

RAMBLERS PROCEDURE COVER SHEET

Title:	Safeguarding Procedure
Purpose / scope:	This procedure sets out the Ramblers approach to safeguarding for volunteers, members, staff, supporters and anyone who attends our events or activities.
Staff owner:	Head of Volunteering Development
Related policies:	Whistleblowing policy Complaints policy Disciplinary policy (Staff) Problem solving policy and procedure (Volunteers) Code of conduct Safeguarding Code of Conduct for Family Walks (Scotland) Social media policy Equality policy and framework Vulnerable supporters' policy for volunteers (about fundraising and donations) Vulnerable supporters' policy (about fundraising and donations)
Approved by:	Board of Trustees
Date approved:	30 September 2020
Next review due:	October 2023
Version:	2
Applies to:	Staff, volunteers, members, trustees, supporters, consultants, contractors

Version control

Version	Date	Activity
1	December 2019	New policy, reviewed by the Board, changes requested
2	July 2020	Updated version

RAMBLERS SAFEGUARDING PROCEDURE

This procedure explains what to do when you recognise, receive or refer a safeguarding allegation, concern or disclosure.

Introduction

The Ramblers is committed to creating and maintaining a safe, welcoming and inclusive environment where everyone is respected and valued. We want to ensure we act in a way that prevents harm, harassment, bullying, abuse and neglect. Everyone in the organisation has a role to play in safeguarding and we need to be ready to respond safely and effectively if there is a problem.

Safeguarding is everyone's responsibility – if you have concerns about anyone's safety or wellbeing you must act on these, do not ignore them.

It is vital to have a clear, easy to understand and consistent process for everyone to follow so that problems can be identified and reported quickly. The Safeguarding procedure applies to everyone involved in the Ramblers' activities and events as well as areas and groups. This procedure is designed to be read alongside the safeguarding policy.

1. Principles

The guidance given in the policy and procedures is based on the following principles:

- The welfare of adults and children is paramount in all the work, events, activities and programmes carried out as well as the decisions made by the Ramblers.
- It is important to value, listen to and respect all views and opinions.
- All adults and children, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- We will seek to ensure that we are inclusive and make reasonable adjustments or any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
- The rights, dignity and worth of everyone will always be respected.
- We all have a shared responsibility to ensure the safety and well-being of adults and children and will act appropriately and report concerns, whether these concerns arise within the Ramblers or in the wider community.
- All allegations will be taken seriously and responded to quickly.
- We recognise the role and responsibilities of the statutory agencies in safeguarding and are committed to complying with their procedures.

Adult safeguarding and the wellbeing principle

The concept of wellbeing is used throughout English and Welsh legislation and relates to personal dignity, support and inclusion. The 'Wellbeing Principles' for England and Wales are in

Appendix 1.

Adult safeguarding should be person led and outcome focussed. The intention is to engage with a person and discuss how best to respond to their safeguarding situation in a way that enhances involvement, choice and control, to improve their quality of life, well-being and safety. Wherever possible discuss safeguarding concerns with the adult to get their view of what they would like to happen – involve them in the process and get their

consent to share information outside of the organisation where necessary. The adult's views, wishes, feelings and beliefs must be considered when decisions are being made. This is known as 'Making safeguarding personal'.

2. Roles and Responsibilities

Safeguarding is everyone's responsibility and to create a safe environment, it is important that everyone feels respected, knows their rights, feels they can ask questions and tell someone if they are concerned about something.

Key contacts

- Our Safeguarding Lead is the Head of Volunteering Development, we also have a nominated Safeguarding Trustee.
- There are also Safeguarding Officers in England, Scotland and Wales.
- The names and contacts are available on the Ramblers website on the Safeguarding page.

Safeguarding Lead

The responsibilities for this role include:

- Being the central point of contact for all concerns and incidents.
- Coordinating the Ramblers approach to safeguarding.
- Producing and circulating guidance and resources to support the policy and procedures.
- The creation of a case management system to deal with issues, manage and review concerns within the Ramblers.
- We have a written procedure to review the management of concerns every three years report to Board of Trustees.
- Establishing appropriate training for volunteers, staff and trustees.
- Managing referrals to statutory agencies (social services or police) of any incidents or allegations of abuse or harm.
- Providing advice and support to volunteers, trustees and staff on safeguarding.

If the concern relates to the Safeguarding Lead, then the issue should be reported to the Head of Human Resources. If the concern relates to one of the Safeguarding Officers, then the issue should be reported to the Safeguarding Lead, the Head of Volunteering Development.

Trustees

There is a lead trustee who is responsible for overseeing safeguarding and helps to ensure the policy is embedded within the Ramblers.

3. What to do if you have a concern or someone raises a concern with you?

It can be very hard for someone to talk about abuse they have suffered, as they may fear there will be negative consequences. It may take a long time to talk about abuse they have experienced, some never do. Creating an environment in which people feel comfortable talking about any abuse, taking them seriously and acting swiftly upon any information they disclose are all essential to ensuring a culture of openness and vigilance.

Responding to concerns

- It is not your responsibility to decide if there is a safeguarding issue – but it is

everyone's responsibility to respond to and report concerns.

- Is the person in immediate danger or are they injured? Then contact the emergency services as soon as possible. If you think a crime has been committed, then contact the police.
- If a concern or allegation of abuse or poor practice is reported, this must be reported to the Safeguarding Lead. If the concern relates to the Safeguarding Lead, then it should be reported to Head of HR.
- Tell the person involved what you are going to do about the concern, note any views they may have regarding how they wish the matter to be dealt with and seek their consent.
- If you feel that they do not have capacity to consent, you can act without consent, but you must record your decision. Always consider the balance between listening to someone's wishes and needing to refer information where others may be at risk.

Reporting concerns

- If you are concerned someone is in immediate danger, contact the police by ringing 999 immediately.
- Where you suspect that a crime is being committed, you must involve the police.
- If you have concerns, or you are told about possible or alleged abuse, poor practice or wider welfare issues you must report this as soon as possible to the safeguarding lead for your home nation.

Recording concerns

- Make a note of your concerns.
- Record what the person said using their own words as soon as possible.
- Complete a safeguarding incident form (**Appendix 4**) and email it to the safeguarding lead/officer.
- Describe the circumstances of the disclosure and how it came about.
- Take care to distinguish between fact, observation, allegation and opinion – it is important that the information you have is accurate.
- Be aware of the need for confidentiality at all times – this information must only be shared with your safeguarding lead and others on a need-to-know basis.
- All incident forms will be stored securely and confidentially. Electronic records will be password protected.

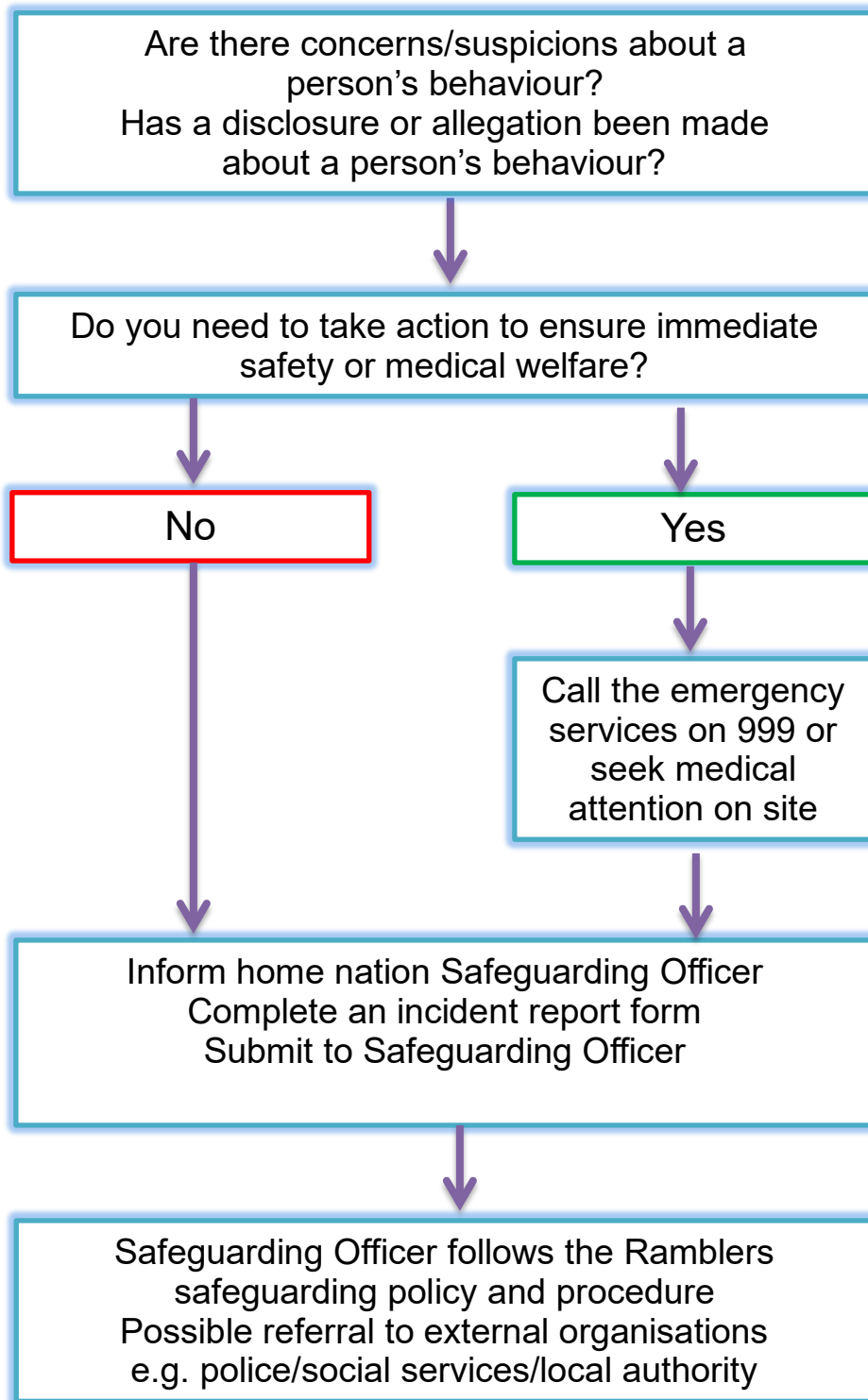
Referring concerns

Everyone working, volunteering and taking part in the Ramblers' activities has a duty of care to be aware and respond appropriately to suspicions of poor practice, abuse or bullying.

This does not mean that it is your responsibility to decide if a situation is poor practice, abuse or bullying, but it is your responsibility to report your concerns to the safeguarding lead or officer.

If you cannot contact someone within the Ramblers or feel that your concerns are not being dealt with properly, you can contact the police, your local authority (who will have specialist teams or will provide details about who to contact), the NSPCC or the Ann Craft Trust.

4. The Ramblers Safeguarding Process



5. Types of abuse and neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. There are different types and patterns of abuse and neglect and different circumstances

in which they may take place. Each Home Nation defines category of abuse and harm slightly differently, see **Appendix 5** for the different types in each country.

There are a variety of different types of abuse or harm - **Appendix 6** outlines the different types and gives definitions.

6. Signs and indicators of abuse and neglect

Abuse can take place anywhere and be inflicted by anyone. There are many signs and indicators that may suggest someone is being abused or neglected – including but not limited to:

- unexplained bruises or injuries – or lack of medical attention when an injury is present
- person's belongings or money goes missing
- person not attending/ no longer enjoying taking part in activities/events
- someone losing or gaining weight/ an untidy appearance or a deterioration in hygiene
- a change in the behaviour or confidence of a person – they may be quieter and withdrawn
- they may self-harm
- they may have a fear of a particular group or individual
- they may tell you/ another person they are being abused ie a disclosure
- harassment of a member because they are or are perceived to have protected characteristics
- not meeting everyone's needs – having regular breaks
- sending unwanted sexually explicit text messages to a person with learning disabilities
- threatening someone with physical harm.

7. Storing and sharing records

Records can be kept up to six years following The Data Protection Act 2018 - which implements the General Data Protection Regulations (GDPR) guidance. When records are being kept for more than the six-year period, files will be clearly marked and the reasons for the extension period clearly identified.

To keep adults and children safe, information needs to be shared so that decisions can be made about how to protect them. The law recognises that sharing information is a part of day-to-day safeguarding practice. Sharing information is an important part of Ramblers safeguarding procedure when it is required.

8. Training

Everyone at the Ramblers will have access to the Safeguarding policy and Safeguarding procedure and is expected to implement this across the charity.

All staff and volunteers are required to undertake some form of safeguarding learning opportunities that is relevant to their role.

9. Useful contacts

The Ramblers

Safeguarding lead: Head of Volunteering Development - Victoria Dickinson

External

The police and/ or your local authority safeguarding team.

Charity Commission

Phone: 0300 066 9197

Website: www.gov.uk/government/organisations/charity-commission

National Society for the Prevention of Cruelty to Children

24-hour helpline: 0808 800 5000

Email: help@nspcc.org.uk

Childline

Phone: 0800 1111

Website: www.childline.org.uk

Ann Craft Trust - Safeguarding Adults in Sport and Activity

Phone: 0115 951 5400

Email: ann-craft-trust@nottingham.ac.uk

Children 1st Scotland

Phone: 0131 4462300

Email: cfs@children1st.org.uk

NCVO

Phone: 020 7713 6161

Email: ncvo@ncvo.org.uk

Appendices

Appendix 1 – Wellbeing Principles for England and Wales

Appendix 2 – Principles of adult safeguarding

Appendix 3 – Capacity: guidance on making decisions

Appendix 4 – Safeguarding incident form

Appendix 5 – Categories of abuse and harm

Appendix 6 – Definitions of the different types of abuse and harm

Appendix 1 – ‘Wellbeing Principles’ for England and Wales

England	Wales
<p>Personal dignity (including treating the individual with respect)</p> <p>Physical and mental health and emotional wellbeing</p> <p>Protection from abuse and neglect</p> <p>Control by the individual over their day-to-day life (including over care and support provided and the way they are provided)</p> <p>Participation in work, education, training or recreation</p> <p>Social and economic wellbeing</p> <p>Domestic, family and personal domains</p> <p>Suitability of the individual’s living accommodation</p> <p>The individual’s contribution to society.</p>	<p>Physical and mental health and emotional well-being</p> <p>Protection from abuse and neglect</p> <p>Education, training and recreation</p> <p>Domestic, family and personal relationships</p> <p>Contribution made to society</p> <p>Securing rights and entitlements</p> <p>Social and economic well-being</p> <p>Suitability of living accommodation</p> <p>Control over day to day life</p> <p>Participation in work</p>

Appendix 2 - Principles of adult & Children safeguarding

England – Care Act 2014

The Act's principles are:

Empowerment - People being supported and encouraged to make their own decisions and informed consent.

Prevention – It is better to take action before harm occurs.

Proportionality – The least intrusive response appropriate to the risk presented.

Protection – Support and representation for those in greatest need.

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

Accountability – Accountability and transparency in delivering safeguarding.

Scotland – Adult Support and Protection Act 2007

The Act's principles are:

The overarching principle underlying Part 1 of the Act is that any intervention in an individual's affairs should provide benefit to the individual, and should be the least restrictive option of those that are available which will meet the purpose of the intervention.

This is supported by a set of guiding principles which, together with the overarching principle, must be taken account of when performing functions under Part 1 of the Act. These are:

The wishes and feelings of the adult at risk (past and present);

The views of other significant individuals, such as the adult's nearest relative; their primary carer, guardian, or attorney; or any other person with an interest in the adult's well-being or property;

The importance of the adult taking an active part in the performance of the function under the Act;

Providing the adult with the relevant information and support to enable them to participate as fully as possible;

The importance of ensuring that the adult is not treated less favourably than another adult in a comparable situation; and

The adult's abilities, background and characteristics (including their age, sex, sexual orientation, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage).

Children (Scotland) Act 1995

The Acts principles are:

Each child has a right to be treated as an individual

Each child can form views on matters affecting him/her

Each child has the right to be protected from Abuse

SHANARRI indicators – to ensure everyone has a common understanding of what wellbeing means in Scotland, the Scottish Government has described wellbeing in terms of eight indicators, which are

Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

<https://www.gov.scot/publications/shanarri/>

Wales – Social Services and Wellbeing Act 2014

The Act's principles are;

Pay attention to what people want.
Remember people's dignity.
Think about each person. Think about their culture, beliefs and language.
Support people to be part of decisions about their life.
Expect adults to know what is best for themselves.
Support adults to be as independent as possible.

Appendix 3 – Capacity: guidance on making decisions

England and Wales share the Mental Capacity Act of 2005, and Scotland has the Adults With Incapacity (Scotland) Act 2000. The Acts all apply to people over the age of 16.

The issue of capacity or decision-making is a key one in safeguarding adults across all legislatures.

It is useful to have an overview of the concept of capacity. The ability to make decisions is often taken for granted. But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called “lacking capacity”.

To make a decision we need to:

- understand information
- remember it for long enough
- think about the information
- communicate our decision

The various legislations set out the principles for working with adults who lack capacity to make decisions. A person's ability to do this may be affected by things like learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Good practice states that every individual has the right to make their own decisions and legislation provides the framework for this to happen. The legislations are designed to ensure that people have the support they need to make as many decisions as possible. The legislations also protect people who need family, friends or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Any intervention in the affairs of an adult should:

- benefit the adult;
- take account of the adult's wishes, so far as these can be ascertained;
- take account of the views of relevant others, as far as it is reasonable and practical to do so; and
- restrict the adult's freedom as little as possible while still achieving the desired benefit.

An individual's ability to make decisions can change over the course of a day. Here are some examples that demonstrate how the timing of a question can affect the response:

- a person with epilepsy may not be able to make a decision following a seizure.
- someone who is anxious may not be able to make a decision at that point; or
- a person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

In each of these examples, it may appear as though the person cannot make a decision. But

later in the day, presented with the same decision, they may be able to at least be involved or to make an informed and measured decision.

Legislation recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity. The legislation also recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

To help understand this concept further, consider the following five points:

- assume that people can make decisions, unless it is shown that they are not. If you have concerns about a person's level of understanding, you should check this with them, and if applicable, with the people supporting them;
- give people as much support as they need to make decisions. Be involved in this –think about the way to communicate or provide information and be aware that they may ask for an opinion.
- people have the right to make unwise decisions. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimized;
- if someone is not able to make a decision, then the person helping them must only make decisions in their “best interests”. This means that the decision must be what is best for the person, not for anyone else; and
- find the least restrictive way of doing what needs to be done.

Remember:

Do not discriminate or make assumptions about someone's ability to make decisions, and do not pre-empt a best interest's decision merely based on a person's age, appearance, condition or behaviour.

As an organisation, when it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way information is provided might influence a person's ultimate decision. A person may be receiving support that is not in line with the principles of the legislation - be prepared to address this.

**PLEASE NOTE: The Mental Capacity Act in England and Wales is currently under review and the legislation and process is likely to change. It is recommended that a review of policy/procedures to take this into account is carried out in 2020.*

Appendix 4 – Safeguarding incident form

Please complete this as fully as possible if you have any concerns. This form will be used by staff or volunteers to record concerns or suspicions of abuse. The form should be sent to the Ramblers safeguarding lead or officer dealing with the allegations within 24 hours of the incident.

If you want some assistance, please phone the office and ask to speak to a safeguarding officer or the safeguarding lead.

Form Completed by	
Your name:	Your role or position:
Group, area or location:	Contact phone number:
The person at risk's details	
Name:	
Address/phone number:	
Details of the concerns/ allegations	
Are you recording: <ul style="list-style-type: none"> • Disclosure made directly to you by the person? • Disclosure or suspicions from a third party? • Your suspicions or concerns? 	
Date and time of disclosure:	
How did the alert arise?	
Name/ address/ phone number of person reporting the concerns, if different to the person completing the form:	
Who is aware of the allegations/ concerns?	
Date and time of incident:	
Details of the allegation/suspicions. State exactly what you were told/ observed and what was said. Use the persons own words as much as possible. Include: Name of perpetrator	

Address (if known) Phone number/ email (if known)
Action taken so far:
Any additional information or comments:
Date submitted:

Once completed, please return this form immediately ideally by email to safeguarding@ramblers.org.uk

Or phone the main Ramblers offices
England
Scotland
Wales

Appendix 5 – Categories of abuse and harm

England - Care Act 2014
Physical Sexual Emotional/Psychological/Mental Neglect and acts of Omission Financial or material abuse Discriminatory Organisational / Institutional Self-neglect Domestic Abuse (including coercive control) Modern slavery
Scotland - Adult Support and Protection Act 2007
Physical Psychological Financial Sexual Neglect
Wales - Social Services and Well-being Act 2014
Physical Sexual Psychological Neglect Financial

Appendix 6 - Definitions of the different types of abuse and harm

Self-neglect – this covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude.

Domestic abuse and coercive control – including psychological, physical, sexual, financial and emotional abuse. It also includes so-called 'honour' based violence, which can occur between any family members.

Discriminatory abuse – this centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home.

Physical abuse – including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the person has not consented or was pressured into consenting.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to a person's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Emotional or psychological abuse – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

The following are also relevant:

Cyber bullying – when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person.

Forced marriage – used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

Mate crime – a ‘mate crime’ as defined by the Safety Net Project as ‘when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.’

Radicalisation – the aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause.