complete Level 3 training.
- 8.3 Volunteers are provided with information about safeguarding and their responsibilities.

## **9 Support**

- 9.1 The Charity recognises that involvement in situations where there is a risk or actual harm can be stressful for staff concerned. Mechanisms in place to support staff include:
- Debriefing so that staff reflect on the issues they have encountered
  - Seeking further support such as access to counselling
- 9.2 Staff who have initiated protection concerns will be contacted by the Safeguarding Lead within a week.

## **10 Reporting**

- 10.1 All safeguarding issues will be reported through the Charity's Designated Safeguarding Leads who will then determine the further steps to be taken and the need to report to other agencies.
- 10.2 Serious safeguarding incidents will be reported to the Trustees who will decide whether or not to notify the police or make a Serious Incident Report to the Charity Commission. There may also be an obligation to report to the Care Quality Commission.
- 10.3 Safeguarding incidents should be recorded on safeguarding concern form available on BreatheHR.

## **11 Conduct and upholding values**

- 11.1 Charity staff, volunteers and commissioned service providers acting on behalf of the Charity, must not:
- Behave in a way that harms, or may harm, a child, young person or adult
  - Commit a criminal offence against a child, young person or adult
  - Behave towards a child, young person or adult in a manner that indicates he/she is unsuitable to work in a position of trust
- 11.2 Any member of staff breaching the above, either within their work or as a consequence of actions within their personal life, will be subject to disciplinary procedures.
- 11.3 Staff and volunteers are reminded that the Charity has a Whistleblowing Policy under which the Charity undertakes to protect, as best it can, any individual who 'blows the whistle' from personal claims, victimisation, harassment, dismissal or bullying as a result of their disclosure.

## **12 Managing Information**

- 12.1 Information will be gathered, recorded and stored in accordance with the relevant data protection/confidentiality policies.
- 12.2 All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard adults at risk and young people. The public interest in safeguarding adults at risk and young people may override confidentiality

interests. However, information will be shared on a need to know basis only, as judged by the Designated Safeguarding Lead

- 12.3 All staff must be aware that they cannot promise service users or their families/carers that they will keep secrets.