

**Zone Health and Wellbeing Hub**  
**Charitable Incorporated Organisation (C/N 1210322)**  
**Safeguarding of Children, Young People & Adults**  
**The Policy**

Zone Health and Wellbeing Hub recognises that when working with children, young people, and adults, it is the individual's welfare that is paramount. Our overriding aim is to conduct our activities in a way that will keep them safe from harm and exploitation and uphold their rights.

Zone Health and Wellbeing Hub works within the legal framework relating to safeguarding, as set out in the following Acts of Parliament:

Human Rights Act 1998, Children's Act 1989, 2004 & 2006, Children and Families Act 2014, Serious Crime Act 2015, Sexual Offences Act 2003, Mental Capacity Act 2005, Safeguarding Vulnerable groups Act 2006, Equality Act 2010, Care Act 2014, Modern Slavery Act 2015, Counter Terrorism & Security Act 2015, and the Charities Act 2016.

Zone Health and Wellbeing Hub also adheres to best practice laid down by government, local authorities and other organisations who work to safeguard children, young people, and adults.

This policy applies to the Trustees, those employed by Zone Health and Wellbeing Hub and the volunteers who are involved in any of our services, at any of our locations.

**Definitions**

Children: The Children Act 1989, defines a child as 'anyone who has not yet reached their 18<sup>th</sup> birthday, even if they are living independently, are a member of the armed forces or are in hospital.'

The Working Together to Safeguard Children 2013 identifies four types of abuse and neglect: emotional abuse, physical abuse, sexual abuse, and neglect. It also goes on to define abuse as: 'A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.'

Adults: 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
- Is experiencing, or is 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. (Care Act Guidance 14:2)

Types of abuse that adults may face have been defined as: physical abuse, domestic violence or abused, sexual abuse, psychological or emotional abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational or institutional abuse, neglect or acts of omission, self-neglect.

## **Policy and Areas of Risk**

This policy also links to Zone Health and Wellbeing Hub's Safeguarding Procedure, Whistleblowing Policy, Complaints Procedure, Equality & Diversity and Safer Recruitment Policy.

Zone Health and Wellbeing Hub has deemed the risk of the following other risk areas to be low but will make sure through training that staff and volunteers have an awareness of them. They are: Modern Slavery, Female Genital Mutilation, Prevent, and Forced Marriage and Honour Based Violence.

## **General Responsibilities**

All staff and volunteers who work for Zone Health and Wellbeing Hub will be expected to follow reporting procedures on safeguarding. This means being able to:

- Recognise, identify, and respond to signs of abuse, neglect, and other safeguarding concerns.
- Respond appropriately to a disclosure.
- Respond appropriately to allegations against staff or volunteers, other adults and against themselves.
- Understand and implement safe practice in carrying out their duties.

All staff and volunteers should be clear on the boundaries of their roles, and this is managed through Zone Health and Wellbeing Hub's Safer Recruitment Policy and through reviewing job descriptions regularly. It is especially important that staff and volunteers understand that becoming too involved with or supportive of an individual can be counter-productive for that person and can lead to accusation of improper behaviour.

All staff and volunteers will have been trained on and will have access to this Safeguarding Policy, Zone Health and Wellbeing Hub's reporting procedures and details of local contacts to enable them to manage safeguarding safely.

## **Specific Responsibilities**

Whilst Zone Health and Wellbeing Hub recognises that all staff and volunteers have safeguarding responsibilities under this policy, we have identified that certain roles have additional or enhanced responsibilities as follows:

### The Trustees

The Trustees have ultimate responsibility for strategy and policy for Zone Health and Wellbeing Hub. They will need to satisfy themselves that sufficient time and resource is allocated to ensure compliance with safeguarding policies and procedures. Safeguarding should be a standing item on the Board agenda and Trustees should make sure that they understand and learn from any case reviews or recommendations arising from safeguarding incidents within Zone Health and Wellbeing Hub. All members of the Board should have induction training that includes safeguarding, and ongoing regular training and updates relevant to their roles.

### Trustees and Committee Members

Must assess the safeguarding risks inherent in the projects and services they are responsible for and ensure that other staff and volunteers are appropriately trained and supported to deal with those risks. They must also make sure that safeguarding remains an agenda point for any team meetings.

### Designated Safeguarding Officer (DSO)

Designated Trustee who will lead on safeguarding concerns and referrals. The DSO will:

- Manage and oversee individual cases.
- Provide advice and guidance.
- Liaise with police and others about case progress.
- Manage suspensions, resignations, or terminations of employment where an employee of volunteer posed a risk of harm.

### **Preventative Safeguarding**

Zone Health and Wellbeing Hub also develop relationships and work with other organisations to build up good referral pathways for individuals who use our services and have been identified as having issues that might not currently fall into the safeguarding category, but that might if the problem is not addressed. Zone Health and Wellbeing Hub hopes that this preventative action will reduce overall safeguarding issues for those using our services.

This Policy was reviewed and approved on **24/11/2025** and will be reviewed annually, or at change of legislation.

**Next Review date January 2027**

**Adrian Kemp MBE  
Chair of Trustees  
Zone Health and Wellbeing Hub**

**Zone Health and Wellbeing Hub**  
**Safeguarding of Children, Young People & Adults**  
**Procedures**

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## Procedure Statement

This document explains the procedures that all staff and volunteers of Zone Health and Wellbeing Hub must follow when reporting a safeguarding incident. It covers training, responsibility, information, areas of concern and expected behaviour.

### Responsibility for reporting Safeguarding Concerns

All staff and volunteers have a responsibility to act if the welfare of a child, young person or adult causes concern. If the behaviour gives them reason to believe that there may be a safeguarding issue, it is their responsibility to report to the DSO.

Those staff and volunteers who are not a DSO will not be expected to investigate further or make any decisions about the next steps. If the DSO makes the decision to make a safeguarding referral to the local authority, then the responsibility to investigate the situation lies with the Police and the Local Authority

### Identifying Specific Areas of Concern

As well as outlining general safeguarding areas of concern, there is also a need to identify what areas of concern are particular to the area that Zone Health and Wellbeing Hub is located. Zone Health and Wellbeing Hub is based in Dowlunderry in Southeast Cornwall, with limited public transport links to Plymouth. It also has limited public transport links into the rest of Cornwall, this means that this limits access to jobs and can also be isolating. Due to the high level of second homeowners in the area, there is a lack of affordable housing for many people. These factors can lead to poverty, plus physical and/or mental health issues. The Safeguarding Network states that *'poverty can lead to issues that are safeguarding matters:*

- *Basic needs not being met (food, warmth, clothing)*
- *Social isolation*
- *Impact of stress within a household (including emotional or domestic abuse)*
- *Impact on home learning*
- *Impact of working long hours (relationships, supervision)*
- *Caring responsibilities*
- *Self-esteem and emotional health issues (in child and parent)*
- *Risk of substance misuse in areas of deprivations (in child and parent)'*
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Taking this into account, staff and volunteers are expected to identify any specific areas of concern as they arise to help inform our safeguarding approach to the local area.

## **General Areas of Concern**

Children and Young People – Staff and Volunteers should be aware of, and look out for concerns around neglect, sexual abuse and sexual exploitation, emotional or physical harm, warning signs around female genital mutilation or radicalisation which can occur within any groups or individuals regardless of religious, national or cultural identity. In addition, there are growing concerns around ‘County Lines’ and peer to peer abuse through social media.

Adults – The Care Act 2014 introduced an extended range of third-party abuse concerns around neglect and acts of omission, sexual abuse, psychological harm, physical harm, domestic abuse, modern slavery, organisational abuse, financial or material abuse and discrimination. It also includes self-neglect as a safeguarding concern.

## **Indicators of Abuse**

Visual signs may include Bruising, burn marks, torn clothing, unexplained injuries.

Behavioural signs may include A change in attitude or language, symptoms such as complaining of being unwell or in pain without any obvious medical reasons.

Signs and symptoms will be included in staff and volunteer induction and training.

## **What to do if there is a concern**

Staff and volunteers must refer the child, young person or adult to a Designated Safeguarding Officer. They will also require you to complete a Safeguarding Concern Form.

Zone Health and Wellbeing Hub’s safeguarding officers are:

**1. Biddy Daniels 07977 244021**

**2. Vivien Parker 07855 162268**

The DSO will pass on the details to the relevant local authority contacts:

- Maru (Multi Agency Referral Unit) for concerns around adults.
- Adult Safeguarding Triage Team for concerns around Adults (18 and over)
- Adult Social Care for self-neglect cases
- The Safeguarding lead from the Trustees will also be advised.

## **Information to be Recorded**

Areas to cover are as follows:

- Name of child, young person or adult
- Parent/guardian/carer details and other people at home if know
- Child, young person or adult's address
- Relevant phone numbers you may know
- What is said to have happened or what was seen
- When has it occurred and where?
- Who else was on the scene?
- What was said by those involved?
- Whether there is any actual evidence e.g., bruising, bleeding, changed behaviour
- Who has been told about it?
- Was the person able to say what happened?
- For adults only – it is very important to ask what they would like to happen

To make sure that you are able to record this information, make careful records of what was said as soon as possible, but not in front of them, as this could deter them from making a full and frank disclosure.

Record verbatim what was said by both of you, where it took place, who else was present and the demeanour of the person.

## **Guidance for when a child, young person or adult wants to confide in you**

- Listen carefully and let them tell their own story, clarifying details where you need to (using T.E.D. questions only – tell me, explain to me or describe).
- Take very seriously what they are trying to tell you, they are saying it for a reason.
- Reassure them that they are doing the right thing by talking about what has happened.
- Try and remain calm and not show too much emotion.

## **DO NOT**

- Promise you can keep it a secret, as this must be reported.
- Make a judgement on your own about whether the child or adult is telling the truth.
- Interrupt or jump to conclusions.
- Ask leading or suggestive questions.
- Ask them to repeat the information to someone else.
- Ask to see marks/bruises that will involve them removing any clothing.
- Say it will be ok – it might not be for that child, young person or adult

Five suggested things to tell a child, young person or adult who decides to confide in you.

- “What you are saying is important and I will treat it as such”
- “It’s not your fault”
- “I’m glad you were able to talk to someone”
- “I will help you as best I can”
- “This is so important I need to talk to someone about it”

### **Adults and the Need for Consent**

The law states that adult safeguarding concerns can be shared within an organisation as long as it does not increase the risk to the individual. We need to always seek informed consent before sharing any information. However, some individuals may decide not to give their consent to share information with other agencies and any refusal to do so should be respected. Having said that, there are certain circumstances in which consent may not be required which are as follows:

- the person lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act.
- other people are, or may be, at risk, including children
- sharing the information could prevent a crime
- the alleged abuser has care and support needs and may also be at risk
- a serious crime has been committed
- staff are implicated
- the person has the mental capacity to make that decision, but they may be under duress or being coerced
- the risk is unreasonably high and meets the criteria for a multi-agency risk assessment conference referral
- a court order or other legal authority has requested the information.

### **Emergency Situations and Disclosures of Abuse**

Staff and Volunteers should be made aware that in some circumstances the action they will have to take may vary. For example, if a person is injured, medical attention may be required immediately or if a crime is suspected the police must be informed. In these cases, please contact the emergency services – 999.

Where abuse has been disclosed and there is a need for medical attention this should be the first priority. The child, young person or adult should be taken to the nearest emergency department, or an ambulance called, and the situation explained to the medical staff. The medical staff will then contact the relevant Safeguarding Authorities. However, do check that they agree to do this and give them your contact details to pass on. You will then need to report the incident internally to Zone Health and Wellbeing Hub’s Designated Safeguarding Officers.

## **Allegations against Staff and Volunteers**

There is a specific procedure to follow when there is an allegation made against a member of staff or a volunteer. There is a flow chart to be followed, see the Appendix. All allegations made against a member of staff, or a volunteer **MUST** remain confidential to ensure the person is not adversely affected should the allegation not be upheld.

### **Appendix 1- Referral Flow Diagrams**

#### **What to do if abuse is suspected or disclosed to you**

##### **Abuse Suspected**



Ring a Designated Safeguarding Officer for advice

**Biddy Daniel 07977 244021**

Or

**Vivien Parker 07855 162268**

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##### **Abuse is disclosed to you**



Listen to the details as per Zone Health and Wellbeing Hub's Safeguarding Procedure Document

Call emergency services if necessary



Complete a Safeguarding Concern Form and send to your DSO

**What the DSO will do if abuse is suspected or disclosed**

Initial Contact from staff/volunteer



The DSO will ring for advice or referral:

MARU (for children and young people) 0300 1231116

Adult Safeguarding Triage Team for advice or referral 01872 326433

Access Team for advice and all self-neglect concerns 0300 1234 131

During out of hours the DSO will ring the Social Services Out of Hours number 01208 251300



Safeguarding Concern Form to be completed by staff/volunteer and once this has been received by the DSO, they will complete the relevant interagency form and send it to the MARU of Adult Safeguarding Triage team



The original form is retained by the DSO as per GDPR

**Procedure if an allegation is made against a staff member or volunteer**

Member of staff/volunteer suspected of abuse



Report Concern to DSO



DSO reports to LADO 01872 326536

Adult Safeguarding Triage Team 01872 326433



Appropriate Local Authority Officers will then advise on any appropriate action as well as when and if the staff member or volunteer concerned is to be informed if abuse is established. This may also lead to a referral to the Disclosure and Barring Service

**DSO suspected of abuse**



Report concern to Chair of Trustees



Chair of Trustees reports to LADO or Adult Safeguarding Triage Team



Local Authority will then advise on any appropriate action as well as when and if the DSO concerned is to be informed if abuse is established. This may also lead to a referral to the Disclosure and Barring Service

**General Manager suspected of abuse**



Report concern to DSO



DSO reports to the Chair of the board and to LADO or Adult Safeguarding Triage Team



Local Authority will then advise on any appropriate action as well as when and if the General Manager concerned is to be informed if abuse is established. This may also lead to a referral to the Disclosure and Barring Service

**A Trustee is suspected of abuse**



Report concern to DSO



DSO reports to LADO or Adult Safeguarding Triage Team

Local Authority will then advise on any appropriate action as well as when and if the Trustees concerned is to be informed if abuse is established. This may also lead to a referral to the Disclosure and Barring Service.