Safeguarding Vulnerable Adults and Child Protection Policy and Safeguarding Procedures

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Safeguarding Policy
Last checked: Nov 2026
Next review: NOV 2027

Trustee with responsibility for safeguarding signature:

Charlotte Stevens

PURPOSE

The purpose of this policy is to protect people, particularly children, vulnerable adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with Close-Knit Families. This includes harm arising from:

- The conduct of staff associated with Close-Knit Families.
- The design and implementation of Close-Knit Families' programmes and activities.
- Harm that is disclosed to Close-Knit Families' staff whilst in an official capacity.

The policy lays out the commitments made by Close-Knit Families and informs staff of their responsibilities in relation to safeguarding.

This policy does not cover:

- Sexual harassment in the workplace – this is dealt with under Close-Knit Families' Anti Bullying and Harassment Policy[1].
- Safeguarding concerns in the wider community not perpetrated by or disclosed to Close-Knit Families.

WHAT IS SAFEGUARDING?

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect[2].
In our sector, we understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our staff or programmes. Safeguarding means taking all reasonable steps to prevent harm, exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur as outlined in the Children Act 1989 as amended 2004, Care Act 2014, Mental Capacity Act 2005, Sexual Offences Act 2003, Safeguarding Vulnerable Groups Act 2006, Protection of Freedoms Bill 2011.

[1] Some NGOs are now including workplace bullying and harassment in their safeguarding portfolio, as it relates to harm caused by coming into contact with our staff or programmes. However accompanying procedures for dealing with workplace bullying and harassment are likely to be different, due to legal and statutory differences in handling workplace incidents
[2] NHS 'What is Safeguarding? Easy Read' 2011

POLICY STATEMENT

Close-Knit Families believes that everyone we meet, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. Close-Knit Families will not tolerate abuse or exploitation by staff or of staff.

This policy will address the following areas of safeguarding: child safeguarding and adult safeguarding, including procedures for reporting and responding to safeguarding concerns. These key areas of safeguarding may have different policies and procedures associated with them including the following:

- Code of Conduct.
- Anti Bullying and Harassment Policy.
- Disclosure of Malpractice in the Workplace (Whistleblower) Policy.
- Complaints Policy
- Procedures for safeguarding in staff recruitment.

Close-Knit Families commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

PREVENTION

Close-Knit Families responsibilities

Close-Knit Families will:

- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with Close-Knit Families. This includes the way in which information about individuals in our programmes is gathered and communicated.
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff.
- Ensure staff receive training on safeguarding at a level commensurate with their role in the organisation.
- Ensure all staff, volunteers and trustees will complete up-to-date safeguarding adult and children training every 2 years
- Follow up on reports of safeguarding concerns promptly and according to due process.
- Trustees will receive a safeguarding update at every trustee meeting and immediately in regard to any serious safeguarding incident.

Staff responsibilities

Close-Knit Families staff must not harm any adult or child in any way and must always follow the staff code of conduct. Close-Knit Families staff must not:

- Exchange money, employment, goods or services to beneficiaries of assistance.
- Engage in any sexual relationships with beneficiaries of assistance, since these are based on inherently unequal power dynamics.

Additionally, Close-Knit Families staff are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy.
- Report any concerns or suspicions regarding safeguarding violations by a Close-Knit Families staff member to the appropriate staff member.

- Work with other professionals to share information where relevant to safeguard children and vulnerable adults. This includes reporting any safeguarding concerns to the relevant body.

Working With External Agencies

Close-Knit Families recognises that effective safeguarding depends on strong partnership working with external organisations and agencies. To ensure that everyone we work with upholds the same standards of protection, the following requirements apply:

Expectations of External Agencies

Close-Knit Families will work collaboratively with external agencies to safeguard children and vulnerable adults.

Non-Public-Sector Organisations

When working with external agencies *outside the public sector* (e.g. charities, community groups, private organisations, freelancers, consultants, or sessional workers):

- Close-Knit Families will request a copy of their safeguarding policy to ensure their standards align with our own.
- If the organisation does not have its own safeguarding policy, Close-Knit Families may:
- Require them to adhere to Close-Knit Families' Safeguarding Policy and Code of Conduct, and/or
- Decline to work with the organisation if minimum safeguarding requirements cannot be met.

Longer-Term Work and DBS Requirements

If Close-Knit Families engages an external organisation, contractor, facilitator, or volunteer for *longer-term work* or for roles involving direct contact with children or vulnerable adults: Close-Knit Families will consider whether a DBS check is required, based on:

- The nature of the role
- Frequency and intensity of contact
- Whether the activity meets the criteria for regulated activity
- Level of risk to beneficiaries
- Where a DBS is required, the external party must provide:
- Evidence of an enhanced DBS certificate issued within the last three years, or
- Agree to a new DBS check being carried out before the work begins.

Close-Knit Families reserves the right to decline or cease working with any external individual or organisation that cannot provide adequate safeguarding assurances.

REPORTING

Close-Knit Families will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities we work with.
Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Close-Knit Families' Disclosure of Malpractice in the Workplace (Whistleblowing) Policy.
Close-Knit Families will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a safeguarding concern

Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Designated Safeguarding Lead, Beth Pearson 07815785627 or line manager Beth Munby 07341418794. If the staff member does not feel comfortable reporting to their Designated Safeguarding Lead or their line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to Charlotte Stevens 07720344500, the trustee with responsibility for safeguarding. See more details below regarding the Safeguarding Procedures.

RESPONSE

Close-Knit Families will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations.
Close-Knit Families will apply appropriate disciplinary measures to staff found in breach of policy.
Close-Knit Families will offer support to survivors of harm caused by staff. Decisions regarding support will be led by the survivor.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case

management should be shared on a need to know basis only, and should be kept secure at all times according to Close-Knit Families' Data Protection Policy.

REPORTING CONCERNS ABOUT YOURSELF IN YOUR ROLE ASSOCIATED WITH CLOSE-KNIT FAMILIES

If you are in immediate danger or need immediate medical assistance, contact the emergency services by calling 999.

- If you feel you are or someone else is experiencing harm within Close-Knit Families contact the Designated Safeguarding Lead Beth Pearson – 07815785627.
- Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Designated Safeguarding Lead or line manager. If the staff member does not feel comfortable reporting to their Designated Safeguarding Lead or their line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to Charlotte Stevens - 07720344500, the trustee with responsibility for safeguarding.
- A disclosure of malpractice or whistleblowing can be reported to the Whistleblowing Officer Susan Jones - 07752487014. Please see our Whistleblowing Policy for more information.
- You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support.

REPORTING CONCERNS ABOUT OTHERS

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them. If you have a concern about or have been told about possible abuse, poor practice or welfare issues. Do the following:

- If someone is in need of immediate medical attention – call 999.
- If you think a serious crime has been committed, is in progress or is at risk of happening – call 999.
- If the concern is about a child being at risk (not immediate) – contact the Safeguarding Lead Beth Pearson - 07815785627 and we can look at this together.

This must be done without delay. Make notes of your conversations, the names, contact details, date of birth of adult and children. The form will be completed after speaking with the Safeguarding Lead.

- If the concern is about an adult at risk (not immediate); if it's safe, speak to them and see whether they want support. It is not your job to provide this support, contact the Safeguarding Lead Beth Pearson - 07815785627 and we can look at this together. This must be done without delay. Make notes of your conversations. It is important to note whether you think the adult is vulnerable due to a mental impairment or another reason.
- If you are not able to or feel it is not appropriate to contact the Safeguarding Lead, they may report to Charlotte Stevens - 07720344500, the trustee with responsibility for safeguarding.

REMEMBER:

- It is not your responsibility to prove or decide whether a vulnerable adult or child has been harmed or abused or is at risk of abuse. However, it is everyone's responsibility to respond to and report any concerns they have.
- If your concern is about harm to a child or vulnerable adult **you must report this to the Safeguarding Lead.**
- Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing harm**

HANDLING DISCLOSURES

HANDLING NON-RECENT ABUSE DISLOSURE IN BOTH ADULT AND CHILDREN

Consider the following-

- Have they already spoken to someone about it?
- Could there be a risk for someone else?
- Could there be things in place to mitigate risk?
- What does the person want to do about it if anything?

RESPONDING TO A DIRECT DISCLOSURE

If a vulnerable adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the vulnerable adult to continue at their own pace.
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you. **Remember you are not investigating, you just need enough information to know who can help.**
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Close-Knit Families Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation but explain this may not always be required.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.

- Make notes of the conversations, the name, contact details and date of birth of the adult. The form will be completed after speaking with the Safeguarding Lead.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support - see Appendix 2).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important NOT to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative or positive comments about the alleged perpetrator.
- Make assumptions or speculate or come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret or make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell anyone other than those indicated within this procedure.

HANDLING DISCLOSURES REGARDING ADVERSE CHILDHOOD EXPERIENCES (ACES)

Try not to:

- Assume that they find the events disclosed traumatic
- Interrupt, minimise or question in a way that might be interpreted as you not believing their account
- Close down the conversation or change the subject before they have had the chance to talk about their feelings – remember this might be the first time they have ever spoken about these experiences.

7 steps for responding well to a disclosure:

- Thank the person for trusting you and for sharing their experiences
- Say you believed what they told you
- You don't need to ask for all the details about what happened
- Ask if the adversity/trauma is still happening
- Do they see their adverse experiences as currently relevant or troubling to them?

- Acknowledge their resilience and ask if they want help or to talk again
- Make sure that they are safe to leave and agree a follow up contact.

HANDLING DISCLOSURES IN ONLINE EVENTS

Explain at the start of the session that information shared by participants will be confidential unless somebody is thought to be at risk of harm.

- Share signposting information for support at the start and end of the sessions if the session is related to parent wellbeing.
- If a disclosure is made in the chat box, there needs to be an immediate response and recognition of the comment and ask the person to stay online until the end of the meeting, provide signposting details of support they can access immediately.

RECORD KEEPING

- Complete a Safeguarding Report Form (see Appendix 1) and submit to the Close-Knit Families Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used.

Storage

All safeguarding reports or concerns will be stored securely in the locked access safeguarding folder, either:

- In locked, non-portable physical storage, **or**
- In electronic form with strictly controlled access

Access is permitted **only** to individuals who have a legitimate role in safeguarding.

PROCEDURE FOR SAFEGUARDING LEAD FOR CHILDREN

Once a concern about a child has been passed to the Close-Knit Families Safeguarding Lead, they will coordinate the Close-Knit Families Safeguarding Procedure.
The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved.

The Safeguarding Lead, where appropriate, will take the following actions:

1. **Immediate Actions**

- Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.
- Is someone at immediate risk of harm/ danger or in need of immediate medical attention? Call 999
- If harm is occurring within the organisation use relevant procedures e.g. breach of code of conduct to prevent further harm.
- If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the person or persons associated with the individual who has been harmed.

2. **Safeguarding Report Details**

- If you have been sent a **Safeguarding Report Form** check that you can understand what is written and that all the necessary parts have been completed.
- If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Report Form if they have not already done so (see Appendix 1) as soon as possible.
- If the report is being made by the child themselves or the person that knows the concern, you fill in the safeguarding report form, gaining the details with the person in contact.

3. **Person making the report**

- Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. **What are the risks**

- Consider what is known about the situation, what the risks are, what is known of the views of the child.

5. **Consult and Decide**

   If necessary, consult with the Local Authority/the Police and decide which of the following actions need to be taken.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to, and work together with, other organisations, such as the Police and the Local Authority Safeguarding Team.

6. **Contact the police** (where a crime took place) **If**:

- a serious crime has been committed.
- the child has asked you to make a report to the Police on their behalf because they are unable to themselves.

7. **Report to Local Authority**

- Make a referral/report to the Local Authority Safeguarding Team or Multi-Agency Safeguarding Hub (MASH). This includes all situations where there is domestic abuse within the household where the child lives.
- **If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Team/Multi-agency Safeguarding Hub and discuss the situation with them, without disclosing the identity of the child or the person who may be causing harm**
- The report should be made to the Local Authority where the child lives.
- If statutory agencies say that they will not be taking any action in relation to a referral, this should not stop Close-Knit Families taking internal steps to safeguard. For example, the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

8. **Use policy and procedures to stop harm within the organisation**

- If the person who may be causing harm is a person involved in Close-Knit Families in whatever capacity, inform the Trustee with responsibility for safeguarding/Whistleblowing officer.
- Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.
- Agree what short term arrangements can be put in place to enable the child, who may be being harmed, to be able to continue participating in the organisation.
- The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

9. **Maintain contact with the reporter**

- Decide who in the organisation will **maintain contact with the reporter, if appropriate** to consult with them, keep them informed and make sure they are receiving the support they need.
- Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the reporter to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

10. **Ensure records are complete and stored securely.**

11. **Consider next steps**

- Staff member/volunteer to contact Safeguarding lead, Safeguarding Lead to consider whether this needs to be reported to the Charity Commission and when Safeguarding Lead to discuss with Safeguarding Trustee lead . Close-Knit commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Safeguarding Lead: Beth Pearson – 07815785627 **CEO: Beth Munby** – 07828952435

Trustee with safeguarding responsibility: Charlotte Stevens – 07720344500

PROCEDURE FOR SAFEGUARDING LEAD VULNERABLE ADULTS

Once a concern about a vulnerable adult has been passed to the Close-Knit Families Safeguarding Lead, they will coordinate the Close-Knit Families Safeguarding Procedure. The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved.

The Safeguarding Lead, where appropriate, will take the following actions:

1. **Immediate Actions**

- Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.
- Is someone at immediate risk of harm/ danger or in need of immediate medical attention? Call 999
- If harm is occurring within the organisation use relevant procedures e.g. breach of code of conduct to prevent further harm.
- If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the person or persons associated with the individual who has been harmed.

2. **Safeguarding Report Details**

- If you have been sent a **Safeguarding Report Form** check that you can understand what is written and that all the necessary parts have been completed.
- If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Report Form if they have not already done so (see Appendix 1) as soon as possible.
- If the report is being made by the vulnerable adult themselves or a member of the public, you fill in the safeguarding report form, gaining the details with the person in contact.

3. **Person making the report**

- Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. **What are the risks**

- Consider what is known about the situation, what the risks are, what is known of **the views of the vulnerable adult**. It is best to seek consent but not always needed.
- Consider the vulnerable adult's capacity to understand safeguarding actions

5. **Person at risk**

- Decide if you need to **contact the vulnerable adult** to get more information, determine their wishes, or explain what actions you need to take.
- Consider whether a child may be at risk based on the information shared; if that is the case, determine whether you require consent (best practice) to share the information. If this is not granted, do you need to share the information anyway?
- Ensure that the **vulnerable adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them.
  ONLY do this if you have a known safe way of contacting them.

6. **Consult and Decide**
   If necessary, consult with the Local Authority/the Police and decide which of the following actions need to be taken.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

7. **Contact the police** (where a crime took place) **If**:

- a serious crime has been committed.
- the vulnerable adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. **Report to Local Authority**

- Make a referral/report to the Local Authority Adult Safeguarding Team if:

i. You believe there may be an adult at risk

ii. You believe a person working with adults with care and support needs is a risk

iii. An adult has asked you to make a report and believes they are at risk

- **If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team and discuss the situation with them without disclosing the identity of the vulnerable adult or the person who may be causing harm**

9. **Use policy and procedures to stop harm within the organisation**

- If the person who may be causing harm is a person involved in Close-Knit Families in whatever capacity inform the Trustee with responsibility for safeguarding/Whistleblowing officer.
- Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.
- Agree what short term arrangements can be put in place to enable the vulnerable adult, who may be being harmed, to be able to continue participating in the organisation.
- The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. **Consult and inform with the vulnerable adult**

- If statutory agencies are involved **work together** with them to agree the next steps. For example, the Police may need to interview an employee before a disciplinary investigation is conducted.
- Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.
- If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Close-Knit Families taking internal steps to safeguard the vulnerable adult. For example, the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. **Maintain contact with the vulnerable adult**

- Decide who in the organisation will maintain contact with the vulnerable adult to consult with them, keep them informed and make sure they are receiving the support they need.
- Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the vulnerable adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. **Ensure records are complete and stored securely.**

13. **Consider next steps**

- Staff member/volunteer to contact Safeguarding Lead, Safeguarding Lead to consider whether this needs to be reported to the Charity Commission and when Safeguarding Lead to discuss with Safeguarding Trustee lead. Close-Knit Families commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Safeguarding Lead: Beth Pearson – 07815785627

CEO: Beth Munby – 07828952435

Trustee with safeguarding responsibility: Charlotte Stevens - 07720344500

RECOGNISING AND RESPONDING TO ABUSE

The following behavioural signs *may* be indicators of child abuse, but they should not be taken in isolation.

Physical Signs

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention
- Instances where children are kept away from the group inappropriately
- Reluctance to change for, or participate in, games or swimming
- Bruises, bites, burns, fractures, etc. which do not have an accidental explanation
- Cutting/slashing/drug abuse.

Indicators of possible sexual abuse

- Any allegations made by a child concerning sexual abuse
- A child with an excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- A 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.

Emotional signs

- Changes or regression in mood and behaviour, particularly where a child withdraws or becomes clinging. Also, depression/aggression
- Nervousness/frozen watchfulness
- Sudden underachievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying.

It is important that the above signs are not taken as indicating that abuse has taken place, but the possibility should be considered far more than in the past.

GLOSSARY OF TERMS

Beneficiary of Assistance

Someone who directly receives goods or services from Close-Knit Families. Note that misuse of power can also apply to the wider community that Close-Knit Families serves and can include exploitation by giving the perception of being in a position of power.

Child

A person who has not yet reached their 18th birthday.

Harm

Psychological, physical and any other infringement of an individual's rights**.**

Survivor

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

Abuse

A violation of a person's physical, emotional or mental integrity by any other person.

Vulnerable adult

A person who is or may be in need of care 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.

Staff

A person who works for or is contracted to work for or volunteers on behalf of Close-Knit Families.

APPENDIX 1- SAFEGUARDING REPORT FORM

To be completed as fully as possible if you have concerns regarding a vulnerable adult or a child.

If it is safe to do so, it is important to inform the vulnerable adult about your concerns and that you have a duty to pass the information onto the Safeguarding Lead. The Safeguarding Lead can help you to complete this form and will then look at the information and start to plan a course of action.

Section 1 – Details of individual you have concerns about	
Is this about a vulnerable adult or child?	
Name(s) of all individuals thought to be at risk	
Address	
Date of Birth/ Age	
Contact number (if applicable)	
Name of parent/carer	
Address of parent/carer (if different)	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact number	
Email address	
Line manager or alternative contact	
Name of project within Close-Knit Families	
Your Role in organisation	

Section 3 – Details of concern
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the vulnerable adult/child is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.). Please give details of where the concern occurred.

Section 4 – If this is a vulnerable adult, what makes you think that they have care and support needs and cannot keep themselves safe?

Section 5 – Details of the person (the perpetrator) thought to be causing harm (if known and if applicable to the concern)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to individual at risk	
Are they part of Close-Knit Families? If so, what is their role?	
Do they have contact with other adults at risk/children in another capacity? E.g. in their work/family/as a volunteer	
Section 6 - Have you discussed your concerns with the vulnerable adult/child/parent/carer? What are their views? What have they stated about what they want to happen and what outcomes they want? If not discussed, why not?	

Section 7 – What action have you taken, if any? What actions have others in Close-Knit Families taken?
Section 8: Other agencies contacted. Who contacted/reference number/contact details/advice gained/action being taken
Safeguarding Lead notified; Date and time
Signed:
Date:

OFFICE USE ONLY

Safeguarding Policy
Last checked: Nov 2026
Next review: NOV 2027

Trustee with responsibility for safeguarding signature:

Charlotte Stevens

Section 9 – To be completed by Safeguarding Lead
Details of the outcome of this concern: Have they consented to information being shared outside of Close-Knit Families?

APPENDIX 2- USEFUL CONTACTS

Adult Safeguarding:

Teesside Safeguarding Adult Board (has safeguarding concern form):

https://www.tsab.org.uk/report-abuse/

Hartlepool

01429 523 390

iSPA@hartlepool.gov.uk

Middlesbrough

01642 065 070

adultaccessteam@middlesbrough.gov.uk

Redcar & Cleveland

01642 771 500

AccessAdultsTeam@redcar-cleveland.gov.uk

Stockton-on-Tees

01642 527 764

FirstContactAdults@stockton.gov.uk

Evenings and Weekends

01642 524 552

Children's safeguarding:

Tees Safeguarding Children's Partnerships' Procedures (has SAFER referral form and all regional contacts): https://www.teescpp.org.uk/forms/safer-referral-form/ - form in first instance

Children's Social Care	Office hours contact	Out of hours contact	E-mail
Middlesbrough	01642 726004	01642 524552	MiddlesbroughMACH@middlesbrough.gov.uk
Hartlepool	01429 284284	01642 524552	childrenshub@hartlepool.gov.uk
Redcar &Cleveland	01642 130700	01642 524552	RedcarMACH@redcar-cleveland.gov.uk
Stockton-on-Tees	01642 130080	01642 524552	Familyhelppoint@stockton.gov.uk