

Safeguarding Policy

Procedural Document type:	Policy
Version:	V6
Signed off by:	Safeguarding Lead
Reviewed Date	March 2025
Next Review Date:	March 2026
Applies to:	All Resurgo Trust Employees and Church Partners*

**Partners are defined in Appendix 1*

Resurgo Trust Safeguarding Policy

Policy Statement

Resurgo Trust is concerned with the wholeness of each individual and is fully committed to safeguarding the welfare of all adults and children. It is the responsibility of all staff and volunteers to work with people with care and support needs, to keep them safe from abuse or neglect, and to take all reasonable steps to promote safe practice and protect people from harm, abuse and exploitation. Our aim is to facilitate each person we work with, to reach their potential and enjoy the fullness of life, embracing difference and diversity, and respecting the rights of children, young people, and adults.

Resurgo Trust has a statutory and moral duty to ensure we safeguard and promote the welfare of adults and children who use our services. Throughout these policies and procedures, where reference is made to 'children and young people', the term means 'those under the age of 18'. The term 'adult' refers to people aged 18 and over.

This Policy should be read in conjunction with the Resurgo Trust Code of Conduct.

Contents

Resurgo Trust Safeguarding Policy.....	2
Policy Statement.....	2
2. Introduction.....	6
2.2Adults with Additional Care and Support Needs.....	6
2.3Mental Capacity Act.....	6
2.4 Other Factors to Consider:.....	6
3Prevention of Abuse – Resurgo Trust's Position.....	7
3.1Understanding Abuse and Neglect.....	7
3.3Training.....	8
3.4 Guidelines for Best Practice.....	9
Temporary Visitors.....	9
Adults Interacting with Spear Trainees.....	9
3.5Guidelines for Managing Trainee Behaviour.....	9
3.6Handling Drinking, Smoking, and Drugs.....	10
3.7Premises.....	10
3.8Premises for Online Sessions.....	10
3.9First aid.....	10
3.10Managing Workers – Codes of Conduct.....	11
All employees of Resurgo Trust and Resurgo Trusts partners are subject to a Code of Conduct that has been drawn up to assist employees in maintaining entirely proper and professional relationships with young people and provide guidance to employees in carrying out their responsibilities. A copy of this Code of Conduct is included in Appendix 7.....	
4How to Deal with Suspected Abuse or Disclosure of Abuse.....	11
4.1Actions to be taken in Cases of Abuse or Suspected Abuse.....	11
4.2Guidance for Dealing with Suspected or Disclosed Abuse.....	12
Stage 1.....	12
Stage 2.....	13
4.3Guidelines for Dealing with Mental Health Issues.....	13
If someone is having a mental health challenge during a session:.....	13
Professional Support:.....	14
Guidelines for Dealing with Suicidal Thoughts.....	14
4.4Recording the Disclosure.....	14
4.5Independent Person.....	15
4.6Monitoring Safeguarding Incidents.....	15
5.1What is Online Bullying?.....	15

5.2How to Respond if Online Bullying is Reported	15
6Harassment.....	16
6.1How to Respond if Harassment is Reported	16
6.2Pastoral Care	16
If a child or adult with care and support needs experiences harassment or abuse, pastoral care will be offered. This includes working with local referral partners such as counselling agencies and mental health support services to find the best support for the individual, increasing the number of calls and 1-1 sessions with a Spear Coach, exploring the volunteer network for a possible mentor for the individual. In addition, the Church Partner and Spear Centre Board of Trustees (where relevant) will use their networks to offer pastoral support.....	
7.Prevent Duty	16
7.1Risk Assessment.....	16
7.2How to Respond if Concerned Someone is at Risk of Radicalization	16
8. Responding to Allegations	16
9. Serious Incident Reporting	20
10. Recording and Managing Confidential Information	20
11.Partnership Working	20
12.Adoption of Policy	20
Appendix 2 – Role of Safeguarding Lead in Protection Issues	22
If suspicion / allegation of physical injury or neglect:.....	22
If suspicion or allegation of sexual abuse:	22
Abuse of Trust:	22
Principles underpinning safeguarding work in line with the Care Act (2014):	23
Resurgo Trust recognises the following definitions of abuse identified by the Care and support statutory guidance.	24
Issues of Touch.....	27
If you suspect someone has a mental health issue:	27
Physical signs of abuse	28
Indicators of possible sexual abuse	28
Emotional signs of abuse	28
What is harassment?	30
What is the Prevent Duty?	31
Safeguarding	31
Immediate Action.....	32
Safeguarding Review	32
Spear Trust.....	32
The Spear Trust safeguarding officer will have a transparent view of the incidents taking place at their Spear Centre. It is then up to them to report back to the other Spear trustees with regards to pastoral care, facility improvements and recommended training.	
	32

1. Organisation Details

Name: Resurgo Trust

Address: 3rd Floor, Colet Court, Hammersmith Road, London, W6 7JP

Telephone number: 020 3475 0431

Email: resurgotrust@resurgo.org.uk

CEO: Iona Ledwidge (07812 346847)

Safeguarding Lead: Paul Desai (07871 537456)

Safeguarding Trustee: Clemmie Read (07816 464545)

Company Number: 4670794

Insurance Company: Speak to Resurgo Operations Manager for details

2. Introduction

2.1 Our Commitment

All people have the right to live their lives free from violence and abuse. As set out in the UN Convention on the Rights of the Child, we uphold that children and young people have the right to non-discrimination, to have their best interests considered, the right to life and development, and the right to be heard. In accordance with the UN Universal Declaration of Human Rights, Resurgo Trust respects peoples' needs for personal safety and recognises its responsibility to protect the people who use our services from abuse.

Resurgo Trust will seek to prevent abuse, and where there is a suspicion of or actual abuse, the Safeguarding Policy will be used to identify and examine this. The policy will be implemented to support the person who might have been abused and will be applied to assess the behaviour of the person whose conduct is in question.

Resurgo Trust will ensure that adults with care and support needs, young people, and children at risk of abuse or neglect have equal rights to protection under the law and have access to appropriate legal advice. Resurgo Trust will work closely with local services to spot those at risk and take steps to protect them.

Resurgo Trust will ensure that all staff and church partners have read and understood this policy, and that they have ticked a check box on Bamboo to confirm this.

Resurgo Trust staff induction and training programme will include the Safeguarding of Adults and Children and how to respond to and manage cases of actual and alleged abuse. See Appendix 3 for more information on Resurgo Trust's commitment.

2.2 Adults with Additional Care and Support Needs

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs and regardless of whether the adult lacks mental capacity or not) 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.

Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements.

However, the level of needs is not relevant, and the adult does not need to have eligible needs for care and support under the Care Act 2014 or be receiving any particular service from the local authority, in order for the safeguarding duties to apply – so long as the conditions set out in the bullet points above are met. See Appendix 4 for the principles that underpin safeguarding.

2.3 Mental Capacity Act

People must be assumed to have capacity to make their own decisions and be given all possible help before anyone treats them as not being able to make their own decisions. Where an adult is found to lack capacity to decide, any action taken or any decision made on their behalf must be made in their best interests.

2.4 Other Factors to Consider:

- Abuse can occur in any relationship.
- Abuse may consist of isolated incidents, be gradual, or persistent.
- It can sometimes be difficult to determine whether a particular act or omission is abusive. In particular, it can be difficult deciding between abuse, neglect, or poor professional practice.
- It is important to look beyond the single incident or breach in standards to underlying dynamics and patterns of harm.

- Young people are particularly vulnerable to abuse online, and so additional safeguards will be employed to protect against this when working in an online context – see Guidance for Online Working statements for staff and trainees.
- We acknowledge that protection and prevention of abuse is central to best safeguarding practice. Where children are concerned, we recognise our need to take action as our Duty of Care to enable all children to have the best outcomes. Where adults are concerned, we recognise that adults sometimes have complex interpersonal relationships and may be unclear and unrealistic about potential risks to their safety (Care Quality Commission, 2018). We endeavour to work with adults to establish what being safe means to them and to enable them to minimise risk and access support.

See Appendix 5 for Definitions of Abuse & Signs and Symptoms of Abuse.

3 Prevention of Abuse – Resurgo Trust's Position

3.1 Understanding Abuse and Neglect

The primary aim of Resurgo Trust is to prevent any abuse of service users before it occurs. Resurgo Trust has a duty to ensure that our work is informed by preventative practices and strategies.

- We provide accessible information for service users on raising concerns and making complaints.

Resurgo Trust ensures that staff have an awareness of the possibility of abuse and that they receive training. Procedures are in place to address any disclosure of abuse and these procedures are compatible with the Multi-Agency Safeguarding Adults Guidelines, Working Together to Safeguard Children (2018), and The Care Act (2014).

- Resurgo Trust ensures the identification of vulnerability, and an assessment of the risk of abuse, is integrated into assessment practices and protocols.
- Resurgo Trust fosters “an open culture” in the organisation by encouraging good communication between staff, managers, service users, relatives, and other professionals.
- Resurgo Trust ensures that staff understand their duty to report concerns to their Line Manager and a Safeguarding Officer and understand the protocol for sharing information.
- Safeguarding adults with care and support needs and children is included in induction and training, and staff receive regular supervision at all levels of the organisation.

Resurgo Trust will ensure that all staff and volunteers who work directly with young people or adults with care and support needs, undertake safeguarding training to gain a basic awareness of signs and symptoms of child abuse. There are several ways in which concerns about a child or young person's safety can come to light. These include:

- A child or young person alleges that abuse has taken place or that they feel unsafe.
- A third party or anonymous allegation is received.
- A child or young person's appearance, behaviour, play, drawing, or statements cause suspicion of abuse and/or neglect.
- A child or young person reports an incident(s) of alleged abuse which occurred some time ago.
- A report is made regarding the serious misconduct of a worker towards a child or young person.

Line Managers ensure that staff are trained to:

- Identify adults and children with care and support needs who are particularly at risk from abusers.
- Recognise risks from different sources and in different situations.
- Recognise abusive behaviour in other service users, colleagues and family members.
- Know about the route for making a referral within and beyond the organisation.

Line Managers will also ensure that staff are aware of the protection for the "whistleblower". Please refer to the Whistleblowing Policy.

3.2 Safer Recruitment

All staff working with children and adults with care and support needs will:

- Be given a clear job description or role description, setting out expectations for their work and conduct
- Supply the names of two referees who will be contacted.
- Be required to complete an enhanced DBS (Disclosure and Barring Service) check on appointment, giving photographic evidence of identity, and include a formal declaration of any criminal convictions. Having a criminal record will not necessarily bar a potential member of staff from working with us. This will depend on the nature of the position and the circumstances and background of the offences. This will be refreshed every 3 years.
- Be taken through the Safeguarding Policy and procedure on induction, followed by regular safeguarding training.
- Additional training is provided for Centre Managers when they begin the role. This covers training, policy & procedures and risk assessment training.
- Be supervised by a named manager.

Long term volunteers will:

- Volunteers working directly with young people and adults with care and support needs in regular 1-1s or group sessions will provide the names of two referees who will be contacted.
- Be required to complete an enhanced DBS (Disclosure and Barring Service) check on appointment, giving photographic evidence of identity, and include a formal declaration of any criminal convictions. Having a criminal record will not necessarily bar a potential member of staff from working with us. This will depend on the nature of the position and the circumstances and background of the offences. This will be refreshed every 3 years.
- Be taken through the Safeguarding Policy and procedure on induction.

One off/ ad hoc volunteers will:

- All volunteers working directly with young people and adults with care and support needs will supply the name of one referee.
- All visitors and volunteers must be accompanied by a known person during visits with young people.

3.3 Training

Resurgo Trust is committed to on-going safeguarding training and development opportunities for all staff. We aim to develop a culture of awareness of safeguarding issues to help keep everyone safe. All our workers will receive induction training, ongoing internal safeguarding training every year, and undertake recognised safeguarding training every 2 – 3 years.

We will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying, or any other matter where they have a concern.

- All staff are required to take Adults with Care and Support Needs Safeguarding training, Prevent Duty training, and Child Protection training.
- All coaches must acquire an Enhanced Level DBS Disclosure, giving photographic and other evidence of identity and including a formal declaration of any criminal convictions.
- Where possible, an adult is not left alone with a service user.
- For online meetings, all group sessions will involve two members of staff, and any one-to-one sessions will be recorded with consent from the participant. Recordings will be kept for 1 year and then deleted.

- Coaches are aware that they must not allow unknown adults access to the programme participants.
- Coaches will inform participants about how to raise a safeguarding concern and will share helpline and complaint information with them, having it displayed at all times in the centre.

3.4 Guidelines for Best Practice

As an organisation working with children, young people, and adults with care and support needs, we promote good working practice. This will enable workers to run activities safely, develop positive relationships, and minimise the risk of false or unfounded accusation. We have resources that support safeguarding best practice at different stages of the programme see Appendix 6 (enrolment form, risk assessment).

Volunteer Guidelines

All volunteers will be asked to follow the guidelines below:

- Volunteers must provide relevant references and DBS when required as outlined above in section 3.2.
- All volunteers supporting with programmes must sign the Resurgo Trust Volunteer Agreement (or church partner equivalent based on Resurgo's template).
- All volunteers should meet the young person they are supporting in a public place or under supervision of coaches. A coach should be aware of all meetings that take place between volunteers and trainees.
- Where necessary, long-term volunteers will receive safeguarding training, which will be renewed every 2 – 3 years.
- If meeting using video conferencing, a member of staff will be present at the first meeting and then all future meetings will be recorded. Volunteers should follow the staff guidelines for online working when relevant.

Temporary Visitors

- All visitors must be accompanied by a known person. A Spear Coach must be always present during training room visits with young people.

Adults Interacting with Spear Trainees

- Treat all participants with respect.
- Never use physical punishment when disciplining participants and trainees.
- Respect trainees' privacy whilst washing or toileting.
- Don't show favouritism to any one trainee.
- Don't discriminate or use discriminatory language on the basis of race, religion, gender, sexual orientation or disability.
- Don't scapegoat, ridicule or reject a participant or trainee.
- Don't play rough physical or sexually provocative games.
- Don't let trainees or participants involve you in excessive attention seeking that is overtly sexual or physical in nature.
- Don't touch a trainee or participant inappropriately, intrusively, or in a way that may cause them offence.
- Don't make sexually suggestive comments about or to a participant or trainee, even "in fun".
- Don't permit abusive peer activities e.g. bullying, ridiculing, initiation ceremonies.

3.5 Guidelines for Managing Trainee Behaviour

Each Trainee is unique and valuable and requires individual methods of support and challenge. When managing behaviour with programme participants:

- Lay down clear expectations e.g. no swearing, no racism, or calling each other names, having respect for the property, setting the expectations that relationships are to be kept professional amongst trainees.
- Be calm and consistent, following through on the expectations you have set.
- Never shout at or act aggressively towards trainees.

- Talk to a trainee away from the group, not publicly. Explain why the behaviour is not acceptable, ask questions about what is going on for them, give them a warning if necessary, and set some goals to help them improve.
- If working online and you need to have a behaviour management conversation with a Trainee, have a 1-1 conversation in a breakout room – this needs to be recorded and kept for one year.
- Ensure that other team members know what you have said.

Practical ideas for dealing with difficult behaviour in group situations:

- Separate trainees who have tendency to be disruptive when together.
- Get the co-coach to sit next to a disruptive trainee.
- Be pro-active, don't wait for behaviour to escalate before discussing it.
- Set clear boundaries in terms of appropriate behaviour.
- Encourage good behaviour.
- Speak to the Centre Manager about behaviour that is particularly difficult.

3.6 Handling Drinking, Smoking, and Drugs

- Emphasise that drinking and drugs are not permitted during or before sessions.
- If you are concerned that a programme participant is showing signs of drunkenness or is affected by the use of illegal or non-prescribed drugs, seek guidance from the Centre Manager. The participant should be sent home.
- Never give cigarettes to participants. Ensure trainees know the designated smoking areas for your centre.

3.7 Premises

- For events in the Spear training facilities, Resurgo Trust or relevant Church Partner is responsible for the premises. They will ensure adequate lighting for entrance and exit to the building.
- Meeting places will be clean, warm, well-lit, and well ventilated.
- There must be access to a telephone or mobile in case of emergency.
- Fire extinguishers should be regularly checked, and fire drills carried out. Emergency exits must be clearly marked and never blocked or locked shut.
- All equipment and electrical appliances should be regularly checked and maintained in good order.
- All materials such as paints and glues used by the young people should be nontoxic.

3.8 Premises for Online Sessions

- For sessions taking place via online platforms, where the trainees (and/or coaches) are in their homes or premises other than the training room, Resurgo Trust or the church partner are not responsible for the premises. All coaches are responsible for ensuring that their surroundings during sessions comply with the guidance for online working.
- Coaches must ensure that trainees on their programmes comply with this guidance to the best of their ability. If a trainee's surroundings give a coach any cause for concern, this will be treated as a safeguarding concern in the same way as an incident in the training room.

3.9 First aid

- All premises should have a properly equipped first aid kit. Its contents should be stored in a waterproof container and the designated worker should regularly check contents.
- In the event of an accident, record the incident on the Salesforce system in the same way as other safeguarding incidents.

- Disposable latex gloves and an apron should be used when dealing with broken skin, bodily fluids or faeces.
- No medication should ever be given to young people without written parental instruction.
- Confidentiality regarding a young people's HIV status should always be maintained.

3.10 Managing Workers – Codes of Conduct

All employees of Resurgo Trust and Resurgo Trusts partners are subject to a Code of Conduct that has been drawn up to assist employees in maintaining entirely proper and professional relationships with young people and provide guidance to employees in carrying out their responsibilities. A copy of this Code of Conduct is included in Appendix 7.

4 How to Deal with Suspected Abuse or Disclosure of Abuse

There are many different signs and symptoms that abuse may have taken place. See Appendix 8 for definitions of these.

4.1 Actions to be taken in Cases of Abuse or Suspected Abuse

Under no circumstances should a volunteer or staff member carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

1. Listen to the complaint or allegation of abuse being made and reassure the person that the complaint will be taken seriously.
2. The first concern should be the immediate well-being of the adult with care and support needs, child, or young person. If they are injured or anyone is in any immediate danger, the Ambulance Service and the Police should be called without delay using the 999 emergency number.
3. Where there is suspicion that a crime, such as a physical or sexual assault or theft has been committed, and the suspect is on the scene, the Police should be contacted by dialing 999 in an emergency. If there is suspicion that a crime has been committed but the suspect is no longer present and the situation does not require urgent action, then the police community safety unit must be informed before any action is taken such as interviewing the victim or suspending a member of staff. This is necessary to ensure that the investigation is undertaken in a way that best protects any evidence. You should notify Paul Desai the Safeguarding Lead (07871 537456), the local social services team or adult MASH team, which can be found on the Service Providers List on Salesforce for each centre on the following link (<https://resurgo.lightning.force.com/lightning/r/Report/00O3c000007QEhQEAW/view>).
4. Every allegation/suspicion of abuse must be treated seriously and reported immediately to a Line Manager or Safeguarding Officer as a safeguarding alert. This includes situations where the alleged perpetrator is a colleague or another adult with care and support needs, a child or young person. The Safeguarding Officer will inform Paul Desai.
5. Record the incident/allegation factually and accurately using the Incident Report Form (found on Salesforce). Make notes as soon as possible (preferably within an hour of the disclosure), writing down exactly what the young person or adult with care and support needs said, when they said it, and where they said it. Record dates and times of these events and when you made the record. If you have prior notice of a disclosure, perhaps because a young person has asked to talk with you, notify the Centre Manager.
6. You should not discuss your suspicions with anyone other than those nominated above.
7. If you feel that Resurgo Trust has not responded appropriately to your concerns or there is disagreement as to whether a referral to Social Services is needed, you retain a responsibility as a member of the public to report serious matters to Social Services without hesitation.
8. For allegations of abuse against a person who works with adults with care and support needs, the Safeguarding Lead will: Liaise with Adult Social Services in regards the suspension of the worker and make a referral to the DBS following the advice of Adult Social Services.

9. The Care Act places the duty upon Adult Services to investigate 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' chooses for no further action and they have the capacity to communicate their decision. However, this for Adult Services to decide.

See Appendix 9 for Safeguarding Flowchart. The Safeguarding Officer will:

- When taking a safeguarding disclosure from a coach, aim to create clarity and minimise worry.
- Ensure that appropriate actions have been taken to make the situation safe and ensure that all appropriate agencies are involved in the investigation.
- Raise a safeguarding alert as soon as possible within the working day of any incident occurring. This may involve reporting the incident immediately to the Social Service Team of the relevant Local Authority (or Duty Officer in out-of-hours) and take any other steps in accordance with the Local Authority's procedures.
- If the adult with care and support needs or child has talked about abuse, consider whether or not it is safe for them to return home. It might be necessary to contact Social Services to discuss alternative places to stay.
- Input all information about the incident into the Salesforce safeguarding form within 24 hours.
- Inform the church partner safeguarding lead, involving them in all email communications about the incident so they can uphold their responsibility to inform the Diocese.
- Change the status to 'Closed – subject to approval' once the incident has been resolved. The main Safeguarding Officer will review all of these incidents and fully close the case.
- Review complex incidents at the end of every coaching block with the Safeguarding Trustee, Paul Desai, and Safeguarding Officers.
- Inform relevant regulatory bodies e.g., Independent Safeguarding Authority.
- Ensure that support is provided to staff and good standards of practice are promoted and maintained.
- Resurgo Trust will complete any internal investigation under Resurgo Trust's disciplinary procedure if necessary.

4.2 Guidance for Dealing with Suspected or Disclosed Abuse

Stage 1

Required Actions:

- If in person, find a place where it is quiet, and the conversation won't be interrupted. Leave the door open and ensure another colleague is in hearing distance.
- If online or on the phone, make sure you create space for people to report abuse and check that they are in a private place so that they could report abuse if needed.
- Don't promise confidentiality. Tell them you will need to let someone else know.
- Never push for information. If they decide not to tell you, accept that, and let them know that you are always ready to listen.
- The person who receives the allegation or has the concern should document all information as soon as possible after any disclosure using the Safeguarding Incident Form on Salesforce – ideally within 24 hours. Write down exactly what the child or adult with care and support needs has said, what you said in reply and what was happening in the lead up to the disclosure.
- Record factual information about the incident such as dates, times, and when you made the record.
- Notify the organisation's Safeguarding Officer (if the named person is the subject of suspicion/allegation, the Person with Lead Responsibility should be contacted).
- Do not discuss your suspicions or allegations with anyone other than those nominated above.

- Let them know what you are going to do next and keep them updated.
- Never investigate or take sole responsibility for a situation when a person makes a disclosure.

Required Behaviours:

- Be welcoming, even if the time isn't convenient for you.
- Keep calm – do not allow your surprise, shock or anger show.
- Even when the adult with care and support needs or child has broken a rule, they are not to blame for the abuse.
- Be aware that they may have been threatened or bribed not to tell.
- Initially talk to a child or adult with care and support needs about what you are observing
- It is okay to ask questions e.g. 'I've noticed that you don't appear yourself today, is everything okay?' but never use leading questions.
- Do not say things like, 'why have you never told anyone before?' or 'I can't believe it - are you sure this is true?'
- Never make false promises.
- Listen carefully to what the young person has to say and take it seriously. Reassure them they were right to tell you and show acceptance.
- Always explain to children and young people that any information they have given will have to be shared with others.

Stage 2

- The Named Person(s) will take immediate action if there is a suspicion that a child has been abused or likely to be abused. In this situation, the Named Person will contact the police and/or Children's Social Care. If a referral is made direct to Children's Social Care this must be followed up in writing as soon as possible.
- The Named Person can also seek advice and clarity about a situation that is beginning to raise concern through the Person with Lead Responsibility or (if they are unavailable), the NSPCC National Child Protection Helpline on 0800 8800 5000.
- The Named Person must consider carefully if it is safe for a child/young person to return home to a potentially abusive situation, and should take immediate action to contact social services in order to discuss putting safety measures into effect.
- If for any reason, you believe that the Named Person has not responded appropriately to your concerns, then you have a right to make a direct referral to the child protection agencies.

4.3 Guidelines for Dealing with Mental Health Issues

If someone is having a mental health challenge during a session:

If a participant begins to experience a mental health challenge during a group session or in a 1-1, follow the ALGEE model to provide support to them in the moment. ALGEE has 5 steps which can be used in any order:

- **A – Approach, assess for risk of suicide or harm.** Try to find a suitable time or place to start the conversation with the person, keeping their privacy and confidentiality in mind. If the person does not want to confide in you, encourage them to talk to someone they trust.
- **L – Listen nonjudgmentally.** Many people experiencing a challenge or distress want to be heard first, so let the person share without interrupting them. Try to have empathy for their situation. You can get the conversation started by saying something like, "I noticed that ..." Try to be accepting, even if you don't agree with what they are saying.
- **G – Give reassurance and information.** After someone has shared their experiences and emotions with you, be ready to provide reassurance and useful information.
- **E – Encourage appropriate professional help.** The earlier someone gets help, the better their chances of recovery. So, it's important to offer to help this person learn more about the options available to them.

- **E – Encourage self-help and other support strategies.** This includes helping them identify their support network, programs within the community, and creating a personalized emotional and physical self-care plan.

Professional Support:

- CAMHS: Children & Adolescent Mental Health Services – support young people with mental health up to age of 18. Long waiting times can mean it is difficult for young people to get the support that they need.
- IAPT: Improving Access to Psychological Therapies – over 18 support for common mental health problems.
- Offer short-term talking therapy e.g. CBT, workshops, groups, online therapy and online services. They will be on the local NHS website. Young people can self-refer.

Guidelines for Dealing with Suicidal Thoughts

If someone says they are feeling suicidal, do not hesitate to ask questions. This does not increase the likelihood of someone committing suicide, rather it helps them voice something they may well have been thinking about in isolation for a long time.

Simple questions to ask are:

- How do you feel now?
- Have you ever attempted to take your life before?
- Have you planned how you would take your life now?
- What makes you feel more/less like doing it?
- Who else have you talked to about this?
- What other support do you have?
- What do you want to do now?
- Some options are: going to the GP, talking to a counsellor, joining a support group, seeking out local CAMHS resources, calling Samaritans or going to A&E/GP immediately if they feel unsafe being alone.
- What will you do next time you feel like this?
- Always make a Safety Plan, considering – external support they can access, who is in their personal support network they can speak to, and what things they can do for themselves to keep safe.

If they are with you in person, look at either of these resources together and they can explore the best next step with you:

<http://www.nhs.uk/Conditions/Suicide/Pages/Getting-help.aspx>
<https://www.papyrus-uk.org/>

In an emergency, do not hesitate to call 999 and ask for an ambulance. If there is a long wait for an ambulance, the person may need escorting to your nearest A&E, where a mental health team can assess them. Ideally, get an adult friend or family member to escort them/ meet them there. If no-one is available, take the person to A&E and leave them with a mental health professional.

If the person calls you on the brink of committing suicide, the main thing is for them to not be alone, so they should either call Samaritans, go to their GP or A&E, or find someone who can be with them. You can make a call to emergency services if no one else can be with them.

4.4 Recording the Disclosure

- The young person's name and age.
- Your contact details and your role.
- What you have been told or observed yourself with dates if possible (distinguishing fact from opinion).
- Any action taken so far.
- Who has been told, why and when.

See Appendix 10 for the Safeguarding Incident Report Form.

4.5 Independent Person

- An independent person linked to each Spear centre is available for any young person, child, or adult with care and support needs to contact should they feel the need to talk to someone about an incident at Spear. Their number must be displayed in all training spaces (Clemmie Read – 07816 464565).
- Ensure that the phone number of Samaritans and Childline or similar organisation e.g. NSPCC, are on display at Spear Centre premises. This will enable any person to contact and talk to someone independently from the Resurgo Trust team.

4.6 Monitoring Safeguarding Incidents

Information on safeguarding children and adults with care and support needs, including the actions taken following an allegation of abuse, and the outcome of safeguarding meetings will be recorded. They will be reviewed at the end of every block by the Safeguarding Officer to decide whether there are further actions or if the case can be closed.

Safeguarding incidents will be reported to the Spear Steering Group and the Safeguarding Trustee will report to the Board of Trustees as necessary. Where trends in the incidence of safeguarding incidents are found, appropriate measures are taken to prevent or reduce the likelihood of incidents occurring again.

5 Online bullying

5.1 What is Online Bullying?

Bullying is behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally. Bullying can take many forms (including online or cyber-bullying), and is often motivated by prejudice against particular groups, for example on grounds of race, religion, gender, or sexual orientation.

Cyberbullying is bullying via electronic means. This could be via a smart phone, computer, laptop, tablet or online gaming platform. It can take place on a range of online or mobile services, such as text, email, social networking sites, video-hosting sites, messenger, photo sharing services, chat, webcams, visual learning environments and online games.

It could be threats and intimidation, name-calling, harassment, exclusion, gaining access to unauthorised information online or 'hacking', impersonation, posting personal information, sexting/sexualized, or manipulation.

Some cyberbullying activities could be criminal offences under a range of different laws, including the Malicious Communications Act 1988 and the Protection from Harassment Act 1997. There have been some instances of such prosecutions in the UK.

5.2 How to Respond if Online Bullying is Reported

Support the person being bullied. Give reassurance that they have done the right thing by telling someone about the incident. Work with them closely to agree a course of action and support, so the young person feels in control of this process.

Advise on next steps – e.g., save the evidence and don't retaliate. Offer further support to review how they currently use the internet and explore ways of improving their online safety. For example, showing them how to block people or increase their privacy settings.

Encourage them to take action to contain the incident when content has been circulated. Steps may include:

- Asking the person responsible to take the content down.
- Reporting the content online, where posts have been made on social media.

- Contacting the police if the law has been broken (see www.report-it.org.uk/report_a_hate_crime).

6 Harassment

See Appendix 11 for definition of Harassment.

6.1 How to Respond if Harassment is Reported

Encourage them to report the harassment and help them if required. You can report harassment at www.report-it.org.uk/report_a_hate_crime. If you do not want to report it to the police, contact a support agency like one of those listed here: www.report-it.org.uk/organisations_that_can_help

6.2 Pastoral Care

If a child or adult with care and support needs experiences harassment or abuse, pastoral care will be offered. This includes working with local referral partners such as counselling agencies and mental health support services to find the best support for the individual, increasing the number of calls and 1-1 sessions with a Spear Coach, exploring the volunteer network for a possible mentor for the individual. In addition, the Church Partner and Spear Centre Board of Trustees (where relevant) will use their networks to offer pastoral support.

7. Prevent Duty

See Appendix 12 for definition of Prevent Duty. See Appendix 13 for Prevent Duty Flowchart.

7.1 Risk Assessment

All staff are to undertake full Prevent Duty training. Staff must be able to identify anyone who may be vulnerable to radicalisation and know what actions to take when they have been identified. Staff must be aware of risks in the local context. It is important staff are aware of the increased risk of online radicalization, as terrorist groups seek to radicalize through various forms of social media.

7.2 How to Respond if Concerned Someone is at Risk of Radicalisation

- Contact Prevent Duty Lead immediately and follow normal safeguarding procedures.
- Where appropriate contact local authority Prevent lead.
- You can also contact your local police force or dial 101 (the non-emergency number).
- The Department for Education has dedicated a telephone helpline 020 7340 7264 or email on counter.extremism@education.gsi.gov.uk to answer questions directly linked to terrorism.
- Call the police if the law has been broken (see www.report-it.org.uk/report_a_hate_crime).

8. Responding to Allegations

The procedures apply to all staff, whether teaching, administrative, management or support, as well as to volunteers. The word "staff" is used for ease of description.

Resurgo Trust will ensure that any allegations made against members of staff will be dealt with swiftly and in accordance with these procedures.

Resurgo Trust recognises that an allegation of child abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigations are thorough and not subject to delay.

Resurgo Trust is fully committed to safeguarding the welfare of all children and young people and recognises that the welfare of the child or adult with care and support needs is the paramount concern. Resurgo Trust also acknowledges that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence, and career. Therefore, those dealing with such allegations within Resurgo Trust will do so with sensitivity and will act in a careful, measured way.

8.1 Receiving an Allegation from a Child

A member of staff who receives an allegation about another member of staff from a child should follow the guidelines in the Section 4.

- The worker must ensure that the child is safe and away from the person whom the allegation is made.
- The allegation is then to be reported immediately to the Person with Lead Responsibility unless this is the person against whom the allegation is made, in which case the report should be made to Resurgo Trust CEO.
- The Person with Lead Responsibility should contact the designated officer, or team of officers, at their Local Authority within one working day. Outside of working hours the Emergency Duty Team can give advice and/or in the event of an emergency situation contact the police.
- The Person with Lead Responsibility or the CEO will obtain written details of the allegation from the person who received it, ensuring that this is signed and dated. The written details should be countersigned and dated by the designated person.
- The individual who first received/witnessed the concern should make an accurate, full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. The Person with Lead Responsibility can support the worker during this process but must not complete the report for the worker. This report must be made available on request from either the police and/or social services.
- Regardless of whether a police and/or social services investigation follows, Resurgo Trust will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependent on the nature of the incident.
- The Person with Lead Responsibility should make an initial assessment of the allegation, consulting with the CEO and the Local Safeguarding Children Board (LSCB) or Local Authority Designated Officer (LADO). Where the allegation is either a potential criminal act or indicates that the child has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the LSCB or LADO.
- It is important that the person with Lead Responsibility or CEO does not investigate the allegation. The initial assessment should be on the basis of the information received and is a decision whether or not the allegation warrants further investigation.

Other potential outcomes are:

- The allegation represents inappropriate behaviour or poor practice by the member of staff and is neither potentially a crime nor a cause of significant harm to the child. The matter should be addressed in accordance with Resurgo Trust disciplinary procedures.
- The allegation can be shown to be false because the facts alleged could not possibly be true.

8.2 Enquiries and Investigations

Child protection enquiries by social services or the police are not to be confused with internal disciplinary enquiries by Resurgo Trust. Resurgo Trust may be able to use the outcome of external agency enquiries as part of its own procedures. The child protection agencies, including the police, have no power to direct Resurgo Trust to act in a particular way, however, Resurgo Trust should assist the agencies with their enquiries:

- Resurgo Trust shall hold in abeyance its own internal enquiries while the formal police or social services investigations proceed; to do otherwise may prejudice the investigation. Any internal enquiries shall conform with the existing staff disciplinary procedures.
- If there is an investigation by an external agency, for example the police, the CEO or person with lead

responsibility should normally be involved in, and contribute to, the inter-agency strategy discussions. The CEO or Person with Lead Responsibility is responsible for ensuring that Resurgo Trust gives every assistance with the agency's enquiries. They will ensure that appropriate confidentiality is maintained in connection with the enquiries, in the interests of the member of staff about whom the allegation is made. The CEO or Person with Lead Responsibility shall advise the member of staff that they should consult with a representative, for example, a trade union.

Subject to objections from the police or other investigating agency, the CEO or Person with Lead Responsibility shall:

- Inform the child/children or parent/carer making the allegation that the investigation is taking place and what the likely process will involve.
- Ensure that the parents/carers of the child making the allegation have been informed that the allegation has been made and what the likely process will involve.
- Inform the member of staff against whom the allegation was made of the fact that the investigation is taking place and what the likely process will involve.
- Inform the board of Trustees of the allegation and the investigation.
- The CEO or Person with Lead Responsibility shall keep a written record of the action taken in connection with the allegation.

8.3 Suspension of Staff

Suspension should not be automatic. In respect of staff other than the CEO, suspension can only be carried out by the CEO. In respect of the CEO, suspension can only be carried out by the Chair of Trustees (or in his/her absence, the Deputy Chair). Suspension may be considered at any stage of the investigation. It is a neutral, not a disciplinary, act and shall be on full pay. Consideration should be given to alternatives, e.g., paid leave of absence; agreement to refrain from attending work; change of, or withdrawal from, specified duties.

Suspension should only occur for a good reason. For example:

- Where a child is at risk.
- Where the allegations are potentially sufficiently serious to justify dismissal on the grounds of gross misconduct.
- Where necessary for the good and efficient conduct of the investigation.
- If suspension is being considered, the member of staff should be encouraged to seek advice, for example from a trade union.

Prior to making the decision to suspend, the CEO (or Chair/deputy chair of Trustees) should interview the member of staff. This should occur with the approval of the appropriate agency from the LSCB. If the police are engaged in an investigation the officer in charge of the case should be consulted.

The member of staff should be advised to seek the advice and/or assistance of his/her trade union and should be informed that they have the right to be accompanied by a friend. It should be made clear that the interview is not a formal disciplinary hearing, but solely for raising a serious matter, which may lead to suspension and further investigation.

During the interview, the member of staff should be given as much information as possible, in particular the reasons for any proposed suspension, provided that doing so would not interfere with the investigation into the allegation. The interview is not intended to establish the member of staff's innocence or guilt, but give the opportunity for the member of staff to make representations about possible suspension. The member of staff should be given the opportunity to consider any information given to him/her at the meeting and prepare a response, although that adjournment may be brief.

If the CEO (or Chair/Deputy Chair of Trustees) considers that suspension is necessary, the member of staff shall be informed that he/she is suspended from duty. Written confirmation of the suspension, with reasons, shall be dispatched as soon as possible and ideally within one working day.

Where a member of staff is suspended, the CEO (or Chair/deputy chair of Trustees) should address the

following issues:

- The Chair of Trustees should be informed of the suspension in writing.
- The Board of Trustees should receive a report that a member of staff has been suspended pending investigation, the detail given to the board of trustees should be minimal.
- Where the CEO has been suspended, the Chair or Deputy Chair of Trustees will need to take action to address the management of Resurgo Trust.
- The parents/carers of the child making the allegation should be informed of the suspension. They should be asked to treat the information as confidential. Consideration should be given to informing the child making the allegation of the suspension.
- Senior staff who need to know of the reason for the suspension should be informed.
- Depending on the nature of the allegation, the CEO (or Chair/Deputy Chair of Trustees) should consider with the Chair of Trustees whether a statement to the students and/or parents/carers should be made, taking due regard of the need to avoid unwelcome publicity.

The CEO (or Chair/deputy chair of Trustees) shall consider carefully and review the decisions as to who is informed of the suspension and investigation. The LSCB and external investigating authorities should be consulted.

The suspended member of staff should be given appropriate support during the period of suspension. They should also be provided with information on progress and developments in the case at regular intervals.

The suspension should remain under review in accordance with Resurgo Trust disciplinary procedures.

8.4 Disciplinary Investigation

The disciplinary investigation should be conducted in accordance with the existing staff disciplinary procedures. The member of staff should be informed of the disciplinary charge against them and their entitlement to be accompanied or represented by a trade union representative or friend.

Where the member of staff has been suspended and no disciplinary action is to be taken, the suspension should be lifted immediately and arrangements made for the member of staff to return to work. It may be appropriate to offer counselling.

The child or children making the allegation and/or their parents should be informed of the outcome of the investigation and proceedings. This should occur prior to the return to work of the member of staff (if suspended).

The CEO and/or Person with Lead Responsibility should consider what information should be made available to the general population of Resurgo Trust.

It is important that documents relating to a child protection concern (including any disciplinary investigation) are retained in a secure place, together with a written record of the outcome and, if disciplinary action is taken, details retained on the member of staff's personal and confidential file.

If a member of staff is dismissed or resigns before the disciplinary process is completed, he/she should be informed about the statutory duty to inform the Independent Safeguarding Authority.

8.5 Allegations without Foundation

False allegations may be indicative of problems of abuse elsewhere. A record should be kept and consideration given to a referral to the LSCB in order that other agencies may act upon the information.

In consultation with the Person with Lead Responsibility, the CEO shall:

- Inform the member of staff against whom the allegation is made orally and in writing that no

further disciplinary or child protection action will be taken. Consideration should be given to offering counselling/support.

- Inform the parents/carers of the alleged victim that the allegation has been made and of the outcome.
- Where the allegation was made by a child other than the alleged victim, consideration should be given to informing the parents/carers of that child.
- Prepare a report outlining the allegation and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken.

9. Serious Incident Reporting

Some safeguarding incidents will also need to be reported to the Charity Commission via their serious incident reporting form: <https://register-of-charities.charitycommission.gov.uk/report>.

Examples of Safeguarding Incidents to report include:

- Incidents of abuse/mistreatment of trainees which have resulted in or risk significant harm and happened when they were under the care of Resurgo/Spear, and someone connected to Resurgo/Spear is responsible.
- Incidents of abuse/mistreatment which have resulted in or risk significant harm and are connected to the charity's activities
- Where there has been a breach of procedure at Resurgo/Spear which has put people at significant risk of harm, including failure to do vetting checks
- Where safeguarding incidents were not connected to the work of Resurgo/Spear, but staff did not handle these incidents appropriately and this resulted in harm

The trustees are ultimately responsible for deciding whether or not to report to the Charity Commission. Things to consider are:

- Does the incident involve a senior position?
- Is the person involved in numerous charities?
- Is this a long-standing pattern or trend?
- Have there been numerous such incidents in a short period of time?
- Is there a high risk of damage to Resurgo/Spear's reputation?
- Does this indicate widespread or systemic issues connected to sexual harassment, abuse or misconduct?

If a report has been made to the police, then a report should always also be made to the Charity Commission.

10. Recording and Managing Confidential Information

The person who receives an allegation or has a concern should record the concerns/allegations of abuse, harm and neglect.

Resurgo Trust is committed to managing confidential information safely. Resurgo Trust recognises that all children and young people have a right to confidentiality. Any records will be stored securely online or in a locked cabinet, marked as confidential. This information needs to be shared if Resurgo Trust considers that a child/young person is at risk of abuse and/or harm. At such times this information will be shared with appropriate agencies, such as the Children's Service and/or the police.

11. Partnership Working

We work in partnership with churches and provide all Church Partners with a Church Partner Handbook, where safeguarding responsibilities and practices are clearly outlined (see appendix 14).

12. Adoption of Policy

This policy has been agreed and signed by:

Resurgo Trust CEO, Iona Ledwidge:

Resurgo Trust Safeguarding Lead, Paul Desai:

Resurgo Trust Safeguarding Trustee, Clemmie Read:

Resurgo Trust Head of People and Culture, Sophie Burrows:

Our safeguarding policy will be reviewed every year.

All staff will tick a box on Bamboo to confirm they have read and understood this policy.

Appendices

Appendix 1 – Resurgo Partners

'Partners' of Resurgo refers to any Church Partners running Spear or Spear Express, but excludes Church Partners running Re-Work, who follow the churches Safeguarding Policy.

Appendix 2 – Role of Safeguarding Lead in Protection Issues

If suspicion / allegation of physical injury or neglect:

The Safeguarding Lead will contact Social Services for advice in cases of deliberate injury or where concerned about the adult with care and support needs safety.

- Where emergency medical attention is necessary, it should be sought immediately. The Safeguarding Lead will inform the medic of any suspicions of abuse.
- If the individual is under 18, speak with their parent / carer and suggest that medical help / attention is sought for the young person. The doctor (or Health Visitor) will then initiate further action, if necessary.
- If appropriate the parent / carer will be encouraged to seek help from the Social Services Department.
- If the parent / carer is unwilling to seek help, if appropriate, a Coach will offer to go with them to go with them. If they still fail to act, the Safeguarding Lead should, in cases of real concern, contact Social Services for advice.

If suspicion or allegation of sexual abuse:

The Safeguarding Lead will contact the Social Services duty social worker for children and families or Police Child Protection Team regarding a young person directly. For adults with care and support needs, they will contact the social work teams within the community services department or the Police.

The Safeguarding Lead will NOT speak to the parent/s.

- a) If for any reason they are unsure whether or not to follow the above, then advice from CCPAS will be sought and followed.
- b) If the young person or adult with care and support needs has talked about abuse, then consider whether or not it is safe for the young person or adult needs to return home to a potentially abusive situation. On rare occasions it might be necessary to take immediate action to contact the Social Services and/or police to discuss putting into effect safety measures for the young person or adult with care and support needs so that they do not return home.
- c) Under no circumstances will the Safeguarding Lead attempt to carry out an investigation into the allegations or suspicions of sexual abuse. Their role is to collect and clarify the precise details of the allegation or suspicion and to provide this information to Social Services and the police where relevant, whose task it is to investigate the matter.
- d) The Executive Director of Spear will support the Safeguarding Lead in their role, and accept that any information they may from time to time have in their possession will be shared in a strictly limited way on a need to know basis.

Abuse of Trust:

The Home Office have issued a publication "Caring for young people and the vulnerable? Guidance for preventing abuse of trust". The guide is primarily aimed at protecting young people over the age of consent that are under 18 years of age and adults with care and support needs. The guide defines a relationship of trust as that which can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of the activity. The relationship between the Spear teams and young person could be included in this definition. In accordance with this guidance, any behaviour that might allow a sexual relationship to develop between a Coach and a trainee is unacceptable. Any sexual relationship within this dynamic is prohibited so long as that relationship of trust continues.

Appendix 3 – Resurgo Trust Commitment

Resurgo Trust is fully committed to safeguarding the welfare of all adults, children and young people. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. Resurgo Trust acknowledges its duty to act appropriately on any allegations, reports or suspicions of abuse. Paid staff and volunteers will work together to encourage the development of an ethos which embraces differences and diversity and respects the rights of children, young people and adults.

In implementing this safeguarding policy Resurgo Trust will:

- Ensure that all workers understand their legal and moral responsibility to protect adults, children and young people from harm, abuse and exploitation.
- Ensure that all workers understand their duty to report concerns that arise about an adult, child or young person, or a worker's conduct towards an adult, child/young person, to the organisation's named person for child protection (Paul Desai, 07871 537 456)
- Ensure that the named person understands their responsibility to refer any child protection concerns to the statutory child protection agencies (i.e. police and/or social services).
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner.
- Provide opportunities for all workers to develop their skills and knowledge particularly in relation to the welfare and protection of adults with care and support needs, children and young people.
- Ensure that adults, children and young people are enabled to express their ideas and views on a wide range of issues and will have access to the Complaints Procedure.
- Ensure that parents/carers are encouraged to be involved in the work of the organisation and, when requested, have access to all guidelines and procedures.
- Endeavour to keep up to date with national developments relating to the welfare and protection of adults with care and support needs, children and young people and will review policies and procedures at least annually.

These procedures have been designed to ensure the welfare and protection of any adult with care and support needs, child, or young person who accesses the services provided by Resurgo Trust. The procedures recognise that safeguarding can be a very difficult subject for workers to deal with to the extent that it is sometimes easier to close your eyes to what is happening or believe that it is somebody else's problem to deal with. Resurgo Trust is committed to the belief that protecting adults with care and support needs and children/young people is everybody's responsibility and therefore the aim here is to provide guidelines that will enable all workers and volunteers to act appropriately to any concerns that arise.

Resurgo Trust aims to ensure that every child, young person and adult shall be given equal opportunity, whatever his/her sex, colour, race, nationality, ethnic or national origin, status, disability, age or sexual orientation.

Appendix 4 – Safeguarding Principles

Principles underpinning safeguarding work in line with the Care Act (2014):

- **Empowerment:** Person-led decisions, informed consent, enhancing individual's involvement
- **Prevention:** It is better to prevent harm before it occurs
- **Proportionality:** Proportionate and least intrusive response appropriate to the risk presented.
- **Protection:** Support and representation for those in greatest need.
- **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability: Accountability and transparency in delivering safeguarding.

Appendix 5 – Definitions of Abuse & Recognising Signs and Symptoms of Abuse

Resurgo Trust recognises the following definitions of abuse identified by the [Care and support statutory guidance](#).

The [Care and support statutory guidance](#) identifies ten types of abuse, these are:

- Physical abuse
- Domestic abuse
- Psychological or emotional abuse
- Sexual abuse
- Financial and material abuse
- Modern slavery
- Discriminatory abuse
- Organisational/Institutional abuse
- Neglect and Acts of Omission
- Self-Neglect

Any or all of these categories of abuse may be perpetrated as a result of deliberate intent, negligence or ignorance. The existence of any one factor from the check list set out above should be seen in itself as an indicator that abuse may be occurring.

Some people may reveal abuse themselves by talking about or drawing attention to physical signs. Where speech is not the chosen form of communication for an individual, they may use certain actions or gestures to indicate this. Staff need to be alert to these signs and consider what they may mean.

Physical Abuse – the use of force which results in pain or injury or a change in the person's natural physical state or the non-accidental infliction of physical force that results in bodily injury, pain or impairment. It includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic Abuse – any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender or sexuality.

It includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence female genital mutilation (FGM) and forced marriage.

Psychological or Emotional Abuse – behaviour that has a harmful effect on an adult's emotional health and development or any other form of mental cruelty that results in:

- Mental distress
- The denial of the individual's human civil rights including freedom of expression, privacy and dignity
- The negation of the person's choices, a harmful effect in a person's emotional health and development

It includes 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.

Sexual abuse is the involvement of a person in sexual activity or a relationship which they do not want, have not consented to, do not understand and for which they lack the capacity to give consent and/or which they have been coerced into because, for example, the other person is in a position of trust, power or authority. This includes a care-giving situation, a family or other power relationship including trusted friends, a neighbour, a volunteer or paid carer.

It includes 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.

Sexual activity or relationships between a member of staff and a service user are not permitted and will be deemed to be abusive. Such a relationship will be considered to be gross misconduct and will lead to disciplinary proceedings

(which may result in dismissal) and possible criminal charges.

Financial and material – when an individual's funds or resources are being used inappropriately by a third party without their sanction.

It includes 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 – captures a whole range of types of exploitation, many of which occur together. 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.

It includes slavery, human trafficking, sexual exploitation, forced labour, criminal exploitation, domestic servitude, organ removal; forced begging; forced benefit fraud; forced marriage and illegal adoption.

Discriminatory Abuse – discrimination on the basis of race, religion or belief, gender, age, sexuality, disability, language or culture. Discriminatory abuse exists when values, beliefs or culture result in a misuse or power that denies opportunity to some groups or individuals. It can include the exploitation of a person's vulnerability, resulting in repeated or pervasive treatment of an individual, which excludes them from opportunities in society e.g. education, health, justice, civic status and access to services and protection.

It includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational/Institutional Abuse – the mistreatment or abuse of vulnerable persons by a regime or individuals within an institution.

It includes 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 – the repeated deprivation of assistance that the adult with care and support needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable people or to others.

It includes ignoring adults with care and support needs 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.

Self-Neglect – any failure of an adult with care and support needs to take care of him/ herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets.

It includes behaviours such as hoarding, unkempt appearance, neglecting to care for one's personal hygiene, health or surroundings, inability or unwillingness to take medication or treat illness or injury.

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

Appendix 6 – Practice Guidelines

Risk Assessments

Individual Risk Assessment

Spear Safeguarding Risk Assessment

Risk assessments are a helpful tool to minimise the risk for a particular situation. They should be completed before a trainee enrolls on the Spear Programme if they are under 18 or if they have a criminal record. They should be completed if they have disclosed or demonstrated a potential risk while they are on the Spear Programme. Once a risk assessment has been completed, please send a copy of it to your Safeguarding Officer, church safeguarding trustee, and safeguarding@resurgo.org.uk

Centre:		Cohort:		Trainee initials:		Date of Assessment:	
Main Risk Area	Hazard	Severity 1 - 5	Likelihood 1 - 5	Existing Measures	Proposed Actions	Risk Owner(s)	Planned Completion Date

Cohort Risk Assessment

Spear Cohort Risk Assessment

Risk assessments are a helpful tool to think about and minimise the risk for an individual but also for a cohort. This risk assessment looks at the dynamic of the whole cohort while they are on the Spear Programme. It lists the different hazards and implications of the cohort, any risks there may be and any measures that need to be in place before enrolling. They should be completed by the centre manager or lead coach by the **end of week one**. Once a risk assessment has been completed, please send a copy of it to your church partnership manager and safeguarding@resurgo.org.uk and ensure all the team has read it through.

Below are some examples of risk areas. Delete as appropriate for the specific cohort

Centre:		Cohort:		Date of Assessment:			
Main Risk Area	Hazard	Severity 1 - 5	Likelihood 1 - 5	Existing Measures	Proposed Actions	Risk Owner(s)	Planned Completion Date
Mental health	Multiple young people are suffering with depression and anxiety on the programme			Team are aware of the specific young people and their current challenges To maintain checking in with them in 1:1s and post session if something more challenging is shared			
Seizures	One young person has seizures every 3 months	4	1	Caregiver has talked the team through what we need to do in case of emergency	In case of emergency call 999		

Updated: 03/05/2024



Centre Risk Assessment

Centre Risk Assessment								Comments
Centre Name:		Completed By:						
Date:		Completed Date:						
Things to check alongside the risk assessment	Location	Condition of equipment	Date of last check					
Laptops/equipment PA1 Tested								
First Aid Kit								
Fire Extinguishers								
Correct training room signage:								
Evacuation Walk Through								Evacuation walk through is an exercise to walk through should something arise in the training room. This could therefore flag some additional hazards and measures that need to be in place. Eg if a trainee were to brandish a weapon in the training room how would the coaches and trainees evacuate safely.
								e sections within this assessment are indicative of risk areas, to help through the potential risks. Some risks will not fall neatly into each category.
Venue Risks								
Hazard	Nature of Hazard	Severity	Probability	Risk Mitigation Measures	Staff Responsible	Date Completed	Other Comments	
e.g. steep stairs to the training room		Low/Medium/High	Low/Medium/High		e.g. staff member, manager, all staff		Severity of risk - severity of impact of the risk should it occur. Consider the impact on the individual, how many people would be effected, and on Resurgo's work.	
e.g. coaches being on their own in the training room or centre								
e.g. fire risks								
e.g. slips, trips and falls								
e.g. unsafe areas around the centre							Probability of risk - how likely the risk is to occur. Note - something could be high severity, but very low probability. This may impact the scale of risk mitigation measures you implement.	
Activity Related Risks								
Hazard	Nature of Hazard	Severity	Probability	Risk Mitigation Measures	Staff Responsible	Date Completed	Other Comments	
e.g. trainees, who may be vulnerable adults, in attendance		Low/Medium/High	Low/Medium/High		e.g. staff member, manager, all staff		Venue Risks relate to risks at the site of the location. The majority of the risks should be included in the risk assessment from the venue in question, risks worth mentioning here to ensure that we are mitigating them where possible. This category should also include risks relating to travelling to/from the venue.	
e.g. providing food, risks of allergies								
Equipment Risks								
Hazard	Nature of Hazard	Severity	Probability	Risk Mitigation Measures	Staff Responsible	Date Completed	Other Comments	
e.g. electrical equipment		Low/Medium/High	Low/Medium/High		e.g. staff member, manager, all staff		Activity related risks are any risks specific to the activities taking place at the venue.	

Registration Form

<https://www.tfaforms.com/4980683>

Issues of Touch

The abused person may be frightened by touch because they associate it with violence or sexual assault. They may not have received tenderness and love, so hugging or even a handshake could feel threatening.

Children and adults with care and support needs who associate touch with sexual activities may feel sexually aroused and flirt provocatively with adults or other young people, touching them in the genital or breast area. For your own safety and to help them learn what acceptable behaviour is, you will need to explain why you are not responding to their overtures. It might be wise not to see such people on their own.

If you suspect someone has a mental health issue:

- Ask – people are usually relieved to talk about it
- Listen and summarise
- Empathise, normalise, reassure
- Offer support and information – ask if they're getting help already
- Encourage professional help and support – register with GP, look at options for support

Appendix 7 – Code of Conduct

- See SP-001 Code of Conduct on Bamboo.

Appendix 8 – Recognising Abuse

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

Physical signs of abuse

- 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
- Neglect - under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation
- Cuts/scratches/substance abuse

Indicators of possible sexual abuse

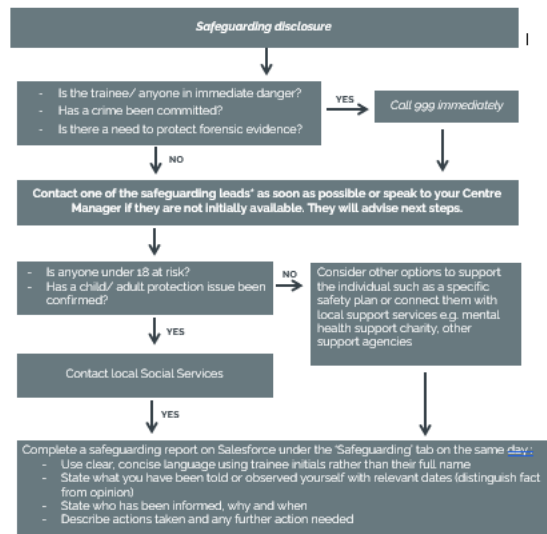
- Any allegations made by a young person or adult with care and support needs concerning sexual abuse
- Young person or adult with care and support needs with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Young person or adult with care and support needs 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 signs of abuse

- Changes or regression in mood or behaviour, particularly where a young person or adult with care and support needs withdraws or becomes clinging. Also depression/aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden underachievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Appendix 9 – Safeguarding Flowchart


Safeguarding Flowchart – March 2025



* If applicable, attempt to call your Church Partnership Manager. Safeguarding leads are: _____
If no other safeguarding leads are available

Appendix 10 – Salesforce Safeguarding Report Form

New Safeguarding Case

Information			
Safeguarding Ref			Status Open
*Spear Centre	<input type="text" value="Search Organisations..."/>		*Safeguarding Lead Spoken to: <input type="text" value="Search People..."/>
Incident Date/Time	Date <input type="text"/>	Time <input type="text"/>	Reported By <input type="text" value="Search People..."/>
Location of Disclosure	<input type="text"/>		Owner  Tim Lovell
Immediate Danger	--None--		
Affiliated Trust	<input type="text"/>		
Trainee Name	<input type="text" value=""/>		Under 18? <input type="checkbox"/>
Trainee Name (if pre-enrolment)	<input type="text" value="Search Trainee Leads..."/>		
Last Related Case	<input type="text" value="Search Safeguarding Cases..."/>		
Incident Details	<input type="text"/>		
Primary Issue	--None--		
Actions Taken	<input type="text"/>		
Actions Outstanding	<input type="text"/>		
Further Updates	<input type="text"/>		

Appendix 11 – Harassment

What is harassment?

Harassment is any unwelcome comments (written or spoken) or conduct which violates an individual's dignity and/or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Harassment can take many forms including violence, threats, abuse, and damage to property. It can involve verbal abuse and name calling, offensive graffiti or post and can be received via text message, emails or social networking platforms like Facebook or Snapchat.

It may cause physical injury, mental stress, anxiety, or insecurity. It can also occur for a variety of reasons, including race, religious belief, sexual orientation, gender identity or disability.

Harassment is a criminal offence.

Appendix 12 – Prevent Duty Definition

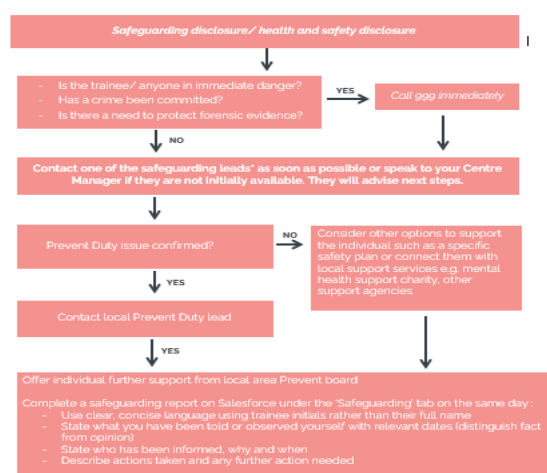
What is the Prevent Duty?

The Prevent duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

Staff must demonstrate a general understanding of the risks affecting young adults in the area of extremism. Extremism is the vocal or active opposition of British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths.

Appendix 13 – Prevent Duty Flowchart

Prevent Duty Flowchart – April 2024



* If applicable, attempt to call your Church Partnership Manager. Safeguarding leads are:

- Becky Harding (07415 685645)
- Nathan Ingram (07752 088368)
- Megan Reilly (07446 881747)
- Paul Desai (07871 537455)
- Lucy Rae (07891 074726)
- Alex Blythe (07845 281645)

Prevent Duty Flowchart Jan 2023

resurgo

Appendix 14 – Safeguarding Section of Church Partner Handbook

Safeguarding

Safeguarding (initial assessment) – it is a good idea to assess the church building and Spear Centre facilities for any potential safeguarding risks before the centre is opened. Risks may include the safety, accountability and protection of the Spear Coaches, the safety and safeguarding of the Spear trainees and the protection and safeguarding of other bodies that might be using the facilities. Solutions may include locks on doors, CCTV, delegating areas for the Spear trainees during recreational time.

It is the Church Partner's responsibility to undergo this assessment together and a report should be made and filed of the risks and solutions.

SAFEGUARDING PROCEDURE

To ensure the Centre Managers are fully covered, all Spear coaches follow the same procedure, which is managed by Resurgo, with the Executive Director of Spear acting as Safeguarding Lead for all centres. Dedicated Resurgo

safeguarding officers are on hand throughout the working day for the Spear coaches to call in the event of an incident.

All incidents will be logged centrally on Salesforce and your safeguarding Trustee will be informed of all incidents concerning their Spear centre.

Immediate Action

When an incident occurs the Centre Manager will immediately ring and speak to one of the Resurgo safeguarding officers. The officer will check our central safeguarding database to find out if the young person already has an open case and support the coach and advise on the next steps. They will then input information about the call and the coach will fill out an Incident Form.

The Safeguarding Officer will then start an email thread with the Coach who submitted the incident form, the Centre Manager and the Spear Trust safeguarding officer. All parties will use initials of the people involved in the email thread to protect confidentiality. All actions taken and updates will be recorded on the initial Salesforce incident form.

When the incident has been resolved and all actions have been taken the Resurgo safeguarding officer will mark the incident as closed.

Safeguarding Review

At the end of each block the Safeguarding Lead and safeguarding officers will meet to review the incidents at each centre with Resurgo Safeguarding Trustee. The number of incidents will be discussed during the review meetings. Any trends in reports will inform future safeguarding training.

Spear Trust

The Spear Trust safeguarding officer will have a transparent view of the incidents taking place at their Spear Centre. It is then up to them to report back to the other Spear trustees with regards to pastoral care, facility improvements and recommended training.

The Spear Trust may then also like to make some recommendations for the partner church. In the past some Trusts have recommended additional security locks, cultural training and CCTV. The Church Partner are responsible for the ongoing training of the Safeguarding Trustee in their centre.