HELP FOR HEROES SAFEGUARDING POLICY

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Revision History

Version	Date	Editor	Summary of change
0.9	03/03/2021	David Walker	Revision of policy.
	08/04/2021	David Walker	Update of section 5 safeguarding children definition.
	27/06/2022	David Walker	Annual review and re-publish

Approval

Name	Position	Signature	Date
David Walker	Head of Case Management & Safeguarding		03/ 03 /2021
Lis Skeet	Services Director		03 / 03/2021
Stuart Bell	Lead Trustee for Safeguarding		03 / 03/ 2021
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1. Safeguarding and Help for Heroes

Help for Heroes is uncompromising in its aim for excellence in safeguarding practice.

Protecting people and safeguarding responsibilities are a priority for all charities. As such, ensuring appropriate and robust safeguarding measures are in place is a key part of governance, as laid out by the Charity Commission.

Help for Heroes' board of trustees promotes a fair, open, and positive culture to ensure everyone within the Help for Heroes community has confidence to identify and report concerns, take appropriate action and contribute to constant improvement.

The board of trustees hold overall responsibility for taking reasonable steps to protect from harm people who come into contact with the charity.

This includes:

- people who benefit from the charity's work
- staff
- volunteers
- other people who come into contact with your charity through its work

Help for Heroes ensures it is meeting its safeguarding responsibilities by:

- having appropriate policies and procedures in place, which are followed by all trustees, staff, volunteers, beneficiaries, and other identified stakeholders.
- Making sure safeguarding is central to the charity's culture and that everyone knows their role and responsibility regarding safeguarding.
- Outlining the checks made to evidence people are suitable to act in their roles and ensuring quality staff induction.
- Providing guidance, training, and support so everyone knows how to spot and handle concerns in a full and open manner.
- Defining clear systems of referring or reporting as appropriate, including involving external agencies.
- Identifying a systematic process for reviewing policies / guidance and a schedule for updating training.
- Setting out the lines of accountability and governance for safeguarding.
- Providing a clear process of investigation and review for major incidents or when things go wrong.
- Keeping up to date with statutory guidance, good practice guidance and legislation relevant to the charity's safeguarding function.

2. Ethos

Help for Heroes is committed to ensuring that it provides a safe and trusted environment which safeguards and promotes the welfare and wellbeing of anyone who comes into contact with, or is part of, the Charity; this includes beneficiaries, staff (including partner organisations) and volunteers. We believe that safeguarding is about a way of thinking and behaving rather than just being a set of policies. The key considerations which inform our safeguarding thinking and behaviour are -

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Trustees recognise that they are ultimately responsible for making sure that those benefiting from, or working with, the Charity are not harmed in any way through contact with it and that they are treated in a safe, respectful, and appropriate manner. This responsibility particularly relates to permanently or temporarily vulnerable persons (the elderly, or adults who require support/ care, or who might be vulnerable to any form of harassment, or intimidation) and young people (those under 18 years of age, as defined by the UN Secretary General).

3. Safeguarding and you

Safeguarding is **everyone's** responsibility, and **everyone** has a role to play. It is about ensuring general safety and wellbeing whilst taking additional steps for those least able to protect themselves from harm or abuse. All staff, volunteers and other charity stakeholders have a responsibility for the safety and wellbeing of all those coming into contact with the charity.

Safeguarding means protecting a person's right to live in safety and free from abuse or neglect.

As safeguarding is such a fundamental part of the charity's business it is essential that you are equipped with the knowledge and skills to meet our safeguarding responsibilities in order to comply with legislation and regulation. This policy is issued with associated guidance on different aspects of safeguarding with which you must maintain an up-to-date knowledge. Further, you also have a responsibility to make sure that you comply with all training and refresher training requirements in relation to your position and as detailed in the Safeguarding Training Schedule.

4. Safeguarding adults

The Care Act (2014) sets out what constitutes an 'adult at risk'. Adult at risk is the term used to describe those deemed to require additional protection measures because they may be unable to ensure this for themselves. Under safeguarding law an adult at risk is defined as a person 18 and over who:

- Has needs for care and support (whether the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

It is important to note that being an "adult at risk" can be temporary or changeable and there are other risk factors to consider –
- Mental health and psychological factors (capacity)
- Alcohol or substance misuse
- Physical dependency
- Low self esteem
- Previous abuse as an adult or child

Although beneficiaries of Help for Heroes cannot exclusively be categorised "at risk", under the provisions of the Care Act (2014), there are those using our services who are permanently within this category and many others who will variously cross this threshold on a temporary basis. These include beneficiaries with serious mental illness, complex comorbid (presence of one or more diseases or disorders co-occurring concurrently) presentations, individuals with acquired brain injury and those physically dependent due to injury. Likewise, it is important to recognise that others also may be more at risk because of their relationships, being socially isolated, a sense of duty or being lonely (this list is not exhaustive).

5. Safeguarding children (See guidance sheets for further information)

Help for Heroes has a duty to comply with legislation and statutory guidance to keep children safe.

Safeguarding Children means protecting children from maltreatment, preventing impairment of children's mental and physical health or development, ensuring that children grow up with safe and effective care, and taking action to enable all children to have the best outcomes.
(Working Together to Safeguard Children, 2018)

The scope of this policy and accompanying guidance ensures that Help for Heroes staff, parents/carers, trustees, volunteers, and the wider community understand their responsibilities, can recognise, and prevent risks, and know what action to take to protect children should the need arise.

6. What is Abuse? (See guidance sheets for further information)

Care and support statutory guidance identifies 10 categories of abuse. Additionally, Help for Heroes includes cyber abuse.

- **Physical abuse**: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint.

- **Sexual abuse**: including rape, indecent assault, inappropriate touching, exposure to pornographic material.

- **Psychological or Emotional abuse**: including belittling, name calling, threats of harm, intimidation, isolation.

- **Financial or Material abuse**: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions, or benefits.

- **Domestic**: including physical / psychological violence, financial abuse, coercive control, harassment, stalking, on-line / digital abuse.

- **Neglect and Acts of Omission**: including withholding the necessities of life such as medication, food, or warmth, ignoring medical or physical care needs.

- **Discriminatory abuse**: including racist, sexist, that based on a person's disability and other forms of harassment, slurs, or similar treatment.

- **Institutional or Organisational**: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment.

- **Modern Slavery**: including sex trafficking, child sex trafficking, forced labour and domestic servitude, child labour / child soldiers.

- **Self-neglect**: including personal care, diet, hoarding, insanitary or squalid living conditions, neglecting household maintenance.

- **Cyber abuse**: including grooming, incitement, bullying, fraud, radicalisation.

Knowing what to look out for is vital to the identification of risk factors or abuse. The schedule of training and safeguarding guidance sheets which compliment this policy are essential in supporting with this. If someone is unsure, advice is available through the charity's safeguarding leads.

7. Taking action (See guidance sheets for further information)

Safeguarding is primarily about **preventing** the risk of harm, abuse, or exploitation. Therefore, in addition to this policy, this principle is a central consideration across all Help for Heroes policies and standard practices. This list includes, but is not exhaustive, safer

recruitment, risk assessment, recovery services assessment and action planning, data and digital management, professional standards and boundaries, complaints, and whistle-blowing policies.

'Safeguarding means protecting a person'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."

Care and Support Statutory Guidance, Department of Health, updated February 2017.

Where risk or abuse is identified Help for Heroes staff, contractors and volunteers will ensure that their work reflects the principles, outlined in section 2, and ensure the person is involved in their decisions and informed consent is obtained. It is essential to ensure that the safeguarding action agreed is the least intrusive response to the risk. Relevant partners from the community should be involved in any safeguarding work to prevent, detect, or report neglect and abuse. Any decisions or action taken by Help for Heroes in relation to safeguarding will be transparent and accountable in delivering safeguarding actions.

Staff, contractors, and volunteers who have any safeguarding concerns should:

1. **Respond**
   - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services.
   - If a crime has been committed contact the police and preserve any forensic evidence
   - Get details about what has happened and what the person's wishes are, but do not probe or conduct a mini-investigation.
   - Where possible seek consent from the person to act and to report the concern. Consider whether the person may lack capacity to make decisions about their own and other people's safety and wellbeing. If a decision is made to act against their wishes or without their consent, a record of this, and the reasons, must be kept.

2. **Record**
   - As far as possible, records should be written contemporaneously, dated, and signed.
   - All safeguarding recording is held in the safeguarding area of the Help for Heroes' client management system, *Eclipse*.
   - Until such time that records can be uploaded to Eclipse, records about safeguarding concerns should be held confidentially and in a location where unauthorised persons will not have access to the record. Access to such

confidential information should not be given to any unauthorised person, including the sharing of passwords.

3. **Report**

- Reports of safeguarding concerns or incidents must be reported to the **Area Safeguarding Manager** as soon as possible and within 24 hours.
- Reports are made following Eclipse user & non-Eclipse user process for reporting. All reports should be written on the safeguarding concern proforma. [Link to guides and forms](#)

4. **Refer**

Where possible this will be done in consultation with, or by, the Safeguarding Area Manager.

In deciding whether to refer or not, the following is to be considered:

(1) the person's wishes and preferred outcome
(2) whether the person has mental capacity to make an informed decision about their own and others' safety
(3) the safety or wellbeing of children or other adults with care and support needs
(4) whether there is a person in a position of trust involved
(5) whether a crime has been committed

This will inform the decision whether to notify the concern to the following people:
- the police if a crime has been committed and/or
- Local Authority Adult or Children's Services
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate

A record should be included on Eclipse of the reasons for referring the concern or reasons for not referring.

Who to go to with a concern? (See safeguarding team contact list at end of document).

Help for Heroes **Designated Safeguarding Officer** is David Walker, Head of Case Management and Safeguarding.

All staff, contractors and volunteers are responsible for following the additional guidance on responding to and recording safeguarding concerns.

All staff, contractors, and volunteers should contact The Area Safeguarding Manager or Departmental Safeguarding Lead for any concerns/queries they have in regard to safeguarding.

Working with the Designated Safeguarding Officer, the safeguarding team will also ensure that the safeguarding policies and procedures are in operation and up to date across the various regions / departments of the charity. They will promote a safe environment for all and ensure compliance with the training and refresher schedule.

A note on Safeguarding in the Devolved Nations – Although the principles and approach to safeguarding are generally universal across the UK there are some notable differences in statutory frameworks, definitions and the bodies which deal with safeguarding referrals. As Help for Heroes operates across all UK nations there is additional information for colleagues in the Safeguarding Guidance Sheets.

8. Safeguarding concerns relating to staff & volunteers

Help for Heroes recruits colleagues in line with its Safer Recruitment Policy. Further, the charity will ensure that any allegations made against a member of staff will be dealt with swiftly, rigorously, and fairly.

In such instances the People Team will work with relevant managers to ensure an assessment is undertaken immediately to manage the level of risk to all concerned. Part of this assessment is to consider whether it is safe for them to continue in their role or any other role within the service whilst an investigation is undertaken. This investigation is overseen by the People Team and carried out in collaboration with the line manager, the Designated Safeguarding Officer (or delegate), and other relevant staff as deemed necessary, as part of the disciplinary process.

Where a member of staff or volunteer is thought to have committed a criminal offence, or if a crime has been witnessed, the police will be involved.

9. Recording, information sharing and confidentiality

All safeguarding information relating to recipients of charity services is held securely within the safeguarding area of Eclipse. Control of, and access to, this Eclipse function is regulated by Area Safeguarding Managers, Departmental Safeguarding Leads and Designated Safeguarding Officer. Use of the Eclipse safeguarding functions are detailed in the guide for Eclipse users.

Safeguarding information concerning staff is managed within personnel record systems overseen by the People Team.

Non-service user or third-party information, relating to safeguarding, is managed separately from Eclipse in accordance with data protection requirements for sensitive or special category data at the direction of the Data Protection Officer (DPO).

Where there are concerns about an at-risk person, the sharing of information in a timely and effective manner between professionals and organisations can reduce the risk of harm. Whilst the Data Protection Act 2018 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child or at-risk adult being placed at risk of harm. Similarly, human rights concerns, such as respecting the right to a private and family life would not prevent sharing where there are real safeguarding concerns.

Therefore, the correct management of information is central to good safeguarding practice and Help for Heroes understands the critical importance of information sharing between professionals and local agencies. The Charity works within statutory frameworks and Caldicott principles. Any transfer of safeguarding data is actioned securely in accordance with the charity's and government's guidelines concerning data protection.

Information sharing requirements should be discussed with Area Safeguarding Managers or Departmental Leads in the first instance.

A member of staff must never guarantee confidentiality to anyone about a safeguarding concern (including parents / carers or other external agencies) or promise to keep a secret which might compromise safety or wellbeing.

10.   Whistleblowing and raising concerns

All staff need to be aware of their duty to raise concerns, where they exist, relating to safeguarding. These may include the attitude or actions/inactions of colleagues, poor or unsafe practice and potential failures in the charity's safeguarding arrangements. This list is not exhaustive.

Help for Heroes aims for everyone connected with the charity to feel able to report any concerns through existing procedures, including the whistleblowing and complaints policies.
The Charity is committed to ensuring that staff, contractors, and volunteers who, in good faith, whistle-blow in the public interest, will be protected from reprisals and victimisation.
Link to whistle-blowing policy (Staff Handbook)

If any member of the organisation is unhappy with Help for Heroes' decision about the safeguarding concern, they are to refer to the complaints policy.
Link to managing complaints

11. Link between safeguarding and incident review

Help for Heroes is registered with the Charities Commission and therefore all staff, contractors, and volunteers have a legal *Duty of Candour* to give a full and honest explanation to people about when things go wrong. The Charity also takes seriously the need for constant review and improvement.

Moreover, The Charity Commission holds trustees to account where things do go wrong and will check that the guidance and law are being followed. Where there has been a serious incident or where things have gone wrong the board of trustees will ensure a process of rigorous investigation and make changes where necessary (see the Serious Incident Policy). This may include reporting to, and working with, the Charity Commission in order to meet compliance. A procedure is in place to ensures this happens systematically.

12. Safeguarding Team Contact List

Board of Trustees Safeguarding Lead
Stuart Bell (Trustee)

Exec Safeguarding Lead
Lis Skeet (Recovery Services Director)
Lis.skeet@helpforheroes.org.uk

Designated Safeguarding Officer (National Lead)
David Walker (Head of Case Management & Safeguarding)
david.walker@helpforheroes.org.uk

Safeguarding Duty Manager
Lucy Oxford, **Deputy Safeguarding Lead** (Operational Manager, Case Management)
Lucy.oxford@helpforheroes.co.uk

Safeguarding Duty Manager
Jo Tottle (Operational Manager, Case Management)
Jo.tottle@helpforheroes.org.uk

Safeguarding Duty Manager

Karen Leahair (Acting Operational Manager, Case Management)

Karen.leahair@helpforheroes.org.uk

Safeguarding Duty Manager & SAF Safeguarding Lead
Nick Vanderpump (Activity & Wellbeing Regional Lead)
Nick.vanderpump@helpforheroes.org.uk

Hidden Wounds Safeguarding Lead
Colin Preece (Regional Psychological Wellbeing Manager)

Colin.preece@helpforheroes.org.uk

People Team Safeguarding Lead (Downton)
Lorraine Clarke (Head of People Services)
Phone 01725 514279 Ext: 7258
lorraine.clarke@helpforheroes.org.uk

Clinical & Medical Services Safeguarding Lead
Helen Neve (Veterans Community Nurse)
Phone 01443 808910 Ext: 6406
Helen.neve@helpforheroes.org.uk

Comms Safeguarding Lead
Vacant at time of publishing – TBC

Risk & Compliance Lead
Lucille Street (Head of Risk and Compliance)
Phone 01725 513212 Ext: 7332
Lucille.street@helpforheores.org.uk

Supporter Care Lead
Wendy Teare (Supporter Care Manager)
Wendy.teare@helpforheroes.org.uk

Digital Safeguarding Lead
Jamie Walker (Senior Digital Marketing Manager)
Jamie.walker@helpforheroes.org.uk

Appendix 1 – Safeguarding Accountability and Training Hierarchy

Staff Group	level	Provider	Mandatory	Refresher cycle	Accountability
Trustees	 1 1	Externally Commissioned Learning platform	Safeguarding briefing 1.5 hours Safeguarding Adults Safeguarding Children	Annual Annual	Board of Trustees. Strategy & governance. Statutory responsibility for safeguarding.
Head of Safeguarding (DSO); Deputy DSO; Trustee Safeguarding Lead	3 2 1	Externally Commissioned Externally Commissioned Learning platform Learning platform	Designated Safeguarding Lead / Officer training 3 hours @ level 3 Training Level 2 Safeguarding Adults – inhouse online Safeguarding Children - inhouse online	Annual Every two years Annual refresher Annual refresher	Designated Safeguarding officers for Charity. Convening & chairing Safeguarding Committee. Steering and monitoring policy and practice.
Area Safeguarding Managers (ASM) Departmental Safeguarding Leads	2 1 1	Externally Commissioned Learning platform Learning platform	Training Level 2 + 3 (ASM) Safeguarding Adults Safeguarding Children	Every two years Annual refresher Annual refresher	Regional operational leads for safeguarding. Departmental leadership. Committee members.

Delivery staff & service heads - Recovery Directorate		In house	Half day safeguarding ASM-led workshop (bespoke to departmental need)	Annual	Operational safeguarding responsibility.
	1	Learning platform	Safeguarding Adults	Annual refresher	
	1	Learning platform	Safeguarding Children	Annual refresher	
Other Recovery Directorate staff	1	Learning platform	Safeguarding Adults	Annual refresher	Operational safeguarding responsibility.
	1	Learning platform	Safeguarding Children	Annual refresher	
Supporter Care Team		In house	Half day safeguarding ASM-led workshop (bespoke to departmental need)	Annual	Operational safeguarding responsibility.
Marcomms Team	1	Learning platform	Safeguarding Adults	Annual refresher	
	1	Learning platform	Safeguarding children	Annual refresher	
All other staff	1	Learning platform	Safeguarding Adults	Annual refresher	Operational safeguarding responsibility.

Notes

- DSO = Designated Safeguarding Officer
- ASM = Area Safeguarding Manager