



Safeguarding Policy

Heart of Hastings recognises our responsibilities towards members, visitors and volunteers and that they will develop over time. This document lays out the main areas we have considered, what we will do and what expect of staff members, volunteers, visitors, stakeholders and partners.

We will appoint a designated person with specific responsibility for safeguarding including arranging briefings and training and for keeping the policy up to date.

Volunteers, members and visitors should be proactive in raising any concerns they have by emailing shelley@heartofhastings.org.uk

The Safeguarding policy will be reviewed at least once a year:

1st review: June 2022

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Purpose

Managing safeguarding well relies on people knowing what safeguarding is and how to take action, within a framework of support by lead organisation. This policy is designed to provide a guide to safeguarding and demonstrate how Heart of Hastings manages safeguarding issues.

HEART OF HASTINGS CLT Limited

Registered with the FCA: N° 7604 Registered Charity with HMRC N° EW82493.

Registered address: Eagle House, 27-29 Cambridge Road, Hastings TN34 1DJ



It is for all HEART OF HASTINGS members and volunteers, partners and stakeholders.

Everyone who is involved with HEART OF HASTINGS in any capacity, whether as volunteer or user should follow these principles:

- **Aware:** know what safeguarding is and who it applies to
- **Identify:** safeguarding issues and concerns
- **Act:** Understand how to take action if necessary

Aware

Safeguarding is about protecting children and vulnerable adults from abuse, neglect, or self-neglect. Safeguarding places obligations upon organisations and individuals who come into contact with children or vulnerable adults to identify issues and take action, where necessary. HEART OF HASTINGS may have volunteers or members who are vulnerable, and the library is located in a mixed-use building where there could be both vulnerable adults and or children.

A vulnerable adult is someone over 18 who:

- Has care and support needs (whether or not they are being met)
- Is experiencing, or at risk of abuse or neglect.
- Is unable to protect themselves against significant harm or exploitation.

Children are all persons under the age of 18. All children, by virtue of their age, are considered to be vulnerable and therefore fall under the scope of safeguarding.

Abuse, neglect and self-neglect can come in different forms and include:

- Domestic abuse, physical and psychological.
- Financial or material abuse.
- Forced marriage, so-called 'honour'- violence, and Female Genital Mutilation (FGM)

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- Human trafficking and modern slavery.
- Cuckooing (the taking over a vulnerable person's home for criminal activity).
- Organisational abuse, including restraint and restriction on movement, for example taking away someone's walking aid, or stopping them having a visitor.
- Sexual abuse or exploitation.
- Physical and mental neglect and self-neglect.

Identify

Indications of abuse or neglect are not always obvious. HEART OF HASTINGS will take a questioning approach and not minimise or downplay concerns. Members who raise concerns based on this policy will have HEART OF HASTINGS's full support, regardless of the outcome.

Some typical indications of abuse:

- Acting 'out of character', for example, being quieter than normal, or seeming angry, nervous or confused, especially over a prolonged period.
- Not seem to have money for essentials. A person may mention not being able to keep the heating on, or having no money to buy food, or seems underweight
- Acting in a sexually inappropriate way, displaying insufficient sense of 'boundaries', lack stranger awareness.
- Covering up in warm weather (in a way not usual for the person's cultural background).
- Not having warm clothes in cold weather or wearing clothes that are unusually unkempt
- Visible injuries, including repeated minor injuries such as bruising, cuts, sore spots, swelling.

Act

Concerns should usually be reported straight to the police or children's or adult services. However, there are circumstances where it would be reasonable to report to HEART OF HASTINGS, using the record of concern at the end of this policy.

The record of concern should only be used to report concerns that you identify in the course of your contact with HEART OF HASTINGS. If you identify a concern outside of your

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membership or volunteering at HEART OF HASTINGS, or you are seriously concerned for the welfare of anyone you come into contact with while volunteering at HEART OF HASTINGS, you should immediately report it to the police, adult social care or children's services.

- If you decide to report your concern to HEART OF HASTINGS, you should contact the safeguarding officer: Shelley Feldman on shelley@heartofhastings.org.uk
- HEART OF HASTINGS does not accept anonymous reports.
- Staff or volunteers who report concerns to the safeguarding officer may not discuss the concerns with other parties who are not directly involved. Any discussion should be limited to agreeing what action to take and avoiding unnecessary speculation or other discussion.
- We encourage you to let the affected person know what action you are planning to take, but only if you do not think this will put you or the other person at risk
- Care should be taken not to share reports with anyone other than the designated person. All HEART OF HASTINGS staff and volunteers are required to act within the HEART OF HASTINGS data protection policy to ensure this happens
- If staff or volunteers need assistance to make a written report they should make a request to the designated person.

Emergencies: If there are immediate concerns for a person's (adult or child) safety and well-being they should be reported to emergency services immediately, using 999.

Examples of urgent or immediate concern:

- Person appears to be seriously incapacitated from drink, drugs.
- Person appears to be having a mental health crisis.
- There is reason to think that something serious may happen in the very near future. This could be because of something that has been said or implied.

Taking Action

HEART OF HASTINGS do not usually work with lone children, but may be in contact with vulnerable adults who could be members, volunteers or visitors. HEART OF HASTINGS is committed to inclusion and will never seek to exclude any person or group of people on the basis that they may be vulnerable or create an enhanced safeguarding risk to the organisation.

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HEART OF HASTINGS take the following precautions:

- HEART OF HASTINGS members and volunteers who are specifically working with vulnerable adults will need to show evidence of a DBS clearance.
- Specific activity that involves children or vulnerable adults will be risk-assessed.

Safeguarding concerns should be reported using the Record of Concern form (see below), even if the concern directly relates to a HEART OF HASTINGS member or volunteer, either as the person who is vulnerable, or is suspected of abuse or neglect.

If HEART OF HASTINGS receive a report it will act within the framework of the Safeguarding Policy:

- In the case of allegations against HEART OF HASTINGS members or volunteers, we will take immediate action. We will put avoidance of risk ahead of other considerations, but will do our best to act fairly, proportionally and to keep parties informed.
- The designated person will maintain a record of reports, actions taken and outcomes.
- The designated person will be responsible for acting within the Data Protection Act and for identifying when “vital interest” would be the most appropriate reason for processing personal data

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Record of Concern

Person's Name:								
Person's DOB/ Age :								
Contact details for person (phone number, address, email address is known):								
Date and time of concern:								
Your account of the concern (what was said, observed, reported and by whom):								
Additional information (your opinion, context of concern/disclosure):								
Your response (what did you do/say following the concern):								
Your name:								
Your position:								
Your phone number and email address:								
Date and time of report:								
<p>Action and response of DP</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; padding: 5px;">Report to ASC</td> <td style="width: 30%;"></td> </tr> <tr> <td style="padding: 5px;">Report to Children's Services</td> <td></td> </tr> <tr> <td style="padding: 5px;">Report to Police</td> <td></td> </tr> <tr> <td style="padding: 5px;">Record</td> <td></td> </tr> </table>	Report to ASC		Report to Children's Services		Report to Police		Record	
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**HEART OF
HASTINGS**
COMMUNITY LAND TRUST

Name: Date:.....

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