



Wiltshire Search & Rescue - 1205651

Safeguarding – Procedure

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Approvals

Position:	Name: (BLOCK CAPITALS)	Date:	Signature:
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Purpose

This document provides details of how to apply our safeguarding practices and measures for the protection of all young people and vulnerable adults who come into contact with Wiltshire Search & Rescue activities. It is a how-to procedural guide to describing our responsibilities, the importance of working with our local safeguarding partners and how to recognise, respond to and report a safeguarding concern.

Definitions

The term child or young person refers to anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a representative of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

- A vulnerable adult is someone who has needs for care and support, and/or is experiencing or is at risk of harm, abuse or neglect and is unable to protect themselves.

We may refer to the term vulnerable people throughout this document to incorporate children, young people, and vulnerable adults.

RESPONSIBILITIES

Wiltshire Search & Rescue Representatives

All Wiltshire Search & Rescue Representatives should conduct themselves in such a way that promotes best practice and have the following key responsibilities:

- Carry out their role in adherence to the Wiltshire Search & Rescue Safeguarding Policy and Procedures and sign the commitment form (*see Appendix 2 for Safeguarding Commitment Form*)
- Take all reasonable precautions to protect young people and vulnerable adults from harm
- Anyone working with children should see and speak to the child; listen to what they say, take their views seriously; Immediately report any signs of abuse or harm; know the signs and different types of abuse or harm; know how to report an incident or concern in a timely manner and if appropriate work with the family to promote best outcomes. Additional provision should be put in place to support

children who have communication difficulties, unaccompanied children, refugees, and those children who are victims of modern slavery and/or trafficking

- Be vigilant and report any potentially unsafe practices to your Designated or Deputy Safeguarding Lead (DSL/ DDSL)
- Always work in an open environment (e.g., avoiding private or unobserved situations and encouraging open communication)
- Treat all young people and vulnerable adults equally, and with respect and dignity
- The welfare of the vulnerable person is paramount
- Maintain an appropriate relationship based on mutual trust which empowers the vulnerable person to share in the decision-making process.
- Ensure if any form of manual/physical support is required, it should be provided openly and according to positive handling guidelines.
- Be an excellent role model – this includes not smoking or drinking in the company of young people.
- Adequately supervise young people and vulnerable adults at all times
- Take personal responsibility for the constant supervision of any young people or vulnerable adults who are legally under your personal care who come into contact with Wiltshire Search & Rescue.
- Avoid spending time alone with vulnerable people.
- Avoid taking vulnerable people alone in the car.
- Not share any personal information and not request, or respond to, any personal information from a young person or vulnerable adult
- Avoid sharing or viewing pictures of young people or vulnerable adults.
- Ensure all communications, including online, are transparent and open to scrutiny.
- Participate in and request any relevant training to keep informed and keep up to date.

The following behaviour should **never** be sanctioned:

- Engage in rough, physical, or sexually provocative games.
- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive comments to a vulnerable person, even in fun.
- Allow allegations made by a vulnerable person to go unrecorded or not acted upon
- Take a vulnerable person to your home where they will be alone with you.
- Engage in inappropriate online communications including gaming.

If these practices are not adhered to or any of the following occurs, you should report this immediately to the Designated Safeguarding Lead or their Deputy and record the incident (see how to report a concern in the next section).

You should also ensure the parents/carer are informed:

- If you accidentally hurt a vulnerable person
- If a vulnerable person seems distressed in any manner
- If a vulnerable person appears to be sexually aroused by your actions
- If a vulnerable person misunderstands or misinterprets something you have done
- If a vulnerable person makes contact with you by social media.
- If informing them of a disclosure does not place the vulnerable person at imminent risk

Trustees

The Trustees are ultimately accountable for ensuring the organisation and its Wiltshire Search & Rescue Representatives uphold safeguarding requirements and commitments.

The Designated Safeguarding Lead has overall functional accountability for safeguarding matters.

This applies to anyone who has responsibility for recruiting, induction, supervision, development, or management of others or of sites/environments or events. The DSL's key responsibilities include:

- Ensure the safeguarding policy and procedures are understood, accessible and Representatives work within these requirements in their areas of responsibility – and complete and return to their DSL/DDSL their commitment to safeguarding form each time these documents are updated (*see Appendix 2 for the Safeguarding Commitment Form*)
- Ensure Wiltshire Search & Rescue Representatives complete the right level of safeguarding training (appropriate to their role) and refresher training (*see Appendix 1 for training levels*)
- Discuss safeguarding as a topic in meetings and other relevant opportunities.
- Ensure the environment, sites, or activities within your area of responsibility are safe and include safeguarding considerations (safeguarding includes environmental and physical safety for young people and vulnerable adults)
- Encourage and develop an open, safe, and inclusive environment.
- Conduct risk assessments which account for young people and vulnerable adult's needs and safeguarding requirements for any Wiltshire Search & Rescue environments, events, or activities you are responsible or part responsible for

- When recruiting, ensure applicants Wiltshire Search & Rescue Representatives demonstrate the necessary safeguarding behaviours and attitudes and conduct vetting as required by the ACOP.
- When inducting new Wiltshire Search & Rescue Representatives, ensure the representative is made aware and understands the safeguarding policy and procedures, completes the relevant training, and completes and returns the safeguarding commitment form (*see Appendix 1 & 2*)
- Complete the appropriate level of safeguarding training relevant to the managerial responsibilities.
- Ensure young people and vulnerable adults are adequately supervised at all times by an appropriate person.
- Ensure that where a representative has caring responsibilities (i.e., they are present with their dependent) that their first priority is the supervision of their dependent
- When working with partner organisations, ensure they commit to safeguarding practices and that we commit to their safeguarding expectations.

Designated Safeguarding Lead or their Deputy

The DSL or their Deputy is responsible for being available 24/7 for any safeguarding calls or incidents relating to Wiltshire Search & Rescue. If the concern is regarding them, please notify a representative of SAST (Service Assurance Team) by email to sast@lowlandrescue.org or any Wiltshire Search & Rescue trustee.

The DSL and DDSL's key responsibilities include:

- Providing an out of hours 24/7 service
- Be the first point of contact for all safeguarding incidents or concerns unless the concern is about them in which case Wiltshire Search & Rescue Representatives can raise their concern in line with their local safeguarding procedures.
- Ensure all relevant details are taken from the person reporting the concern or incident.
- Make a decision as to whether any emergency services need to be contacted.
- Contact the SAST department lead or Chairperson.
- Complete a Safeguarding Incident Reporting form, (Appendix 3)
- Ensure appropriate levels of confidentiality of those involved and records.

Wiltshire Search & Rescue DSL's key responsibilities include to:

- Be informed of all suspected safeguarding cases and ensure they are appropriately dealt with.

- Provide training, information, and advice on safeguarding across the charity, ensuring the Safeguarding policy and procedures are followed and adhered to
- Act as the liaison point with the LR DSL and National PR team, as appropriate, to alert them to any impending media interest.
- Be responsible for safeguarding records and updates.
- Report all incidents to the SAST Lead and where relevant the Committee & Trustees
- Offer advice and guidance to (Insert LR team name) Representatives.
- Act as a “link” between Wiltshire Search & Rescue Representatives who have concerns about vulnerable people and the authorities - Social Services (Social Work Services in Scotland and Health Boards in Northern Ireland) and/or the Police.
- Store all information in a secure place with access limited to designated people, in line with data protection legislation (e.g., that information is accurate, regularly updated, and relevant and secure)

HOW TO RECOGNISE ABUSE

Introduction

Abuse is a form of maltreatment of a vulnerable person. Somebody may abuse or neglect a vulnerable person by inflicting harm, or by failing to act to prevent harm. Vulnerable people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Vulnerable people may be abused by an adult or adults, or another child or children.

It should be recognised that some individuals may be particularly vulnerable, for instance young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation, and a powerlessness to protect themselves. Please note it is NOT your responsibility to decide if it is abuse or to decide if an investigation is warranted BUT it is your responsibility to take action and to act on your concerns immediately.

Abuse comes in various forms for both children and adults with potential indicators to help recognise each, which are outlined below.

Physical abuse/injury

In relation to Children and young people physical abuse/injury can be defined as:

‘A form of abuse which may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child’ *Working Together to Safeguard Children (2018)*.

In relation to vulnerable adult's types of physical abuse could include:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing.
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g., opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g., over-sedation)
- Forcible feeding or withholding food.
- Unauthorised restraint, restricting movement (e.g., tying someone to a chair)

Possible indicators of physical abuse:

- 'No explanation for injuries or inconsistency with the account of what happened.
- Injuries are inconsistent with the person's lifestyle.
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps.
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person.
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP'.

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Neglect and acts of omission.

In relation to Children and young people neglect and acts of omission can be defined as:

'The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- 'Provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger.
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs'.

Working Together to Safeguard Children (2018).

In relation to adults, it can be defined as:

- 'Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care.
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed.
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious, or ethnic needs
- Not taking account of educational, social, and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity.

Possible indicators of neglect and acts of omission:

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction.
- Inappropriate or inadequate clothing'

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Self-neglect

This primarily relates to adults and can be:

- 'Lack of self-care to an extent that it threatens personal health and safety.
- Neglecting to care for one's personal hygiene, health, or surroundings.
- Inability to avoid self-harm.
- Failure to seek help or access services to meet health and social care needs.
- Inability or unwillingness to manage one's personal affairs.

Possible indicators of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing, or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury'.

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Sexual abuse

In relation to Children and young people sexual abuse can be defined as:

'Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be

used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children’.

Working Together to Safeguard Children (2018).

In relation to adult’s sexual abuse can be determined but not exclusively as:

- Rape, attempted rape, or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus, or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts.
- Indecent exposure

Possible indicators of sexual abuse:

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing.
- Bleeding, pain or itching in the genital area.
- Unusual difficulty in walking or sitting.
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse.
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis.
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person’.

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Child Sexual Exploitation

In relation to Children and young people child sexual exploitation can be defined as:

‘Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity.

- in exchange for something the victim needs or wants, and/or
- for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.’

Working Together to Safeguard Children (2018)

Child Criminal Exploitation

In relation to Children and young people, Child criminal exploitation can be defined as:

‘As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity.

- in exchange for something the victim needs or wants, and/or
- for the financial or other advantage of the perpetrator or facilitator, and/or
- through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.’

Working Together to Safeguard Children (2018)

Emotional or psychological abuse

In relation to Children and young people emotional or psychological abuse can be defined as:

‘The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve

serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone’.

Working Together to Safeguard Children (2018)

In relation to adults emotional or psychological abuse could be defined as:

- ‘Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends.
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance.
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation, or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse.
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse:

- An air of silence when a particular person is present.
- Withdrawal or change in the psychological state of the person.
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment’.

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Extremism

In relation to Children and young people Extremism can be defined as:

'Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of Wiltshire Search & Rescue Representatives of our armed forces as extremist'.

Working Together to Safeguard Children (2018)

County Lines

In relation to Children and young people County Lines can be defined as:

'As set out in the Serious Violence Strategy, published by the Home Office, a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons. *Working Together to Safeguard Children (2018)*

Financial abuse or material abuse

This primarily relates to vulnerable adults and could include:

- 'Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits, or assets
- Employees taking a loan from a person using the service.
- Undue pressure, duress, threat, or undue influence put on the person in connection with loans, wills, property, inheritance, or financial transactions.
- Arranging less care than is needed to save money to maximize inheritance.
- Denying assistance to manage/monitor financial affairs.
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress.

- False representation, using another person's bank account, cards, or documents.
- Exploitation of a person's money or assets, e.g., unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g., unnecessary, or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

Possible indicators of financial or material abuse:

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle.
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity.
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so.
- The person allocated to manage financial affairs is evasive or uncooperative.
- The family or others show unusual interest in the assets of the person.
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney, or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices.
- A lack of clear financial accounts held by a care home or service.
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person.
- Disparity between the person's living conditions and their financial resources, e.g., insufficient food in the house
- Unnecessary property repairs'

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Domestic Abuse

In relation to adults:

'Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this procedure relating to:

- psychological
- physical
- sexual
- financial

- emotional

Domestic violence and abuse include any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence.

Coercive behaviour can include:

- acts of assault, threats, humiliation, and intimidation
- harming, punishing, or frightening the person.
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour
-

Possible indicators of domestic violence or abuse include:

- Low self-esteem
- Feeling that the abuse is their fault when it is not.
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family.
- Limited access to money'

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

In the year ending March 2020, an estimated 2.3 million adults aged 16 to 74 years experienced domestic abuse in the last year (1.6 million women and 757,000 men). Therefore, new legislation has been implemented through parliament in July 2021 which provides easier access to services for all those affected by domestic Violence.

Modern Slavery

Could include:

- 'Human trafficking

- Forced labour.
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution, and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Possible indicators of modern slavery:

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn.
- Isolation from the community, seeming under the control or influence of others.
- Living in dirty, cramped, or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
- Fear of law enforcers'

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Discriminatory abuse

Discriminatory abuse could be:

- 'Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '[protected characteristics](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/)' under the [HYPERLINK "http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/"](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/) Equality Act [HYPERLINK "http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/"](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/) 2010)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic.
- Denying access to communication aids, not allowing access to an interpreter, signer, or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment, and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic.

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated.
- Expressions of anger, frustration, fear, or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic.

Organisational or institutional abuse

Types of organisational or institutional abuse in relation to adults:

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care.
- Abusive and disrespectful attitudes towards people using the service.
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour.
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids.
- Not taking account of individuals' cultural, religious, or ethnic needs
- Failure to respond to abuse appropriately.
- Interference with personal correspondence or communication
- Failure to respond to complaints.

Possible indicators of organisational or institutional abuse:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated.
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items

- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational, and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet.
- Absence of individual care plans
- Lack of management overview and support'

Social Care Institute for Excellence: Safeguarding Adults, Types, and Indicators of Abuse (2018)

Further information on Safeguarding children in Wiltshire can be found here by following the link: <http://www.wiltshirescb.org.uk/>

How to Respond to and Report Safeguarding Concerns

Responding to a concern from or about a vulnerable person

If a vulnerable person confides in you or you learn from anyone else about a safeguarding concern, then you have a duty to respond and report this in the following manner.

Stay calm

Do not frighten the vulnerable person and do not rush into actions that may be inappropriate. Remain calm, approachable, and receptive. Do not show any shock or distaste.

Safety of the young person or vulnerable adult is paramount

If the vulnerable person needs urgent medical attention call an ambulance, inform the doctors of the concern, and ensure that they are made aware that this is a safeguarding issue. If you believe that the vulnerable person is at risk of immediate danger or in need of immediate protection, call the police straight away. Do not leave that person until you can hand them over to the appropriate person.

Reassure

Stress that they are not to blame and that they were right to tell you. Acknowledge you understand how difficult this may be. Let them know that you will do everything you can to help them, but do not make any promises you cannot keep.

Listen

Make it clear that you are taking what is being said seriously. Believe what the vulnerable person adult says. Do not make any comments about any of the people involved.

Keep questions to a minimum

There should be a clear and accurate understanding of what has been said. The law is very strict, and an abuse case can be dismissed if it appears a vulnerable person has been led, or words and ideas have been suggested. Do not ask questions that suggest an answer. Do not speculate or make assumptions.

Explain next steps

Do not promise to keep the information secret but explain that there is a need to share it in confidence with appropriate people.

Record

Complete minutes of the conversation immediately to ensure it is accurate a representation as possible. Record only what has been said, heard, seen and what you have said.

Report the incident

Contact the Designated Safeguarding Lead or their Deputy as soon as you have a concern or have received a disclosure/concern. The Designated Safeguarding Lead or their Deputy can support you to or make a referral through the Local Authorities reporting procedures or through the police. Do not discuss this situation with anyone who does not need to know.

Wiltshire Multi-Agency Safeguarding Hub (MASH)

https://wiltshirechildcare.proceduresonline.com/chapters/p_mash.html

For further information please refer to statutory guidance *What to do if you're worried a child is being abused* (March 2015) and *Care and Support, Statutory Guidance* (October 2018)

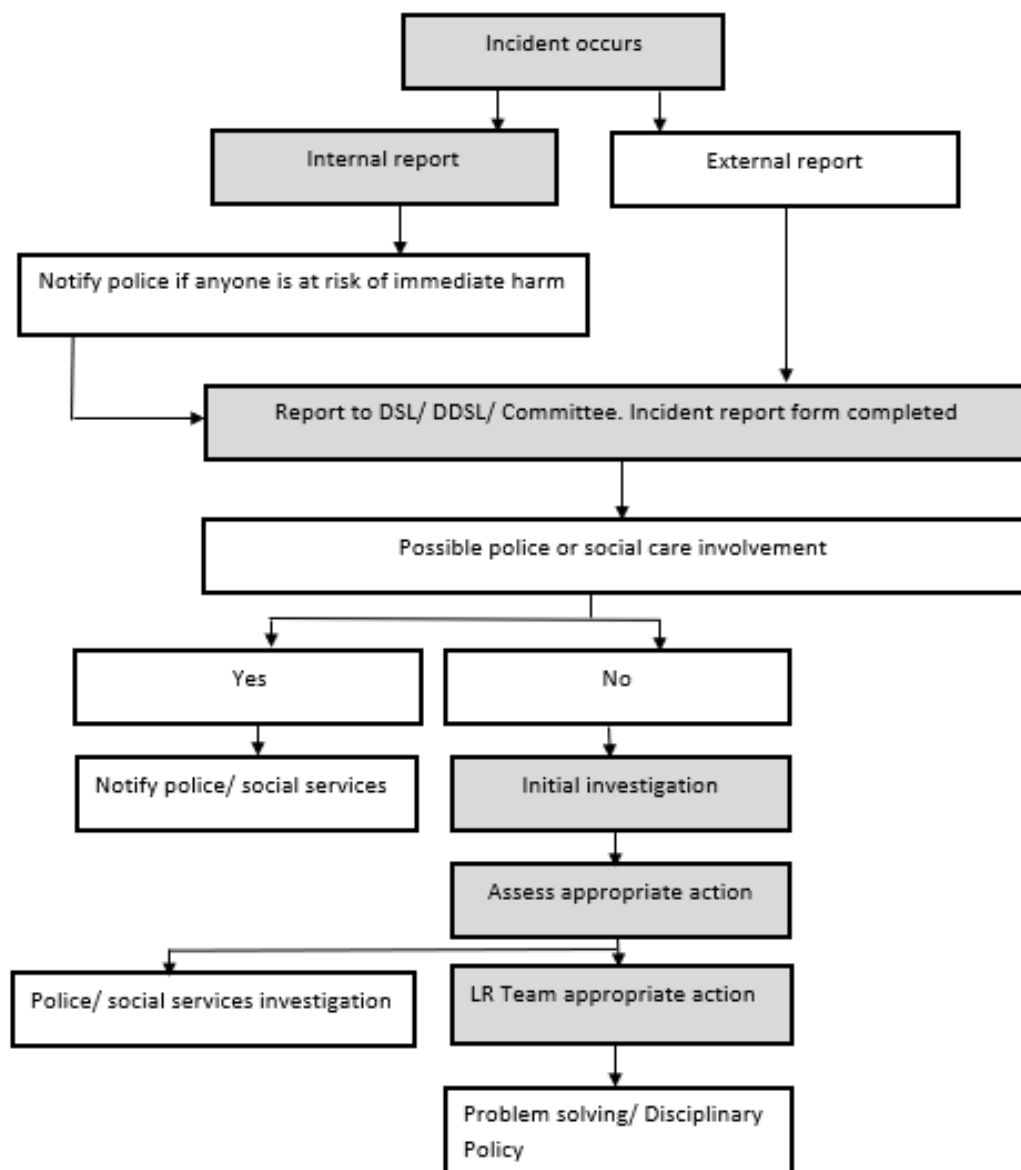
Reporting a concern from or about a vulnerable person

In the event of a concern, please follow the procedure below in line with the government documents/ guidance:

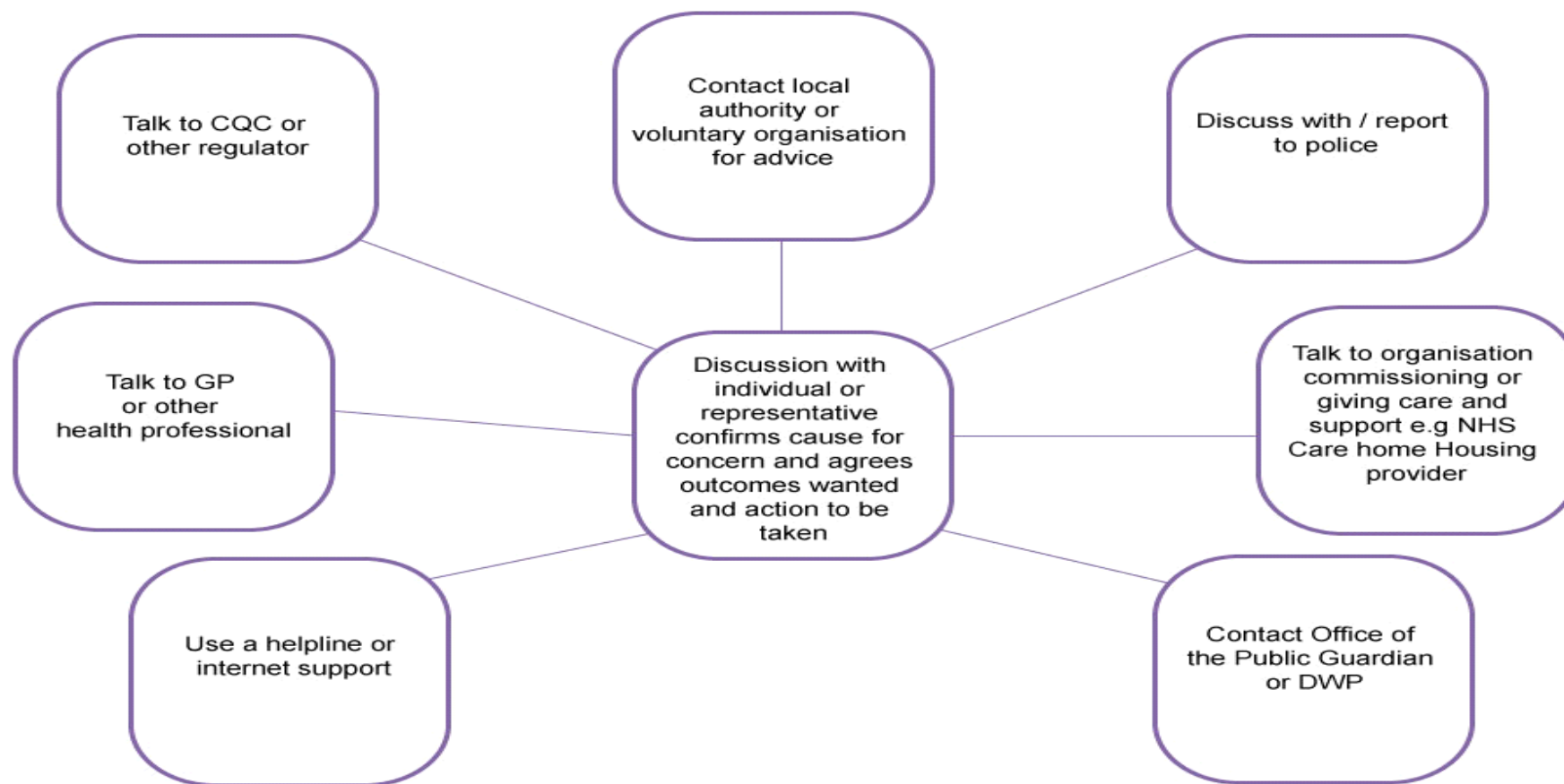
What to do if you're worried a child is being abused (2015) and *The Care Act, Statutory Guidance Para.14.92*

If someone is in need of urgent medical attention or protection, the ambulance or police services should be contacted as a priority.

The Designated Safeguarding Lead or their Deputy will decide how best to manage and progress the situation and whether further investigation or involvement from other agencies is required.



The Care Act (2018) stipulates a criminal investigation by the police takes priority over all other enquiries, although a multi-agency approach should be agreed to ensure that the interests and personal wishes of the adult will be considered throughout, even if they do not wish to provide any evidence or support a prosecution. The welfare of the adult and others, including children, is paramount.



The Care Act (2018) has provided the following information. In most Wiltshire Search & Rescue cases any concerns will be passed directly to police and where possible the individual concerned will be aware of this. *The Care Act, Statutory Guidance (October 2018)*

Record retention and guidance

Every organisation that holds records about children or adults must have policies and procedures in place regarding the retention and storage of that information. Clear guidelines for the retention, storage and destruction of child protection records are also required as part of safeguarding policies and procedures.

The following details WILSAR's procedures.

Each nation of the UK has legislation and guidance about the retention and storage of child protection records.

Data Protection principles, records containing personal information should be:

- adequate, relevant and not excessive for the purpose(s) for which they are held,
- accurate and up to date,
- only kept for as long as is necessary (Information Commissioner's Office, 2021).
- The introduction of the General Data Protection Regulation (GDPR) in 2018 does not change the way child protection records should be stored and retained.

WILSAR will:

- Know the reason why we are keeping records about children and/or adults (for example, because they relate to child protection concerns),
- Assess how long we need to keep the records for.

To keep personal information secure, Lowland Rescue will:

- Compile and label files carefully,
- Keep files containing sensitive or confidential data secure and allow access on a 'need to know' basis,
- Keep a log so you can see who has accessed the confidential files, when, and the titles of the files they have used,
- Destroy files either through shredding or incineration once they are no longer required. If we are creating records about the children and/or adults that take part in our services or activities, we will make sure they understand what records we hold, why we need to hold them and who we might share their information with (for example as part of a multi-agency child protection team) (Information Commissioner's Office, 2021). Any records kept for child protection reasons, don't necessarily require consent from the adults and/or

children concerned. In England, Scotland and Wales, the file should be kept until the child is 25 (this is seven years after they reach the school leaving age) (Information and Records Management Society (IRMS),

Concerns about adult behaviours

Records relating to concerns about an adult's behaviour will be kept in the person's confidential personnel file (not in a central 'concerns log') and a copy should be given to the individual.

If concerns have been raised about an adult's behaviour around children, WILSAR will keep the records in their personnel file at least until they reach their normal retirement age or for 10 years – whichever is longer (IRMS, 2019; Department for Education, 2022).

This applies to volunteers and paid staff. For example:

- If someone is 60 when the investigation into the allegation is concluded, keep the records until their 70th birthday,
- If someone is 30 when the investigation into the allegation is concluded, keep the records until they are aged 65.

WILSAR will keep records for the same amount of time regardless of whether the allegations were unfounded. However, if we find that allegations are malicious, we will destroy the record immediately. Information will be retained even if the person ceases volunteering for WILSAR

There are some situations where records need a longer retention period.

For example, if:

- The records provide information about a child's personal history, which they might want to access at a later date.
- The records have been maintained for the purposes of research.
- The information in the records is relevant to legal action that has been started but not finished.
- The records have been archived for historical purposes (for example if the records are relevant to legal proceedings involving the organisation).

Where there are legal proceedings, WILSAR will seek legal advice about how long to retain our records.

Some records are subject to statutory requirements and have a specific retention period. This includes records relating to:

- Children who have been 'looked after' by the local authority,
- Adopted children,

- Registered foster carers,
- Residential children's homes.

WILSAR will also ensure file storage and retention is compliant with its insurers.

Child Deaths

Wiltshire Search & Rescue will be aware of, and will work in accordance with, the requirements set out under Chapter 5 of *Working together to Safeguard Children* (2018) in regard to Child Deaths.

This section will provide information on the new *Child Death Review Partners* and the role of Wiltshire Search & Rescue within this.

Child Death Review Partners are local authorities and any clinical commissioning groups for the local area as set out in the *Children Act* (2004), as amended by the *Children and Social Work Act* (2017), *Working Together to Safeguard Children* (2018)

Child death review partners may request a person or organisation such as Lowland to provide information to enable or assist the reviewing and/or analysing of a child's death.

Representatives should be aware but should not assume that the police will notify the local *Child Death Review Partners*, via the local CDOP (*Child Death Overview Panel*) administrator (or equivalent) of the death of any child of which they become aware by using the notification form.

Note: Any representative of the community e.g., family, Wiltshire Search & Rescue Representatives etc. can complete and submit a *Child Death Notification Form*.

Further details of this can be found with your local safeguarding partners.

Child Death Review Forms can be found here:

<https://www.gov.uk/government/publications/child-death-reviews-forms-for-reporting-child-deaths>

Investigating a concern/allegation made against a Wiltshire Search & Rescue Representative

Once notification has been made, an individual will be selected by the Designated Safeguarding Lead, or any other relevant representative deemed suitable by Wiltshire Search & Rescue to make contact with the individual involved as soon as possible. Where possible this should be a face-to-face meeting to enable the Designated Safeguarding Lead or the nominated representative of the Committee to investigate the allegation to ascertain all the facts.

Following this initial meeting further investigation maybe required, which might include meetings with the nominated representative the Designated Safeguarding Lead and outside agencies.

The investigation will allow the nominated investigating person to consider the allegation made against the representative. They will need to consider if the following is required:

- a police investigation of a possible criminal offence
- enquiries and assessment by social service or whether a vulnerable person is in need of protection or support services.
- consideration of whether the person against whom the allegation is made should be subject to the Wiltshire Search & Rescue Disciplinary Policy/Procedure.

In the interests of fairness to all parties every effort will be made to maintain confidentiality and to guard against publicity while an allegation is being investigated/considered.

Suspension, or asking the representative to stand down will be considered where the allegation would be serious enough to be grounds for dismissal, or where the presence of the person in the organisation could jeopardise the investigation. This not only protects the organisation but also the individual until the investigation has been carried out. The Safeguarding Lead will keep the subject of the allegation informed of the progress of the investigation and is responsible for ensuring that they receive any support that may be appropriate. The subject of the allegation should not make contact with other Wiltshire Search & Rescue Representatives whilst the investigation is being carried out.

If an allegation is substantiated, action against the representative will be considered under the Wiltshire Search & Rescue Disciplinary Policy / Procedure. At the conclusion of the disciplinary hearing, the lead person hearing the allegations must consider what disciplinary measure, if any, is to be taken. If it is established that there has been an act of gross misconduct a representative may be summarily dismissed, alternatively a first or final warning may be issued, or no sanction issued.

Should the representative who the allegation has been made against resign or stand down from their position, to meet our Safeguarding responsibilities investigations and considerations will not cease. Notwithstanding the commitment to confidentiality the organisation will liaise with relevant police and Children's services if appropriate.

Where it has been decided that a suspended a representative can return to their duties, the DSL will ensure that the organisation makes arrangements to best facilitate that, including the provision of any support that may be necessary.

Where an allegation is found to be false or unfounded the representative will be immediately reinstated, the organisation will ensure that Children's and/or Adults services or other agencies are asked to consider whether support is needed by the child or vulnerable adult or, if possible, abuse by another party needs to be investigated. Where it can be shown that the allegation was deliberately invented or malicious, the representative will be supported with in accordance with the Wiltshire Search & Rescue Disciplinary Policy / Procedure, otherwise the matter will be referred to the police.

We must recognise this may be a particularly stressful time for the representative and they may wish to consider contacting the Service Assurance and Support Team to discuss support that can be provided. This is a confidential help and information facility.

Further guidance can be found on: <https://trixresources.proceduresonline.com/index.htm>

Post incident/allegation support

All allegations and incidents will be taken seriously and properly investigated. Representatives who are the subject of allegations should always feel able to discuss with other representatives any difficulties or problems that may affect their relationship with young people and vulnerable adults so that appropriate support can be provided, or action can be taken.

After an allegation / incident, life will continue for the young person or vulnerable adult, and they should continue to receive the same level of service as before. It is important not to treat them any differently or single them out as a result of anything they may say to you.

The DSL will give careful thought to the provision of appropriate support including counselling to those about whom there is a concern and those alleged against.

The opportunity to "debrief" after the event will be routinely considered and deciding who should be involved in this will clearly be related to the extent of knowledge about the concern and the impact on particular individuals.

Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Representatives must have due regard to the relevant Data Protection principles which allow them to share personal information, as provided for in the *Data Protection Act (2018)* and the *General Data Protection Regulations (GDPR)*.

Information should be handled and disseminated on a need-to-know basis only, which may include:

- The parents/carer of the person who is alleged to have been abused.
- Delegated Wiltshire Search & Rescue Representatives
- The person making the allegation.
- Social Services, Police, or other relevant bodies
- The Designated Safeguarding Lead for Wiltshire Search & Rescue
- The alleged perpetrator
- Appropriate representative of the Committee or Trustee
- If involved, the agency/partner.
- Wiltshire Search & Rescue PR department if any media enquiries

All representatives should be confident of the processing conditions under the *Data Protection Act (2018)* and the GDPR which allow them to store and share information for safeguarding purposes, including information, which is sensitive and personal, and should be treated as 'special category personal data'.

In the event that Wiltshire Search & Rescue Representatives need to share special category personal data, they should be aware that the *Data Protection Act (2018)* contains *Safeguarding of Children and Individuals at Risk* as a processing condition that allows practitioners to share information. This includes allowing Wiltshire Search & Rescue representatives to share information without consent, if it is not possible to gain consent, it cannot be reasonably expected that a representative gains consent, or if to gain consent would place a child or vulnerable adult at risk.

The DSL will store all information in a secure place with access limited to designated people. e.g., that information is accurate, regularly updated, relevant and secure. Please see Wiltshire Search & Rescue's Data Protection Policy and Privacy Statement for further information.

Appendix 1 – Safeguarding Levels & Measures

Safeguarding Levels	Online Course Description	Safeguarding level descriptors	Safeguarding measures (initial)	Safeguarding measures (refresher)
General awareness		Understanding of Safeguarding responsibilities	All Wiltshire Search & Rescue Representatives will be made aware of their safeguarding responsibilities as part of the induction process	Promotional material and communication updates to raise and maintain awareness Safeguarding strategy & policy regularly updated
Level 1 Introduction to Adult/Child protection All Wiltshire Search & Rescue Representatives	Safeguarding training by your safeguarding partners (retaken as stipulated on the course) for anyone who comes into contact with children and young people during work, voluntary or leisure activities, including topics such as key legislation, how to report concerns, and indicators of abuse and neglect.	The individual's activities with Wiltshire Search & Rescue involves some contact with children / vulnerable people but only on an infrequent basis and where there would always be another Wiltshire Search & Rescue representative present	All Wiltshire Search & Rescue Representatives are required to sign the 'Commitment to and Knowledge of Safeguarding Principles' form (Appendix 2) Safeguarding responsibilities explained as part of induction process Issued with a 'Safeguarding Tips' leaflet	Safeguarding is a statutory competency for all Wiltshire Search & Rescue Representatives and will be reviewed annually Safeguarding responsibilities for Wiltshire Search & Rescue Representatives roles will be reviewed annually
Level 2 Further Adult/Child Protection Wiltshire Search & Rescue Safeguarding Lead	Safeguarding training by your safeguarding partners (retaken as stipulated on the course) Additional training for the Designated Safeguarding Lead and Deputy who have already completed an introductory safeguarding course. This course covers topics such as making referrals, handling allegations, and working with agencies.	The Individual's activities with Wiltshire Search & Rescue involves some contact with children / vulnerable people on a regular basis (but not frequent) Manage the training and deployment of Safeguarding Policies and Processes within the charity	All Wiltshire Search & Rescue Representatives to comply with registration process & relevant vetting measures All Wiltshire Search & Rescue Representatives to sign acceptance to the 'Commitment to and Knowledge of Safeguarding Principles' form (Appendix 2) All Wiltshire Search & Rescue Representatives required to complete relevant Wiltshire Search & Rescue Safeguarding training (modular, on-line) All Wiltshire Search & Rescue Representatives to understand and comply with Safeguarding procedures determined by their manager	Safeguarding is a statutory competency for all Wiltshire Search & Rescue Representatives and will be reviewed annually Safeguarding responsibilities for Wiltshire Search & Rescue Representatives roles will be reviewed annually Annual review and update of local safeguarding procedures

Appendix 2 – Commitment to Safeguarding Practices Form

COMMITMENT TO WILTSHIRE SEARCH & RESCUE SAFEGUARDING PRACTICES

Applicable to all Safeguarding Levels

I confirm that I have read the Wiltshire Search & Rescue Safeguarding Policy and have an awareness and understanding of the policy and practices. I understand and accept the Safeguarding responsibilities I hold in my role within the organisation.

Signed: _____

Date: _____

Print Name _____

Witnessed by: _____

Date: _____

Print Name: _____

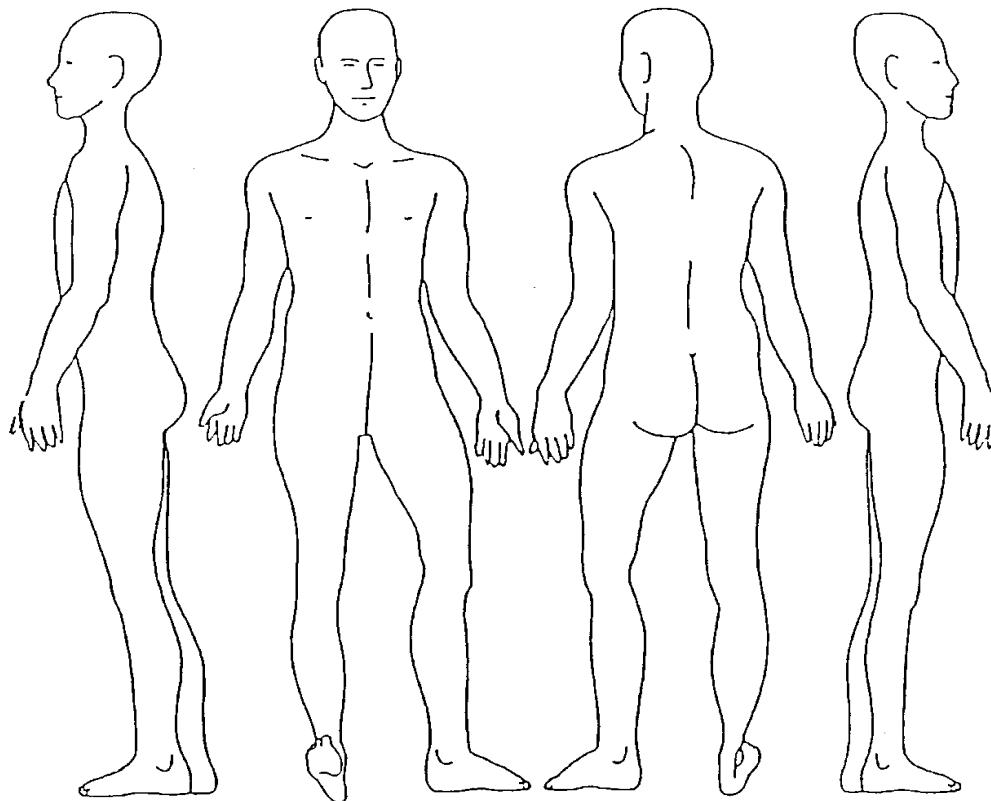
Appendix 3 – Safeguarding Incident Report Form - CONFIDENTIAL - INCIDENT REPORT FORM

Please complete this form as fully as possible and attach any previous/subsequent notes – once completed please return to the Wiltshire Search & Rescue Safeguarding Lead

Safeguarding Incident Report Form			
DATE and TIME (of completing this CONCERN)		Date:	Time:
Name of Misper:			
Approx. age/ D.O.B of Misper:			
Misper Contact details:			
Parent/ Carer/ Guardian details:			
Is this your concern or someone else's? <i>If someone else state who and contact details.</i>			
What is the nature of your concern?			
To Consider: What is your concern? How did this happen? Where is this said to have happened? When did it happen? Who is involved?			
Detail:			
Reported directly to:	Name:	Role:	
Continuation/ additional sheet attached?		Y / N	
Signed:			
Details of person completing this form: (Print)	Name:	ID Number:	Team:
Received by SM/SP:			
Signed:			
Name:			
Date:	Time:	URN:	

Body map

Where appropriate use this form to provide further information to support a safeguarding concern.



Appendix 4 – Safeguarding Risk Assessment Templates

Risk Assessment (including Safeguarding and Vulnerable persons, taken from LR Risk Assessments)

LR = Wiltshire Search & Rescue

Activity		Date Assessed		Location					
Review Date		Assessed by							
Hazard	Who may be impacted	Consequences	Initial risk rating			Control Measures	Residual risk		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
Individual and collective (vulnerable people)	<ul style="list-style-type: none"> Representative Volunteer Representative of the public 	<ul style="list-style-type: none"> Child protection Safeguarding concerns Injury 	Possible	High	Medium	LR personnel have been trained in and are aware of the guidelines in the LR Safeguarding Policy All Wiltshire Search & Rescue representatives and volunteers to adhere to the LR safeguarding best practice	Rare	High	Medium
Lone working	<ul style="list-style-type: none"> Representative Volunteer 	<ul style="list-style-type: none"> Risk of violence Pre-existing medical condition Remote working Travelling alone Lack of communication 	Likely	High	High	<ul style="list-style-type: none"> Avoid lone working where possible. LR representatives are aware of the guidance. LR representatives to make arrangements for an emergency contact to be aware of their LR activities. LR DSL or Deputy DSL to be available 	Possible	Moderate	Medium
Individual and collective (violence and aggression)	<ul style="list-style-type: none"> Volunteer Representative of the public 	<ul style="list-style-type: none"> Minor injury – cuts and bruises, strains, pains Major injury – fracture, hospital visit 	Possible	High	Medium	LR representatives are aware of the LR personal safety and Wellbeing Policy	Unlikely	Moderate	Medium

		<ul style="list-style-type: none"> Spitting Stress 							
Individual and collective (welfare facilities)	<ul style="list-style-type: none"> Volunteer Representative of the public 	<ul style="list-style-type: none"> Poor hygiene Illness or injury Risk to health 	Possible	Moderate	Medium	<ul style="list-style-type: none"> Ensure welfare facilities available. Ensure all hazards are suitably controlled. Ensure all LR representatives know how to contact first aid / medical assistance 	Unlikely	Low	Low

RI02000001 (ISSUED) - RISK ASSESSMENT BRIEFING SHEET

The briefing sheet is to be completed by all involved in the activity **before** it begins.

This is to confirm they have been made aware of the risks and what control measures **must** be in place to ensure their safety whilst undertaking the activity.

Low	Activity can commence / proceed
Medium	Can additional measures be taken to reduce the risk further? If not, proceed with care
High	Activity not to commence until risk level reduced to an acceptable level

Before filling in your details below, please make sure you are familiar with, and accept the hazards identified and 'Control measures to be implemented'.

Likelihood	5 Almost certain	Medium	Medium	High	High	High
	4 Likely	Low	Medium	Medium	High	High
	3 Possible	Low	Medium	Medium	Medium	High
	2 Unlikely	Low	Low	Medium	Medium	Medium
	1 Rare	Low	Low	Low	Medium	Medium
		1 Negligible	2 Low	3 Moderate	4 High	5 Severe
		Impact				