



Dog A.I.D. Safeguarding Policy

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Context

Dog A.I.D. supports the rights of people to live in safety, free from abuse and neglect. We aim to provide a safe and trusted environment that safeguards everyone, including clients, staff and volunteers. We will do this by:

- Safeguarding the welfare of clients, staff and volunteers, embedding it in everything we do.
- Recruitment, selection and training procedures for staff and volunteers.
- Providing training to staff and volunteers on safeguarding to equip them with knowledge and understanding to follow the charity's safeguarding approach and procedures.
- Code of Conduct and clear guidance for staff and volunteers on working with adults at risk and young people as set out in this policy.
- Clear procedures to ensure that concerns of abuse or neglect are dealt with appropriately and that action is taken promptly.
- Designated Safeguarding Lead, to whom staff and volunteers can report concerns relating to abuse or neglect that arise in the course of their work.
- Disclosure and Barring Service Checks (DBS) for staff and volunteers.

The Designated Safeguarding Lead is Lorraine Benham, Training Advisor, who can be contacted at safeguarding@dogaid.org.uk or via the Dog A.I.D. office on 01743 588469.

Dog A.I.D. works with physically disabled people over sixteen years old. As part of our work delivering the services we offer, Dog A.I.D. staff and volunteers have contact with young people or adults who are potentially at risk, on a regular basis. Examples of the ways in which staff and volunteers come into contact with young people and adults potentially at risk include:

- Providing training to clients.
- Providing information to clients.
- Undertaking Dog A.I.D. assessments.
- Through social media activity.

The policy has been informed by the Charity Commission guidelines on 'Safeguarding and protecting people for charities and trustees' (updated in 2019), Human Rights Act 1998, Mental Capacity Act 2005, the Safeguarding Vulnerable Groups Act 2006 and the Care Act 2014.



The Care Act sets out the following principles that should underpin the safeguarding of adults:

- Empowerment:** People are supported and encouraged to make their own decisions and informed consent.
- Prevention:** It is better to take action before harm occurs.
- Proportionality:** The least intrusive response appropriate to the risk presented.
- Protection:** Support and representation for those in greatest need.
- Partnership:** Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability:** Accountability and transparency in delivering safeguarding.



1. Code of Conduct (Safeguarding)

The Code of Conduct is intended to support staff and volunteers to go about their day-to-day work in a way which ensures a safe environment for everyone.

Staff and volunteers must:

- act in line with this policy and procedure.
- work in an open and transparent way.
- adhere to the Privacy Policy to treat personal information confidentially, discreetly, and securely.
- adhere to the Social Media Policy and maintain professional boundaries at all times.
- only take and use images in liaison with the office and with the written, expressed, and specific consent of the individual and guidance in the Photo and Video Recording Policy.
- listen to and respect people at all times, regardless of their age, gender, culture, disability, racial origin, language, background, religious beliefs or sexual orientation.
- follow the procedures for reporting concerns. Never agree to keep any information relating to the harm of anyone confidential.
- ensure that where physical support or contact is required during training or assessment activities, it is only when necessary in relation to the activity and you have the individual's permission. Best practice will include ensuring the person is fully informed, prior to and during client training sessions and assessments, that certain types of physical contact may be necessary such as preventing the person from stepping into danger or helping to replace non-intrusive items of clothing for training purposes, e.g., a shoe that has been pulled off by the dog and needs to be repositioned.
- advise the client in advance where home visits are required for training and assessments. Ask the client, where possible, to invite a family member, neighbour, or care giver to attend.
- ensure any concerns raised or allegations made are reported as soon as possible, including any made against you.
- ensure that relationships with clients and colleagues are conducted in a professional and appropriate manner at all times. Take care that your language or conduct does not give rise to comment or speculation.
- be aware that young people and adults at risk can and do develop infatuations towards adults working with them. If you become aware of this happening towards yourself, you should inform the Designated Safeguarding Lead and then respond to the situation in a respectful way, reminding the client of the boundaries of the relationship.
- ensure that the focus of your relationship with anyone you have met through work is always work-focused. The aim should never be, or become, to develop the relationship into a long-term friendship. Never invite, or allow, a child, young person or adult-at-risk (except in the case of a pre-existing friendship) you have met through work into your home or make contact with them outside of a work context.
- encourage anyone you are working with who has expressed any level of concern or grievance to contact the Dog A.I.D. team (www.dogaid.org.uk/help-us-get-it-right) to raise this.
- contact the office if you have any concerns.

Staff and volunteers must not:

- discriminate or show signs of prejudice.
- ask clients or colleagues to keep secrets or say that you will keep a secret.
- make assumptions in respect of who may or may not be a victim of abuse.



- trivialise abuse or its effects.
- make suggestive or discriminatory (i.e., sexist, racist, homophobic, etc) remarks, comments or jokes at any time or behave in a way which may be construed as offensive and/or discriminatory.
- use sarcasm, demeaning or insensitive comments to anyone.
- act in a way which may be perceived as threatening or intrusive.
- engage in or tolerate any inappropriate physical activity involving another person, or any bullying of a young person or adult at risk by another adult or young person.
- transport a client in your own vehicle, unless there is an emergency situation that requires you to do so safely
- carry out any intimate care for a client, unless by not assisting you would be at risk of causing neglect. Clients with personal care needs should be accompanied by a carer/PA. If you are in a situation where you deem it is necessary for you to undertake intimate care, it is important that you do everything possible to gain the person's informed consent.
- give personal contact details (including telephone numbers and e-mail address) to a young person or adult at risk you have met through work nor communicate with young people/adults at risk you have met through work through personal social networking sites. Contact details can be provided for the purposes of arranging training or assessments - please use a business phone or email address where you have one.
- accept, or give, personal items, gifts outside the boundaries of the activity or money to young people/adults at risk and/or their families. Volunteers can lend items relating to dog training for the purpose of progressing through the scheme. If unsure of a particular situation, contact the Designated Safeguarding Lead.

All staff and volunteers should clearly understand the need to maintain appropriate boundaries in all their work. Everyone at Dog A.I.D. should be aware that they may be seen as role models and must always act in an appropriate manner.

When working on behalf of Dog A.I.D., all staff and volunteers are acting in a position of trust. A relationship of trust can broadly be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power that this can give them over those they support and the responsibility they must exercise as a consequence of this relationship.

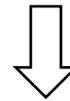
Any breach of this policy or other concerns in relation to unprofessional behaviour may lead to the Disciplinary Procedures being put into place.

2. Procedure for Reporting, Recording and Managing Safeguarding Concerns

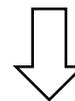
You become aware of suspected risk or abuse and there is **potentially immediate danger** to the individual. Follow steps below for responding to a disclosure.

Call **999** for emergency services **immediately** then report to the Dog A.I.D. Designated Safeguarding Lead.

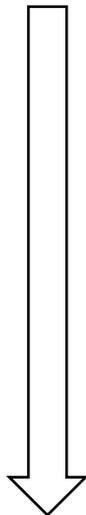
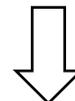
You become aware of suspected risk or abuse but **there is no immediate danger** to the individual. Follow steps below for responding to a disclosure



Report is made within 24 hours* to the Designated Safeguarding Lead.



Alert made to the appropriate agency by the Designated Safeguarding Lead on the same day as initial report.



Same day as initial report

Designated Safeguarding Lead agrees with the member of staff or volunteer on an action plan to include:

- Completion of the Confidential Safeguarding Record of Concern Form
- Review of actions (within 24 hours)
- Manage possible implications of making an alert.
- Support the person raising the concern or receiving the report of abuse/risk.
- Consideration of support for the person the allegation is made against, if they are a staff member or volunteer with Dog A.I.D..
- Ensure records are made and kept in accordance with the charity's Privacy Policy.
- Ensure the incident is recorded for reporting purposes.
- Flag up any potential future risks or considerations including for other staff or volunteers, who may contact the individual concerned in the future, if appropriate.
- Designated Safeguarding Lead to alert designated Safeguarding Trustee.



If a member of staff or volunteer considers that someone may be in immediate danger, they must contact the police by phoning 999 immediately. The Designated Safeguarding Lead should then be informed as soon as possible.

The first priority is to ensure the safety and protection of the young person or adult potentially at risk of harm. It is the responsibility of all staff and volunteers to act on any concerns of possible abuse or neglect and pass these to the Designated Safeguarding Lead as soon as possible and to ensure that a decision is made on the action to be taken.

Steps for responding to a disclosure:

If a client, staff member or volunteer makes a disclosure of abuse or neglect, care should be taken to explain to them that a report will be made to the charity's Designated Safeguarding Lead and may be passed to their local authority safeguarding team.

It is important that you:

- Listen carefully to what is said and allow the person to talk at their own pace and describe what has happened in their own words.
- Find an appropriate opportunity to explain it is likely that information will need to be shared with other responsible people: do not make promises as we may not be able to keep them
- Only ask open questions with sensitivity and for clarification. Do not investigate or ask leading questions but do try and find out if anyone else saw the incident happen.
- Reassure the young person or adult that they have done the right thing by talking about it.
- Try not make the person feel more anxious by what you say and how you act.
- Ask the person what they would like us to do with the information.
- Tell them what you will do next and who you will inform.
- Act to protect a person from further serious harm, even if they do not want this.
- Report the incident and maintain confidentiality only sharing the information with people who need to know.

The information needed is:

- Dates and times of incident(s)
- Location
- Witnesses
- Signature and date
- Be clear on what is factual and what is opinion

The Designated Safeguarding Lead will decide whether the concern needs to be advised on or consulted with the appropriate Local Authority. For an adult, the empowerment principle will be followed and wherever possible the process will be undertaken with the involvement and consent of the individual. However, it is not always possible to gain consent, if there are serious concerns in respect of the individual's immediate or ongoing safety a report should still be made to the appropriate Local Authority and a 999 call made if appropriate.

The Dog A.I.D. Whistleblowing Policy (www.dogaid.org.uk/accountability) provides clear guidelines in relation to concerns about reporting concerns about staff or others working on behalf of the charity



but safeguarding concerns must be reported in line with this policy. If a member of staff or volunteer is suspected of abuse this must also be brought to the immediate attention of the Designated Safeguarding Lead and Co-Chairs of Dog A.I.D. who will alert the relevant local authority safeguarding team. Dog A.I.D. will suspend or remove from active work the member of staff or volunteer pending the outcome of an investigation. This action will be taken without prejudice.

In all situations the Designated Safeguarding Lead will ensure the Confidential Safeguarding Record of Concern Form (Appendix 1) is completed as soon as possible, with further actions and outcomes and stored securely.

- * Dog A.I.D. office does not operate on evenings or at weekends. Where concerns arise outside of office hours which do not warrant an immediate 999 phone call, you should judge whether the matter can wait until the office is next open or whether you need to contact the appropriate Local Authority Social Services department before then. If in doubt, it is best to report it.

The Protect Advice Line provides free, independent, confidential whistleblowing advice - you can call 020 3117 2520 or contact via www.protect-advice.org.uk/contact-protect-advice-line



3. Definitions

The safeguarding duties apply to all children, young people and 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, may be unable to protect themselves from either the risk of, or the experience of abuse or neglect.

For the purposes of this document, the following definitions apply:

Safeguarding Safeguarding means protecting someone's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the person'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 people sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. (Care and Support Statutory Guidance 2017).

For young people under 18 years old, safeguarding and child protection is defined in 'Working together to safeguard children' as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

Young Person Any person who has not yet reached their 18th birthday

Client Anyone we are working with, or undertaking the process of potentially working with, to train their pet dog to become an assistance dog.

Staff Any adult who undertakes work for Dog A.I.D. in a paid capacity (employed, commissioned or contracted)

Volunteer Any adult who undertakes work for Dog A.I.D. in an unpaid capacity including people who volunteer on the Board of Trustees



Appendix 1 - Types of Abuse (from the [Ann Craft Trust](#))

The Care Act recognises ten categories of abuse that may be experienced by adults:

Self-neglect

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

Modern Slavery

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

Domestic Abuse

This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called 'honour based violence'.

Discriminatory

Discrimination is abuse which centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

Organisational

This includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Physical

This includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.

Sexual

This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.

Financial or Material

This includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.



Neglect and Acts of Omission

This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Four Additional Types of Harm

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults.

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime

A 'mate crime' is when "vulnerable people are befriending by members of the community who go on to exploit and take advantage of them" (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.



What Was Said

Exactly what did the young person or adult at risk say, and what did you say? If applicable, what was said by other persons present?

Were Other Young People or Adults at Risk Involved?

Any Previous Concerns

Are you aware if there have there been any previous concerns and if so, what were they and were they recorded?

Any Other Relevant Information



Who Knows you are Completing a Safeguarding Record of Concern Form?

If you are reporting a concern about an adult at risk, they should be made aware that you are disclosing this information. In line with the empowerment principle for adult safeguarding and our person-centred approach, this should be done with their consent and knowledge.

Name of any witness(es) and contact details

Action Taken

Record of action taken, who was involved and when, who has the information been passed to?

Signed		Date	
Print Name		Time	

Please contact the Training Advisor as the Designated Safeguarding Lead on 01743 588469 and email to safeguarding@dogaid.org.uk as a protected document using a password agreed on the telephone.

This record is strictly confidential and should only be shared with other individuals on a need-to-know basis. All information must be stored in accordance with Dog A.I.D.'s Privacy Policy and procedures.

This form may need to be used as evidence when a safeguarding referral takes place.