

SAFEGUARDING POLICY – Kendal South Choir

1. Commitment to safeguarding

Kendal South Choir (“KSC”) believes that a child, young person or adult should never experience abuse of any kind. We recognise that we have a responsibility to promote their welfare. We are committed to safeguarding the well-being of all children, young people and adults we come into contact with and to protecting them from harm.

This policy applies to all members, volunteers and anyone working on behalf of the Choir, taking part in Choir activities and audiences at performances. Its purpose is to provide everyone involved with KSC with the overarching principles that guide our approach to the protection of vulnerable people.

2. Policy Statement

- This policy applies to; all members, staff (whether employees or freelancers), volunteers and anyone working on behalf of KSC or taking part in KSC activities.
- The purpose of this policy is to provide members, staff and volunteers with the overarching principles that guide our approach to the protection of vulnerable people
- This policy recognises vulnerable people as:
 - Children up to the age of 16 or young people aged 16-18.
 - Adults aged over 18 defined as vulnerable by the Safeguarding Vulnerable Groups Act 2006; this might include adults with a learning or physical disability, a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs, or reduced physical or mental capacity.
- This policy aims to:
 - Protect children, young people and vulnerable adults who are members of, receive services from, or volunteer for, Kendal South Choir
 - Ensure members, staff and volunteers working with children, young people and vulnerable adults are carefully recruited and understand and accept responsibility for the safeguarding of those vulnerable individuals they are interacting with.
 - Ensure that the safeguarding of children, young people and vulnerable adults is a primary consideration when KSC undertakes any activity, event or project.

3. How Kendal South Choir might work with vulnerable people

Membership is open to those over 16 years of age. We run regular rehearsals for members and put on concerts for the general public. As such, our involvement with vulnerable people might include, but is not limited to:

- Members of the group who attend rehearsals and concerts
- Relatives and friends of members who attend rehearsals and concerts in a volunteering capacity
- Audience members at public concerts

4. Named safeguarding person

Name – Jean Robinson (KSC Chairman and trustee) Contact details – 07752 293586 or 01539 725955

Jean Robinson has responsibility for safeguarding issues. All queries and concerns relating to safeguarding should be referred to her in the first instance. Any projects, events or other activities that will involve vulnerable people must be planned with the involvement of Jean Robinson and in line with established procedures and ground rules (see below).

5. Aim

The Care Act 2014 provides a definition and framework for safeguarding vulnerable people. Safeguarding means protecting their right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that their wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that vulnerable people sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The aims of safeguarding are to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to vulnerable people with care and support needs;
- Safeguard vulnerable people in a way that supports them in making choices and having control about how they want to live

- Promote an approach that concentrates on improving life for the vulnerable people concerned;
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of vulnerable people;
- Address what has caused the abuse or neglect.

6. Legislation – The Care Act 2014

Safeguarding Duties

The Care Act 2014 introduced statutory safeguarding duties. The safeguarding duties apply to a vulnerable person who:

- 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 him or herself against the abuse or neglect or the risk of it.

7. Key Principles for safeguarding

In the safeguarding of vulnerable people KSC are guided by the principles set out in The Care Act 2014 and aim to demonstrate and promote these 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.

8. Recognising the signs of abuse

Choir members may be particularly well placed to spot abuse and neglect - the vulnerable person may say or do things that hint that all is not well. It may come in the form of a complaint, or an expression of concern. Everyone within KSC should understand what to do, and where to go locally to get help, support and advice. It is vital that everyone within KSC is vigilant on behalf of those unable to protect themselves, including:

- Knowing about different types of abuse and neglect and their signs;
- Supporting vulnerable people to keep them safe;
- Knowing who to tell about suspected abuse or neglect; and
- Supporting vulnerable people to think and weigh up the risks and benefits of different options when exercising choice and control.

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

- **Physical abuse**
The physical mistreatment of one person by another which may or may not result in physical injury, this may include slapping, burning, punching, unreasonable confinement, and pinching, force-feeding, misuse of medication, shaking, inappropriate moving and handling.

Signs and indicators

Over or under use of medication, burns in unusual places; hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.

- **Sexual abuse**
Any form of sexual activity that the adult does not want and or have not considered, a sexual relationship instigated by those in a position of trust, 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 adult has not consented or was pressured into consenting.

Signs and indicators

Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or females, inappropriate sexual behaviour in the presence of others, bruising to thighs, disclosure, and pregnancy. Abusers may take longer with personal care tasks, use offensive language, work alone with clients, or show favouritism to clients.

- **Financial or material abuse**

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 or misappropriation of property, possessions or benefits

Signs and indicators

This may include not allowing a person to access to their money, not spending allocated allowance on the individual, denying access to their money, theft from the individual, theft of property, misuse of benefits. There may be an over-protection of money, money not available, forged signatures, disclosure, inability to pay bills, lack of money after payments of benefits or other, unexplained withdrawals. An abuser may be evasive when discussing finances, goods purchased may be in the possession of the abuser, there may be an over keenness in participating in activities involving individuals' money.

- **Psychological and/or Emotional abuse**

This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as shouting, swearing or the use of discriminatory and or oppressive language. A deprivation of contact, blaming, controlling, coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction of freedom, access to personal hygiene restricted, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected.

Signs and indicators

Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self-esteem, someone may be frightened of other individuals, there may be changes in sleep patterns.

- **Neglect and acts of omission**

Behaviour by carers that results in the persistent or severe failure to meet the physical and or psychological needs of an individual in their care. This may include 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, wilful failure to intervene or failing to consider the implications of non-intervention in behaviours which are dangerous to them or others, failure to use agreed risk management procedures, inadequate care in residential setting, withholding affection or communication, denying access to services,

Signs and indicators

There may be disclosure. Someone being abused may have low self-esteem, deterioration, depression, isolation, continence problems, sleep disturbances, pressure ulcers. There may be seemingly uncertain attitude and cold detachment from a carer, denying an individual's request, lack of consideration to the individual's request, denying others access to the individual health care professionals

- **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.

- **Discriminatory abuse**

This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.

Signs and indicators

There may be a withdrawal or rejection of culturally inappropriate services e.g. food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone

may display low self-esteem. An abuser may react by saying “I treat everyone the same”, have inappropriate nick names, be uncooperative, use derogatory language, or deny someone social and cultural contact.

- **Institutional or Organisational Abuse**

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 on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Signs and indicators

This may include a system that condones poor practice, deprived environment, lack of procedures for volunteers, one commode used for a number of people, no or little evidence of training, lack of volunteers’ support/supervision, lack of privacy or personal care, repeated unaddressed incidents of poor practice, lack of homely environment, manager implicated in poor practice. There may be a lack of personal clothing, no support plan, lack of stimulation, repeated falls, repeated infections, unexplained bruises/burns, pressure ulcers, unauthorised deprivation of liberty. Abusers may have a lack of understanding of a person’s disability, misuse medication, use illegal controls and restraints, display undue/inappropriate physical intervention, and inappropriately use power/control.

- **Domestic abuse**

The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- Psychological
- Sexual
- Financial
- Emotional

A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the Serious Crime Act 2015. The offence will impose a maximum 5 years imprisonment, a fine or both.

Signs and indicators

May include many of those indicators listed under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering, not being in control of finances, or decision making.

- **Modern slavery**

Encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Signs and indicators

There may be signs of physical or psychological abuse, victims may look malnourished or unkempt, or appear withdrawn. Victims may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. They may be living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address. Victims may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work. People may have little opportunity to move freely and may have had their travel documents retained, e.g. passports. They may be dropped off/collected for work on a regular basis either very early or late at night. Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

- **Radicalisation to terrorism**

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement in terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity. Radicalisation can be described as a process, by which a person to an increasing extent accepts the use of undemocratic or violent means, including terrorism, in an attempt to reach a specific political/ideological objective. Vulnerable individuals being targeted for radicalisation/recruitment into violent extremism is viewed as a safeguarding issue.

Signs and indicators

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; and significant changes to appearance and/or behaviour.

9. **Who might abuse?**

Abuse of vulnerable people may be perpetrated by a wide range of people including relatives, family members, professional volunteers, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm. Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- Long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse;
- Or opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

10. **Prevention of abuse**

KSC will promote awareness of safeguarding issues, to its trustees, volunteers, broader membership and service users as appropriate in order that they:

- Understand what safeguarding is and their role in safeguarding vulnerable people;
- Recognise a vulnerable person potentially in need of safeguarding and take action;
- Understand the procedures for making a safeguarding alert;
- Understand dignity and respect when working with individuals;
- Have knowledge of policy, procedures and legislation that supports safeguarding activity.

Specific actions will be:

- If a vulnerable person will be taking part in activities, adults of that gender will be in attendance too;
- A vulnerable person is not to be left alone;
- No unauthorised photographs or video recordings of a vulnerable person are allowed;
- If a vulnerable person wishes to take part in KSC activities, written permission (email is fine) should be obtained from parents/guardians where appropriate, and before the activity takes place. Written permission should include emergency contact details and relevant pick-up arrangements, including permission for another adult to pick up the vulnerable adult after the activity has finished

11. **Making Safeguarding Personal**

Making safeguarding personal means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

We recognise that vulnerable people may make decisions that might be perceived as risky or unwise. It must be assumed that they have the capacity to make their own decisions and be given all practicable help before anyone treats them as not being able to make their own decisions. Where a vulnerable person is found to lack the capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests.

We need to understand and always work in line with the Mental Capacity Act 2005 (MCA), and seek support and guidance when we have concerns regarding an adult's capacity.

12. Recruitment practices and training for safeguarding

If an existing or potential new member, staff member or volunteer will be working with vulnerable people as part of Kendal South Choir's activities, the appropriate level of DBS will be requested before that work is undertaken. The level of DBS check required will be decided by the committee and in line with DBS rules regarding regulated activity. The results of any check to inform a decision will be used confidentially and in line with Kendal South Choir's equal opportunities policy.

As part of training, members, staff and volunteers are required to sign a document to acknowledge that they have read and understood the Choir's policy and procedures which are issued to every member in September each year. They are then discussed in detail at the AGM in early October led by the DBS-trained members and the five medical doctors who are members of the choir.

13. Safeguarding actions

The designated safeguarding lead will first make a decision based on the immediacy of the concern and the following two factors:

- a) If the vulnerable person is in immediate danger or needs emergency medical attention – call the police and/or ambulance service.
- b) If the person at the centre of the allegation is working with vulnerable persons at the current time, remove them, in a sensitive manner, from direct contact with vulnerable people and follow the procedures below.

If none of the above applies, the designated person will:

- a) Make a note of the concerns reported to them.
- b) Speak with committee members to decide how to handle the reported abuse but exclude any committee members involved in the incident.
- c) Escalate the report as follows:

14. Reporting procedures

The following procedure refers to abuse or suspicion of abuse that members and volunteers become aware of during their work with KSC.

Anyone who becomes aware that a vulnerable person is, or is at risk of, being abused or has safeguarding needs should raise the matter immediately with the designated safeguarding lead.

If an individual wishes to report an incident of abuse against themselves, they should report it to the designated safeguarding lead or an individual they trust.

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements, no volunteer should assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult.

KSC will:

- Inform the vulnerable person of the action we propose to take;
- Seek their agreement for any referral;
- Ensure that they are kept informed about what will happen next, so they can be reassured about what to expect;
- Endeavour to ensure that they are safe and supported before proceeding with any other action;
- Inform the vulnerable person if KSC are planning to seek advice from or report concerns to an external agency.

Reporting contact details

Report abuse or neglect by telephone or email using the details below.

Local Adult Social Care Offices (updated 04/08/2022)

Opening Hours: Mon – Thurs: 9am – 5pm; Friday 9am – 4.30pm
Out of these hours please call: 01228 526690

Eden

Adult Social Care, PO Box 435, Penrith, CA1 9HU.
Tel: 0300 303 3249

Furness

4th Floor, Craven House, Michaelson Road, Barrow in Furness, LA14 1FD.
Tel: 0300 303 2704

South Lakes

County Offices, Kendal, LA9 4RQ.
Tel: 0300 303 2704

The Area Contact will pass on reported concerns to the Cumbria Safeguarding Adults Team who will make a decision regarding the best course of action. In certain circumstances another appropriate authority may need to be involved, e.g. Adult Social Care, Police, Health and Safety Executive, etc. If this is the case their involvement will be coordinated by the Cumbria Safeguarding Adults Team.

For emergencies **outside normal office hours**, please contact the **Emergency Duty Team (Adult Social Care) 01228 526690**.

There are some cases that require an urgent response

- If you suspect a serious criminal act has taken place, telephone 999. Tell them if you think it might be adult abuse.
- If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E volunteers that this is a potential adult abuse situation.

15. Child Protection

If at any time you become concerned that a child might be at risk you need to follow the Child Protection Procedure outlined in KSC Protection/Safeguarding Policy.

Contact one of the designated safeguarding leads, or, if you cannot contact them, go straight to the Westmorland and Furness Safeguarding Hub, telephone: 0300 373 2724 or email safeguarding.hub@westmorlandandfurness.gov.uk.

Or if a child is in immediate danger of being harmed, the police should be called on 999.

16. Local Authority Designated Officer – LADO

If you have concerns regarding someone who works with a child including foster carers and volunteers, these should be reported to the LADO. This applies to all paid, unpaid, volunteers, casual, agency employees and anyone working in a self-employed capacity.

Information on LADO including how to contact her/him and the referral form can be accessed at <https://www.cumbriasafeguardingchildren.co.uk/professionals/lado.asp>

17. Resolution and disciplinary action

If abuse is found to have taken place, any final resolution or decision will be taken in the best interest of the person who has suffered the abuse and the best interests the Choir.

Any disciplinary action will be taken in line with the KSC's constitution.

18. Recording

A written record must be kept in regard to any concern regarding a person with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken. The recordings must be signed and dated. All records must be securely and confidentially filed.

19. Policy Dates

The safeguarding policy will be reviewed and amended (if necessary) in August of each year by the Choir Committee. It will also be reviewed in response to changes in relevant legislation, good practice, or in response to an identified failing in its effectiveness.

Policy approved on – 19-09-2023

Policy review date – tba