

Friends of Lordship Rec Policies

- 1. Child Protection**
- 2. Data Protection**
- 3. Environmental Policy**
- 4. Equality and Diversity**
- 5. Health and Safety**
- 6. Volunteering**
- 7. Financial Rules and Management [to be updated]**
- 8. Safeguarding Adults at Risk**

They will be reviewed bi-annually.

1-7 of these policies were originally adopted in March 2016.

1-6, and 8 reviewed, updated and approved by FoLR on 23.03.2023.

Signed Dave Morris (Chair)

Next review date: April 2025

Friends of Lordship Rec - Child Protection Policy

A child is defined by The Children Act, 1989 as a person under the age of 18, and this is the meaning used throughout this policy.

1. Statement of Purpose

1.1. This Child Protection Policy stresses the fact that we in Friends of Lordship Rec are determined to ensure that all appropriate steps are taken to protect from harm all children who participate in any FoLR activities.

1.2. This policy establishes the organisation's position, role and responsibilities and clarifies what we expect from everybody involved within FoLR. It highlights the importance placed by FoLR on the protection of children at all times. Every child who participates in any FoLR activity should be able to participate in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in this organisation. We recognise however, that child abuse is a very emotive and difficult subject. It is important to understand the feelings involved but not to allow them to interfere with our judgement about any action to be taken.

1.3. FoLR recognises its responsibility to take reasonable steps to safeguard the welfare of all children by protecting them from physical, financial, sexual or emotional abuse, neglect and bullying. We are committed to meeting our obligations to ensure that children taking part in FoLR activities are provided with the highest standards of care.

1.4. We recognise that for children, high self esteem, confidence, supportive friends and good communication with trusted adults aids prevention. With this in mind, we will always endeavour to:

- Establish and maintain an ethos where children feel secure.
- Ensure that children know that there are adults around on any project who they can approach when worried or in difficulty.

1.5. FoLR will ensure that:

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All Members working with FoLR have a responsibility to report concerns to the person designated as responsible for Child Protection or the Chair.

2. Key Principles

2.1 As a voluntary and co-operative organisation, Members of FoLR are not expected to take on parental responsibility for other people's children, and FoLR will organise activities which encourage children and their parents to take part together.

In addition to this, FoLR will take responsibility for:

- Respecting and promoting the rights, wishes and feelings of children taking part in our activities.
- Ensuring that all Members organising FoLR activities adopt best practice to safeguard and protect children from abuse and abide by the procedures outlined within this document.

- Responding to any allegations appropriately.
- Regularly reviewing the policy.

3. Promoting Good Practice

3.1 Child abuse, particularly sexual abuse, arouses strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take.

3.2. Abuse can occur within many situations including the home, school, sporting, leisure and recreational environments. Some individuals will actively seek employment or voluntary work with children in order to harm them.

3.3 There are some people in this organisation that, at some time, will have regular contact with children and may be an important link in identifying cases where they need protection.

4. Good Child Protection Practice

- Always work in an open environment where possible, avoiding private or unobserved situations and encouraging open communication
- Treat all children equally with respect and dignity
- Always put the welfare of each child first.

Maintain a safe and appropriate distance with service users. Physical contact with children should be limited to appropriate touching needed either to guide their movements during tuition, e.g. to aid positioning of hands on a guitar or to reassure them when they are ill or injured. Generally, the only safe place to touch appropriately is on the arm or shoulders.

All Members should maintain a strictly appropriate relationship with children who attend FoLR activities. It is not appropriate to seek to develop relationships beyond this by, for example, arranging to meet a child away from an activity to further a friendship with that child.

- Build balanced relationships based on mutual trust and empowering children to share in decision making.
- Be an excellent role model – this includes not smoking or drinking alcohol in the company of children.
- Give enthusiastic, constructive feedback rather than negative criticism
- Recognise the developmental needs and capacity of children
- Keep written records of any injuries that occur, along with the details of any treatment given.

5. Physical Restraint

5.1 There may be very rare occasions when Members find they need to use reasonable physical intervention to restrain children, for their own safety or the safety of others. Whenever such an incident occurs, the Child Protection Officer or Chair must be informed immediately and the incident recorded in the Incident Book kept in the Hub office. Restraint should only be used as a last resort, and then only the minimum force needed to prevent harm should be applied.

6. Monitoring and Review:

6.1 This policy should be considered alongside other related policies of FoLR

6.2 It will be reviewed bi-annually, or sooner if there is a major incident.

Friends of Lordship Rec - Data Protection Policy

Friends of Lordship Rec will ensure data protection of all members and anyone else having signed a mailing list

1. Friends of Lordship Rec holds information from the following groups of people:
 - Members of FoLR - Email address so that Members are invited to meetings and kept informed about what the FoLR is doing.
 - People who have recently added their names to a sign-up sheet for one of the email lists for Friends and other Group activities.
2. People on any mailing list may ask to be removed from it and this will be done as soon as practical. However, we have a duty to inform all Members of meetings, as long as they wish to remain members of FoLR.
3. We will only use your personal information to contact you for things you have expressly given us permission for.
4. We will never sell or give your personal information to any person or any organisation.
5. If you have put your details on a sign-up sheet this will be visible to other people until it is transferred to an email list. Such lists will only be accessed by organisers of the FoLR working groups you have signed up to.

Friends of Lordship Rec - Environmental Policy

Friends of Lordship Rec will ensure that its activities minimise harm to and are as beneficial to the environment as possible.

The purpose of this policy is to examine the practices of our organisation, to identify any which are potentially harmful to the environment, to agree on actions to address them, and to ensure that those actions are carried out. It will also demonstrate to the wider community our commitment to protect the environment in a responsible manner and to work in an efficient, environmentally friendly and therefore sustainable way.

FoLR needs to be environmentally sensitive and considerate of the environment, and we have identified the following areas which we need to consider

1. Creation and disposal of Waste
2. Use of Energy
3. Use of Water (and other Natural Resources)
4. Use of the Park Landscape
5. Purchase and use of particular products
6. Transport

Within each of these areas, we have identified various specific issues and actions to address them:

1. **Minimise waste and recycle more**

This group will seek to minimise the amount of waste that we generate and also try to promote re-use recycling and composting wherever possible. We will make every effort to:

- minimise printing of documents, print documents double-sided and reduce font size etc to minimise number of sheets of paper used where possible
- recycle as much of our waste as possible, including by composting

2. **Use less energy**

This group will respond to the national need to reduce Carbon Dioxide emissions to help combat global climate change. It will seek to minimise energy use in every area of its activities including heating and lighting. Examples of this could be:

- We should use artificial lighting only when necessary and remember to turn everything off at the end of meetings
- We should not overfill the kettle when making drinks at meetings and events

3. **Reduce water use**

- We will reduce water usage and waste where possible

4. **Sustainable land management**

In its management of land, this group will seek to reduce harm on, and take opportunities to enhance, wildlife and the natural environment. We will make every effort to:

- reduce or eliminate the use of artificial chemicals used on the land that can build up and harm wildlife and pollute local waterways
- try to use local native species to encourage local wildlife when doing new planting

- use compost we have made ourselves or obtained from a local source rather than peat based compost
- compost any weeds or clippings

5. Consider the environment when deciding what products we purchase

- buy recycled products where possible
- buy local produce, or products that are environmentally friendly or from sustainable sources
- buy products which are not over-packaged and where packaging is biodegradable or recyclable

6. Transport

- Encourage group members to travel to meetings or events by public transport, bike or on foot, or to share lifts wherever possible

Raising environmental awareness

This group will try to ensure that all of its members are familiar with this policy and get the opportunity to find out more about environmental sustainability issues and that they have the opportunity to voice any concerns which they might have about our practice or that of the Council. We will also make it our aim to raise environmental awareness amongst all park users through both example and educational work.

Friends of Lordship Rec - Equality and Diversity Policy

Friends of Lordship Rec is committed to being an organisation in which everyone is included and valued and which provides equality of opportunity and freedom from discrimination.

1. Policy Statement

We at FoLR are committed to achieving an organisation in which everyone, whatever their socio-economic or personal characteristics, feels included and valued, and which provides equality of opportunity and freedom from discrimination on the grounds of race, colour, nationality, ethnic origin, gender, marital status, disability, religious beliefs, economic status, age or sexual orientation. This Policy aims to remove unfair and discriminatory practices within the organisation and to encourage full contribution from its diverse community. FoLR is committed to actively opposing all forms of discrimination.

FoLR also aims to ensure that all the activities which we organise are open and accessible to all. FoLR believes that all our Members and all park users are entitled to be treated with respect and dignity, and to feel included and valued.

2. Objectives of this Policy

- 2.1 To reduce, stop and prevent all forms of discrimination.
- 2.2 To encourage practices and ways of interacting with people that make everyone involved with FoLR feel included and valued.

3. Designated Officer for Equality and Diversity

The Chair of FoLR

4. Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, colour, nationality, ethnic origin, gender, marital status, disability, religion, economic status, age, sexual orientation. Discrimination may be direct or indirect.

5. What is inclusion?

5.1. When we refer to people feeling included, we mean that they feel a sense of belonging and a sense of feeling respected and valued for who they are. All in positions of responsibility within FoLR will work on improving its ways of working and its methods and styles of interaction so that everyone involved with our organisation feels they belong, and feels engaged and connected to the extent that they want to be.

5.2. Inclusion is a universal human right whose aim is to embrace all people, irrespective of their socio-economic and personal characteristics. It is about valuing and welcoming all individuals, giving equal access and opportunity to all and removing both discrimination and other barriers to involvement.

5.3. Work towards inclusion must be pro-active, involves and understands that everyone has something to contribute and everyone needs to feel welcomed, comfortable and valued for the contributions they do make.

6. Responsibility for the Implementation of this Policy

The active commitment and co-operation of those involved with FoLR is essential for the success of this Policy. However, the ultimate responsibility for achieving the objectives of this Policy, and for ensuring compliance with relevant Legislation and Codes of Practice, lies with the elected Officers. FoLR Officers and Organisers of its working groups are expected to set a leading example in following this Policy and to encourage all Members to abide by this policy.

All Members of FoLR are encouraged to act in a way that does not subject any other Members or park users to direct or indirect discrimination on the grounds of race, colour, nationality, economic status, ethnic origin, gender, marital status, disability, religion, age or sexual orientation.

7. Acting on Discriminatory Behaviour

Any issues, concerns or specific allegations of discriminatory behaviour should be initially directed to the Chair, and if unresolved may be brought up at the following general meeting.

8. The Extent of the Policy

8.1 FoLR will work pro-actively to apply the provisions and spirit of this policy in their day-to-day activities and interactions with everyone involved with the organisation. FoLR seeks to ensure that any sub-contractors, agents, etc act in accordance with this Policy, but accepts no liability for the actions of sub-contractors and agents.

Friends of Lordship Rec - Health and Safety Policy

A paper copy of this Health and Safety Policy will be kept in a file in the Hub Office with other FoLR policies and documents, and electronic copies will be kept on a computer in the Hub Office, so they can be accessed by any member who needs them.

Contents of this Health and Safety Policy

1. The Purpose of this Policy
2. Responsibilities
 - 2.1 FoLR Officers
 - 2.2 Members Responsible for organising specific Activities
 - 2.3 All Members taking part in Activities
3. General Arrangements
 - 3.1 Risk Assessment
 - 3.2 Accidents
4. Tools and other Equipment
 - 4.1 Storage
 - 4.2 Safe Use

1. The Purpose of this Policy

Friends of Lordship Rec aims to maintain a safe environment for everyone taking part in collective activities and will encourage an atmosphere where everyone works together to ensure that everything has been done to prevent avoidable accidents and protect people from getting hurt.

This policy sets out the procedures by which FoLR will do its best to ensure everyone's Health and Safety when taking part in specific and relevant FoLR activities.

2. Responsibilities

2.1 FoLR Officers

Overall and final responsibility for Health and Safety lies with the FoLR Officers, who must

- ensure that FoLR has adequate cover under Public Liability insurance
- ensure that appropriate information and/or training is available to members taking on responsibilities to foster the awareness of health, safety and welfare issues.

2.2 Members Responsible for organising specific Activities

Overall responsibility for Health and Safety of a specific and relevant FoLR Activity lies with the Member organising it, who must

- ensure that Risk Assessments and other appropriate procedures have been carried out before the Activity starts
- ensure that the Activity is carried out according to appropriate procedures
- ensure that appropriate records are completed and stored so they can be referred to in future

2.3 Members taking part in Activities

All Members taking part in Activities must

- take reasonable care of themselves and others
- report any hazard or unsafe practices to the Member responsible for the Activity

3. General Arrangements

3.1 Risk Assessment

- will be carried out for specific FoLR activities where necessary; this includes activities like workdays or public events, but not meetings.
- generic risk assessments will be created for each particular kind of activity and made available for the organiser of a specific activity
- for each significant new event/activity a separate risk assessment will be done, recorded and stored for future reference
- risk assessments will be reviewed annually

3.2 Accidents

- The person responsible for taking charge in an emergency during a FoLR activity is the person organising the activity
- Appropriate First Aid training will be signposted to active Members where possible. We will aim to have a trained First Aider present during activities where this is appropriate. First Aiders will undertake regular refresher training
- First Aid boxes are available in the Hub Office (including a small kit suitable for Activities) and the Hub Cafe. Additional trained First Aiders may also be available in the Hub.
- Should any accident occur, the FoLR Accident record should be completed by the person responsible for the activity

4. Tools and other Equipment and Materials

4.1 Storage

- All Tools etc belonging to FoLR will be stored securely (currently in Hub Plant Room and FoLR Storage Container in Freedom Road). Tools can be accessed by delegated reps using keys available in Hub Office.
- Whoever has taken the tools out is responsible for their safe use and return. If tools are lost or damaged, this must be reported to an Officer

4.2 Safe Use

- The organiser of any FoLR Activity is responsible for checking that FoLR tools etc or Hub equipment are safe to use, and are used and returned correctly.
- The organiser of a FoLR Activity is not responsible for personal tools etc used by any Member as part of that activity.

Friends of Lordship Rec - Volunteer Policy

Friends of Lordship Rec (FoLR) recognise the value of involving volunteers and are committed to the promotion of volunteering and to involving volunteers in our work. This Volunteer Policy explains FoLR processes for involving and supporting volunteers.

DEFINITION:

A Volunteer is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for reimbursement -when available - of actual out of pocket expenses.

PRINCIPLES:

FoLR is run collectively, entirely by volunteers, and as such, volunteering as a principle is central to our mission. We recognise that volunteers make an essential contribution to our work, helping us to achieve our core aims and objectives. At the same time, we are committed to making volunteering with FoLR worthwhile and enjoyable, so that Members who volunteer feel valued and involved.

FoLR will not use volunteers to replace or undermine the position of paid Parks staff. Our work as Members of FoLR is intended to complement and support the activities of paid Parks staff.

TRAINING

Where possible and appropriate, FoLR will arrange or signpost training for active Members relevant to their work or activities

INSURANCE

Members will be covered by FoLR insurance policy whilst carrying out work for FoLR.

REVIEW

This policy forms part of FoLR Policies and will be reviewed bi-annually by Members.

Friends of Lordship Rec - Financial Rules & Management

[Note: To be updated for online banking]

A copy of these rules will be available to everyone who joins the Friends.

1. Introduction

- The group as a whole through its monthly general meetings acts as the management committee. The group elects three officers, a Chair, a Secretary and Treasurer at the Annual General Meeting.
- The group as a whole informs the Officers who then administer the decisions of the group.
- The group and its officers as a whole are responsible for ensuring that it is well managed and that we look after our income properly and put it to best use.

We will keep appropriate financial records, including:

- computerised spreadsheet/cash book recording all the transactions in the bank account(s), which will include any cash received
- Print-outs in date order will be kept in a ring-binder or other file also containing.
- bank statements and cheque book
- details of all funds received
- invoices and other receipts for all payments

Our financial year ends on March 31st

- We will draw up accounts at the end of the financial year and have them examined by a suitable person who is independent of the group. The annual accounts will be presented to the Annual General Meeting for approval with a report from the treasurer.
- We will report and discuss any financial matters at quarterly meetings of the Friends showing cash received, payments, and remaining funds and also any expected future receipts and payments.

2. Bank account(s)

- We have a current cheque account with NatWest bank in the name of Friends of Lordship
- Any bank transactions will go through our current account. If we pay money into any other account, it will be as a transfer from the current account.
- At least three members of the management committee will be signatories to the accounts, one of which will be the Treasurer. Signatories will be agreed at the AGM
- Any withdrawals or transfers between accounts will be signed by two of the signatories. We expect that one of these will be the treasurer. If not, we will give the treasurer full details of the payment.
- We will ask the bank to provide statements every month and will check the statements against our account book.

3. Income

- If we receive cash as donation we will issue a receipt and keep a copy.
- If we receive cash at events, two members of the group will count up the cash, make a note of the total and sign for it.
- Details of cash received will be entered in the cashbook.
- We shall bank all cash received – we will not use it for cash payments. We expect that cash over £100 will be banked within a week.
- We will record details of cheques received in the cash book and bank the cheques within one month.
- The treasurer will keep files of paperwork relating to the cheques (e.g. grant award letters or copies of receipts issued by the group).

4. Buying goods and services

- Any purchases or expenditure will be agreed in advance at Friends monthly meetings, either as shown in project budgets or discussed, or agreed by Chair's action. The treasurer will keep a file of all the paperwork and check all invoices before making payments.

5. Payments by cheque, direct debit, bank transfer or ATM card

- We will not sign a cheque without paperwork to support the payment.
- We will not authorise payments by direct debit or by bank transfer (BACS) without paperwork to support the payment.
- Two signatories are required on each cheque. We expect that one of these will be the treasurer. If not, we will give the treasurer full details of the payment.
- All other payments (including BACS, debit card payments, standing orders and direct debits) must be signed for in advance on a payment form. The 'payment form' will include the following details: payee; date; amount; type of payment (e.g. BACS, standing order); and space for two signatures.
- We will never sign a blank cheque.
- Cheque stubs will be completed at the time of payment.

We will record details of payment on the paperwork:

- cheque number / type of payment
- date
- who signed the cheque / payment form
- We shall write details of all cheque payments in the cash book.

6. Petty Cash

We have not currently (at date of this policy) had cause to operate a petty cash system. Should a petty cash system be introduced in future we will:-

- Keep a small float of £30 for small payments such as fares, tea, coffee, materials. We will keep the float separate from incoming cash and draw cash from the bank to make up the float.
- Cash withdrawals from the bank account by cheque will require two signatories
- Payments above £20.00 will be made by cheque
- We will record payments on a petty cash slip and keep receipts
- We will enter in the petty cash book the amount of cash drawn from the bank and details of payments

7. Staff Wages.

We currently (at date of this policy) do not employ staff or make use of casual workers requiring payment. Should this happen in future we will:-

- Keep a records of staff wages in accordance with PAYE and NI regulations
- Ensure casual or part-time staff paid in cash sign a wage record sheet.

Safeguarding Adults at Risk Policy

Introduction

Friends of Lordship Rec is committed to safeguarding and promoting the welfare of children, young people and adults at risk, engaged in the breadth of its activities. The purpose of this policy is to outline the duty and responsibility of officers and members in relation to the protection of adults at risk from abuse.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of the policy are:

- To explain the responsibilities of FoLR in respect of protection of adults at risk
- To provide members with an overview of protection of adults at risk
- To provide a clear procedure that will be implemented where adult protection issues arise

Context

For the purpose of this document 'adult' means a person aged 18 years or over.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a 'an adult at risk' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person: 'Who is or may be in need of community care services by reason of mental or other disability, age, or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.

The first priority should always be to ensure the safety and protection of adults at risk. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or and to pass on their concerns to a responsible person/agency.

The role of staff and board members

All members acting on behalf of FoLR have a duty to promote the welfare and safety of adults at risk.

Members may receive disclosures of abuse and observe adults at risk who are at risk. This policy will enable members to make informed and confident responses to specific adult protection issues.

What is abuse?

Abuse is about the misuse of the power and control that one person has over another. In determining whether or not abuse has taken place, it is important to remember that intent is not the issue. The definition of abuse is not based on whether the perpetrator intended harm to be caused, but rather on whether harm was caused, and on the impact of the harm (or risk of harm) on the individual.

The Care Act guidance defines the types of abuse as:

- 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.
- 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 care setting such as a hospital or care home, or in one's own home
- 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, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- 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- including racist, sexist, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

Responding appropriately to an allegation of abuse

In the event of an incident of disclosure:

Do

- Make sure the individual is safe
- Assess whether emergency services are required
- Listen
- React Calmly
- Reassure the person that they were right to tell you and that they are not to be blamed and take what the child or person says seriously
- Ascertain and establish the basic fact
- Be careful not to be deemed as putting words into the person's mouth; the easiest way of doing this is by asking questions
- Take all necessary precautions to preserve forensic evidence
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.
- Make a full and written record of what has been said as soon as possible and don't delay in passing on the information

Don't

- Promise confidentiality
- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume information

- Make promises
- Ignore the allegation
- Elaborate on your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from FLR via our nominated member for adult protection.

The nominated staff member for adult protection is: Dave Morris (Chair)

Procedure in the event of a disclosure

It is important that adults at risk are protected from abuse. All complaints, allegations or suspicion must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that an adult at risk has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

The report should include

- The person's known details including name, date of birth, address and contact numbers.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation, including dates, times, specific factors and any other relevant information
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The person's account if it can be given, of what has happened and how any bruising or other injuries occurred.
- Accounts from others, including colleagues, volunteers and carers if appropriate

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported as soon as possible to the nominated member of staff or their representative as appropriate. The nominated member of staff shall telephone and report the matter to the appropriate agencies and a written record of the date and time of the report shall be made. The report must include the name and position of the person to whom the matter is reported. Any telephone reports must be confirmed in writing to the relevant authority adult social services department within 24 hours.

In case of a suspicion, allegation or incident

You can raise your concerns by contacting one of the following:

Safeguarding Adults Referral and Advice Line (office hours) 020 8489 1400

Safeguarding Adults Referral and Advice Line (out of hours) 020 8489 0000

Community Safety Unit (24 hours) 020 8345 1939

Police - Criminal Investigation Department (CID) (evenings and weekends) 020 8345 0832

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 staff that this is a potential adult abuse situation.

Child Protection

If at any time you become concerned that a Child might be at risk you need to follow the FoLR Child Protection Procedure.

Confidentiality

An adult at risk protection raises issues of confidentiality which should be clearly understood by all.

Officers have a responsibility to share relevant information about the protection of adults at risk with other relevant investigative agencies and adult social services.

All personal information regarding an adult at risk will be kept confidential. Paper copies will be stored in the lockable FoLR filing cabinet.

If an adult confides in a FoLR representative and requests that the information is kept secret, it is important that the rep tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context , the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the an adult at risk is priority.

Where a disclosure has been made, the rep should let the adult know the position regarding their role and what action they will have to take as a result.

Reps should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

ENDS