



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

### **G01 Safeguarding Policy - V.2**

Somewhere To Go Ltd is a charity with the aim: to relieve poverty and distress among the most disadvantaged in the community, by providing a space where people can feel welcome and comfortable and create an environment which will enhance self worth & self esteem. To offer nourishing food, clothing; to facilitate access to medical & welfare services; help with housing and benefits.

#### **Responsibility**

The Board of Trustees has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

Safeguarding is the responsibility of everyone involved in the Somewhere To Go Ltd organisation. Any concerns or allegations regarding safeguarding vulnerable adults will be treated with the utmost seriousness in accordance with Somewhere To Go Ltd policies and procedures.

It is the responsibility of line managers to communicate the requirements of this policy and procedure to their employees. All staff including volunteers must comply with this policy and other associated policies and procedures. It is the staff members responsibility to ensure that they have read and understood all the relevant policies and procedures and if for any reason they are unclear they seek the guidance of their line manager.

This policy will enable Somewhere to Go to demonstrate its commitment to keeping safe the vulnerable adults with whom it works.

#### **Purpose of the Policy**

Somewhere to Go acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have a policy and appropriate procedures in place so that staff, volunteers, service users and trustees can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up to enable Somewhere to Go:

- To promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- To prevent abuse occurring.

G01 Safeguarding Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

It is acknowledged that significant numbers of vulnerable adults are abused in society and it is important that Somewhere to Go has a Safeguarding Policy, a set of procedures to follow, and puts in place preventative measures to try and reduce those numbers.

### **Scope**

This policy applied to all Somewhere To Go Ltd staff and volunteers working in all properties owned or managed by Somewhere To Go Ltd.

### **Queries**

If there are any queries relating to this policy please contact the Board of Trustees.

### **Definitions**

For the purpose of this document, vulnerable adults are defined as: [there is currently not a legal definition for a vulnerable adult so for the purpose of this policy a vulnerable adult will mean] 'any person over the age of 18 who may be considered to be vulnerable by reason of mental or other disability age or illness, and who is or may be unable to take care of themselves or unable to care for themselves against significant harm or exploitation, including homelessness and issues with alcohol and drug misuse'.

For the purpose of this document, staff refers to: any staff including managers, trustees, paid staff, volunteers, contractors or anyone working on behalf of Somewhere To Go Ltd.

For the purpose of this document, Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Lead (DDSL) refers to: the Somewhere To Go Ltd staff member(s) who have a responsibility to oversee any safeguarding concerns raised.

For the purpose of this document, safeguarding is defined as: to protect from harm or damage with an appropriate measure.

### **Staffing and Volunteering – Safeguarding Methods**

All paid members of staff including managers for all posts are checked with 'enhanced disclosure' checks with the Disclosure and Barring Service (DBS). This is also reflected in recruitment information.

All voluntary members of staff including trustees for all posts are checked with 'basic disclosure' checks with the Disclosure and Barring Service (DBS). This is also reflected in recruitment information.

Volunteers do not work unsupervised.



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

All staff and volunteers are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with vulnerable adults (whether these are received before or during their employment with Somewhere To Go Ltd).

### **Preventing Abuse – Safeguarding Methods**

Somewhere to Go Ltd is committed to putting in place safeguarding procedures and measures to reduce the likelihood of abuse taking place within the services.

Therefore, this policy needs to be read in conjunction with the following policies:

- Banning Policy
- Lone Working Policy
- Mobile Phone Policy
- Health and Safety Policy
- Complaints Policy
- Confidentiality Policy
- DGDPR Policy
- Disciplinary and Grievance Policy
- Equal Opportunities Policy
- Finance Policy
- Exclusion Policy
- Social Media Policy
- Managing Risk Policy
- Professional Boundaries Policy
- Volunteer Policy
- Any other policies which are relevant that the organisation has in place.

Clients will be encouraged to become involved with the running of the organisation. Information about any policy will be available to clients and their carers/families upon request.

### **Implementation of the Policy**

In order to implement the policy, Somewhere to Go Ltd will work to:

- Promote the freedom and dignity of the person who has or is experiencing abuse;
- Promote the rights of all people to live free from abuse and coercion;
- Ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing;
- Manage services in a way which promotes safety and prevents abuse;
- Recruit staff and volunteers safely, ensuring all necessary checks are made;

G01 Safeguarding Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

- Provide effective management for staff, trustees and volunteers through supervision, support, and training;
- Ensure that all trustees, staff, volunteers, clients, and contractors are familiar with this policy and procedures;
- Act within its confidentiality policy and will usually gain permission from clients before sharing information about them with another agency (unless there is a potential significant risk of harm to themselves or someone else);
- Pass information to social services and/or police when a person is at risk;
- Inform clients that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the client's consent;
- Ensure that the Designated Safeguarding Lead understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies.

The Designated Safeguarding Lead for Somewhere to Go Ltd is **Mary Usher-Clark (trustee)**.

The Deputy Designated Safeguarding Lead for Somewhere to Go Ltd is **Ellie Lloyd (Charity Services Manager)**.

They should be contacted for support and advice on implementing this policy and procedures.

### **Recognising the signs and symptoms of abuse**

Somewhere to Go Ltd is committed to ensuring that all staff, trustees, and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Somewhere to Go Ltd will ensure that the Designated Safeguarding Lead and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

For the purpose of this document, abuse is defined as: "a violation of an individual's human and civil rights by any other person or persons" (No Secrets: Department of Health, 2000)

Abuse includes:



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

- Physical abuse: including but not limited to hitting, slapping, punching, burning, misuse of medication, inappropriate restraint.
- Sexual abuse: including but not limited to rape, indecent assault, inappropriate touching, exposure to pornographic material.
- Psychological or emotional abuse: including but not limited to belittling, name calling, threats of harm, intimidation, isolation.
- Financial or material abuse: including but not limited to stealing, selling assets, fraud, misuse or misappropriation of property, possessions, or benefits.
- Neglect, Self-Neglect and acts of omission: including but not limited to withholding the necessities of life such as medication, food, or warmth, ignoring medical or physical care needs.
- Discriminatory abuse: including but not limited to racist, sexist, that based on a person's disability or age and other forms of harassment, slurs, or similar treatment.
- Institutional or organisational: including but not limited to regimented routines and cultures, unsafe practices, lack of person-centred care or treatment.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers, or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse.

### **Designated Named Persons for Safeguarding Adults**

Somewhere to Go has appointed individuals who are responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person(s) for Safeguarding Adults are:

**Trustee Mary Usher-Clark (DSL)**

**Charity Services Manager Ellie Lloyd (DDSL)**

Should these people be unavailable then trustees, staff or volunteers should contact Adult Social Care and/or the police directly. See below for contact details.

The roles and responsibilities of the named person(s) are to:

- Ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced, abuse or neglect;
- Ensure that concerns are acted on, clearly recorded and referred to the Adult Social Care team or to the allocated social worker/care manager where necessary;
- Follow up any referrals and ensure the issues have been addressed;
- Consider any recommendations from the Safeguarding process;

G01 Safeguarding Policy



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

- Reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;
- Ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

### **Responding to people who have experienced or are experiencing abuse**

Somewhere Go Ltd recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of adult abuse is never easy.

How to respond if a concern or allegation is disclosed:

- Reassure the person concerned,
- Listen to what they are saying,
- Record in writing what you have been told/witnessed as soon as possible,
- Remain calm and do not show shock or disbelief,
- Tell them that the information will be treated seriously,
- Don't start to investigate or ask detailed or probing questions,
- Don't promise to keep it a secret.

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required,
- To call the police if a crime has been committed,
- To preserve evidence,
- To keep yourself, staff, volunteers, and clients safe,
- To inform the Designated Named Persons in Somewhere to Go,
- To record what happened via an Incident report or Serious Incident Report.

All situations of abuse or alleged abuse will be discussed with a Designated Named Persons. If a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Persons then concerns can be raised directly with Adult Social Care. The alleged victim will be told that this will happen where possible. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care or North Somerset Children's Services..

If the individual experiencing abuse does not have capacity to give consent, a referral will be made without that person's consent, in their best interests

### **Managing allegation made against member of staff or volunteer**

G01 Safeguarding Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

Somewhere to Go Ltd will ensure that any allegations made against members or a member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed, the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all clients posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service, whilst the investigation is undertaken.

A Designated Named Person will liaise with Adult Social Care to discuss the best course of action and to ensure that the Somewhere to Go disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation. Adult Social Care will be involved via a 'Person In a Position Of Trust (PIPOT)' referral, as well as a referral for the victim of the allegation.

Somewhere to Go has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

#### **Recording and Managing Confidential Information**

Somewhere to Go Ltd is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded in writing and stored in personal files in secure storage and on InForm. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet within the organisation and entered on InForm. Access to this information will be restricted to the Designated Named Persons.

Please refer to Confidentiality Policy for further information.

#### **Disseminating/Reviewing policy and procedures**

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers and service users. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed regularly by the Board of Trustees. The Designated Named Person(s) for Safeguarding Adults will be involved in this process and can

G01 Safeguarding Policy



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

recommend any changes. The Designated Named Person(s) will also ensure that any changes are clearly communicated to staff, trustees, and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant change.

### **Contact Details**

Care Connect (Adult Social Care Safeguarding referral) on 01275 888 801 or  
[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)

Outside of normal working hours please contact the emergency Care Connect Duty Team on 01454 615 165

Or contact:

Police 01275 816377 / 101 and the caller will be redirected  
Care Quality Commission (CQC) 030000 616161

### **Policy Review**

This policy will be reviewed every 2 years in accordance with government and local publications.

This policy will be reviewed in March 2027.