

# Home Café Safeguarding Policy and Procedures

## Children and Vulnerable Adults

### 1. Introduction

Home Community Café believes that everyone has the right to live in safety, free from abuse and neglect. This policy sets out the roles and responsibilities of everyone involved in Home Cafe in working together in promoting the welfare of children and vulnerable adults and safeguarding them from abuse and neglect. Home Community Café is in contact with vulnerable adults and children as customers of the business, as attendees to groups hosted in the café, as volunteers and through employment. Whilst we are most likely to encounter concerns about vulnerable adults we are in contact with children in the following ways: Children accessing the café with an adult, under 18's accessing the café without adult supervision, and under 18's volunteering at Home Café.

### 2. Definitions

The Children Act 1989 definition of a child is: anyone who has not yet reached their 18th birthday, even if they are living independently, are a member of the armed forces or is in hospital.

The definition of a vulnerable adult is a person over the age of 18 years who:

Is or may be in need of / eligible for Community Care Services by reason of mental or other disability, age or illness

- AND is unable to take care of him / herself
- OR is unable to protect him / herself from significant harm or exploitation

### 3. Child and Adult Abuse:

Children and adults may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. There are 4 main categories of abuse: sexual, physical, emotional abuse, and neglect. It is important to be aware of more specific types of abuse that fall within these categories, These, along with the legal basis of this policy are included at Appendix 1

#### **4. Who does this policy apply to?**

This policy and related procedures are applicable to Paid staff, trustees, and volunteers of Home Cafe. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Home Community Café requires organisations using our space to be aware of our safeguarding policy (copy provided) and expects formally constituted organisations to have their own Safeguarding Policy and Procedures. Home reserves the right to ask to view this.

#### **5. Roles and Responsibilities**

##### **5.1 All staff both paid and volunteers must:**

- Follow the guidance laid out in this policy and related policies
- Pass on any safeguarding concerns to the Senior Manager present (Café Manager or Shift Leader).
- Where safeguarding concerns relate to the Senior Manager these should be raised with the Café Manager or Designated Trustee for Safeguarding (as appropriate).
- Contribute to discussions about safeguarding and to positively involve people in developing safe practices.

##### **Additional specific responsibilities:**

##### **5.2 Trustees have the responsibility:**

- To ensure the policy is in place and appropriate.
- To ensure that the policy is monitored and reviewed every 2 years or when there is a change in legislation.
- To ensure that the Senior Managers have received appropriate training
- To appoint a Designated Trustee for Safeguarding
- To ensure that all safeguarding incidents are reported to them and to respond appropriately

##### **5.3 The senior manager's (Café Manager) responsibilities are:**

- To actively promote the welfare of vulnerable adults and children.

- To ensure that all staff, paid and volunteer have read and agreed to abide by this policy.
- To ensure staff have access to and undertake appropriate training and that Shift Leaders understand their delegated responsibilities for safeguarding when leading a shift.
- To ensure that those staff identified by the trustees as requiring a DBS check receive one
- To receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately.
- To report any safeguarding concerns to the appropriate authorities and to keep the trustees informed.
- In the event of a serious and immediate risk of harm or if a crime has been committed, to contact the relevant authority (police, Adult / Child Social Care) and then to inform designated Trustee.
- To keep a written record of any safeguarding concerns
- To keep up to date with local arrangements for safeguarding and Disclosing and Barring Service (DBS),
- To develop and maintain effective links with relevant agencies involved with vulnerable adults or children connected with Home.

## **6. Behaviours expected of everyone involved in Service Delivery at Home Café to ensure that Home Café is a safe environment for everyone**

Home expects staff and volunteers to protect the professional integrity of themselves and the organisation. Generally, gifts may not be given to or received from customers, other than those provided by the organisation as part of a planned activity. Staff and volunteers should maintain appropriate professional boundaries with customers. Abusive language or inappropriate behaviour is unacceptable at any time, whether directed to staff, volunteers or customers. If this occurs, it should be escalated to senior management. Staff and volunteers may not pass on personal contact details of customers or any other staff without their permission. However, Home is a community of people built on relationships whereby communication is encouraged. Home is a charitable body and unable to lend or give money to staff or customers outside of its agreed procedures.

## **7. Training and Awareness:**

Home Community Café will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g., contractors).

For all employees who are working or volunteering with adults at risk this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in Safeguarding adults and children
- Recognise an adult or child in potential in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with individuals.
- Have knowledge of the Safeguarding Policy.

## **8. Confidentiality and Information Sharing:**

Home Community Cafe expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Local Authority if an adult or child is deemed to be at risk of harm.

## **9. Recording and Record Keeping:**

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR).

## **10.Safe Recruitment & Selection:**

Home Community Cafe is committed to safe employment and safe recruitment practices, that reduce the risk of harm to adults with care and support needs from people unsuitable to work with them.

## **11.Links to other policies and procedures**

The scope of this policy is broad-ranging, and, in practice, it will be implemented via a range of policies and procedures within Home Community Café. These include:

- Grievance and Disciplinary procedures - to address breaches of procedures/policies
- Health and safety policy including lone working procedures, mitigating risk to staff and clients
- Equal opportunities statement
- Data protection (how data is stored and access to those records)

## **Important Contacts:**

### **Designated Senior Lead for Safeguarding**

Name: Michael Pollard, Home Café Manager  
Email address: michaeljpollard@hotmail.co.uk  
Telephone number: 07821 922225

### **Deputy Senior Lead for Safeguarding**

Name: Shift Leader

### **Designated Trustee for Safeguarding**

Name: Bernadette Lomas  
Email address: bmc.lomas@gmail.com  
Telephone number: 07929 562241

### **Chair of Trustees**

Name: Miriam Jones  
Email address: miriamjonestonga@gmail.com  
Telephone number: 07795 020701

**Revision Date:** Policy last reviewed in Jun 2022  
Next review Feb 2024 or earlier if change to legislation

## APPENDIX 1

### Adult Safeguarding

#### Care Act 2014 Definition of an Adult at Risk of Abuse:

Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

#### Key Principles of Adult Safeguarding:

In the safeguarding of adults, Home Community Café is guided by the six key principles set out in The Care Act 2014 and Making Safeguarding Personal. Home Community Café aims to demonstrate and promote these six principles in our work:

- **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.

#### Recognising the signs of abuse:

Employees, trustees and volunteers are well-placed to identify abuse the adult may say or do things that let you know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support and advice.

#### Types of Abuse:

The Care Act 2014 defines the following ten areas of abuse. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic Violence/ Domestic Abuse** - Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Exploitation**- Including sexual and/or criminal exploitation
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse of misappropriation of property, possessions or benefits.
- **Modern slavery** - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs or similar treatment because you are, or are perceived to be different due to race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in relation to care provided in one's own home. This may range from one off incidents to long-term ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

### **Radicalisation to Terrorism:**

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism. Signs and indicators of radicalisation may include:

- Being in contact with extremist recruiters.
- Articulating support for violent extremist causes or leaders.

- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Using extremist narratives to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations.
- Significant changes to appearance and/or behaviour.

### **Mental Capacity:**

The MCA defines someone is lacking capacity, because of an illness or disability such as a mental health problem, dementia or a learning disability, who cannot do one or more of the following four things:

- Understand information given to them about a particular decision
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision
- Communicate their decision. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. [organisations name] will need to involve an advocate if the person lacks capacity to make decisions about a safeguarding concern.

Support and guidance will be sought from Adult Social Care should anyone have concerns regarding an adult's capacity.

### **Safeguarding Children**

The Children Act 1989 definition of a child is: anyone who has not yet reached their 18th birthday, even if they are living independently, are a member of the armed forces or is in hospital.

Home Community Café abides by the duty of care to safeguard and promote the welfare of children and young people and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

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



**Child and Adult Abuse:**

Children and adults may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. There are 4 main categories of abuse, which are: sexual, physical, emotional abuse, and neglect. It is important to be aware of more specific types of abuse that fall within these categories, they are:

- Bullying and cyberbullying
- Child sexual exploitation
- Child Criminal exploitation
- Child trafficking
- Domestic abuse
- Female genital mutilation
- Grooming
- Historical abuse
- Online abuse

**Safeguarding children:**

Safeguarding children is defined in [Working Together to Safeguard Children 2018](#) as:

- protecting children from maltreatment.
- preventing impairment of children's health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children to have the best outcomes.

**Legal Framework:**

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