



Safeguarding policy and procedure

1. Introduction and purpose

This policy sets out how RAMA operates to keep our clients and our staff safe from abuse.

The policy is about stopping abuse where it is happening and preventing abuse where there is a risk it may occur.

We have a Duty of Care to our volunteers and clients. We are committed to the protection and safety of adults at risk and children whether they are volunteers and/or participants in our activities. We will protect and support the volunteers who work with us as well as users of our services.

All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998. Children's legislation includes the Children's Act 1989 and 2004.

Safeguarding is everyone's responsibility. For our safeguarding policy to be effective every volunteer and staff member who supports us whatever their role will play their part in keeping people safe. We must all report safeguarding concerns, disclosures or allegations so that the correct procedures can be followed. This may sometimes feel difficult but remember:

- We must stand up for those who cannot speak up for themselves
- Doing nothing may result in somebody being hurt more
- You may feel uncomfortable but you're doing the right thing
- RAMA will ensure you are not harmed or criticised for doing it.

2. Definitions

Adult at risk of abuse or neglect

For the purposes of this policy, adult at risk refers to someone over 18 years old who, according to paragraph 42.1 of the Care Act 2014:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be an adult at risk. The vast majority of RAMA clients are vulnerable, therefore potentially at risk.

3. Persons affected by this policy

This policy applies to everyone working/ volunteering on behalf of RAMA, including the board of directors, paid staff, volunteers, and students

4. Our Policy

- RAMA has a zero-tolerance approach to abuse.

- There are no excuses for not taking all reasonable action to protect adults at risk and children from abuse, exploitation, radicalisation and mistreatment.
- RAMA recognises that under the Care Act 2014 it has a duty for the care and protection of adults who are at risk of abuse. It is committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised.
- The welfare of the child and/ or adult at risk is paramount and all adults have the right to protection from abuse.
- We are committed to working with appropriate agencies to ensure the reporting of abuse is appropriate and in line with local and national requirements.
- We will create an environment where volunteers and staff feel able to raise safeguarding concerns and feel supported with their safeguarding responsibilities.
- All volunteers and staff are given an induction to the RAMA; which includes awareness of their safeguarding responsibilities and procedures to be followed if they have a safeguarding concern.
- Appropriate Safeguarding training is provided to volunteers and staff as part of their induction; and have a safeguarding refresher course every three years.
- All volunteers and staff are required to report any suspected abuse and be aware of the appropriate reporting and support procedure for safeguarding including the reporting of people at risk of radicalisation and extremism.
- All volunteers and staff must be clear on appropriate behaviour and responses and follow our agreed Code of Conduct (to be read in conjunction with this policy). Where appropriate, failure to maintain standards will be dealt with using RAMA's procedures.
- All volunteers and staff who come into contact with adults at risk of abuse, and children and their families, as part of their RAMA duties will be alert to possible signs of abuse and consider whether there may be safeguarding concerns. They will discuss their concerns with the Designated Safeguarding Lead, to get appropriate support.
- There is Designated Lead for safeguarding at RAMA: Maud-May Cuthbert (mm@rama.org.uk)
- The Designated Safeguarding Lead, supported by the safeguarding team, will fulfil safeguarding responsibilities in a way that ensures that adults and children are safeguarded from harm. The Safeguarding Lead is responsible for following up and reporting any suspected reports of abuse.
- Appropriate recruitment of volunteers and staff is in place including policies on when to obtain a DBS check.
- The Board of Directors has leadership responsibility for RAMA's safeguarding arrangements.
- This policy will be reviewed annually by the Board.

5. Reporting of safeguarding concerns

Depending on the safeguarding issue reported, there are several types of report RAMA may produce:

- an internal incident report
- a referral report to social services
- a referral report to the police

Should anyone feel that their concerns are not being acted upon, they can refer to RAMA's Complaints Procedure for further guidance.

FLOWCHART FOR REFERRAL

See it. Recognise it. Report it.

If the matter is urgent because a child or adult at risk of harm is in immediate danger phone 999 for the Police.

See it

If you are concerned about a child or Adult at Risk of Harm you could help stop abuse if you follow the safeguarding policy and procedure (use this flowchart)
It is not your responsibility to decide if abuse has happened. It IS your responsibility to report it to the Safeguarding Lead and/ or appropriate authority

Recognise it

- Share your concerns/ information with the Safeguarding Lead/ Deputy Safeguarding Lead who will decide whether or not a referral is required (it may be helpful to call the MASH Professional Consultation Line on 0345 6061499 to speak with a MASH social worker - or use their webchat.)
- If there is immediate danger to the child or Adult at Risk call 999 for the Police.

Report it

If you need to make a safeguarding referral use the relevant online portal

Contact information

Police: 999 if it is an emergency

24-hour protection line for children and vulnerable adults: 0345 603 7634

Safeguarding referral: Essex Social Care Direct: 0345 603 7630 / Out of hours telephone: 0345 606 1212.

Email: socialcaredirect@essex.gov.uk

Safeguarding Lead: tel.

email: mm@rama.org.uk

Safeguarding Deputy: tel.

email: lat@rama.org.uk

Remember ALL notes will be disclosable should a formal or criminal investigation occur. *Ensure that your notes are signed, dated, professional, separate opinion from fact, are recorded verbatim using the same words as were used during the disclosure.*
