

Cumberland Lodge Safeguarding Policy

The Great Park, Windsor, Berkshire, SL4 2HP

Registered charity number 1108677

Key Contacts:

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Merrill Ryan, Hospitality Director Deputy Safeguarding Coordinator
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Ingrid Tennessee, Trustee with safeguarding oversight: i.tennessee@gvt.org.uk

Safeguarding support provided by: **thirtyone:eight**, helpline: 0303 0031111
helpline@thirtyoneeight.org

Authorities:

Children's Social Care Services 01628 683150 (office hours) 01344 351999 (out of hours)

Disclosure and Barring Service (DBS) Helpline: 03000 200190

www.homeoffice.gov.uk/DBS

Police: Emergencies 999; Non-emergency 101

Adult Social Services 01628 683744 (office hours) 01344 351999 (out of hours)

Charity Commission 0300 066 9197 or email directly from their website www.charity-commission.gov.uk

NSPCC Help for children/young people 0808 800 5000

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Cumberland Lodge policy statement on safeguarding

Protection of children, and adults with care and support needs

The Board of Trustees approved this Safeguarding Policy at its meeting 23rd October 2025 recognising the need to provide a safe and caring environment for all who work or stay here. The Board of Trustees has adopted this safeguarding policy in accordance with statutory guidance and undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures;
- provide on-going safeguarding training for all relevant workers, and regularly review our operational guidelines;
- implement the requirements of all relevant legislation including, but not limited to; Working Together to Safeguard Children 2023, the Disability Discrimination Acts 1995 and 2005, Equality Act 2010, and referring concerns about adults with care and support needs to the local authority under the Care Act 2014;
- support the safeguarding coordinators in their work and in any action they may need to take in order to protect children and adults with care and support needs.

We recognise that safeguarding is everyone's responsibility.

Children's Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.

Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.

This statement and our full Safeguarding Policy are reviewed annually by the Executive team and Board of Trustees. The next review is due in summer 2026. If you have any concerns for a child or adult, then speak to one of the following who have been approved as Safeguarding Coordinators for Cumberland Lodge.

Melissa Butcher, Programme Director Safeguarding Coordinator
Merrill Ryan, Hospitality Director Deputy Safeguarding Coordinator

If there is a concern that the organisational response is inappropriate or insufficient, the trustee with lead responsibility for Safeguarding, Ingrid Tennessee, may be contacted at i.tennessee@qvt.org.uk

Staff should be aware of our Whistle-blowing Policy and the protections this gives them in making a 'Public Interest Disclosure' (see staff handbook). A copy of Cumberland Lodge's Safeguarding Policy is available from Melissa Galvan (HR Officer and Executive Assistant) and copies are always available in the staff room and on the HR notice board.

Safeguarding policy

Cumberland Lodge recognises the need to provide a safe and caring environment for all who work or stay here. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse and neglect.

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.”

As the Leadership Team we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding. **This policy sets out:**

- How Cumberland Lodge protects people from harm
- How safeguarding concerns can be raised
- How Cumberland Lodge will deal with allegations of harm, including reporting to the relevant authorities

The policy also covers:

- Safer recruitment
- The management of workers
- Online safety

More detailed information is provided in the appendices:

- Definitions of abuse
- Signs and indicators of abuse
- How to respond to a child or adult with care and support needs wishing to disclose abuse
- Code of conduct for adults working with children and young people
- Code of conduct for working with children and young people as fellow employees (including work experience students)

How Cumberland Lodge protects people from harm

This policy deals specifically with allegations or suspicions of abuse. In addition, Cumberland Lodge has policies relating to health and safety, first aid, fire safety, and data protection, all with the purpose of creating a safe environment for those who work or stay here.

Safeguarding awareness

Cumberland Lodge is committed to ensuring all staff are made aware of the importance of safeguarding, and that they receive training appropriate to their roles. All staff are briefed annually on safeguarding and where appropriate to their role read this policy.. All staff undertake online training on safeguarding awareness. Those staff whose roles bring them into regular contact with children are DBS checked. .

We will provide guidance to all staff on appropriate conduct with and around colleagues and visitors who are under the age of 18 or who have any care and support needs.

When we have visiting groups of children, all non-uniformed staff are required to wear their Cumberland Lodge name badge so they can be readily identified as a member of staff.

Types of abuse

Defining abuse against a child or adult is a difficult and complex issue. Detailed definitions, signs, and indicators of abuse, as well as how to respond to a disclosure of abuse, are explained in Appendices 1-3.

How to raise a safeguarding concern

Should an allegation of abuse be disclosed to a member of staff or should a member of staff suspect abuse is taking place, the following procedure should be followed. Under no circumstance should staff carry out their own investigation into an allegation or suspicion of abuse.

Those in receipt of allegations of abuse, or who suspect abuse, should report their concerns as soon as possible to Melissa Butcher, Programme Director (hereafter the 'Safeguarding Coordinator'), on 01784 497783.

In the absence of the Safeguarding Coordinator or, if the suspicions in any way involve the Safeguarding Coordinator, then the report should be made to Merrill Ryan, Hospitality Director and Deputy Safeguarding Coordinator (hereafter the 'Deputy'), on 01784 497799.

The role of the Safeguarding Coordinator and Deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies.

If neither the Safeguarding Coordinator nor the Deputy can be reached, then the report should be made in the first instance to the Chief Executive, Fergus Drake, on 01784 497788.

If the allegations or suspicions relate to both the Safeguarding Coordinator and the Deputy, then the report should be made in the first instance to the Chief Executive, Fergus Drake on 01784 497788.

Allegations or suspicions that relate to the Chief Executive should be brought to the Safeguarding Coordinator/Deputy as they would for any other member of staff.

Alternatively, and always if a child or adult with care and support needs is in imminent danger, Social Services or the police should be contacted directly.

If there is a concern that the organisational response is inappropriate or insufficient, the trustee with lead responsibility for safeguarding, Ingrid Tennessee, may be contacted at i.tennessee@qvt.or.uk Staff should be aware of our Whistle-blowing Policy and the protections this gives them in making a 'Public Interest Disclosure' (see Staff handbook, pp. 30-31).

How Cumberland Lodge will deal with allegations of harm against children

Where the concern is about a child, the Safeguarding Coordinator/Deputy will contact the Royal Borough of Windsor & Maidenhead (hereafter RBWM) Children's Social Care Services on 01628 683150 (during office hours) or 01344 351999 (out of hours emergency number). Advice can also be sought from thirtyone:eight, an advisory service to which Cumberland Lodge subscribes (PO Box 133, Swanley, Kent, BR8 7UQ / 0303 003 1111).

In any case where there is a concern that a child is in imminent danger, the police always be notified immediately.

Allegations of physical injury, neglect, or emotional abuse

If a child has a physical injury, a symptom of neglect, or where there are concerns about emotional abuse, the Safeguarding Coordinator/Deputy will:

- contact RBWM Children's Social Care Services for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home;
- not tell the parents or carers unless advised to do so, having first contacted RBWM Children's Social Care Service;
- seek medical help if needed urgently, informing the doctor of any suspicions.

For lesser concerns, (e.g. poor parenting), the Safeguarding Coordinator/Deputy will contact the parent/carer to encourage them to seek help. However, in cases of greater concern, if the parent/carer fails to act, or if the Safeguarding Coordinator/Deputy is concerned that contacting parents/carers will place the child at further risk, then they will contact RBWM Children's Social Care Services for advice in the first instance.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Coordinator/Deputy will contact the police. They will NOT speak to the parent/carer, or anyone else.

Allegations of abuse against a person who works with children/young people

If an allegation is made against a member of staff or volunteer, as well as following the procedure outlined above the Safeguarding Coordinator will liaise with RBWM Children's Social Care Services regarding the suspension of the staff member/volunteer (in accordance with Local Safeguarding Children Board (LSCB) procedures), and also make a referral to a Designated Officer.

¹ Cumberland Lodge uses volunteers to assist with some of its public outreach activities; all are subject to a Volunteer Agreement.

How Cumberland Lodge will deal with allegations of harm against adults with care or support needs

Where the concern relates to an adult with care or support needs, the Safeguarding Coordinator/Deputy will contact the RBWM Adult Social Services office on 01628 683744 (office hours) or 01344 351999 (out of hours emergency number), or take advice from thirtyone:eight, an advisory service to which Cumberland Lodge subscribes (PO Box 133, Swanley, Kent, BR8 7UQ / 0303 003 1111).

Suspicious or allegations of abuse or harm; including physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, and domestic abuse

If there is concern about any of the above, the Safeguarding Coordinator/Deputy will contact the Adult Social Care Team who have responsibility under the Care Act 2014 to respond to allegations of abuse. Alternatively, thirtyone:eight can be contacted for advice in the first instance.

If the adult is in immediate danger, or has sustained a serious injury, the emergency services should be contacted immediately and informed of any suspicions.

Allegations of abuse against a person who works with adults with care and support needs

The Care Act places the duty upon Adult Services (i.e. RBWM Adult Social Services) to respond to situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers, or no further action if the 'victim' wishes for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to make, not the organisation.

In both the case of children and adults, the Safeguarding Coordinator/Deputy may need to inform others depending on the circumstances and/or nature of the concern (e.g. the Chief Executive and Chair of Trustees to log that a safeguarding concern is being dealt with; insurers to log that there is a possibility of a serious incident concerning safeguarding; and/or the RBWM Designated Officer (0208 891 7370 or 07774 332675) if allegations have been made about a person who has a role with under-18s elsewhere).

It is important, therefore, never to promise that information will not be shared. It will only ever be shared with the minimum of others but sharing, especially with statutory authorities, is likely to be necessary. Suspicions must not be discussed with anyone other than those referred to above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

While allegations or suspicions of abuse should normally be reported to the Safeguarding Coordinator, the absence of the Safeguarding Coordinator or Deputy should not delay referral to Social Services, the police, or taking advice from thirtyone:eight.

The Board and the Chief Executive will support the Safeguarding

Coordinator/Deputy in their role and accept that any information they may have in their possession will be shared only in a strictly limited way on a need-to-know basis.

It is the right of any individual to make a direct referral to the safeguarding agencies or (as employees of a subscribing organisation) to seek advice from thirtyone:eight, although the Board recommends that employees of Cumberland Lodge use the procedures set out in this policy. If, however, the individual with the concern feels that the Safeguarding Coordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Coordinator/Deputy as to the appropriateness of a referral, they are free to contact our Safeguarding Agency: thirtyone:eight (helpline: 0303 0031111).

Safer recruitment

The Board of Cumberland Lodge will ensure that all workers will be appointed, trained, supported, and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- there is a written job description/person specification for the post;
- those applying have completed an application form and a self-declaration form (where appropriate for the role);
- those short-listed have been interviewed;
- where it is relevant to the role, safeguarding has been discussed at interview;
- written references have been obtained, and followed up where appropriate;
- where necessary (in roles where staff are likely to have unsupervised contact with children) a Disclosure and Barring check has been completed;
- qualifications, where relevant, have been verified;
- reasonable efforts will be made to view candidates' social media profiles;
- all appointments are subject to a probationary period;
- staff are made aware of and, if in relevant roles, given a copy of, the organisation's safeguarding policy and know how to report concerns.

We will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information. DBS checks may not always have been completed before an individual begins working for the organisation but those in such roles will not be allowed unsupervised contact until the check has been completed.

Management of workers: codes of conduct

Positions of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

The Sexual offences Act 2003 makes it an offence for anyone engaged in a position

of trust to have sexual relations with a 16-17 year old for whom they are in a position of trust. Cumberland Lodge is committed to ensuring all staff and volunteers receive appropriate support and supervision in their roles. Staff and volunteers will be provided with guidance appropriate to their roles and a code of conduct towards children, young people and adults with care and support needs, as contained in Appendices 4 and 5.

Should our work or contact with children or adults with care and support needs develop or change then further codes of conduct will be developed and included as required.

We recognise that online safeguarding is an important part of all our work, and we are committed to always delivering good practice.

Appendix 1: Statutory Definitions of Abuse

Definitions of Abuse: Children

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The four definitions of abuse below operate in England based on the government guidance: 'Working Together to Safeguard Children (2013)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult, or adults, or another child, or children.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers), or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Definitions of abuse: adults

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. The legislation is relevant across England and Wales but on occasion applies only to local authorities in England.

The safeguarding duties apply to an adult who:

- has need for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or at risk of, abuse or neglect, and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives, and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list, but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so-called 'honour'-based violence.
- Sexual abuse – including 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.

- 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 or misappropriation of property, possessions, or benefits.
- Modern slavery – encompasses slavery, human trafficking, 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.
- Discriminatory abuse – including forms of harassment, slurs, or similar treatment; because of 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 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.
- 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, or the withholding of the necessities of life, such as medication, adequate nutrition, and heating.
- Self-neglect – this covers a wide range of behaviour including neglecting to care for one’s personal hygiene, health, or surroundings, and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple and affect one person or more.

Appendix 2: Signs of Abuse

Signs of abuse: children

The following could be indicators that abuse has taken place but should be considered in the context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- injuries that occur in places not normally exposed to falls, rough games, etc.
- injuries that have not received medical attention
- reluctance to change for, or participate in, games or swimming
- repeated urinary infections or unexplained tummy pains
- bruises on babies, bites, burns, fractures etc. which do not have an accidental explanation*
- cuts/scratches/substance abuse*.

Sexual

- Any allegations made concerning sexual abuse
- excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- age-inappropriate sexual activity through words, play or drawing
- child who is sexually provocative or seductive with adults
- inappropriate bed-sharing arrangements at home
- severe sleep disturbances with fears, phobias, vivid dreams, or nightmares, sometimes with overt or veiled sexual connotations
- eating disorders – anorexia, bulimia*.

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- depression, aggression, extreme anxiety
- nervousness, frozen watchfulness
- obsessions or phobias
- sudden under-achievement or lack of concentration
- inappropriate relationships with peers and/or adults
- attention-seeking behaviour
- persistent tiredness
- running away/stealing/lying.

*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

Neglect

- Under nourishment, failure to grow, hunger, stealing or gorging food
- untreated illnesses, inadequate care, etc.

Signs of abuse: adults

Physical

- History of unexplained falls, fractures, bruises, burns, minor injuries
- signs of under or overuse of medication and/or medical problems left unattended
- any injuries not consistent with the explanation given for them
- bruising and discolouration – particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- recurring injuries without plausible explanation
- loss of hair, loss of weight and change of appetite
- person flinches at physical contact and/or keeps fully covered, even in hot weather
- person appears frightened or subdued in the presence of a particular person or people.

Domestic violence

- Unexplained injuries or ‘excuses’ for marks or scars
- controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse
- so-called ‘honour’-based violence and Female Genital Mutilation.

Sexual

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- unexplained change in behaviour or sexually explicit behaviour
- torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- infections or sexually transmitted diseases
- full or partial disclosures or hints of sexual abuse
- self-harming
- emotional distress
- mood changes
- disturbed sleep patterns
- psychological abuse
- alteration in psychological state, e.g. withdrawn, agitated, anxious, tearful
- intimidated or subdued in the presence of a carer
- fearful, flinching or frightened of making choices or expressing wishes
- unexplained paranoia
- changes in mood, attitude and behaviour, excessive fear, or anxiety

- changes in sleep pattern or persistent tiredness
- loss of appetite
- helplessness or passivity
- confusion or disorientation
- implausible stories and attention-seeking behaviour
- low self-esteem.

Financial or material

- Disparity between assets and living conditions
- unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- sudden inability to pay bills, getting into debt
- carers or professionals fail to account for expenses incurred on a person's behalf
- recent changes of deeds or title to property
- missing personal belongings
- inappropriate granting and/or use of Power of Attorney.

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- movement monitored, rarely alone, travel early or late at night to facilitate working hours
- few personal possessions or ID documents
- fear of seeking help or trusting people.

Discriminatory

- Inappropriate remarks, comments, or lack of respect
- poor quality or avoidance care
- low self-esteem
- withdrawn
- anger
- person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves.

Institutional

- Low self-esteem
- withdrawn
- anger
- person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves.
- No confidence in complaints procedures for staff or service users
- neglectful or poor professional practice.

Neglect and acts of omission

- Deteriorating despite apparent care
- poor home conditions, clothing or care and support
- lack of medication or medical intervention.
- Self-neglect
- Hoarding inside or outside a property
- neglecting personal hygiene or medical needs
- person looking unkempt or dirty, and has poor personal hygiene
- person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- person is dressed inappropriately for the weather conditions
- dirt, urine or faecal smells in a person's environment
- home environment does not meet basic needs (e.g. no heating or lighting)
- depression.

Appendix 3: Responding to a child or adult with care and support needs

How to respond to a child or adult with care and support needs wishing to disclose abuse

The thought of having to deal with an allegation of abuse, or responding to a concern, often fills people with fear and trepidation. There is a natural concern about getting it wrong. This guidance is produced in order to help steer the recipient of a disclosure through the process.

Responsibility for reporting concerns will depend on the role. It is important to:

- listen carefully if someone is telling you about abuse – physical, sexual, emotional or neglect
- not ask questions – it could prevent them from saying more, or you might put things in their mind that were not already there
- show acceptance of what you are told – even if it seems unlikely or too awful to be true. Reassure the person that they have done the right thing in telling you and you are taking the information seriously.
- not promise to keep the matter secret but explain that you may have to share what they say with others on a ‘need-to-know’ basis only. It will be the named people in the Safeguarding Policy.
- explain what you intend to do and don’t delay in taking action
- ensure the immediate safety of the individual
- write notes stating what the person said, what you said in response, and an explanation of how the conversation took place. Include the date, time, and your signature.
- consider medical intervention if required
- keep the notes, even if typed up, as they could be used as material evidence in court.

If the concern is about what has been observed (for example, bruises, marks, suspicions of neglect or sexually explicit/abusive behaviour), then it is important to write a full account of what was seen. **Include:**

- size, shape, colour, position on the body of any bruises or marks (consider taking a picture unless location of that picture is inappropriate)
- person’s appearance, e.g. ragged or dirty clothing, smell, emaciated body, pain or difficulty in moving
- description of sexually explicit or abusive behaviour
- the date and time of your report and your signature.

The Safeguarding Coordinator (or Deputy) must be informed as soon as possible so that the appropriate action can be taken. If the matter is urgent, e.g. there is a need for medical intervention, it is unsafe for a child to return home or there is an allegation of sexual abuse, take immediate action. This would include taking a child to hospital if necessary, because of physical injury, informing Children’s Services (Children’s Social Care) or the police if concerned about sexual abuse, neglect or physical abuse, or contacting Adult Social Services where the person concerned is

an adult.

Who should be informed?

It is important to deal with allegations and suspicions of abuse in a confidential manner. The Safeguarding Coordinator should not inform the parents of a child or young person in any matter of sexual abuse or where there is concern that by doing so you place that child at risk of significant harm. The problem of the coordinator speaking to the parents beforehand is that parents could, quite understandably, become very upset and angry. They might confront or inadvertently alert an alleged abuser which might result in a child being silenced and an investigation by the authorities being disrupted or ruined. Always check with Children's Services as to whose task it will be to tell parents. Where an adult with support or care needs is not capable of making an informed decision then their relatives may be involved before contacting Adult Social Services, or contacted directly if the relatives are implicated in some way.

If you are unsure what to do:

Check the Safeguarding Policy. Contact the Safeguarding Coordinator.

Further advice is available from thirtyone:eight. Cumberland Lodge subscribes to this advisory service whose online manual 'Safe and Secure' has a flow-chart for action.

If you need advice you can call thirtyone:eight's 24-hour helpline: 0303 003 1111.

Don't delay when there are serious concerns.

Once you have contacted the authorities (by phone initially) confirm your concern in writing.

Giving support

Whatever action you may have to take, and even if the authorities are involved, don't lose sight of the person or people at the centre of the concern. Ensure that there is someone to whom they can turn for support, but do not question the person concerned. If they give further information, then go through the process of listening and recording as already described. Usually, a child will seek support and disclose to someone they trust. It will save the child having to repeat a disclosure if they have support from the person they initially disclosed to.

Do not forget that abuse can affect many people – friends, families, workers, and leaders too – and they may need some help. Thirtyone:eight is available to offer advice and support as you deal with these difficult areas. There are also people in the organisation who can assist and provide support – the Chief Executive, Chief Operating Officer, or HR Officer, for example.

Ongoing involvement by the organisation

If the authorities are involved in investigating a child or adult protection matter, it will be important for the Safeguarding Coordinator to co-operate fully in the inquiry. The notes and observations of staff could be used in any court proceedings, and they might need to attend court to give evidence. Social workers might want us to be part

of any care plans that are made for the individual, particularly where there is significant contact or input from us.

What do I do about historic abuse?

If you are told by someone that they were sexually abused in the past, but it doesn't happen anymore, this is still a matter of concern. The person has alleged that someone has committed a sexual crime against them. You have to think about the consequences of doing nothing – could other children be at risk now from the alleged abuser?

You will also need to consider the age of the alleged victim. If they are an adult, they may or may not choose to make a formal complaint to the police. If you are concerned that the alleged abuser could pose a risk to children now, then you should point out to the person that they could decide to give the information to the police. Even if they decide not to make a formal statement, action can still be taken which would help to protect children. If the person is unable or unwilling to make a formal complaint to the police, then the Safeguarding Coordinator should do so.

What do I do about an allegation against a staff member or volunteer?

Despite the limited contact Cumberland Lodge staff have with children or adults with care and support needs, the possibility cannot be ruled out of an allegation being made against a staff member or volunteer.

Any allegation against a staff member or volunteer should be reported in accordance with Cumberland Lodge's Safeguarding Policy (See main document Section 2).

The role of Safeguarding Coordinators (Children)

Where immediate action is needed to protect a child or investigate a serious allegation, an immediate referral will need to be made to the police or Children's Social Care, after which the Safeguarding Coordinator needs to be informed. In other less urgent situations, contact the Safeguarding Coordinator first. Where appropriate, the Safeguarding Coordinator will refer to the police or Children's Social Care if they have not been informed. Some less serious situations may not warrant police or Children's Social Care investigation. Safeguarding Coordinators are responsible for providing advice, liaison, and monitoring the progress of cases to ensure they are dealt with as quickly as possible, consistent with a fair and thorough process. 'Working Together' stresses that procedures need to be applied by Safeguarding Coordinators with 'common sense and judgement'. If an allegation is substantiated then the Safeguarding Coordinators will advise whether a referral to the Disclosure and Barring Service is required or advisable, and the form and content of the referral.

Disclosure and Barring Service (DBS)

The task of the DBS is to make decisions as to whether an individual poses a risk to children and/or vulnerable adults, based on a full picture of all the circumstances relating to the person concerned.

The Safeguarding Vulnerable Groups Act 2006 stipulates that organisations are under a statutory duty to refer relevant information to the DBS in certain circumstances. There is a requirement to inform the scheme where an individual

(paid or volunteer) has been dismissed or resigned (either prior to or following the conclusion of a disciplinary investigation), because they harmed, or may harm, a child or adult with care and support needs. The DBS will assess each situation and if they are minded to bar (the person from working with children or vulnerable adults) the individual will be given the information and the opportunity to make representations.

Workers should be assured that there are criminal sanctions that could be applied where there are malicious allegations. These could include offences related to wasting police time, perverting, or attempting to pervert, the course of justice, conspiracy, and perjury. However, organisations have nothing to worry about if they have passed on information received in good faith.

If a worker is convicted of the most serious offences, then they will be automatically barred from working with children/vulnerable adults, without being able to make any representations. In less serious cases there is an auto bar with the ability to make representations to the DBS for the situation to be reviewed. In other cases, the DBS will consider information (not just in relation to convictions) and can bar based on individual case assessment. Individuals would be informed that the DBS is 'minded to bar' and would be able to see all available information and be able to make representation (unless of course it is an auto bar offence). A barred person loses their DBS registration and cannot engage in 'regulated activity'. Contact the DBS Helpline on 03000 200190 if you have questions about making a referral or need help completing the referral form. Further information is on the DBS website: www.homeoffice.gov.uk/DBS

Charity Commission (children and adults)

Any incident that has taken place in a charity is considered serious and should be reported to the Charity Commission if it has resulted, or could result, in a significant loss of funds or a significant risk to the charity's property, work, beneficiaries, or reputation. Suspicions, allegations, and incidents of abuse or mistreatment of beneficiaries include incidents whilst under the care of the charity or by someone connected with the charity, such as a trustee, member of staff or volunteer. Such concerns must be reported if there are grounds to suspect that an incident may have occurred, whether or not the matter has been proved.

Such matters would always be given immediate attention by the Charity Commission. The role of the Charity Commission is to assist the trustees where possible in restoring faith in the charity and other charities within the same sector.

Appendix 4: Cumberland Lodge code of conduct

Cumberland Lodge code of conduct for adults working with children, young people and adults with care and support needs (adults at risk)

Purpose

This behaviour code outlines the conduct we expect of all our staff and volunteers. This includes regular and casual staff, students on work placement, and volunteers who support our work on an ad hoc basis.

The code of conduct aims to help us protect children, young people and adults at risk from abuse and reduce the possibility of unfounded allegations being made.

The role of staff and volunteers

When working with children, young people and adults at risk, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.

Responsibility

You are responsible for:

- prioritising the welfare of children, young people and adults at risk;
 - providing a safe environment for children, young people and adults at risk including:
 - ensuring any equipment is used safely and for its intended purpose;
 - having a good awareness of issues to do with safeguarding and child protection and taking action when appropriate;
 - following Cumberland Lodge's principles, policies and procedures;
 - staying within the law at all times;
 - modelling good behaviour for children, young people and adults at risk to follow;
 - challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the Safeguarding Coordinator (or another appropriate person, as outlined in Cumberland Lodge's Safeguarding Policy);
 - reporting all allegations/suspensions of abuse following our reporting procedures. This includes abusive behaviour being displayed by an adult or child and directed at anybody of any age.
-
- DO treat children and young people fairly and without prejudice or discrimination.
 - DO understand your role in any policies and procedures (e.g. safeguarding, health and safety).
 - DO consistently display high standards of behaviour.
 - DO show respect for your peers and participants.
 - DO understand that inappropriate behaviour will be followed up by the Safeguarding Coordinator.

- DO respect differences in gender, sexual orientation, culture, race ethnicity, disability and religious belief systems between yourself and others.
- DO challenge discrimination and prejudice.
- DO act as a role model for children, young people and adults at risk.
- DO ensure that permission is sought from parents for any photographs or videos of children and young people. These may only be captured using Cumberland Lodge's equipment.
- DO encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.
- DO remember that you are in a position of trust, and that your interactions with children, young people and adults at risk should reflect your role. Ensure your contact with children and young people is appropriate and relevant to the work you are involved in.
- DO be vigilant of changes in behaviour and inappropriate conduct in other workers and volunteers, and report to the Safeguarding Coordinator (or other appropriate person as outlined in Cumberland Lodge's Safeguarding Policy).
- DO use special caution when discussing sensitive issues with children, young people and adults at risk.

There are a number of things that you must ensure do not happen whilst you are working or volunteering at Cumberland Lodge:

- NEVER spend time alone with children out of sight or hearing of others.
- NEVER allow or engage in any form of inappropriate touching or physical contact.
- NEVER take part in or tolerate behaviour that frightens, embarrasses, or demoralises a child, young person or adult at risk.
- NEVER make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children, young people and adults at risk.
- NEVER act in a way that can be perceived as threatening or intrusive.
- DO NOT allow allegations made by a child, young person or adult at risk to go unrecorded or be ignored.
- DO NOT make contact with children or their families via any personal social media accounts or allow them to have your personal contact information.
- DO NOT make promises that you cannot keep – all allegations or disclosures must be reported.

DO NOT take pictures or videos of young people using personal equipment.

Upholding this code of conduct

You should always follow this code of behaviour and never rely on your reputation, or that of the organisation, to protect you.

If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave the organisation. We may also make a referral to statutory agencies such as the police and/or the local authority children's social care department.

If you become aware of any breaches of this code, you must report them to the Safeguarding Coordinator or other appropriate person as outlined in Cumberland

Lodge's Safeguarding Policy.

When Cumberland Lodge is acting solely as the venue

Sometimes groups of children and young people or adults with care and support needs will visit and/or stay at Cumberland Lodge as part of an event organised by others and for which Cumberland Lodge is acting solely as the venue in the same way as might, for example, a hotel. In such cases, we will provide a copy of our Safeguarding Policy to the organisers and work with them to resolve any clashes between our and their own policies. Particularly in issues relating to overnight accommodation and room-sharing arrangements, we will normally defer to the organiser's own policies and procedures, provided that they do not, in our view, give rise to any safeguarding issues.

Appendix 5: Cumberland Lodge code of conduct for working with children and young people as fellow employees

Cumberland Lodge code of conduct for working with children and young people as fellow employees (including work experience students)

Staff at Cumberland Lodge may be in contact with children and young people (anyone under 18 years old) who are working at Cumberland Lodge as employees, casual staff, or work experience students. This guide is to be communicated or shared with all employees at Cumberland Lodge in addition to the Safeguarding Policy.

Behaviour and relationships

It is important to be mindful of the additional needs of the young people we work with, bearing in mind their age and lack of experience in the workplace. The young people we work with could potentially be influenced by the role you play. It is therefore important to:

- act as an appropriate role model
- listen to the young person to discuss relevant topics
- value their contribution and opinions
- remain professional and avoid becoming too familiar.

Environment

It is important that you do not put yourself in a vulnerable position, so it is suggested that where possible, all liaison with young people should take place as follows:

- in an open space, with other people present where possible;
- within appropriate hours, usually not after 9pm.

Any questions around personal or family life should be of an appropriate nature.

Physical contact

This should be kept to a minimum and be clearly used in a professional manner that is appropriate to the situation, for example touching a hand or arm to demonstrate a technical operation.

Travel

If it is necessary to provide transportation for children and young people, ensure there is an appropriate risk assessment in place and consider the following: Who is responsible for the transportation of young people? If Cumberland Lodge, ensure that no child or young person is travelling alone with an adult. The destination and check-in time should be recorded with a third party. Ensure a risk assessment has been done.

Responsibilities of staff members during transportation including emergency procedures.

- Ensure there is appropriate parental consent and sharing of information about travel arrangements.

- Ensure vehicle safety.
- Maintain log books, travel records, and passengers lists.

Disqualification

You are required by law to protect children from harm.

A person who is included in the children's barred list commits an offence, under the 'Safeguarding Vulnerable Groups Act 2006', if they engage in regulated activity from which they are barred.

An individual commits an offence if

- they seek to engage in regulated activity from which they are barred;
- offers to engage in regulated activity from which they are barred;
- engages in regulated activity from which they are barred.

Employees are required under the Criminal Justice and Court Services Act to declare that they are disqualified from working with children.

Referral if concerns about child protection are disclosed by the student or young person

If you do have any concerns about the protection of a young person you are working with (for example, if they have said something), Cumberland Lodge has a Safeguarding Policy to address such incidences. It is therefore of utmost importance that you contact the Safeguarding Coordinator (the Programme Director) or Deputy Safeguarding Coordinator (Hospitality Director) in the first instance for advice on any potential next steps.