

Vulnerable Adult and Child Protection Policy

Vulnerable Adult & Child Protection Policy	Page 2
Safeguarding Policy Statement for Children	Page 12
Safeguarding Children Reporting Form	Page 14
Safeguarding Adults Procedures	Page 17
Safeguarding Adults Reporting Form	Page 32
Safeguarding Notice	Page 38
Charities & Safeguarding Flowchart	Page 39
Safety Referral Flowchart	Page 40

Vulnerable Adult & Child Protection Policy

One Vision is committed to safeguarding the rights, well-being and safety of children and vulnerable adults who come into contact with the organisation. This policy outlines the steps One Vision will take to ensure that vulnerable adults and children are protected. It will be reviewed on an annual basis by the Safeguarding Officers and trustees.

Definitions (for this document):

Safeguarding: One Vision follows the Charity Commission that defines safeguarding as:

- Protecting from maltreatment
- Preventing impairment of health or development
- Ensuring children are growing up in circumstances consistent with the provision of safe and effective care.

Vulnerable adult:

A person who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of themselves, or unable to protect themselves, or unable to protect themselves against significant harm or exploitation.

Vulnerable adults are entitled to: privacy; be treated with dignity; lead an independent life and be enabled to do so; be able to choose how they lead their lives; the protection of the law; have their rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religion or cultural background.

Child:

Describes a child aged 0-17 years old

Types of abuse:

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm.

Sexual abuse is forcing undesired sexual behaviour by one person onto another.

Emotional abuse is any kind of abuse that is emotional rather than physical in nature. It can include anything from verbal abuse and constant criticism to more subtle tactics, such as intimidation, manipulation, and refusal to ever be pleased.

Neglect is the ongoing failure to meet a person's basic needs.

Financial abuse is the misuse of a person's money, property or assets through theft or fraud.

Spiritual abuse takes place when leaders to whom people look for guidance and spiritual nurture use their positions of authority to manipulate, control, and dominate.

Policy Statement

One Vision project teams want to restore dignity and revive hope to people from all walks of life. We are concerned with individuals and their circumstances and actively encourage an inclusive environment throughout all our projects.

We seek to ensure that all our team members are aware of what is required from them under the vulnerable adult and child protection policy and make sure that it is practised at all times.

It is the responsibility of each one of us to play our part in preventing the physical, sexual, spiritual, financial or emotional abuse and neglect of vulnerable adults and children.

We commit ourselves to co-operate fully with the appropriate statutory services when they are conducting official investigation into the abuse and neglect of vulnerable adults, children or young people (by an adult or young person).

This statement is to be brought to the attention of all staff and volunteers when they join, as part of their induction programme. Any amendments will be brought to the attention of all team members. The statement will be displayed at all locations in which One Vision operates and all team members will be asked to sign to say they have read it.

Implementation

ONE VISION SHALL:

Plan its work so as to minimise situations where the abuse of vulnerable adults and children might occur.

Although the number of people who actively seek to abuse vulnerable adults and children is very small, One Vision can reduce opportunities for abuse in various ways. We will, for instance:

- Ensure that there is adequate supervision for all vulnerable adults and children.
- Ensure that any vulnerable adult or child working with One Vision is aware of who they can talk to if they have concerns.
- Ensure that all staff and volunteers know where the nearest telephone is in case of emergencies and that phones are clearly labelled with directions for how to make external calls.

- Arrange that an adult is not left alone with a child where there is little or no opportunity of the activity being observed by others. This good practice can be of as much benefit to the adult as the child. Make sure the Safeguarding Officers receive correct and up-to-date training.
-
- Ensure that the Local Authority is informed of any safeguarding allegations, incidents or concerns.
- Ensure that the Charity Commission is informed of any suspicions, allegations and incidents of abuse or mistreatment of vulnerable beneficiaries. The Charity Commission's 'Serious incident' guidance will be followed: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>
- Ensure the Disclosure and Barring Service is informed if the trustees have dismissed or ceased using an employee or volunteer because they think they have harmed or posed a risk of harm to a child or vulnerable adult.
- Ensure staff and volunteers who may come into contact with a vulnerable adult or child at One Vision are suitably trained, including understanding what to do in the event that a disclosure of abuse is made.
- Encourage a culture of transparency, ensuring that volunteers and staff feel able and empowered to report any suspicious or concerning behaviour.

Volunteers should be aware that wherever they are located when volunteering for One Vision, they are legally governed by the organisation, even if the place in which they are working is outside of any One Vision building. This means that any allegations or concerns of abuse must be reported to the One Vision Safeguarding Officers. However, there may be times when the One Vision Safeguarding Officers deem it necessary and appropriate to share information with the Safeguarding Officers of any buildings which individuals representing One Vision may visit. The Safeguarding Officers will ensure they have the contact information of any Safeguarding Officers where One Vision personnel visit on a planned regular visit and they in turn know how to contact the One Vision safeguarding Officers.

Designated officers and their roles

One Vision has a designated safeguarding Officer (DSO) who is responsible for dealing with any concerns about the protection of vulnerable children. The Designated Safeguarding Officer for One Vision is Abhha Sandill who can be contacted at 07877 389 541 email safeguarding@ovwatford.org.

One Vision has a designated safeguarding Officer (DSO) who is responsible for dealing with any concerns about the protection of vulnerable Adults. The Designated Safeguarding Officer for One Vision is Priyanka Gandhi who can be contacted at 07900 210 198 email safeguarding@ovwatford.org.

One Vision also has a Secondary Safeguarding Officer (SSO) who is responsible for dealing with any related concerns in the event that the DSO is ill, on holiday or an allegation of abuse is made about the DSO. This person is Dame Helen Hyde who can be contacted at 07887 985335.

The Safeguarding Officers will never be related to each other.

The Safeguarding Officers will be available for vulnerable adults and children, as well as staff and volunteers, to speak with should they feel the need to talk with someone about an incident which has happened either within or outside of One Vision, particularly if they feel that a child or vulnerable adult has been physically, sexually, spiritually, financially or emotionally abused or neglected by an adult or another young person. The Safeguarding Officers will treat all concerns with the utmost importance.

Where staff or volunteers have a concern about the safety or well-being of a child or vulnerable adult and the safeguarding Officers are unavailable or acting inappropriately they should contact the Chair of Trustees and contact the Police or Social Services. Local Hertfordshire contacts are:

Hertfordshire Safeguarding Adults Board – 0300 123 4042

<https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/report-a-concern-about-an-adult.aspx>

Hertfordshire Safeguarding Children Partnership – 0300 123 4043

<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/hscp.aspx>

If someone is in immediate danger – call 999

Recording

The Safeguarding Officers will make notes and keep confidential records of any disclosure or concerns they or another staff/team member has and seek advice from the relevant Social Services Department or the Police if appropriate.

Staff and volunteers must ensure that their recording of disclosures, incidents, assessments, referrals and case discussions are all sufficient, accurate, concise, up-to-date, legible, dated, and factual. When recording details it is important not to jump to conclusions or judge the situation and to remember that the role of the safeguarding officer is to refer to appropriate agencies, not to undertake an investigation. Suspicions should be noted carefully and backed up with factual evidence. Opinions should be kept to a minimum and backed up by any factual evidence. These records must be stored in an individual file and held securely in a manner that safeguards the individual's right to privacy and security. These records are available to authorised individual on request (not third party information) and may be used as evidence in disciplinary proceedings or in civil or criminal proceedings.

Note: once staff and volunteers have passed on their records, they have no right to know what happens next. They will only receive more information about the case if they are required to be part of civil or criminal proceedings, e.g. as a witness. Staff and volunteers must refrain from talking to other team members or outside persons about the safeguarding concern (with the exception of Safeguarding Officers, the Police or Social Services).

Disclosure of Abuse

Where a member of One Vision receives a disclosure of abuse from a child or vulnerable adult they must:

1. Ensure they do not promise confidentiality to anyone wishing to share a secret. This is important in case information needs to be shared with the safeguarding Officers or the Police/Social Service.
2. Listen – if the disclosure is particularly complicated and the person is very young, this may mean asking permission to make notes as the disclosure is made to ensure nothing is missed. The team member hearing the disclosure can ask the child or vulnerable adult to repeat something if it has not been said clearly but must not ask leading questions.
3. Reassure – making a disclosure of abuse can be a frightening process and often the child or vulnerable adult is afraid that they won't be believed. Reassuring them that they have been brave and that the information will be passed on is vitally important.
4. Record – notes should be made as soon after the disclosure as possible. The notes should reflect what the child or vulnerable adult has said in their own words. The record should be signed and dated.
5. Report – the record must be passed on to a Safeguarding Officer at the earliest possible opportunity and the child or vulnerable adult told what will happen next.

The Safeguarding Officers will ensure that the trustees are informed of any incident, concern or allegation of abuse. The trustees must also notify the Charity Commission, following the Commission's 'Serious incident' guidelines in the event of an incident, or suspected incident, during or resulting from a One Vision activity.

Gov.uk – Guidance: How to report a serious incident in your charity
<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

Charity Commission – Report a serious incident on behalf of the trustee body
<https://ccforms.charitycommission.gov.uk/report-a-serious-incident>

Where a child or vulnerable adult makes a disclosure of abuse to a member of One Vision they must never:

1. Trivialise, play down or ignore allegations of abuse
2. Assume that somebody else will take responsibility for reporting/addressing concerns and making referrals.

Whistleblowing

Staff and volunteers are encouraged to take action when suspicious that abuse is occurring at work – no matter what the setting, who the perpetrator is or who the victim is. One Vision will respect and not penalise those who stand up for anyone who is suspected of being abused.

Staff have a responsibility to report any occurrences or suspicions of adult abuse. Staff who report abuse are protected by the Public Interest Disclosure Act 1998.

Domestic Violence

Where One Vision clients report an incident of domestic violence which has taken place whilst a child or vulnerable adult is in the home, this must be treated as a disclosure of abuse and should be passed on to a Safeguarding Officer with immediate effect/ Where an incident of domestic violence is reported and there is no child or vulnerable adult present, One Vision staff and volunteers should signpost the client to an appropriate agency but must not attempt to coerce them to contact the police unless the client feels ready to do so. Where One Vision staff or volunteers witness an act of domestic violence, they must contact the police immediately.

For advice or information about anything relating to domestic violence One Vision personnel should contact the National Domestic Violence Helpline on: 0808 2000 247

Use of images

One Vision recognises that protecting and upholding the rights of children and vulnerable adults is of paramount importance and this includes on the internet and other promotional materials. One Vision endeavours to present children and vulnerable adults in a positive, empowering and dignified manner. Furthermore, images will only be used where the child or vulnerable adult and their parents/guardians give their informed consent. The following principles will be adhered to:

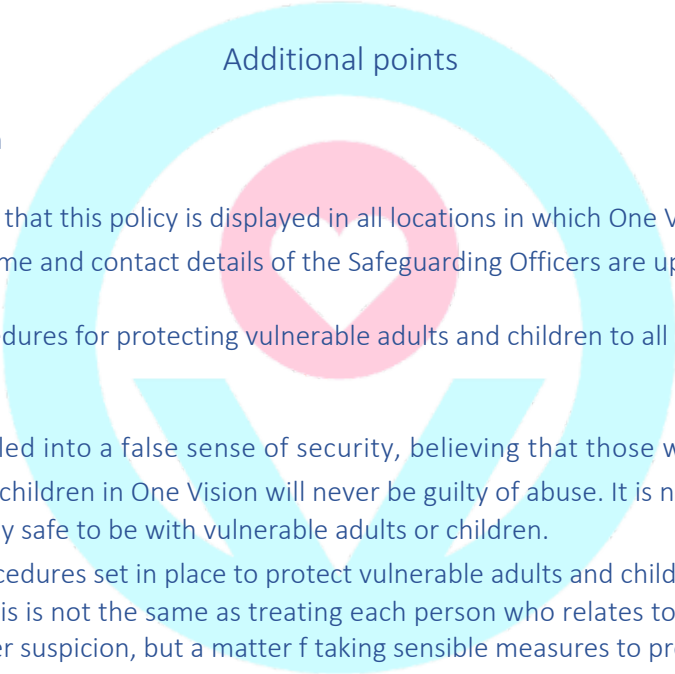
- Images will not be taken without consent from the subject and their parent/guardian.
- One Vision will explain to the subject and their parent/guardian how and where the images will be used and will adhere to this.
- Images used on the One Vision website and social media pages will not be used on personal social media pages.

NB: External media, television crews and journalists are usually responsible for obtaining their own informed consent from clients.

Remember It is important that everyone in One Vision is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional vulnerable adult and child protection agencies following a referral to them of concern about someone.

If a vulnerable adult or child begins making a disclosure of abuse to a team member who feels unable to cope with what they are hearing, they should gently halt the conversation and contact a Safeguarding Officer immediately. If both Safeguarding Officers are unavailable, the team leader should take over the conversation.

The wellbeing of staff and volunteers is of great importance. If a disclosure has been made which has caused upset to the person hearing it, One Vision will endeavour to offer or facilitate counselling or support if requested.



Additional points

Displaying information

One Vision will ensure that this policy is displayed in all locations in which One Vision operate and that any changes to the name and contact details of the Safeguarding Officers are updated.

Applying agreed procedures for protecting vulnerable adults and children to all paid staff and volunteers

It is possible to be lulled into a false sense of security, believing that those who work alongside vulnerable adults and children in One Vision will never be guilty of abuse. It is not safe to assume that anyone is automatically safe to be with vulnerable adults or children.

For this reason all procedures set in place to protect vulnerable adults and children apply to all those in contact with them. This is not the same as treating each person who relates to vulnerable adults and children as being under suspicion, but a matter of taking sensible measures to protect vulnerable adults and children, which are then observed by everyone. This will involve thought and planning within each group to minimise risk.

If any member of staff or supervising volunteer has concerns, they should raise them with the safeguarding Officers. If it is brought to the attention of the Safeguarding Officers and not adequately dealt with the next step is to talk to the trustees of One Vision for advice or contact Social Service/the Police as a private citizen to discuss your concerns.

Disclosure of information

There is a difference between confidentiality and secrecy. All personal and delicate information disclosed to us is confidential, but may not always be secret.

Personal and delicate information about staff/volunteers will be:

- Confidential to One Vision and can be shared with staff and volunteers on a 'need to know' basis, and
- Can be shared with another agency when:
 - Permission is given by the person about whom the information is held, or
 - There is an overriding justification to share information without the person's consent, or
 - The law requires it.

Give staff and volunteers clear roles

Abuse of vulnerable adults and children is most easily concealed where there is confusion among adults about roles and responsibilities. Therefore all job descriptions, both for employees and supervising volunteers, will include a statement laying down the behaviour and values expected from all who work as part of One Vision.

Over and above the written word, expected behaviour towards vulnerable adults and children will be explained to new workers in One Vision as part of their induction.

It is the policy of One Vision not to engage in regulated activities (close or personal tasks such as washing, dressing, or accompanying to the lavatory) with vulnerable adults: members of staff and volunteers are therefore ineligible for Disclosure and Barring Service (DBS) checks. One Vision will continue to keep abreast of any further legislative changes from the DBS.

Supervision as a means of protection

Regular staff meetings are held where team leaders meet together to raise issues about their area of work and discuss them. When receiving feedback about a project, particular attention will be paid to any situation or suggestion that a vulnerable adult or child is being either highly favoured or harshly treated, as these are signs of abuse.

Within One Vision our main area of concern about protecting people lies with the welfare of any vulnerable adult supported volunteers. Where possible, line managers should take opportunities to observe those vulnerable adults and children for whom they are responsible.

In all recruitment decisions concerning volunteers:

- a) A detailed application form should be completed.
- b) Two references should be taken to check the suitability of the applicant for the post being considered.

- c) An informal interview will provide an extended conversation in which the applicant's experience and motivation for volunteering can be explored in more details.

Criminal convictions

All volunteers must complete a volunteer application form before commencing work at One Vision. Details of criminal convictions (except those 'spent' under the Rehabilitation of Offenders Act 1974) must be provided so an adequate risk assessment can be undertaken. (One Vision reserves the right to dismiss a volunteer and/or ban them from the property should they feel it necessary)

Training

Training in the prevention of abuse and the action to take if abuse occurs will be included as part of the Training Programme for One Vision. The One Vision management team will monitor whether such training is available free of charge via the local authority, advise relevant One Vision personnel, and facilitate attendance. Further guidelines concerning the safeguarding policies of Hertfordshire County Council can be found on the following links:

The Hertfordshire 'Safeguarding adults at risk' policy can be found here:

<https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/hertfordshire-safeguarding-adults-board.aspx>

The Hertfordshire Safeguarding Children Partnership:

<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/hscp.aspx>

One Vision recognises that it is insufficient to give workers guidelines without equipping them with the skills and knowledge to carry them out. Therefore regular updates and training will be provided to all volunteers and the Safeguarding Officers will be encouraged to attend external training in order to remain up-to-date with legislation and good practice.

Supported Volunteers

One Vision will ensure that all volunteers, including young people or volunteers with additional needs, understand the safeguarding policy. If the volunteer is likely to struggle to absorb the information contained within this policy by reading it, the volunteer coordinator, supervisor or a Safeguarding Officer will talk through the policy verbally.

General

All workers driving any vehicle which transports vulnerable adults and/or children must hold a valid driver's licence for the type/class of vehicle they are driving.

All vehicles used in the transportation of vulnerable adults and/or children must have a valid road fund licence, be appropriately insured, have a valid MOT certificate and comply with all appropriate legislation and regulations. Seat sharing is not permitted and seat belts must be worn.

Review

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

Signatures



Signed by: Enoch Kanagaraj BEM

Updated: Feb 2025

Approved and voted by Trustee Feb 2025



Safeguarding Policy Statement for Children

The purpose and scope of this policy statement

The purpose of this policy statement is:

- To protect children and young people who receive One Vision's services from harm. This includes the children of adults who use our services.
- To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of One Vision, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation is available from www.nspcc.org.uk/learning.

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents.

- One Vision Safeguarding Policy
- Role description for the Designated Safeguarding Officer
- One Vision HR Policies

We believe that:

Children and young people should never experience abuse of any kind

We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, have an equal right to protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them.
 - Appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding.
 - Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
 - Developing and implementing an effective online safety policy and related procedures.
 - Providing effective management of staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
 - Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
 - Recording, storing and using information professionally and securely, in line with data protection legislation and guidance (more information about this is available from the Information Commissioner's Office: www.ico.org.uk/for-organisations)
 - Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions when appropriate.
 - Making sure that children, young people and their families know where to go for help if they have a concern.
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
- Using our procedures to manage any allegations against staff and volunteers appropriately.
 - Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
 - Ensuring that we have effective complaints and whistleblowing measures in place.
 - Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
 - Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Safeguarding Children reporting form

Your information				
Name				
Address				
Contact number(s)				
Email				
Name of organisation			Your role	
Personal information – child / young person				
Name			Date of Birth	
Gender	Male ☐	Female ☐	Non-binary ☐	Another description (please state) ☐
Is there any information about the child that would be useful to consider?				
It is good practice for the question on gender to be optional rather than mandatory. Sometimes, software can restrict options, which will require compromising on this best practice until systems are updated. Any system or software limitations should be openly acknowledged by the organisation so that transgender people know the organisation is aware of the restrictions and is working to resolve it.				
Contact information – parent / carer				
Name(s)				
Address				
Contact number(s)				
Email				
Have they been notified of this incident?	No ☐	Please explain why this decision has been taken		
	Yes ☐	Please give details of what was said / actions agreed		

Incident details*			
Date and time of incident			
Please tick one:	☐ I am reporting my own concerns.	☐ I am responding to concerns raised by someone else – please fill in their details:	
Name of person raising concern		Role within the sport or relationship to the child	
Contact number(s)			
Email			
Details of the incident or concerns (include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay)			

* Attach a separate sheet if more space is required (e.g. multiple witnesses)

Incident details (continued)			
Child's account of the incident			
Please provide any witness accounts of the incident			
Name of witness (and date of birth, if a child)		Role within the sport or relationship to the child	
Address			
Contact number(s)			
Email			
Details of any person involved in this incident or alleged to have caused the incident / injury			
Name (and date of birth, if a child)		Role within the sport or relationship to the child	
Address			
Contact number(s)			
Email			
Please provide details of action taken to date			

Has the incident been reported to any external agencies? e.g. Police, Local Authority		☐ No	☐ Yes – please provide further details:
Name of external organisation / agency			
Contact person			
Contact number(s)			
Email			
Agreed action or advice given			
Name of external organisation / agency			
Contact person			
Contact number(s)			
Email			
Agreed action or advice given			
Declaration			
Your signature			
Print name			
Today's date			
Contact your organisation's Designated Safeguarding Officer in line with One Vision reporting procedures			
Safeguarding Officer's name			
Date reported			

Safeguarding Adults Procedures

Document Owner: Designated Safeguarding Officer

Document approved by: Chief Executive Officer

Date Policy approved: 5th May 2021

Next review Date: 5th May 2022



Introduction

One Vision is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to One Vision Safeguarding Adults Policy and supporting information.

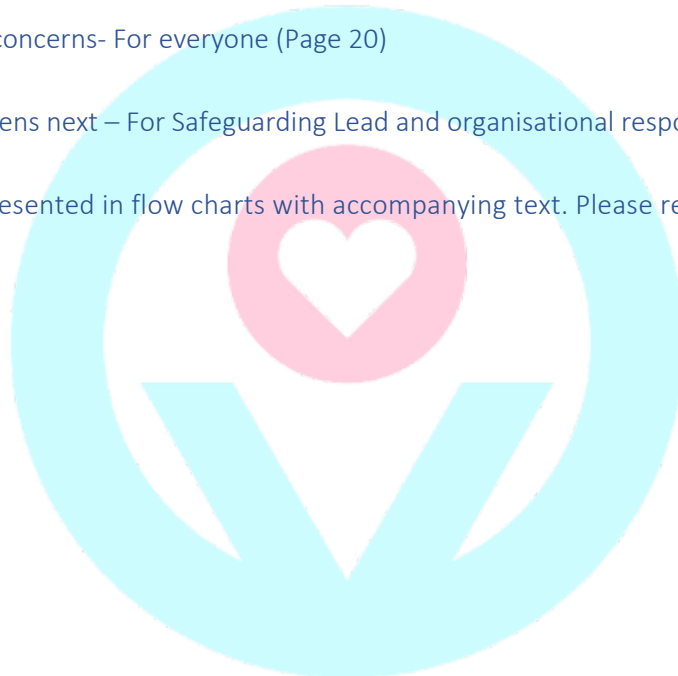
This procedure details the steps to be taken in responding to any concern that an adult involved in One Vision, or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- For everyone (Page 20)

Section 2: What happens next – For Safeguarding Lead and organisational response (Page 24)

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.



Glossary

For more details please see the additional information sections of One Vision Safeguarding Adults Policy.

Adult	A person over the age of 18
Adult at risk	Definition used in legislation for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Case Management Group	A group created by One Vision to ensure the organisation carries out its role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB) (England and Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Contact the Designated Safeguarding Officer – Children , Abhha Sandill. If you prefer, contact the Secondary Safeguarding Officer or another member of staff who will help you raise the issue to the Designated Safeguarding Officer.

Contact the Designated Safeguarding Officer – Adult ,Priyanka Gandhi. If you prefer, contact the Secondary Safeguarding Officer or another member of staff who will help you raise the issue to the Designated Safeguarding Officer.

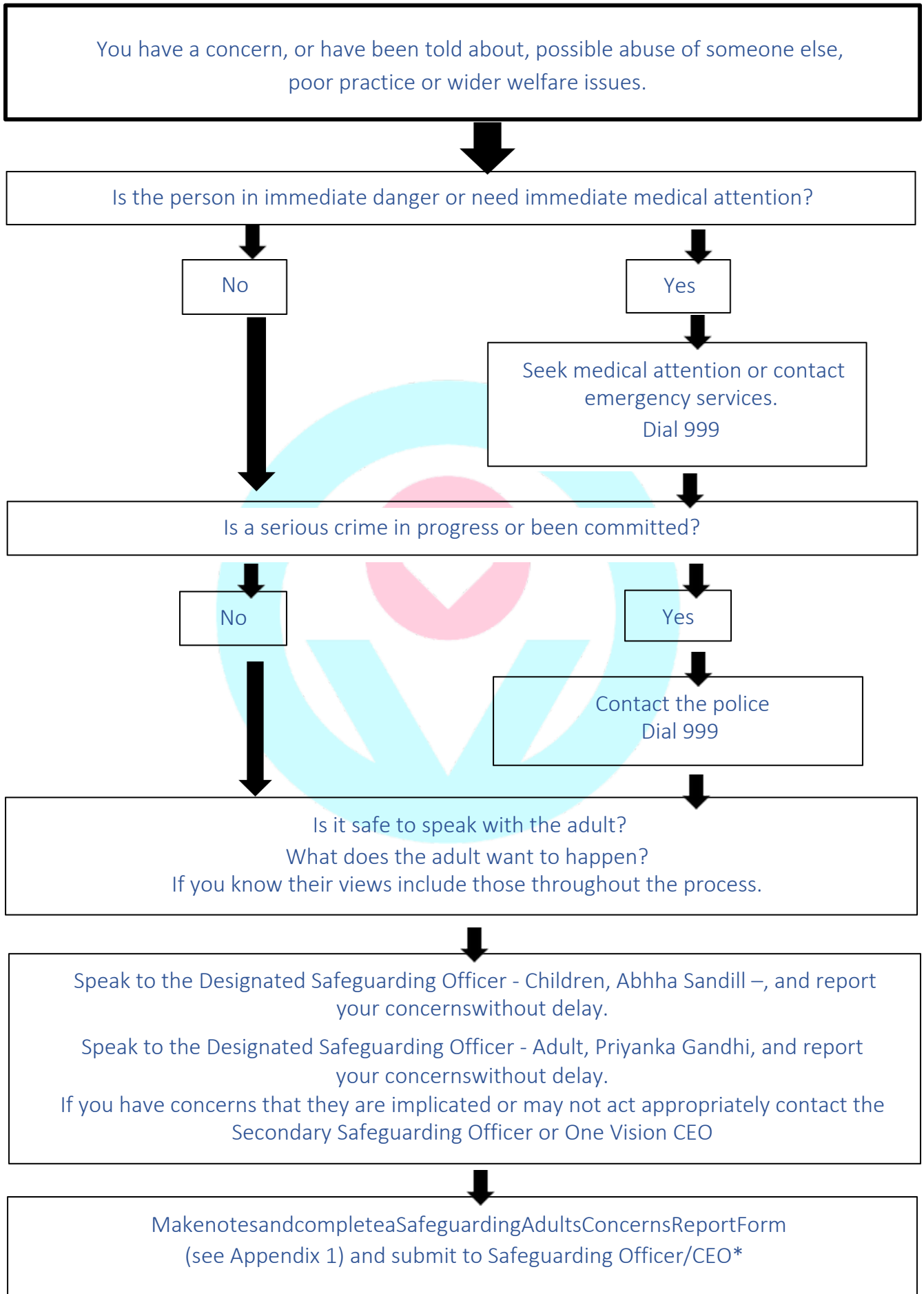
If the Designated Safeguarding Officer is implicated or you think has a conflict of interest, then report to the Secondary Safeguarding Officer, One Vision Chief Executive Officer or any other member of staff. **You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 - Other sources of support).**

One Vision will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chief Executive Officer or a member of the One Vision Executive Team.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to One Vision that you can take part in our activities safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact a One Vision Safeguarding Officer for Children as soon as you can. Abhha Sandill – 07877 389 541

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact a One Vision Safeguarding Officer for Adult as soon as you can. Priyanka Gandhi - 07900 210 198

If the Designated Safeguarding Officer is implicated or you think has a conflict of interest, then report to the Secondary Safeguarding Officer or One Vision Chief Executive Officer.

If you are concerned about harm being caused to someone else, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for immediate medical attention call an ambulance on 999.
- If you are concerned someone is in immediate danger or a serious crime is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be person centred/make safeguarding personal. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to a Safeguarding Officer. Do not contact the adult before talking to a Safeguarding Officer if the person allegedly causing the harm is likely to find out.
- Remember not to confront the person thought to be causing the harm.

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with a One Vision Safeguarding Officer.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Officer can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 6).
- Act swiftly to report and carry out any relevant actions.

- Record in writing what was said using the adult's own words as soon as possible.

It is important not to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

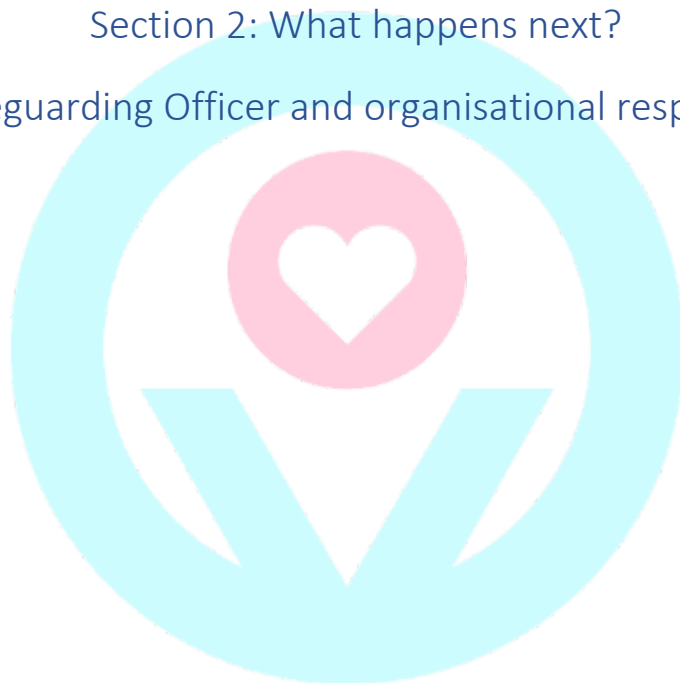
- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to a One Vision Safeguarding Officer without delay.
- Describe the circumstances in which the concern came about and what action you took / advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with a Safeguarding Officer
and others that have a need to know,
e.g. to keep the person safe whilst waiting for action to be taken.

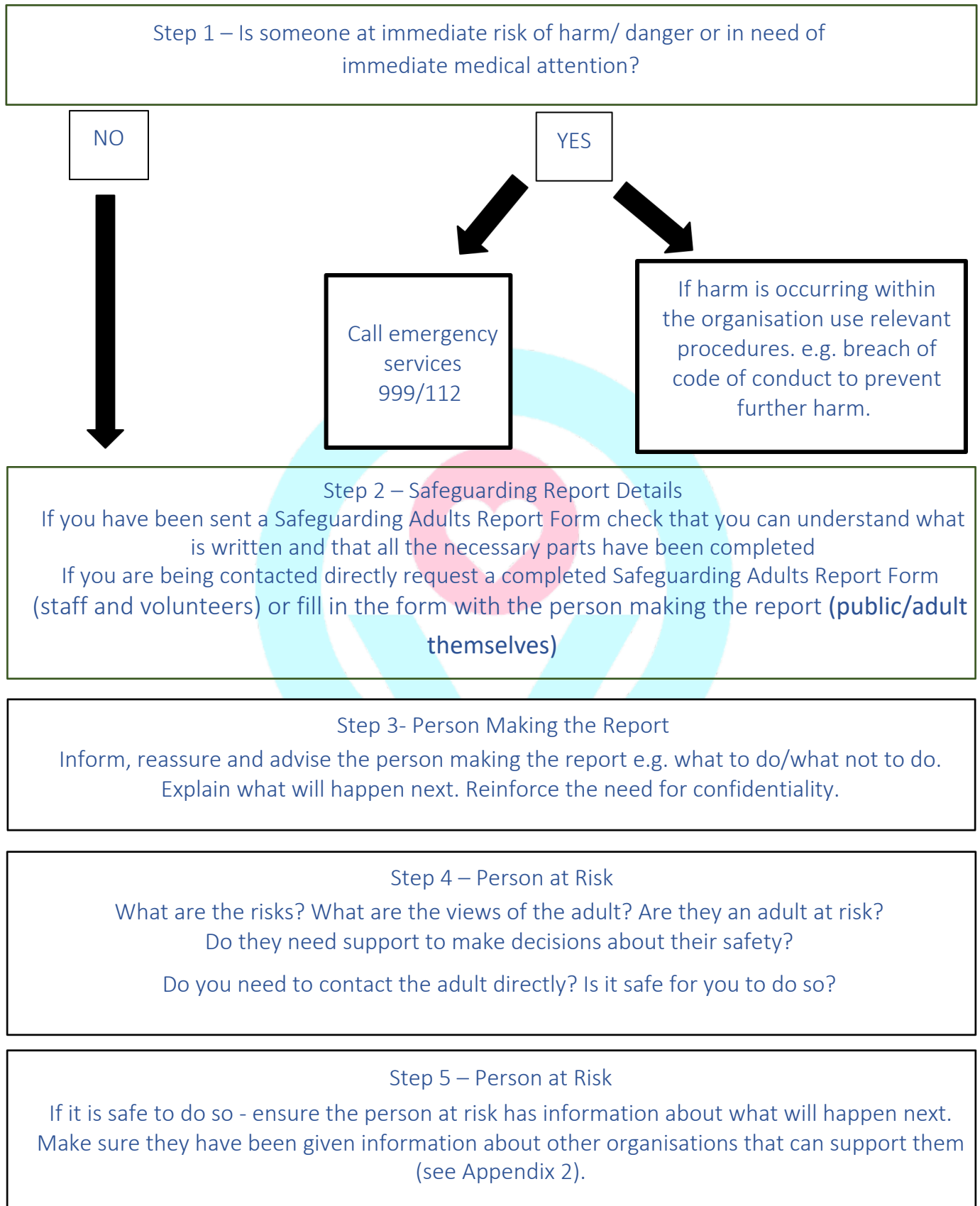
Section 2: What happens next?

(Safeguarding Officer and organisational response)



Procedure for Safeguarding Officer (Flowchart 2)

Steps 1-5 Initial response (as soon as you receive the Safeguarding referral)



Steps 6-14 Taking Action

Step 6 – Consult and Decide

As needed consult One Vision CEO or Executive Team member, Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7 If a serious crime is suspected contact the police	Step 8 If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority	Step 9 If harm is suspected of being caused within One Vision e.g. by an employee, contracted worker, volunteer or member report to relevant manager/s	Step 10 Consult with and inform the adult
Criminal enquiry, investigation, proceedings	Safeguarding adults process led by Local Authority	Organisation takes short term steps within relevant policy to prevent harm e.g. suspend employee, coach, volunteer or member	Organisation decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from and coordinate actions taken by One Vision with those of other agencies. Attend and contribute to Safeguarding Adults strategy meetings

Step 12

Hold Case Management meeting to coordinate actions by One Vision

Possible outcomes: e.g. • Criminal Caution or Conviction • Police referral back to organisation • Referral to Independent Barring Board • Unsubstantiated– no further action	Possible outcomes e.g. • LA enquiries triggered • Adult supported to 'make safeguarding personal' • Other adults at risk identified • Multi-agency meetings to coordinate actions • New/changed care and support and protection plan for any adult at risk • NOT an adult at risk – information and advice provided	Possible outcomes: e.g. • Informal resolution • Education and training • Formal warning • Dismissal • Role conditions applied • Contract ended • Referred to Independent Barring Board • Unsubstantiated – no further action	Possible Outcomes: e.g. • Adult receives information about the process • Adult supported to have their views and experience heard • Adult supported to gain support from other agencies • Adult continues to participate in organisation/sport
--	---	--	--

Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to the One Vision Safeguarding Officer, they will coordinate the One Vision Safeguarding Adults Procedure (see Flowchart 2 below).

The Safeguarding Officer will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Officer, where appropriate, in consultation with the Case Management Group, will take the following actions:

Immediate Response

1. Ensure any immediate actions necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. Consider what is known about the situation, what the risks are, what is known of the views of the adult, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to contact the adult to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the adult has been given information about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with Case Management Group/CEO in One Vision and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency

Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an adult at risk AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs.
- there are other 'adults at risk' (e.g. another family member, another One Vision member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives. If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in One Vision in whatever capacity inform the CEO/Executive Team member/Team Leader.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved work together with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop One Vision taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will maintain contact with the adult to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a Case Management Group meeting to coordinate actions internally to your organisation:

- share information about what has happened with those within One Vision who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between One Vision and other agencies.
- decide what actions One Vision will take.
- Coordinate action by One Vision

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation.
- Offering support to staff, volunteers and members affected by the circumstances.
 - Ensuring senior managers are updated as needed.

Case Management Group meetings must be recorded so that decision making is transparent, and actions agreed are followed. Follow up meetings should be held as necessary until the actions needed are complete.

13. Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who was at risk of harm and report to senior management team/ the Board as requested.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the One Vision website:

<https://www.onevisionproject.org>

Designated Safeguarding Officer - Children:

Abhha Sandill – 07877 389 541, Email: safeguarding@ovwatford.org

Designated Safeguarding Officer - Adult:

Priyanka Gandhi - 07900 210 198, Email: safeguarding@ovwatford.org

Secondary Safeguarding Officer:

Dame Helen Hyde – 07887 985335

Local Authority Safeguarding website:

The Hertfordshire County Council 'Safeguarding Adults Board' website can be found here:

<https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/hertfordshire-safeguarding-adults-board.aspx>



Section 3: Appendices

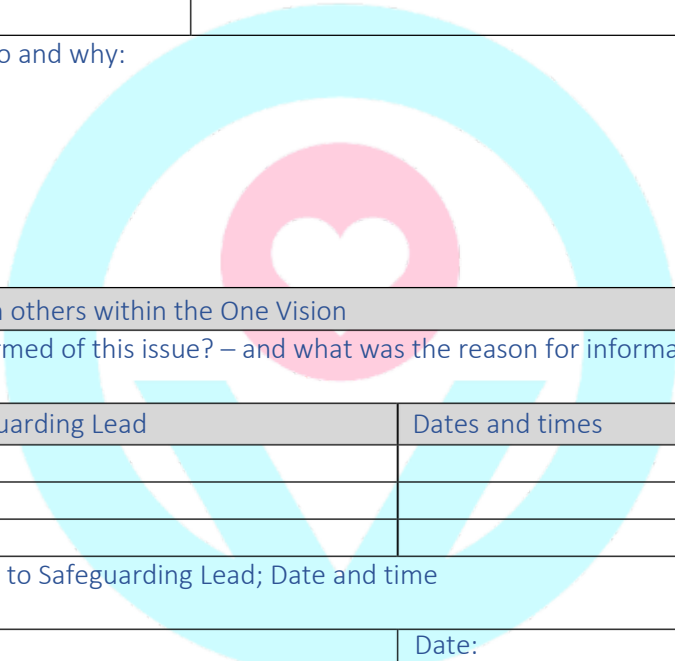


Appendix 1 - Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult. If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation / club	
Your Role in organisation	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	
Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	

Address		
Date of Birth/Age		
Relationship/connection to adult		
Role in organisation		
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer		
Section 6 - Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?		
Section 6A – Reasons for not discussing with the adult		
Discussion would put the adult or others at risk. Please explain:		
Adult appears to lack mental capacity. Please explain:		
Adult unable to communicate their views. Please explain:		
Section 7 – Risk to others		
Are any other adults at risk Yes/No/Not known – delete as appropriate If yes please fill in another form answering questions 1-6		
Are any children at risk Yes/No/Not known Delete as appropriate If yes please fill in a safeguarding children referral form and attach to this.		

Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?	
Actions by One Vision: e.g. person causing harm suspended, session times changed.	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
	
Section 10: Contact with others within the One Vision	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Safeguarding Lead	Dates and times
Completed Form copied to Safeguarding Lead; Date and time	
Signed:	Date:
OFFICE USE ONLY	
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)	
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of One Vision?	
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.	

Details of any other agencies contacted:

Details of the outcome of this concern:

Signed by: Enoch Kanagaraj BEM

Updated: Feb 2025

Approved and voted by Trustee Feb 2025



Appendix 2 – Sources of Information and Support

Action on Elder Abuse A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information. Tel: 020 8765 7000 Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24-Hour Freephone Domestic Abuse Helplines

England

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Northern Ireland

Tel: 0808 802 1414

www.dsahelpline.org

Twitter: www.twitter.com/dsahelpline

Facebook: www.facebook.com/dsahelpline

Scotland

Tel: 0800 027 1234

Email: helpline@sdaafh.org.uk

Web chat: sdaafh.org.uk

Wales

Llinell Gymorth Byw HebOfn/ Live free from fear helpline

Tel: 0808 8010 800

Type Talk: 18001 0808 801 0800

Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service: Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

One Vision Safeguarding Notice

Safeguarding Officers

One Vision is committed to the Safeguarding of vulnerable adults and children. If you have a concern, have been approached by someone with a Safeguarding issue or want to talk to someone about an incident, then speak to a Safeguarding Officer or a member of the One Vision management team you trust.

Designated Safeguarding Officer (DSO) - Children

Abhha Sandill –who can be contacted at 07877 389 541
Email: safeguarding@ovwatford.org

Designated Safeguarding Officer (DSO) - Adult

Priyanka Gandhi –who can be contacted at 07900 210 198
Email: safeguarding@ovwatford.org

Secondary Safeguarding Officer (SSO)

Dame Helen Hyde who can be contacted at 07887 985335

Chief Executive Officer (CEO)

Enoch Kanagaraj who can be contacted at 07702 566667

If the above are not available or you want to talk to someone else, contact any member of the One Vision management team.

Charities and Safeguarding: England and Wales



Below is a basic overview of the services SAFEcic provide that can help you meet your legal responsibilities if your charity works directly with children, young people or adults at risk. This flowchart should not be taken as legal advice and is designed to be used as a brief overview only.



*Most roles that involve working with children, vulnerable adults or adults at risk are eligible for at least an enhanced DBS check. Trustees who do not have direct contact with vulnerable groups may still be eligible due to the nature of the charity's work. For further information contact our DBS team.

SAFEcic offers a wide range of safeguarding and other related training, policies and services relevant to charities. For more information, give us a call or email today.

☎ 01379 871091 📍 Unit 10, Progress Way, Mid Suffolk Business Park, Eye, IP23 7HU ✉ info@SAFEcic.co.uk 🌐 www.safecic.co.uk
V5.6 ©SAFEcic 2018, all rights reserved.

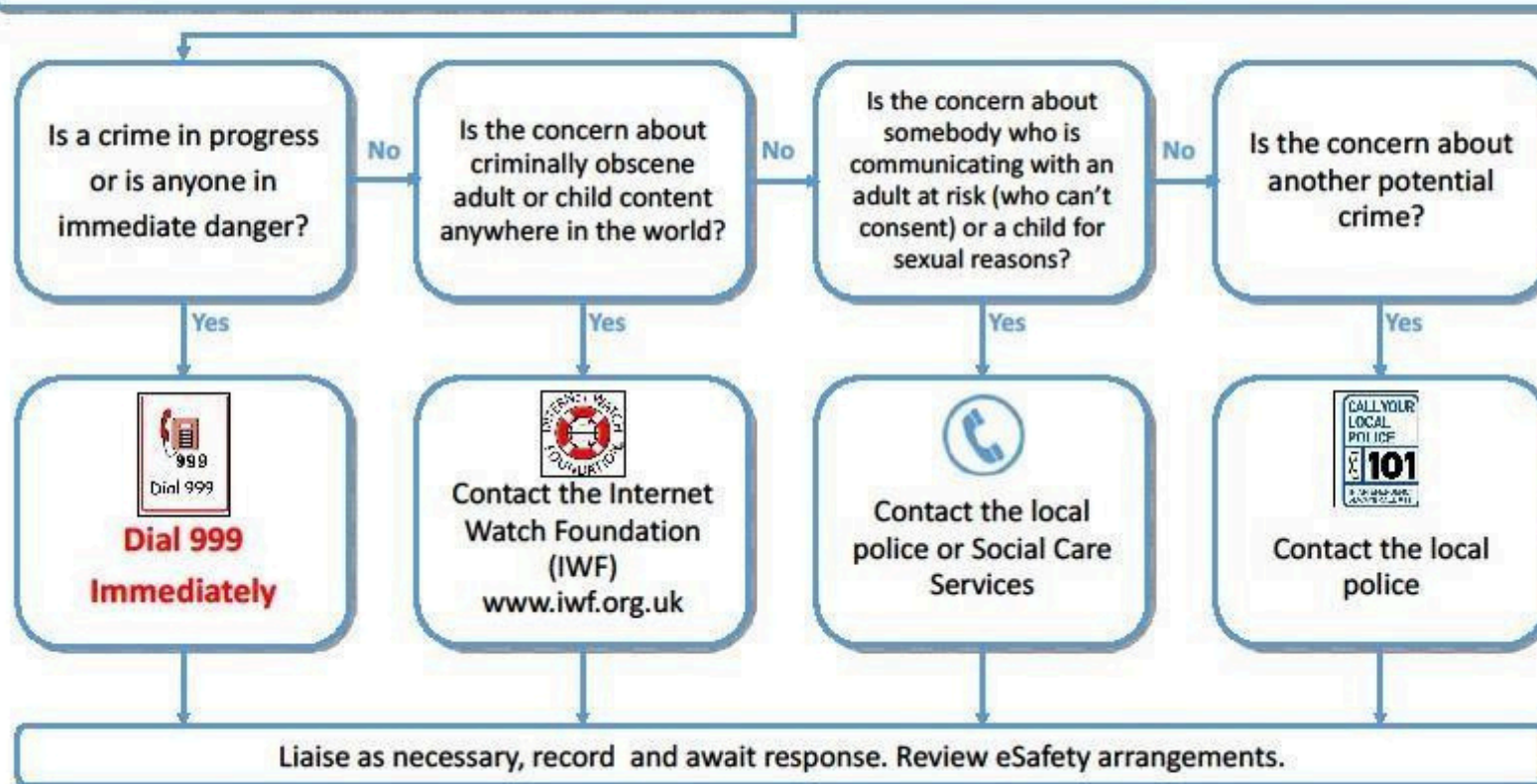


SAFEcic Est. 1999

01379 871091
info@SAFEcic.co.uk
www.SAFEcic.co.uk

eSafety Referral Flowchart (concerns about a child or an adult at risk)

When illegal content or activity is found or suspected, if an emergency dial 999, always inform your Lead or Deputy for safeguarding and s/he will follow these steps:



V2.2© 2019 SAFEcic, all rights reserved. Safer Activities for Everyone CIC is a community interest company registered in England and Wales. Company No: 7855719
Registered Office: Unit 10, Progress Way, Mid Suffolk Business Park, Eye, IP23 7HU.

