

# Calne in Tune (CIT) & Calne Central CC Safeguarding Policy 2022

## (See our Active Safeguarding Documents)

Children, Young People and Vulnerable Adults attending Calne in Tune (CIT) events and facilities must be able to feel comfortable and be free from harm of all kinds while attending. To this end we and our Calne Community Hub (CCH) partners engage in 'Active Safeguarding'.

- HARM INCLUDES**
- a. Bullying (psychological & emotional harm)
  - b. Manipulation (psychological & emotional harm)
  - c. Physical Harm (hitting, pinching, pushing, with holding Medications, food and drinks)
  - d. Sexual Harm
  - e. Financial Abuse (which can come with a and b)
  - f. Domestic Violence (can be all forms listed here)
  - g. Discrimination (unequal treatment based on race Gender, age, disability, sexual orientation or Religion)
  - h Modern Slavery (slavery/human trafficking/forced Labour)
  - i Neglect (depriving person of food, shelter, clothing, Heating, medical support, isolating individuals)
  - j. Self Neglect (people who fail to care for themselves)

Safeguarding is EVERYONE'S responsibility, whether one works directly with **CIT** or with Vulnerable Children & Adults generally. Because people are vulnerable (or become vulnerable), everyone needs to be aware that vulnerability attracts abusers in every walk of life and in every type of setting.

Because we work with the whole community and cover issues like food poverty, addiction, and a wide range of human & social needs, many of our visitors will be vulnerable or be at a vulnerable point in their lives.

For this reason, and because Calne in Tune respects ALL persons, we need to maintain a Robust & Active Safeguarding Policy that all volunteers and Trustees adhere to and that we always remain aware of these risks.

# **BULLYING AND HARASSMENT**

## **BULLYING**

**Bullying is violent, threatening, intimidating, malicious and/or insulting behaviour, or verbal abuse, through any means. It is intended to undermine, humiliate, denigrate, or injure the recipient. It can be Physical, Psychological, Sexual, Racial or Emotional in character.**

## **HARASSMENT**

**In general terms, Harassment is unwarranted and unwanted conduct affecting the dignity of a person, including volunteers, trustees, those using our facilities, or attending charity events, where action or comments are viewed as demeaning and unacceptable to the recipient.**

**Harassment** is characterised by the persistent or repeated bullying, intimidatory and malicious and slanderous action, seeking to undermine a person's security & privacy. It can have serious physical, psychological and emotional effect and is damaging to people's health & wellbeing.

## **HARASSMENT AND BULLYING BEHAVIOUR:**

**Harassment and Bullying** behaviours are often linked and may be by an individual or group, against an individual, or a group. It may be obvious, or insidious (underhand and cloaked).

It may be face to face, or in written and spoken communication, via electronic means: including Email; phone Text; and Posts, Comments, or Messages on social media.

Its more insidious intention (provocations) is often to provoke a reaction which then provides the abuser the chance to blame the victim, who will be inclined (unknowingly) to react to the insidious provocations more publicly.

Example:     Insults by word or behavioural Gestures; Spreading Malicious Rumours; Ridiculing or Demeaning; Excluding/Victimisation; Lies; Deception; Misinformation; Unfair/Unjust Treatment; Unwelcome sexual advances; Unwelcome touching/intruding personal space and any combination of these.

An occasional disagreement/argument is not bullying. But if you feel concerned by an incident speak to a Community Volunteer or CIT Trustee.

**Everyone must be treated with dignity and respect. Failure to do so could be met with a challenge by our Trained Community Volunteers. Bullying or Harassment will not be tolerated at events on our premises or elsewhere where our events are being held (Including on social media).**

# Calne in Tune Safeguarding Policy For Children

As adults, volunteers, trustees, members, or those just visiting, EVERYONE has a responsibility to safeguard children and promote their welfare.

Calne in Tune and Calne Community Hub aim to promote the welfare of children. We do this by including them in the Centre, encouraging them to attend events, take part in age-appropriate activities. We seek to ensure they feel safe and comfortable at Calne Central and at other Calne in Tune events.

Young Children should be accompanied by a parent/guardian/responsible adult. **We do not and cannot provide a crèche/care service for children. Groups providing such support may use the facilities, but they remain responsible for the children in their care.**

If a child tells you they were made to feel uncomfortable, frightened, or have been hurt in some way, establish the 'facts' and get witnesses. **Only ask 'open' questions like: 'explain what happened' or 'tell me about it'.**

In many cases it may be that another child has been unkind or thoughtless. Still address this and explain we expect children to be kind and thoughtful while using CIT/CC. Explain this to the other child and/or their parent.

**If the incident relates to an adult who is not the parent /guardian/ responsible adult, this could be a serious matter. Intervene, ensure the child is safe and take notes. If it is a criminal incident, then call the Police. Please then notify the CIT Safeguarding Lead.**

If the child reveals serious issues of abuse or neglect, you must advise them that you cannot keep that information confidential, you will have to share it with someone else. **Do not 'interrogate' or 'lead' the child. Use only open questions to ensure that you understand what they are saying only.**

If the incident refers to a parent/carer, this must be referred to and checked with CIT Safeguarding Lead, who will advise whether this needs to be shared with Wiltshire Safeguarding Team. If the incident is not about a parent, or guardian, then the parent/guardian should be informed as soon as possible.

**Share with those whose job is to investigate.** Don't ask leading questions. Ask open questions like; 'Is there anything else you have to tell me?' Explain what will happen next. i.e. 'I will go and talk to x....,' Make a note of the conversation as soon as you can – record time & date and the exact words used by the child. Record any non-verbal behaviour (crying, anger, etc.).

**What should you say to the child?** Do not promise confidentiality. Do listen carefully to what they have to say. Try not to show shock or disbelief. Accept what they say, in the words they chose to use. Give reassurances that you will keep them safe and deal with the problem they have reported.

**Reassure the young person that you believe them and that they were right to share. Don't make promises though. Do not interrogate – Our job is to listen and just present the facts. Ensure we have the child's name, age/date of birth and their parents name & address.**

**Never allow yourself to become isolated with a child or vulnerable person. Stay in the public space or (if particularly distressed) go into a more private space with a parent, Guardian, carer, or any appropriate adult available. It can be useful to have males & females present.**

**No locked doors and ensure others know of where you are.**

**Please see our Safeguarding Children Supplementary Policy**

**Relevant Emergency Contact details:**

**Police Emergency: 999**

**Police Non-Emergency Crime Logging: 101**

**Children & Young Person's Safeguarding:**

<https://www.wiltshire.gov.uk/article/1433/Contact-children-s-services>

<https://www.wiltshire.gov.uk/article/1436/Child-protection>

**Wiltshire MASH:**

Children's Support & Safeguarding Teams

North 01249 707900

East 01380 826250

South 01722 438165

West 1 & 2: 01225 718555

**Wiltshire DOFA Service**

Tel: 0300 456 0108

Select OPTION 3 then OPTION 4

E-MAIL: [dofaservice@wiltshire.gov.uk](mailto:dofaservice@wiltshire.gov.uk)

## **SAFEGUARDING ADULTS WHO ARE VULNERABLE** **(Active Safeguarding)**

Adults may be vulnerable due to physical, mental, or developmental disabilities; mental health, drug & alcohol addiction; or other health conditions. It is part of our duty to ensure Vulnerable People do not suffer or come to harm while attending Calne in Tune (CIT) events or visiting Calne Central.

It is one of our designated roles to promote wellbeing of all, by encouraging Vulnerable People to come and join in wider community activities and the events we support. Social exclusion is one area where Vulnerable People may be (or become) most at risk and inclusion brings its own risks.

For vulnerable people to be fully included we may need to liaise with family, carer, other support groups and professionals. This is to ensure we meet and support their needs and are aware of any specific areas of risk to them as individuals. But must first listen to the person's own statements and wishes.

**If Vulnerable Adults attend the centre as part of organised activities by another organisation/group (other than Calne in Tune or Calne Central), that group must have suitable support available for the Vulnerable Adults and remain responsible for their safety.**

Volunteers and Trustees need to be aware of potential indicators of abuse and neglect. i.e. if a person visits regularly who appears neglected or is clearly losing weight or never has any money to purchase what they would like – these are indicators of potential neglect. (or self neglect) and should be raised with the Safeguarding Lead: Terry Couchman 07910173336.

Risks from individual abusers/potential abusers to Vulnerable Adults i.e. Does a carer/family member/support workers shout/berate them? Is another visitor befriending them? Do their family and carers know?

Share information if you have concerns with CIT / CCH Safeguarding Leads so that we can establish what the Vulnerable Person's needs are, their circumstances and any risks to their wellbeing.

Contribute to support plans to safeguard and protect Vulnerable Adults welfare.

Work with whoever is ensuring the Vulnerable Person's safety, depending on where the risks arise.

## **POLICY REGARDING SAFEGUARDING VULNERABLE ADULTS**

As one of its key strategies the Charity seeks to engage with Vulnerable Adults and provide a safe and caring environment with a friendly atmosphere. In doing this CIT & CCH takes seriously the welfare of all Vulnerable Adults who come to its premises or attend its activities in the town.

Any disclosure to the Volunteers or Trustees of abuse/neglect must be taken seriously. Please report and discuss any concerns with Safeguarding Leads and/or pass you concerns onto the appropriate authority (Police or MASH).

Do not interrogate the Vulnerable Adult. Ask open questions like 'Can you explain?' or 'Is there anything else?' This is in order to be clear **what** it is you are being told and to enable you to identify the level of concern.

CIT will ensure Volunteers and Trustees are given Safeguarding Training and ongoing guidance. They will also ensure that the procedures are reviewed to ensure implementation and that they remain fit for purpose.

We will remain in contact the Statutory Social Services and maintain good links with them and take on board any feedback, but our priority is to listen to and respect the wishes of the Vulnerable Person in as much as they show mental capacity in respect of a particular instance or circumstance.

For reasons of consistency and practicality the charity's procedures **for ALL VULNERABLE PERSONS**, of whatever age or circumstance, will be the same, with exception where the law, circumstances and mental capacity of the specific to the individual require otherwise.

Police Emergency: 999

Police Non-Emergency Crime Logging: 101

Wiltshire Neighbourhood Watch

<https://www.wiltshirenhw.org/>

Neighbourhood Alert – Community Messaging

<https://member-admin.neighbourhoodalert.co.uk/135/admin-area>

### **Wiltshire DOFA Service**

Tel: 0300 456 0108

Select OPTION 3 then OPTION 4

E-MAIL: [dofaservice@wiltshire.gov.uk](mailto:dofaservice@wiltshire.gov.uk)