

CTST Safeguarding People Policy

Vulnerable Adults, Children and Young People

Churches Together in South Tyneside



Document title	CTST Safeguarding People Policy
Approved by	Board of Trustees
Approved date	6 October 2026
Policy owner	Paul Jones MBE, Operations Manager (Designated Safeguard Lead)
Applies to	All employees, volunteers, sessional workers, visitors and trustees
Version	1.0
Review date	5 October 2027

1.0 CTST SAFEGUARDING PEOPLE POLICY STATEMENT					
1.1	CTST believes that vulnerable adults, children and young people should be protected from harm at all times.				
1.2	CTST believes every person at risk should be valued, safe and happy. CTST wish to make sure that people that we have contact with know this and are empowered to tell us if they are suffering harm.				
1.3	CTST want people who use or have contact with CTST to enjoy what we have to offer, in safety.				
1.4	CTST want people (and carers who use CTST) to be supported in a way that promotes that individual's health and well-being and keeps them safe.				
1.4	If CTST discovers or suspects an adult, child or young person is or may be suffering harm, we will notify the council or the Police in order that they can be protected as necessary.				
1.5	This Safeguarding People Policy and Procedure document applies to all CTST staff, volunteers and users of CTST and anyone carrying out any work for us or visits our sessions.				
1.6	CTST will review the Safeguarding People Policy and Procedures regularly to ensure relevance and effectiveness.				
1.7	CTST is committed to policies and action to ensure that those who are in paid or voluntary capacity and the people it serves, are not discriminated on the basis of disability, race, age, religion or belief, sexual orientation, marriage & civil partnership, pregnancy & maternity, gender re-assignment or sex.				
1.8	<table border="1"> <tr> <th>Policy Controlled by:</th><th>Policy Guidance from:</th></tr> <tr> <td> - The Care Act 2014 - Working Together to Safeguard Children 2015 - The Safeguarding Vulnerable Groups Act 2006 - Protection of Freedoms Act 2012 - Mental Capacity Act 2005 - CTST Insurance Policy Terms </td><td> - South Tyneside Council's Child Protection and Adult Safeguarding policies - Inspire South Tyneside. - Charity Commission - N.C.V.O. - Durham Community Action - Community Foundation NE </td></tr> </table>	Policy Controlled by:	Policy Guidance from:	- The Care Act 2014 - Working Together to Safeguard Children 2015 - The Safeguarding Vulnerable Groups Act 2006 - Protection of Freedoms Act 2012 - Mental Capacity Act 2005 - CTST Insurance Policy Terms	- South Tyneside Council's Child Protection and Adult Safeguarding policies - Inspire South Tyneside. - Charity Commission - N.C.V.O. - Durham Community Action - Community Foundation NE
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POLICY REVIEWED			
Date	Name	Role	Estimated Renewal Date
6 October 2026	Audrey Tennet	Chairperson of Trustees	5 October 2027

AMENDMENT RECORD				
Date	Ref	Change	Reason	Minutes Date

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2.0	INTRODUCTION
2.1	This policy will enable the Churches Together in South Tyneside (CTST) to demonstrate its commitment to keeping safe the adults, children and young people at risk within the organisation. CTST acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse
2.2	It is important to have the policy and procedures in place so that staff, volunteers, service users, and management committee can work to prevent abuse and know what to do in the event of the abuse. This policy applies to all staff, including, management committee members, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering on behalf of CTST.
2.3	The policy and procedures have been drawn up in order to enable CTST to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
2.4	The characteristics of abuse can take a number of forms and cause adults, children or young people at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults, children and young people at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.
2.5	A person at risk of harm is defined as:- <i>“A person at risk of harm is typically defined as someone who is unable to protect themselves from potential abuse, neglect or harm exploitation, due to their care and support needs. This may be due to mental capacity, disability, age or illness and applies to children, young people and vulnerable adults.”</i>
2.6	It is acknowledged that significant numbers of adults at risk, children and young people are abused and it is important that CTST has this policy and a set of procedures to follow to prevent or stop abuse.

3.0	PURPOSE OF SAFEGUARDING PEOPLE POLICY
3.1	In order to implement the policy the CTST will work:
3.2	to promote the freedom and dignity of the person who has or is experiencing abuse
3.3	to promote the rights of all people to live free from abuse and coercion
3.4	to ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
3.5	to manage services in a way which promotes safety and prevents abuse
3.6	to recruit staff and volunteers safely, ensuring all necessary checks are made
3.7	to provide effective management for staff and volunteers through supervision, support and training
3.8	to ensure that all management committee members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
3.9	to work with other agencies within the framework of the South Tyneside Safeguarding Boards
3.10	to act within it's confidentiality policy and will usually gain permission from service users before sharing information about them with another agency, the person in danger could be the person making the disclosure or other adults at risk, children or young people
3.11	to inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
3.12	to make a referral to the council or Police as appropriate
3.13	to endeavour to keep up to date with national developments relating to preventing abuse
3.14	to ensure that the Designated Named Person understands his/her responsibility to refer incidents of abuse to the relevant statutory agencies (Police/Council)

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4.0	GUIDELINES & PROCEDURES	
4.1	CTST provides social activities and welfare services to local people. These procedures have been designed to ensure the welfare and protection of any person who accesses any of our services. The procedures recognise that abuse can be a difficult subject for workers to deal with. CTST is committed to the belief that the protection of vulnerable adults, young people and children at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, management committee members, staff and volunteers act appropriately in responding to any concerns.	
4.2	Recognising the signs and symptoms of abuse	
4.3	CTST is committed to ensuring that all staff, management committees, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. CTST will ensure that the Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding.	
4.4	Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.	
4.5	Forms of abuse can include:	
4.6	Physical abuse	Such as hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
4.7	Sexual abuse	Such as rape or sexual assault; sexual acts to which the adult at risk, child or young person has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials.
4.8	Psychological or emotional abuse	Such as threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.
4.9	Financial or material abuse	Such as theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
4.10	Neglect or acts of omission	Such as ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
4.11	Discriminatory abuse	Such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs.
4.12	Domestic violence	Such as physical, psychological, sexual, in fact, all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship.
4.13	Institutional abuse	Such as poor practice - disrespect and unethical practice, ill treatment and professional misconduct.
4.14	Self-abuse	Also referred to as self-harm, is where an individual applies harm to themselves. This form of abuse could be one of the other forms of abuse listed here.
4.15	Radicalisation	Where an individual, or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or undermine contemporary ideas and expressions of the nation. This could be a form of abuse when a person is groomed to accept these ideals or aspirations. Learn about the PREVENT scheme at: https://www.elearning.prevent.homeoffice.gov.uk/
4.16	Modern Slavery	Signs of human trafficking such as being unable to leave a situation or having no personal possessions, isolation from family and friends, or being controlled by another person.
4.17	Mate crime	Such as when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It is carried out by someone the person knows and often happens in private
4.18	Cuckooing	Such as when people live at home with no support network the home can be taken over
4.19	Predatory Marriage	Typically involves a situation where one person does not have the required mental capacity to consent to marriage but is led into it and taken advantage of by the other party to secure financial or other gains. Entering into a marriage revokes any will that has been put in place. When the vulnerable person dies, the predator benefits from the estate. The predatory spouse may engage in grooming activities – trying to alienate the victim from family and friends and most marriages take place in secret
4.20	Living in poverty	Can increase the likelihood of a person experiencing or being at risk of abuse and/or neglect. There may be safeguarding incidents committed accidentally, or deliberately, by people close to the person, who are struggling as a result of living in poverty. There are likely to be more incidences of self-neglect as a result of people living in poverty.

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4.21	People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.
4.22	Spotting signs of abuse:
4.23	• Withdrawal • Changes in behaviour • Depression, anxiety, unusual fears • Sleep Problems
4.24	Differences between adults and children
4.25	• Types of abuse and harm are different • Abuse is reported differently • Legislation is different • Adults have the right to make unwise decisions • When safeguarding adults you must consider the adults' individual needs • As far as children are concerned, adults should be aware that safety is the primary concern
4.26	Please note that: Abuse or harm to someone who is not classed as a vulnerable adult is not tolerated and any instances should be reported to the Safeguarding Lead, for investigating and managing.
4.27	Please note that: • For employed staff; abuse may lead to dismissal • For volunteer staff; abuse may lead to removal from volunteering duties • Any forms of abuse discovered may be reported to the Police

5.0	PREVENTING ABUSE		
5.1	CTST is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within CTST will be treated with respect. The Safeguarding Vulnerable Groups Act 2006 (amended by the Protection of Freedoms Act 2012) introduced significant changes in how we safeguard children and vulnerable adults from those who are unsuitable to work with them.		
5.2	CTST will make sure that new and existing employees and volunteers working in restricted activities have had a safeguarding (DBS) check and that any relevant history is followed up. Safeguarding checks can be arranged by contacting project leads.		
5.3	CTST may have occasionally a concern that someone they employ should not be working with children; in such a case they must refer their concern and talk to the Local Authority Designated Officer (LADO).		
5.4	CTST is committed to safer recruitment policies and practices for all paid staff, management committee and volunteers. This includes Charity Approval for anyone working for CTST, and includes all roles.		
5.5	All roles at CTST fall within the regulated process due to their access to vulnerable adults, children or young people, or their personal data.		
5.6	CTST Roles		
5.7	Support Worker	Conveyancing	Data Handler
5.8	• Activity Assistant • Activity Coordinator • Befriender • Street Angel	• Driver • Passenger Assistant	• Book-Keeper/Finance Clerk • Operations Manager • Management Committee • Trustee • Media/Photographer
5.9	Safeguarding Process at Recruitment of all people: • Face to Face Interview • Registration Form • ID Check • 2x Satisfactory References • Satisfactory DBS Check		
5.10	DBS checks are intended to improve the vetting of those working with children, young people and vulnerable adults but there is no perfect system and people will continue to seek and gain employment with a view to abusing positions of trust and power. As such, we must all remain vigilant when making decisions that will give people access to vulnerable groups.		

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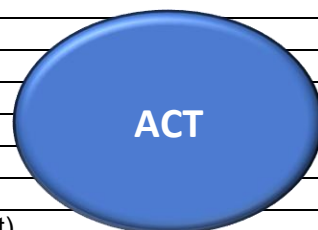
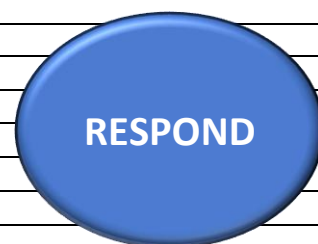
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5.11	All staff (volunteer or employed) who undergo a DBS check will be requested to register with the DBS for their "Update Service" within 30 days of application. This allows future checks to be quick and effective.
5.12	CTST should read through this Policy on induction and then annually. It is recommended that further training is made available to regular volunteers and employed staff, of at least level 1 Safeguarding.
5.13	DBS certificates should be managed and updates checked every 3 years.

6.0	DESIGNATED "SAFEGUARDING LEAD"
6.1	CTST will appoint an individual who is responsible for dealing with any safeguarding concern, this will be the designated Safeguarding Lead . In their absence, then management committee members, staff or volunteers should contact their Line Manager.
6.2	The roles and responsibilities of the Named Person(s) are:
6.3	to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing or has experienced abuse or neglect.
6.4	to ensure that concerns are acted on, clearly recorded and referred appropriately.
6.5	to follow up any referrals and ensure the issues have been addressed
6.6	to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
6.7	to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
6.8	to ensure Project Leads are declaring training and DBS management in regular and routine reports
6.9	The designated Safeguarding Lead is PAUL JONES , contact 07794 026056
6.10	In the event that the Safeguarding Lead is unavailable, please contact your line manager.
6.11	If both the Safeguarding Lead and your Line Manager are both unavailable, please contact the Chairperson of the charity (Audrey Tennet 07507 239827)

7.0	RESPONDING TO SIGNS & SYMPTOMS OF ABUSE
7.1	CTST recognises that it has a duty to act on reports, or suspicions of abuse or neglect.
7.2	CTST acknowledges that taking action in cases of abuse is never easy .
7.3	How you respond if you receive an allegation:
7.4	Reassure the person concerned
7.5	Listen to what they are saying
7.6	Record what you have been told/witnessed as soon as possible
7.7	Remain calm and do not show shock or disbelief
7.8	Tell them that the information will be treated seriously
7.9	Don't investigate or ask detailed questions
7.10	Don't promise to keep it a secret
7.11	If you witness abuse or abuse has just taken place the priorities will be:
7.12	1. To call an ambulance if required
7.13	2. To call the police if a crime has been or is being committed
7.14	3. To preserve evidence
7.15	4. To keep yourself, staff, volunteers and service users safe
7.16	5. To inform the Safeguarding Lead
7.17	6. To record what happened on Incident Report (see end of Policy Document)
7.18	All situations of abuse or alleged abuse will be discussed with the Safeguarding Lead. If a member of the management committee, staff member or volunteer feels unable to raise this concern with the Designated Safeguarding Lead (or they are implicated in the abuse) then concerns can be raised directly with the Council. The alleged victim will be told that this will happen. This stage is called the ALERT .
7.19	If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the Council. If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.
7.20	The Safeguarding Lead may take advice at the above stage from The Council and/or the Safeguarding Adults Team and/or other advice-giving-organisations such as the Police.



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8.0	RAISING A SAFEGUARDING ALERT		
8.1	All safeguard alerts or guidance raised should be recorded for internal records.		
8.2	The blank record is on the back page of this pack, HOWEVER, you should ultimately complete the online record via the QR code.		
8.3	When you have completed the digital form, please remember to notify the Safeguarding Lead by phone.		
8.4	All safeguard concerns should be made by telephone to the Council, or Police (if in immediate risk):		
8.5	South Tyneside Council:		
8.6	Children & Young People	Adults	
8.7	0191 424 5010 Office hours 0191 456 2093 Out of Hours How to report a concern - South Tyneside Council	0191 424 6000 Let's Talk Team Office Hours 0191 456 2093 Let's Talk Team Out of Hours How to report a concern - South Tyneside Council	
8.8	Northumbria Police		
8.9	Non-urgent 111	Urgent 999 Call 999 if there is an immediate risk of harm	
8.10	Steps to Raising a Safeguarding Alert:		
8.11	Step 1	OBSERVE	Write down observations, facts, times, dates, situations, words person used, etc and any witness details incl contact details
8.12	Step 2	DISCUSS	Discuss with Safeguarding Lead and create an action plan together. Liaise if appropriate with Project Lead in case any other observations been made
8.13	Step 3	ALERT	If appropriate and agreed, raise a Safeguard Lead raises a Safeguarding Alert with the authorities and record any advice they give and who gave it
8.14	Step 4	RECORD	Complete the CTST Alert Record Form This can be done on the form at the end of the policy or directly online
8.15	Step 5	NOTIFY	Let your Safeguarding Lead know that this form is completed
8.16	The Do NOT's		
8.17	Do NOT advise abuser		
8.18	Do NOT act alone		
8.19	Do NOT make promises to keep secrets		
8.20	Do NOT pass information on to others		
8.21	Do NOT investigate yourself		
8.22	Do NOT react to information presented		
8.23	The Do's		
8.24	Do stay calm		
8.25	Do make records of their words		
8.26	Do record any observations		
8.27	Do be kind, compassionate and sympathetic		
8.28	Do tell the person that they were right to speak up and all information will be passed on		
8.29	Do collect further contact info about the victim		
8.30	Do keep yourself and others safe		

9.0	MANAGING ALLEGATIONS AGAINST STAFF OR VOLUNTEERS		
9.1	CTST will ensure that any allegations made against members or member of staff will be dealt with swiftly. Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.		
9.2	The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.		
9.3	The named Safeguarding Lead will liaise the Chairperson of Trustees to discuss the best course of action and to ensure that the CTST's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.		
9.4	CTST has a Whistle Blowing policy and staff should be made aware and will be supported to use this policy.		

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10.0	RECORDING AND MANAGING CONFIDENTIAL INFORMATION
10.1	CTST is committed to maintaining confidentiality wherever possible and information around Safeguarding issues should be shared only with those who need to know. For further information, please see CTST Data Protection policy.
10.2	All allegations/concerns should be recorded on an Incident Report. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnessed.
10.3	The information that is recorded will be kept secure and will comply with the data protection act. This information will be secured in a locked filing cabinet with the Chairperson of Trustees. Access to this information will be restricted to the Designated Safeguarding Lead and Chairman of the Board.

11.0	REVIEWING POLICY AND PROCEDURES
11.1	This Safeguarding People Policy and Procedure will be clearly communicated to staff, trustees & volunteers.
11.2	The Safeguarding People Policy and Procedures will be reviewed annually by the Safeguarding Lead and Board of Trustees.
11.3	The Safeguarding Lead will be involved in this process and can recommend any changes and will also ensure that any changes are clearly communicated to staff, trustees and volunteers.
11.4	Procedures Produced by: Churches Together in South Tyneside
11.5	Reviewed Annually
11.6	See Safeguarding People Policy Statement for dates and amendment details

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SAFEGUARD ALERT RECORD

This form is used to record all Safeguarding Alerts made by the CTST for vulnerable adults, children and young people. You can complete this form online using this QR code>>>>>>>



See Safeguarding People Policy and Procedures for raising a Safeguarding Alert

Reported by:	
CTST Department:	
CTST Activity/Group:	
Safeguarding Alert For: (Victim Name & Address)	
Date/Time Reported:	
Alert Reported To: Tick any that apply	☐ Council ☐ Police ☐ Family ☐ Safeguarding Lead ☐ Other state:
Call Handler Name:	
Nature of Alert: <i>Include:</i> <i>date, time, witness, outcome, place, situation, etc</i>	
Advice from Call Handler:	
Further CTST Action:	
Reviewed:	