



Broadlands
Equine Therapy & RDA

Safeguarding and Child/ Vulnerable Adult Protection Procedure

Safeguarding and Child/ Vulnerable Adult Child Protection Procedure



This procedure should be read in conjunction with the charity's:

- Safeguarding and Child/ Vulnerable Adult Protection Policy.
- Appendix 1: Types and Signs of Abuse.
- Appendix 2: Specific Safeguarding Issues and Terminology.
- Appendix 3: Safeguarding Issues Relating to Individual Participants.
- Health and Safety Policy.

Useful Contacts and Links

Key Personnel	Name(s)/ Website Link	Telephone No./Email
Designated Safeguarding Lead (DSL)	Paige Parsons	safeguarding@broadlandsgrouprda.org.uk 01420 375767/ 07414 960145
Deputy DSL (DDSL)	Sarah Ritchie	safeguarding@broadlandsgrouprda.org.uk 01420 375767/ 07903 800303
Board of Trustees Safeguarding Lead (TSL)	Debbie Cavalier	safeguarding@broadlandsgrouprda.org.uk 01420 375767/ 07866 751483
Chair of Trustees	Tony Williams	safeguarding@broadlandsgrouprda.org.uk 01420 375767/ 07885 524395
Hampshire (HCC) Children's Services	Contact Children's Services Children and Families Hampshire County Council (hants.gov.uk)	0300 555 1384 (out of hours 0300 555 1373) childrens.services@hants.gov.uk
Hampshire (HCC) Adult Services	Safeguarding adults Health and social care Hampshire County Council (hants.gov.uk)	0300 555 1386 (out of hours 0300 555 1373)
HCC Safeguarding Advisors/ Local Authority Designated Officers (LADOs)	Barbara Piddington / Fiona Armfield / Shona McMinn/ Amy Puncheon Allegations against people in a position of trust Children and Families Hampshire County Council (hants.gov.uk)	01962 876364 Child.protection@hants.gov.uk
Surrey Children's Services	Report a concern about a child or young person - Surrey County Council (surreycc.gov.uk)	0300 470 9100 cspa@surreycc.gov.uk (out of hours 01483 517898) edt.ssd@surreycc.gov.uk
Surrey Adult Services	https://www.surreycc.gov.uk/adults/care-and-support/concerns	0300 470 9100 (out of hours 01483 517898)
Surrey Safeguarding Advisors/ Local Authority Designated Officers (LADOs)	https://surreyscp.org.uk/professionals/dealing-with-allegations-against-people-working-with-children/	Duty LADO 0300 123 1650 (option 3) LADO@surreycc.gov.uk
RDA Southern Region Safeguarding Lead	Anne Coney	01494 791357 anneconey1942@gmail.com
Police		101 or 999 in emergencies
NSPCC Whistleblowing Helpline		0800 028 0285 –8.00am to 8.00pm Monday to Friday. help@nspcc.org.uk

Introduction: Broadlands Group RDA (Broadlands) Safeguarding and Child/ Vulnerable Adult Procedure

Procedure Statement

We recognise our moral and statutory responsibility to safeguard and promote the welfare of all children and vulnerable adults, be they participants, volunteers, or staff.

We make every effort to provide a safe and welcoming environment underpinned by a culture of openness where both children and adults feel secure, able to talk and believe that they are being listened to.

We maintain an attitude of “it could happen here” where safeguarding is concerned.

The purpose of this procedure is to provide staff, volunteers and trustees with a framework to keep children and vulnerable adults safe and secure in our charity, and to inform parents and guardians how we will safeguard their charges whilst they are in our care.

Principles and Values

1. Safeguarding measures are put in place to minimise harm to children and vulnerable adults. There may be occasions where gaps or deficiencies in our policies and processes are highlighted. In these situations, a review will be carried out to identify learning and inform the policy, practice and culture of the charity.
2. All participants can talk to any member of staff or volunteer about situations, or share concerns, which are causing them worries. They will listen to the participant, take their worries seriously and share the information with the Designated Safeguarding Lead (DSL) or their Deputy (DDSL).
3. Children and vulnerable adults have a right to feel secure and cannot benefit from our work unless they do so.
4. All children and vulnerable adults have a right to be protected from harm.
5. All staff and volunteers have a key role in prevention of harm and an equal responsibility to act on any suspicion or disclosure that may indicate a child or vulnerable adult is at risk of harm, either in their time with the charity or in the community, whilst considering any contextual safeguarding.
6. We acknowledge that it is essential that we work in partnership with other agencies that protect children/ vulnerable adults and reduce risk; where necessary, we will engage in partnership working to safeguard children/ vulnerable adults.
7. Whilst Broadlands will work openly with parents/ carers as far as possible, it reserves the right to contact Children’s or Adult Services or the police, without notifying parents/ carers if this is believed to be in the child/ vulnerable adult’s best interest.
8. All adults working or volunteering within Broadlands should maintain professional curiosity if they are concerned about a child.

Training

All staff, volunteers and Trustees working at Broadlands are expected to be aware of the signs and symptoms of abuse and must be able to respond appropriately.

- All staff and volunteers will receive annual Safeguarding and Child Protection update/training. This is basic awareness of safeguarding and child protection and includes the possible signs and indicators of abuse and how to respond effectively.
- DSLs and DDSLs will update their Designated Safeguarding Lead Training every 2 years.
- Annual refresher training for all staff and volunteers will be provided on a rolling annual programme.
- All new staff and volunteers are given a thorough induction led by the DSL/ DDSL.
- Reading Requirements: All staff and volunteers are required to read our Safeguarding and Child/ Vulnerable Adult Protection Policy and Procedure, and are asked to sign to confirm their understanding and to accept responsibility for following up any questions or queries they have arising from reading these documents.
- Staff, Trustee and volunteer meetings have a standing agenda item of Safeguarding where information can be communicated.
- Any update in national or local guidance will be shared with all staff and volunteers in meetings and training sessions, or through update bulletins.
- This procedure will be updated during the year to reflect any changes brought about by new guidance.

Recognising Potential Abuse/Safeguarding Issues

Please see Appendix 1, 2 and 3 to the Safeguarding and Child/ Vulnerable Adult Protection Policy for specific types and signs of abuse.

Safeguarding and Child/ Vulnerable Adult Protection Procedures Overview

The following procedures apply to all staff and volunteers working at Broadlands and will be covered by training to enable them to understand their role and responsibilities.

The aim of our procedure is to provide a robust framework which enables staff and volunteers to take appropriate action when they are concerned that a child or vulnerable adult is being harmed or is at risk of harm.

The prime concern at all stages must be for the interests and safety of the child/ vulnerable adult. Where there is a conflict of interest between the child/ vulnerable adult and an adult, the interests of the child/ vulnerable adult must be paramount.

All staff and volunteers are aware that very young children, those with disabilities, Special Educational Needs, certain medical conditions or with language deficit/English as an Additional Language may have more difficulty in communicating concerns or feelings. They may be more likely to communicate concerns with behaviours rather than words. Additionally, staff and volunteers will question the cause of knocks and bumps in children/ vulnerable adults, particularly those who have limited mobility.

If a member of staff or volunteer suspects abuse, spots signs or indicators of abuse, or they have a disclosure of abuse made to them they must:

1. Verbally report it to the DSL/ DDSL immediately. They will leave the DSL/ DDSL to take full disclosures from children/ vulnerable adults where possible as they have specific training.
2. The DSL will consider if there is a requirement for immediate intervention, including medical intervention. Urgent medical attention should not be delayed if the DSL is not immediately available.
3. Make a record of the information using a paper recording form (see Annex 2 and Annex 3) as soon as possible and within 24 hours of the occurrence. Blanks of each of these forms (printed on yellow paper) can be found on the Safeguarding display in the gallery. The record must include everything that has happened and include details of:
 - Dates and times of observations.
 - Dates and times of any discussions in which they were involved.
 - Explanations given by the child/ vulnerable adult. Remember to keep to factual information and not assumption or interpretation. Use the child/ vulnerable adult's own language rather than translating it into your own words. Be aware that your report may be used at a later date to support a referral to an external agency and even possibly at a criminal hearing. Make additional records of discussion that takes place.
 - Any injuries (see Annex 3).
 - What action was taken.
 - The records must be signed and dated by the author before being handed to the DSL/ DDSL.

Should a child/ vulnerable adult make an initial disclosure of abuse (of any type) to staff or a volunteer, and they are unable to ensure the DSL/ DDSL takes the disclosure, staff and volunteers will:

- i. Keep calm and offer reassurance without questioning.
- ii. Listen to the child/ vulnerable adult but refrain from asking leading questions e.g. "What happened next?" as this may compromise a police investigation.
- iii. Remain impassive – reassure and not form or pass judgement on any party verbally or otherwise.
- iv. Observe visible signs of abuse e.g. bruising but not ask for clothing to be removed.
- v. Accept what a child/ vulnerable adult says without challenge, reassuring them that they are doing the right thing and that it is recognised that what they are doing is difficult.
- vi. Do not lay blame and/or criticise either the child/ vulnerable adult or the alleged perpetrator.
- vii. Do not promise confidentiality – explain that they have done the right thing, who will need to be told and why.
- viii. Make detailed notes of what the child/ vulnerable adult says, preferably word for word.

- ix. Note the date and time of disclosure.
- x. Note the place and context of disclosure.
- xi. Verbally refer to the DSL/ DDSL, following this up by completing an accurate written record of the disclosure using Annex 2/ 3. Blanks of each of these forms (printed on yellow paper) can be found on the Safeguarding display in the gallery.
- xii. Sign the written record and hand it to the DSL/ DDSL as soon as possible and within 24 hours at the latest.

In the absence of the DSL or their Deputy, staff and volunteers will be prepared to refer directly to Children or Adult's Services (and the police if appropriate) if there is the potential for a child/ vulnerable to be at immediate risk of significant harm.

Indirect Disclosures

Staff and volunteers must be mindful that they may overhear something or be told something vague rather than have something said to them explicitly. If this is the case a verbal report should be made to the DSL/ DDSL immediately and followed up with a written record (Annex 2/ 3) within 24 hours.

For more detailed guidance on Dealing with Disclosures, refer to Annex 4

Following a report of concerns the DSL/ DDSL must:

Consider if significant harm has happened or if there is a risk that it may happen. If the evidence suggests the threshold of significant harm, or risk of significant harm has been reached, or if it is not clear if the threshold is met, the DSL will contact the RDA South Safeguarding Lead, the relevant Children's and/or Adult Services and, if appropriate, the police.

If the DSL/ DDSL is not available or there are immediate concerns, the staff member or volunteer will refer directly to Children's and/or Adult Services and the police if appropriate. Contact numbers for both are displayed on the Safeguarding notice board in the gallery. We will use the guidance from NSPCC to determine when to contact the police. The rationale for this decision should be recorded by the DSL/ DDSL.

Normally, Broadlands should try to discuss any concerns about a child/ vulnerable adult's welfare with the family/ carers and, where possible, seek their agreement before making a referral to Children or Adult's Services. However, this should only be done when it will not place the child at increased risk or could have an impact on a police investigation. Where there are doubts or reservations about involving the child/ vulnerable adult's family/ carers the DSL/ DDSL should clarify with Children or Adult Services or the police whether the parents/ carers should be told about the referral and, if so, when and by whom. This is important in cases where the police may need to conduct a criminal investigation. The child/ vulnerable adult's views should also be taken into account when appropriate. *N.B. The exception to this process will be in those cases of known FGM where there is a mandatory requirement for the DSL to report directly to the police.*

Referrals will be made using the appropriate Local Authority referral process. A written record of any information sharing decision should be kept, such as referred to XXX on XXX date because XXX. If the DSL/ DDSL feels that the appropriate action has not been taken by the Local Authority/Safeguarding Children Partnership after the first referral and after having chased it, if necessary, they should re-refer stating their reasons for doing so.

If a child/ vulnerable adult is in immediate danger and urgent protective action is required, the police must be called. The DSL/ DDSL must then notify Children's or Adult Services of the occurrence and what action has been taken.

If there is not a risk of significant harm, the DSL/ DDSL will actively monitor the situation and potential concerns about the welfare or safety of a child/ vulnerable adult will be share/ discussed with the child or vulnerable adult's school/ college DSL/ DDSL.

For an overview of these procedures, refer to Annex 1: Flowchart for Safeguarding and Child/ Vulnerable Adult Protection Procedures

Preventing Radicalisation and Extremism

Any child or vulnerable adult who is considered vulnerable to radicalisation will be referred by the DSL/ DDSL to Children or Adult's Services ([Prevent | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk) / [Prevent | Healthy Surrey](https://www.healthysurrey.gov.uk)) where the concerns will be considered in the Multi Agency Safeguarding Hub (MASH) process and a decision made in relation to a referral on to CHANNEL. If there is an immediate risk of danger or harm, they will contact the Police by phoning 999.

Disclosure and Barring Service (DBS) Checks

All staff and volunteers are required to have a clear enhanced DBS check before starting work with children and vulnerable adults. We recognise that this disclosure is a true record at the time of completion. Staff and volunteers will not have any unsupervised contact with children or vulnerable adults until their DBS disclosure has been received. If there is a delay with the DBS, a Risk Assessment will be completed where necessary.

An enhanced disclosure for another Hampshire organisation will be accepted at the discretion of the Centre Manager.

Contractors

Where children and vulnerable adults are in areas where builders and other contractors are working, they will always be supervised by a staff member or volunteer, and never left alone.

Whistleblowing

Whistleblowing is a term that is used when staff or volunteers want to report a concern within their organisation about another member of staff or volunteer, including their manager or a person senior to them in the organisation, which may prevent them from following the normal reporting systems.

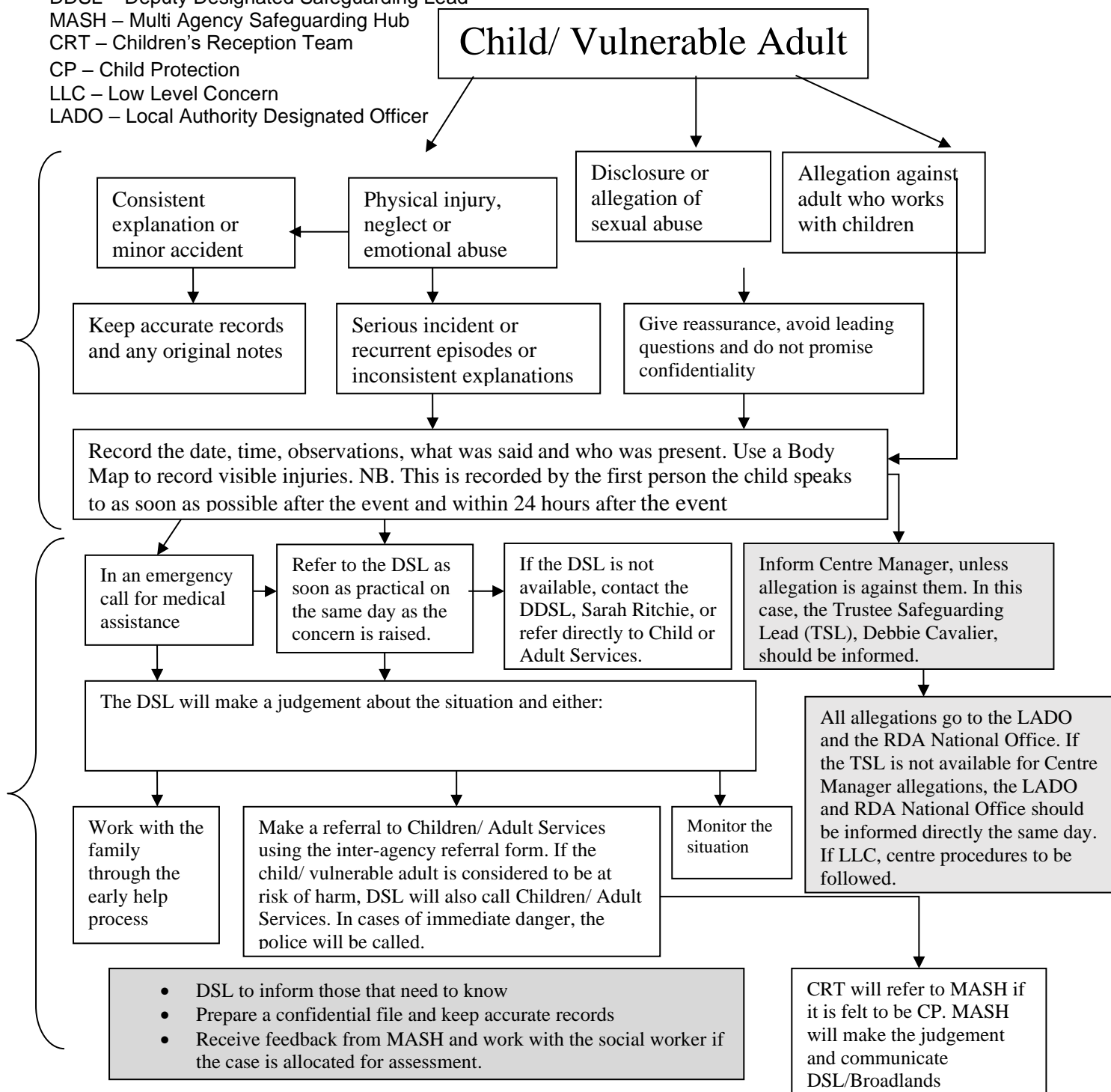
The Trustees Safeguarding Lead, Debbie Cavalier, will receive reports of allegations against the Centre Manager/ DSL and act on the behalf of the Board of Trustees.

Refer to Annex 5 for full procedure relating to ‘Allegations against adults who work with children’.

If you feel that a child is at immediate risk of danger, please call 999 without delay. The NSPCC whistleblowing helpline is available for staff or volunteers who do not feel able to raise concerns regarding child protection or safeguarding failures internally. Staff and volunteers can call 0800 028 0285 – the line is available from 8.00am to 8.00pm Monday to Friday and staff can email: help@nspcc.org.uk

Annex 1 - Flowchart for Safeguarding and Child/ Vulnerable Adult Safeguarding Protection Procedures

DSL – Designated Safeguarding Lead
 DDSL – Deputy Designated Safeguarding Lead
 MASH – Multi Agency Safeguarding Hub
 CRT – Children’s Reception Team
 CP – Child Protection
 LLC – Low Level Concern
 LADO – Local Authority Designated Officer



Annex 2 - Recording Form

Participant's name:			
Date and time of disclosure:			
Name and role of person raising concern:			

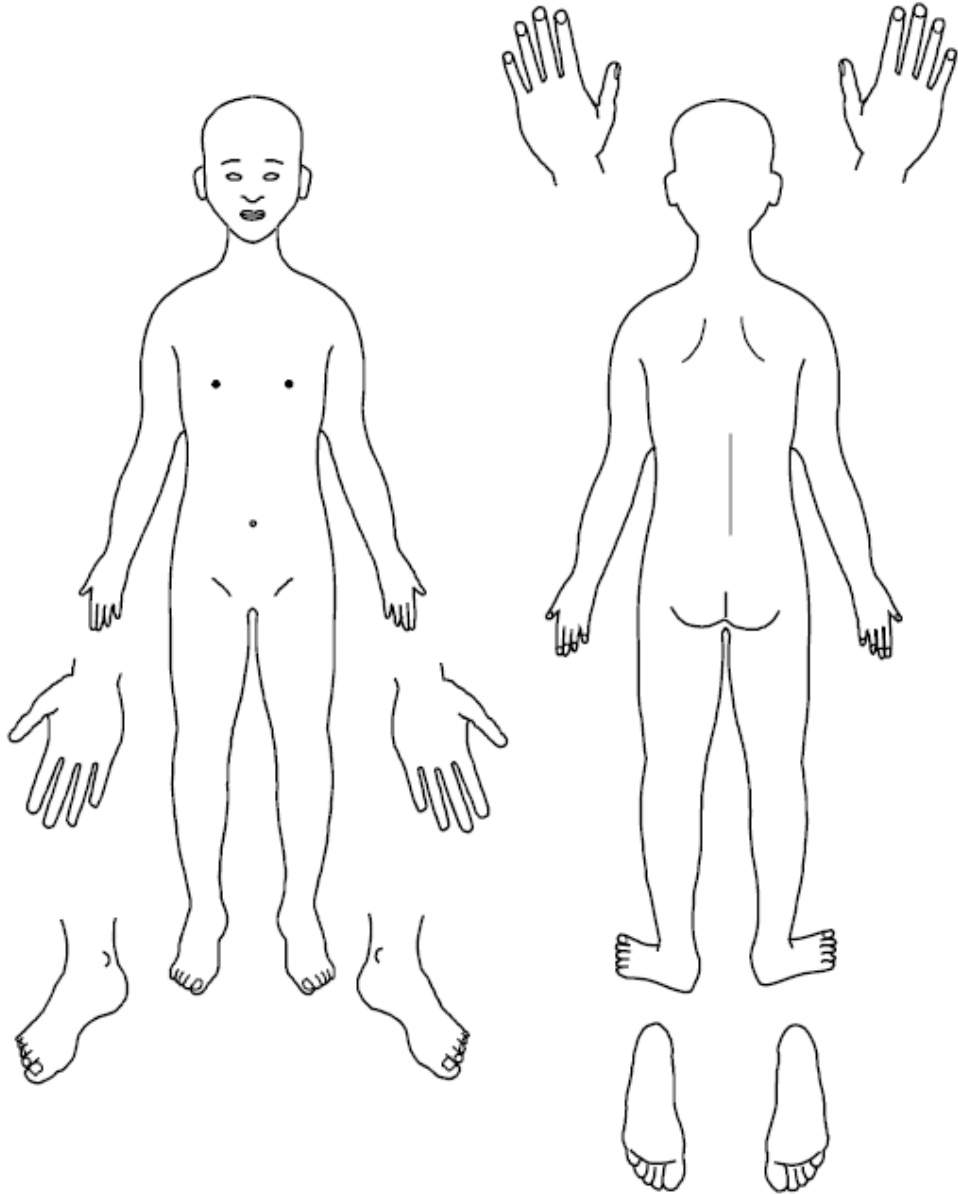
Details of concern (<i>where? when? what? who? behaviours? Use participant's words</i>). Continue recording overleaf if necessary.			

Signed:

Date:

Actions taken			
Date	Person taking action	Action taken	Outcome of action

Annex 3 – Body Map



Name of Child: _____

Date of birth: _____ Date of recording: _____

Name of completer: _____

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Any additional information:

Annex 4 - Dealing with disclosures

All staff and volunteers should:

Maintain a positive attitude and try to reassure them. They should not promise complete confidentiality and should explain that they may need to pass information to other professionals to help keep the child/ vulnerable adult or other participants safe. The degree of confidentiality should always be governed by the need to protect the child/ vulnerable adult.

Additional consideration needs to be given to children/ vulnerable adults with communication difficulties and for those whose preferred language is not English. It is important to communicate with them in a way that is appropriate to their age, understanding and preferred communication method.

All staff and volunteers should know who the DSL/ DDSL is and who to approach if the DSL/ DDSL is unavailable. Ultimately, all staff and volunteers have the right to make a referral to the police or Children/ Adult Services directly and should do this if, for whatever reason, there are difficulties following the agreed protocol, e.g. they are the only adult on the premises at the time and have concerns about sending a child/ vulnerable adult home.

Guiding principles, the seven R's

Receive

- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said and take it seriously.
- Make a note of what has been said as soon as practicable.

Reassure

- Reassure the person, but only so far as is honest and reliable.
- Don't make promises you may not be able to keep e.g. "I'll stay with you" or "Everything will be alright now" or "I'll keep this confidential".
- Do reassure e.g. you could say: "I believe you", "I am glad you came to me", "I am sorry this has happened", "We are going to do something together to get help".

Respond

- Respond to the person only as far as is necessary for you to establish whether or not you need to refer this matter, but do not interrogate for full details.
- Do not ask 'leading' questions i.e. "Did he touch your private parts?" or "Did she hurt you?" Such questions may invalidate your evidence (and the child's/ vulnerable adult's) in any later prosecution in court.
- Do not ask the person why something has happened.
- Do not criticise the alleged perpetrator; the participant may care about him/her, and reconciliation may be possible.

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- Do not ask the person to repeat it all for another member of staff/ volunteer. Explain what you have to do next and to whom you need to talk.

Report

- Share concerns with the DSL/ DDSL as soon as possible. This should be verbally in the first instance in person or by phone. Then record on the safeguarding form - Annex 2/3 which are available on Safeguarding display in the gallery – see 'Record' below.
- If you are not able to contact your DSL/ DDSL, and the child/ vulnerable adult is at risk of immediate harm, contact Children or Adult Services directly.

Record

- If possible, make some very brief notes at the time, and write/type them up as soon as possible.
- Keep your original notes on file.
- Record the date, time, place, persons present and noticeable nonverbal behaviour, and the words used by the child/ vulnerable adult. If the child uses sexual 'pet' words, record the actual words used, rather than translating them into 'proper' words.
- Complete a body map on paper form, to indicate the position of any noticeable bruising or marks.
- Record facts and observable things, rather than your 'interpretations' or 'assumptions'.

Remember

- Support the person: listen, reassure, and be available.
- Complete confidentiality is essential. Share your knowledge only with the DSL or DDSL.
- Try to get some support for yourself if you need it.
- All staff and volunteers should be aware that children/ vulnerable adults may not feel ready or know how to tell somebody that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful.

Review (led by DSL/ DDSL)

- Has the action taken provided good outcomes for the child/ vulnerable adult?
- Did the procedure work?
- Were any deficiencies or weaknesses identified in the procedure? Have these been remedied?
- Is further training required?

What happens next?

It is important that concerns are followed up and it is everyone's responsibility to ensure that they are. The member of staff or volunteer should be informed by the DSL/ DDSL

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what has happened after the report being made. If they do not receive this information, they should be proactive in seeking it out.

If a staff member or volunteer believes that their concerns have not been dealt with effectively or that the child/ vulnerable adult remains at risk, they should initially ask the DSL/ DDSL to reconsider, ensuring that the risks are understood. If the DSL/ DDSL is unhappy with the response from Children or Adult Services, they should consider following the relevant Local Authority escalation protocol.

Annex 5 - Allegations against adults who work with children

Working Together to Safeguard Children (2023) states that organisations should have clear policies for dealing with allegations against people who work with children. Those policies should make a clear distinction between an allegation, a complaint, or a concern about the quality of care or practice.

Allegations should be reported to the LADO (Local Authority Designated Officer) and the RDA National Office. The RDA Chief Executive is the central monitoring officer for allegations.

Complaints or concerns can be managed independently via internal procedures.

Complaints could include: -

- Breaches of the conduct
- Any breach of data protection or confidentiality
- Poor behaviour management
- Inappropriate use of social media
- Misadministration of medication

Concerns could include: -

- Inappropriate use of language, shouting or swearing
- Discussing personal or sexual relationships with, or in the presence, of participants
- Making (or encouraging others to make) comments which scapegoat, demean or humiliate children/ vulnerable adults, or might be interpreted as such.

Procedure for Allegations that meet the harm threshold.

This procedure should be used in all cases when it is alleged a member of staff, volunteer or Trustee has either:

- behaved in a way that has harmed a child/ vulnerable adult, or may have harmed a child/ vulnerable adult; or
- possibly committed a criminal offence against or related to a child/ vulnerable adult; or
- behaved towards a child/ vulnerable adult in a way that indicates he or she would pose a risk of harm to children/ vulnerable adults; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children/ vulnerable adults.

In line with our referral process:

- Staff or volunteers will report any concerns about the conduct of any member of staff, volunteer or Trustee to the DSL/ DDSL as soon as possible. This will be verbally, followed up with a written record. The DSL/ DDSL will contact the LADO on 01962 876364 or child.protection@hants.gov.uk and RDA National

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Office on 01926 492915 as soon as possible and before carrying out any investigation into the allegation.

- If an allegation is made against the Centre Manager, the concerns need to be raised with the Trustee Safeguarding Lead (TSL) as soon as possible, again followed up with a written record. If the TSL is not available, then the LADO should be contacted directly, on 01962 876364 or child.protection@hants.gov.uk, together with the RDA National Office on 01926 492915, as soon as possible and before carrying out any investigation into the allegation. If a member of staff or volunteer feels that they cannot do this, they should contact the Chair of Trustees, Tony Williams, for support.
- The Centre Manager or TSL will inform the parents/ carers of the allegation unless there is a good reason not to.

In liaison with the LADO and the RDA National Office, Broadlands will determine how to proceed. If necessary, a the matter will be referred to Children's or Adult Services and/or the police.

Lower-Level Concerns (LLCs)

The charity encourages an open and transparent culture, which enables it to identify concerning, problematic or inappropriate behaviour at an early stage. It also encourages and empowers staff/ volunteers to share LLCs with the DSL/ DDSL.

LLCs will be managed independently by Broadlands under internal procedures.

Examples of LLCs include, but is not limited to:

- being over friendly with children
- having favourites
- taking photographs of children on their mobile phone
- using inappropriate sexualised, intimidating or offensive language

Broadlands will:

- Address unprofessional behaviour and support the individual to correct this at an early stage.
- Provide a responsive, sensitive, and proportionate handling of such concerns when they are raised.
- Help identify any weakness in the safeguarding system.

All LLCs will be shared responsibly with the DSL/ DDSL, recorded in writing, and dealt with in an appropriate and timely manner.

All LLCs will be reviewed, so that potential patterns of concerning, problematic or inappropriate behaviour can be identified.

If LLCs are found to be escalating and are reaching the harm threshold, a referral will be made to the LADO and the RDA National Office.

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If there is any doubt about the level at which behaviour needs to be addressed, LADO and the RDA National Office advice will be taken.