



# New Forest Outreach Support

## New Forest Outreach Support Adults & Vulnerable Adults Safeguarding Policy

### What are the key policy principles?

New Forest Outreach Support is committed to ensuring its safeguarding practises reflect statutory responsibilities, government guidance and complies with best practice and requirements.

New Forest Outreach Support recognises that the welfare and interests of vulnerable adults are important in all circumstances regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background.

### People Responsibilities

*New Forest Outreach Support recognises that safeguarding is everyone's responsibility.*

#### Learners

You are responsible for:

- Ensuring that you are fully aware of this policy, so when you believe there is a need to notify us of such an incident you immediately inform the designated safeguarding officer or necessary authorities within the organisation. The policy will be clearly displayed on our website.

#### Staff

- Warranting you fully understand the details of this policy to take the appropriate action and inform the managers and the necessary authorities when considered appropriate.

#### Managers and Trustees

- Responsible for full compliance
- Undertaking and completion of a full investigation on any issues or concerns raised
- Reporting any incident to the necessary authorities
- To ensure all staff are DBS checked; that all staff have received appropriate safeguarding training that is regularly updated, are aware of and understand the objectives of the safeguarding policy
- Potential safeguarding risks are identified, assessed, managed and regularly reviewed
- Ensure the organisation does not ignore harm and highlights and learns from failures

### What is the process?

#### 1. Our commitment

All our staff who work with adults/vulnerable adults have a crucial role to play in their journey. You have a unique opportunity to interact in ways that are both affirming and inspiring. This policy has been produced (and is supported by information, advice and guidance), to help you to establish safe and responsive environments which safeguard all individuals and reduce the risk of improper or unprofessional conduct.

We all have a duty of care to safeguard and promote welfare for all, and to enhance awareness of the broader welfare spectrum.

#### 2. Objectives

The aim of the policy is to ensure you are aware and understand your responsibilities; Understand the responsibility of others, signs that might be a safeguarding concern, along with reporting procedures for all safeguarding issues.

#### 3. Scope

This policy covers the safeguarding of learners within our delivery and learners within any subcontracted provision.



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It is inclusive of specific highlighted safeguarding agenda areas – as defined by law, and in the wider context all our students, learners and staff.

## 4. Key Contacts

**Designated Safeguarding Officer: Amy Bradsworth**  
**Email: [enquiries@newforestoutreach.co.uk](mailto:enquiries@newforestoutreach.co.uk)**  
**Contact No: 07876191833**

### **Hampshire County Council Multi Agency Safeguarding Hub (MASH)**

**For non-emergencies:**

**Phone: 0300 555 1384**

during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday

**Phone: 0300 555 1373**

at all other times to contact the Out of Hours service

### **Hampshire Constabulary**

**For non-emergencies:**

**Phone: 101**

## 5. Definitions

The Care and Support statutory guidance states that adult safeguarding in its wider sense means ‘protecting an adult’s right to live in safety, free from abuse and neglect.’ At the same time, adult safeguarding is about making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action.

Abuse of a person at risk may consist of a single act or repeated acts affecting more than one person. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they do not, or cannot, consent. Abuse can occur in any relationship and any setting and may result in significant harm to, or exploitation of, the individual. In many cases abuse may be a criminal offence. Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.

An adult at risk is defined as any person over the age of 18 and at risk of abuse or neglect because of their need for support or personal circumstance. Factors which increase a person’s vulnerability to abuse and exploitation could be due to, but not limited to any of the following:

- Not having mental capacity to make decisions about their own safety including fluctuating mental capacity associated with mental illness and other conditions
- Communication difficulties
- Physical dependency – being dependent on others for personal care and activities of daily life
- Low self-esteem
- Experience of abuse
- Childhood experience of abuse.
- Being cared for in a care setting, that is, more or less dependent on others
- Not getting the right amount or the right kind of care that they need
- Isolation and social exclusion
- Stigma and discrimination
- Lack of access to information and support
- Being the focus of anti-social behaviour.



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While the definitions of an adult at risk give the rationale for legislative intervention, it is important to note that an individual may be deemed at higher risk of a safeguarding issue affecting them due to other factors, examples:

- Poor numeracy and literacy skill, or specific learning need
- Unsupportive home environment
- English not a first language
- Unsupportive employer
- Under represented group
- Acting as a carer for another family member
- Background in offending
- Disability or social need

## 6. Our responsibility

We all have a responsibility to ensure that adults are protected from harm, informed about potential risks to their welfare, and understand how to seek help.

We must ensure all concerns are dealt with in a timely manner and appropriately. We also have a responsibility to minimise the risk of allegations against you.

All staff are expected to comply with any DBS check request and to have a good understanding of what constitutes a safeguarding or welfare concern and how to provide support, guidance in such instances and the channels for escalating a concern.

To assist you in this, on-going training and awareness, as well as continuous information, advice and guidance will help you to feel confident in proactively promoting safeguarding and understanding your individual responsibilities.

The responsibilities of individuals are detailed below:

- **Our Managers and Trustees:**
  - to ensure we have effective policies, and to ensure policies are implemented and followed, and sufficient time and resources are allocated to employees to carry out their responsibilities.
  - To ensure we follow statutory and good practice guidance, alongside legislation relevant to the C.I.C
  - To ensure safeguarding risks will be identified, assessed and managed via a Safeguarding Risk Register which will be regularly reviewed (minimum annual basis).
- **Our Designated Safeguarding Officer** – Carry out investigations where appropriate into welfare concerns reported and liaise with external bodies such as the safeguarding board where appropriate. Overall recording and management of safeguarding issues and report on any issues that arise. Review procedures and policies on a timely basis. Maintain own CPD to ensure their role can be fulfilled competently.
- **Our Staff** - to check safety and welfare with all learners at each visit/communication, ensuring learners complete all safety related learning activities within their programme.

You must be mindful of indicators and that there may be a safeguarding issue – (see Appendix), and if required to follow our flowchart for reporting issues that concern them or are reported to them (see Appendix).

## 7. Safer Recruitment

New Forest Outreach Support carries out a safe recruitment process and ensures that all appropriate checks are carried out on new staff that will work or encounter children and adults in line with the Disclosure and Barring Service requirements.

### 7.1 Disclosure and Barring Service Checks



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The Disclosure and Barring Service (DBS) is an executive agency of the Home Office and its primary purpose is to help employers make safer recruitment decisions and appointments. By conducting checks DBS helps to identify applicants who may be unsuitable for certain work and positions, especially those involving contact with children (those less than 18 years old) or adults at risk. Depending on the type and regularity of contact with children or adults at risk involved in a particular role, employers are entitled to make appropriate types of enquiry about the applicant's criminal record and seek a disclosure through a DBS check.

New Forest Outreach Support undertakes different types of criminal records checks depending on the role applied for:

1. **Standard DBS check** This will be for positions that are included in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975. This type of check contains details of an individual's convictions, cautions, reprimands or warnings recorded on police central records and includes both 'spent' and 'unspent' convictions that will be shown on a criminal records check.
2. **Enhanced DBS check** this will be for positions included in both the ROA 1974 Exceptions Order and in the Police Act 1997 regulations. This type of check contains the same details as the standard check plus any information held locally by police forces that it is reasonably considered to be relevant to the post applied for.
3. **Enhanced DBS & barred list check (child)** An enhanced check with information from the DBS's children's barred list is only available for those individuals engaged in regulated activity with children and a small number of posts as listed in the Police Act 1997 regulations.
4. **Enhanced DBS & barred list check (adult)** An enhanced check with information from the DBS's adults barred list is only available for those individuals engaged in regulated activity with adults and a small number of posts as listed in the Police Act 1997 regulations.
5. **Enhanced DBS & barred list check (child and adult)** An enhanced check with information from the DBS's children and adults barred list is only available for those individuals engaged in regulated activity with both vulnerable groups including children and a small number of posts as listed in the Police Act regulations.

## 7.2 When and What Type of DBS Check is Appropriate

Even where a post has some contact with a vulnerable adult, the definition of regulated activity may not be fully satisfied, but in order to safeguard our learners any unsupervised contact with learners will result in an enhanced DBS check with child barred list.

The Safeguarding Vulnerable Groups Act 2006 (amended by the Protection of Freedoms Act 2012) defines what types of activities involving adults at risk are regulated and therefore require barring list checks.

*Regulated Activity is a term that defines activities that an individual engages in. The criteria for regulated activity differs for adults and children as detailed below:*

### Adult

- Aiding in someone's personal affairs or allowing someone else to do so
- Aid with cash, bills and shopping (allowing someone else to or shopping on someone's behalf)

Further advice on types of DBS disclosure and the circumstances in which regulated activity applies can be obtained from the support team.

When the most suitable candidate for the position has been identified, the offer of appointment will be made subject to a satisfactory DBS, right to work, references and qualification checks.

In the instance that the outcome of a DBS check has not been received from the appropriate authority prior to learner visits being carried out, all visits with learners will be supervised by a person whose DBS outcome has been received and approved. The managers will be responsible for arranging this supervision.



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As a DBS check forms part of our recruitment process for both employed and self-employed team members, we encourage all candidates to declare anything relevant to the type of disclosure required for the role they applied for. Once an offer has been made, candidates should tell us of any further details of convictions, including those that normally would be considered as spent, cautions or reprimands.

DBS checks have no official expiry date, however we will re-apply for the appropriate types of DBS checks as or when required our aim is to review on a 3-year basis during employment or self-employment New Forest Outreach Support.

## 7.3 Confidentiality

Information provided in a DBS disclosure report must be kept confidential and only on a need-to-know basis. Such information will be handled in accordance with New Forest Outreach Support policies on data protection. We recognise that applicants and our employees need to feel confident that information about their convictions will not be disclosed to colleagues unless there is a specific reason for doing so. Those involved in recruitment decisions should ensure that when appointing an individual with a conviction, they are advised as to whom within New Forest Outreach Support knows of their conviction and the reasons why the information has been disclosed.

Failure to Disclose Information Relevant to the Type of DBS Check Appropriate to your role having a criminal record does not necessarily preclude an individual from working at New Forest Outreach Support. The decision as to whether a person with a criminal record should be appointed, or an offer of employment withdrawn, or employment terminated will be taken only after careful and thorough consideration of the outcome of any DBS check as well as the job and offence related factors as explained.

Failure to disclose information relevant to the type of DBS check appropriate to your role would be seen by New Forest Outreach Support as a breach of trust and confidence. Such acts are considered as gross misconduct and you would be invited to a disciplinary hearing with a potential outcome of instant dismissal.

## 7.4 Exploring the Relevance of Information Provided in the Disclosure Report

As we explained in the previous section having a criminal record does not necessarily preclude an individual from working at New Forest Outreach Support. The decision as to whether a candidate with a criminal record should be appointed, or an offer of employment withdrawn, will be taken only after careful and thorough consideration of the outcome of any DBS check as well as the job offered.

Like the recruitment process, a disclosure of a criminal record will not necessarily lead to termination of your employment with us and the decision will be taken only after careful and thorough consideration of the job and offence related factors. Any decision to terminate employment would follow our Disciplinary Policy (or Probation). A manager alongside the designated safeguarding officer, will make an initial assessment of the content of the disclosure report.

## 7.5 Exploring a Conviction and its Relevance

All discussions relating to convictions must take place after the selection process has been completed and will involve a manager and, if appropriate, the company designated safeguarding officer. As part of the decision-making process they will normally meet with the individual to gain more information from the person about the nature and circumstances of any conviction. The suitability for employment of a person with a criminal record will clearly vary, depending upon the nature of the job and the details and circumstances of any convictions.

The decision will be made based on a risk assessment to enable the applicant's criminal record and circumstances to be assessed in relation to the tasks he or she will be required to perform and the circumstances in which the work is to be carried out.

The following job-related factors should be considered:

- Does the post involve direct contact with learners or the public?
- What level of supervision will the post-holder receive?



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- What level of trust is involved? Will the nature of the job present any opportunities for the post-holder to reoffend in the place of work?
- Does the post involve any contact with children or other vulnerable groups of learners or employees?
- The assessment is also likely to include consideration of the following factors relating to the individual's offence(s):
  - The seriousness of the offence(s) and relevance to the safety of other employees, students, research subjects, the public etc.;
- The length of time since the offence(s) occurred.

## **8. Managers action for handling concerns (Please also see the Concern Process Flow Chart)**

Concerns about an adult may be based on observations, disclosure or an allegation.

### **Managers action if a concern is reported to them (Please also see the Concern Process Flow Chart):**

If the learner has a concern over their own personal welfare and wellbeing, you are to listen to and record all information given, making no judgement or assumptions and inform the Designated Safeguarding Officer. All learners are to be informed that if they have a concern over their own personal welfare and wellbeing that they do not feel comfortable talking to their coach about, they are to contact New Forest Outreach Support designated safeguarding officer or can be provided with details of outside organisations if they'd prefer.

Contact details for safeguarding officer are available in this policy (see section 4).

You must report the issue to the safeguarding officer. The safeguarding officer will then decide the appropriate course of action. Where possible, concerns should be discussed with the adult and consent sought if a referral outside the organisation is deemed appropriate.

If a learner reports unsafe practices or safeguarding issues to you within their working environment advise the learner to follow in house reporting procedures. You may support the learner in speaking to the appropriate senior team members. Report the incident to the designated safeguarding officer who will offer additional guidance and signposting for the learner and will monitor.

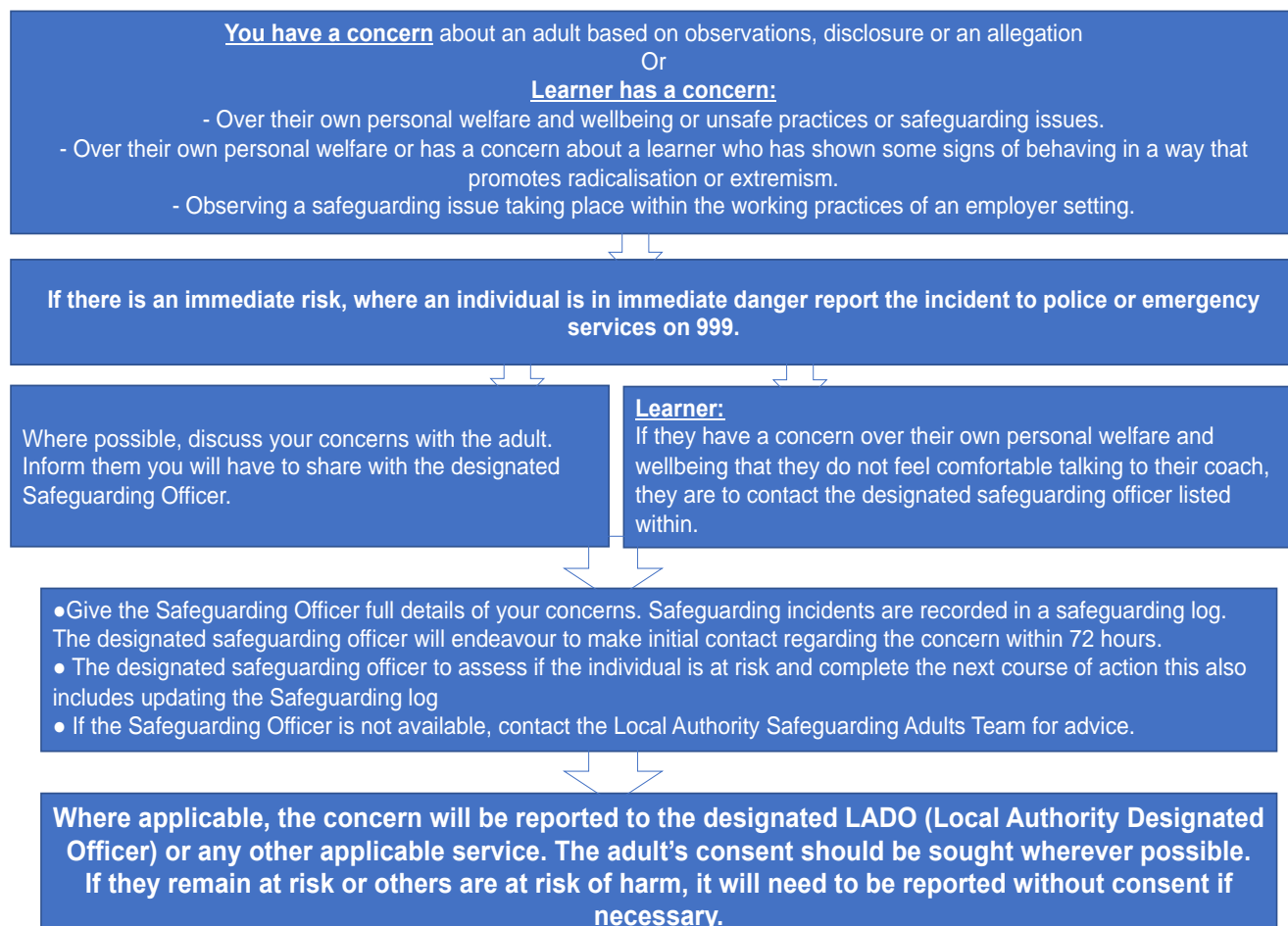
It is important you do not pass any information to other parties or try to investigate the concern yourself. If you require an immediate response call your designated safeguarding officer immediately, it is noted that the designated officer may not be available out of normal working hours, so in circumstances where the individual is in immediate danger report the incident to the police on 999.

- The designated safeguarding officer will endeavour to make initial contact with regard to the concerns within 72 hours.
- The designated safeguarding officer will assess if the individual is at risk of significant harm and decide upon the next course of action and complete the relevant documentation. This can range from offering signposting to support agencies to referral to the police and local safeguarding authorities.



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## Concern Process Flow Chart:



## 9. Training and Educating Employees

Each member of the safeguarding team holds a formal safeguarding qualification and undertakes regular CPD events in order to keep updated with legislation and refresh their knowledge.

## 10. Keeping Yourself Safe

Maintaining personal safety is also encouraged and the following activities are strictly prohibited for New Forest Outreach Support Staff:

- Befriending vulnerable adult learners on personal social media sites or distributing personal telephone numbers
- Visiting young and/or vulnerable adult learners at home





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- You will naturally build a rapport with learners, and the learners may see you as a confident and support but be sure to maintain professional boundaries whenever carrying out work on behalf of New Forest Outreach Support.
- Be respectful of all members, notably young and vulnerable adults, and appreciate you are in a position of trust. We have the opportunity to listen to their concerns and support them.
- Avoid spending time alone with learners in a closed environment. If this is unavoidable ensure a member of staff is aware where you are, and monitors this.
- Be careful when giving learners advice – as this is based on your opinion, focus support around information (facts) and guidance (signposting).
- If at any point you feel unsafe in a learner's company inform the designated safeguarding officer or one of the managers.

## **11. Future Extensions to the Safeguarding Offering**

A dedicated safeguarding officer has been identified and is able to provide both New Forest Outreach Support employees and learners with a greater focus on safeguarding and safety of learners.





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## Concern Process Flow Chart

### Learner has a concern

- Over their own personal welfare and wellbeing or unsafe practices or safeguarding issues.
- Over their own personal welfare or has a concern about a learner who has shown some signs of behaving in a way that promotes radicalisation or extremism.
- Observing a safeguarding issue taking place within the working practices of an employer setting.



### Learner

- If they have a concern over their own personal welfare and wellbeing that they do not feel comfortable talking to their coach, they are to contact the designated safeguarding officer listed within.
- Safeguarding incidents are recorded in a safeguarding log and should be reported to the designated safeguarding officer in the first instance.
- If you require an immediate response call your designated safeguarding officer immediately if they are not available and circumstances where an individual is in immediate danger report the incident to police on 999.



- The designated safeguarding officer will endeavour to make initial contact regarding the concern within 72 hours.
- The designated safeguarding officer to assess if the individual is at risk and complete the next course of action this also includes updating the Safeguarding log.
- Where applicable, the concern will be reported to the designated LADO (Local Authority Designated Officer) or any other applicable service.

We are committed to reviewing our policies annually when required.

Policy title	Safeguarding policy
Version	1
Written by	Amy Bradsworth (Founder)
Date	01/01/2025
Next review	01/01/2026