



Safeguarding Policy

Purpose

Amber CPC aims to demonstrate care to those struggling with pregnancy related issues. We communicate kindness, respect, and unconditional acceptance to all contacting our centre. We are committed to maintaining the highest degree of ethical conduct amongst our employees, practitioners, and volunteers. The purpose of this policy is to:

- Protect our clients, employees, and volunteers from all forms of abuse, including physical, emotional, and sexual harm.
- Ensure that everyone has the same protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

Context

This policy is supported by legislation and guidance in England including (but not limited to):
Relating to young people:

- Children Act 1989 and 2004
- Children and Social Work Act 2017

Relating to adults at risk of harm:

- Safeguarding Vulnerable Groups Act 2006
- Care Act 2014

The definition of a **young person** is somebody under 18 years of age.

The definition of an **adult at risk of harm** is somebody over 18 years of age who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

Supporting Documents

This Policy statement should be read alongside our organisational policies, procedures and guidance and other related documents:

- Code of Conduct
- Whistleblowing policy
- Complaints Policy
- Disciplinary Policy
- Volunteer Recruitment Policy

- Volunteer Practitioner Agreement
- Volunteer Management Policy

Procedures

The following procedures are put in place at Amber CPC to ensure that young people and adults at risk of harm are kept safe and that we are operating in a way which protects them:

Recruiting the right employees and taking on the right volunteer practitioners

All employees and practitioners will undergo a Disclosure and Barring Service (DBS) criminal record check before commencing work with clients. This status will be reviewed every three years.

If any employee or volunteer may have posed a risk to a young person or an adult at risk of harm whilst working for Amber CPC, the Safeguarding Lead will refer this to the DBS.

Employees and volunteers to receive training on safeguarding at a level commensurate with their role in the organisation to ensure that they understand their responsibilities, recognise signs of abuse or neglect, and know how to respond appropriately.

Code of Conduct

All employees and volunteers will read and sign the Code of Conduct:

- To read the Safeguarding Policy and Code of Conduct whenever they are updated.
- To provide a safe environment for young people and adults at risk, whether this is for face to face or online counselling.
- To treat all people fairly with dignity and respect in attitude, language, actions, listening and responding appropriately, whether on the phone or being seen in person.
- To treat young people and adults at risk with the same respect shown to all our clients and ensure their vulnerable position is not exploited in any way. As with all our clients, to aim to avoid manipulating or directing their decisions but seek to provide impartial help and support.
- To not arrange to meet any young person or adult at risk of harm alone, whether face-to-face or online.
- To not be under the influence of alcohol or use, or be in possession of, illegal substances whilst working for or providing services for Amber CPC.
- To not divulge any confidential information or any sensitive information unless legally required to do so or if there are young people or adults at risk of harm who may be at risk.
- To follow Amber CPC's policies and procedures, including those related to safeguarding and whistleblowing.
- To report all safeguarding concerns, following the steps laid out in the Safeguarding Policy.

Client sessions

Practitioners must ensure that:

- In all cases of young people under 16 years of age, they are referred in confidence to the Safeguarding Lead, who will assess the further course of action if this is considered necessary and report to the authorities. If you cannot contact the Safeguarding Lead and have concerns of child abuse, call the Thirtyone:Eight helpline on 0303 003 1111 or the NSPCC helpline on 0808 800 5000 for advice.
- In the case of young people, with the client's consent, our aim is to involve the parent(s) or carer(s) whenever possible. We want to empower the client to tell their parent(s) or carer(s) that they are seeking help. Where the young person is unable or unwilling to inform those with parental responsibility and when we believe it is in their best interests for that information, advice or assistance to be given, then we will do so. The young person should be informed of the possibility of this at the earliest opportunity and the decision discussed fully with a supervisor.
- In the case of young people, the practitioner should encourage them to bring a parent/carer to every session, whether face-to-face or online. If they are unaccompanied at a face-to-face session, the practitioner may see the client with another Amber CPC practitioner or employee observing in the room. If they are unaccompanied at an online session, the practitioner may see the client with another Amber CPC practitioner or employee observing on the online session. The young person should be encouraged to bring a parent/carer for the next appointment.
- In the case of adults at risk of harm, the practitioner should encourage them to bring a carer/supporter to every session, whether face-to-face or online. If they are unaccompanied at a face-to-face session, the practitioner may see the client with another Amber CPC practitioner or employee observing in the room. If they are unaccompanied at an online session, the practitioner may see the client with another Amber CPC practitioner or employee observing on the online session. The adult at risk of harm should be encouraged to bring a carer/supporter for the next appointment. If it is thought that the adult at risk of harm has not understood, then contact details should be sought for their carer who can then be asked to attend any future appointments.

Safeguarding concerns

Amber CPC will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to employees and volunteers.

Any employee/volunteer reporting concerns or complaints about a colleague's behaviour through formal whistleblowing channels will be protected by the principles set out in the Whistleblowing Policy.

If employees or volunteers have safeguarding concerns about a client, they must follow these steps to protect the client:

- Contact the Amber CPC Safeguarding Lead who will help to assess the situation, and in their absence, call the Thirtyone:Eight helpline on 0303 003 1111 for advice

- Contact emergency services (999) if an individual is in immediate danger
- Remain calm and try not to show any shock or disbelief
- Listen carefully and demonstrate understanding with unconditional acceptance
- Ensure the safety and wellbeing of the individual
- Establish what the individual's views and wishes are about the safeguarding issue and procedure
- Keep any evidence relating to the safeguarding issue
- Inform the person that you are required to share the information with the relevant authorities, explaining what information will be shared and why
- Provide a written report of the safeguarding issue to the Amber CPC Safeguarding Lead
- The written report should include what the person has told you, using their words, what you have seen and your actions.

Confidentiality

Please view our Confidentiality Policy. While we generally assure confidentiality for our clients, there are exceptions. If there is any concern that the client or another person may be at risk of serious harm, and/or we learn the identity of an abuser and young people and/or adults at risk may still be at risk, then we have a duty to respond. Responsibility for the protection of young people and adults at risk of harm will outweigh duties of confidentiality to a client.

Risk register

Trustees review the organisation's risk register on a regular basis, including safeguarding risks, and put measures in place to manage these.

Safeguarding Lead

Amber CPC's Safeguarding Lead is Philippa Tagg, a trustee. The Safeguarding Lead will work with Amber CPC's Centre Manager in all cases of discovered or alleged safeguarding issues. They will ensure that:

- Written records of allegations and incidents have been taken by the relevant employee or volunteer.
- All written records are kept securely, separately from the client's file.
- The relevant authorities are informed, and Amber CPC follows their instructions for any further action required. If in the case of child abuse, the local council will be contacted. If in the case of abuse of an adult, the manager of the appropriate NHS hospital or clinic will be contacted, or the local council if they live in a care home or have home carers.
- Disciplinary procedures are followed if an employee or volunteer does not follow the steps required to protect clients with safeguarding concerns.

Anyone with a safeguarding concern, including clients, employees and volunteers, can contact the Safeguarding Lead Philippa Tagg.

Amber Crisis Pregnancy Care is registered with Thirtyone:Eight (formerly CCPAS) disclosure service for advice and support in all areas to do with safeguarding.