

No. 11: For Us Too Safeguarding and Protecting Children and Vulnerable Adults: Policy and Procedure

1. What is safeguarding?

Safeguarding is defined by the Children Act 1989 and Joint Chief Inspectors Report on Arrangements to Safeguard Children (2002) as follows:

'Agencies [and organisations] working with children and young people take all reasonable measures to ensure that the risks of harm to the individual's welfare are minimised; and

Where there are concerns about children and young people's welfare, all agencies [and organisations] take all appropriate actions to address those concerns, working to agreed local policies and procedures, working in partnership with other local agencies.

2. What is abuse?

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect by inflicting harm, or by failing to prevent harm. Children and vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children. The 'Working Together to Safeguard Children' guidance published by the Government (2006) defines four categories of abuse. Please see *Annex 1* for more information on recognising the different forms of abuse.

Specific advice on **Child Sexual Exploitation** is documented at *Annex 2*.

3. Who are we safeguarding?

This policy and procedure covers all children and vulnerable adults that For Us Too trustees, staff and volunteers may come in to contact with.

Children – any person under the age of 18, **and** any person aged 18, 19 or 20 who has been in care since the age of 16, or who has a learning disability.

Vulnerable Adult – any person aged 18 or over who either relies on or regularly needs help from others to perform practical daily living tasks or has a severe impairment in their ability to communicate with others; or has a reduced ability to protect themselves from assault, abuse or neglect. This can be as a result of a learning or physical disability, a physical or mental illness (including an addiction to alcohol or drugs); or a reduction in physical or mental capacity.

4. For Us Too policy statement

For Us Too is committed to providing a safe, secure and inviting environment for disabled children, young people and their families. For Us Too will work in partnership with other organisations delivering services to families of disabled children and young people within Kent and further afield to promote and deliver best practice in everything that we do.

For Us Too believes that every adult has a legal and moral responsibility to protect children and vulnerable adults from abuse. It is essential that systems are in place to ensure that staff, trustee and volunteer recruitment, induction and education take safeguarding issues into consideration. It is important that all are in a position to recognise and respond to signs of abuse. Adopting best practice will help to safeguard children and vulnerable adults from potential abuse as well as reducing the likelihood of false allegations being made against adults in positions of responsibility.

All staff, trustees and volunteers will remember that their evidence or concerns will only be a small part of the picture: if in doubt, raise a concern and let the Safeguarding team or Social Services investigate it further.

For Us Too will follow the advice and procedures set out by the Kent Safeguarding Children Board

This policy will be promoted through For Us Too's networks and will be available on the For Us Too website.

For Us Too's Policy Statement on preventing radicalisation and **Implementing the Prevent Duty** is at *Annex 3*.

5. For Us Too principles of safeguarding and protection

For Us Too adheres to the following principles:

- i. The welfare and safety of children and vulnerable adults is our primary concern.
- ii. All children and vulnerable adults have a right to be safe and to be treated with dignity and respect.
- iii. All children and vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- iv. All children and vulnerable adults have the right to protection from all forms of abuse including exploitation, neglect, physical and mental abuse.
- v. It is the responsibility of the child protection professionals to determine whether or not abuse has taken place, but it is everyone's responsibility to report concerns quickly.
- vi. All concerns should be recorded and reported.
- vii. All incidents of suspected poor practice and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- viii. Confidentiality will be upheld in line with the Data Protection Act 1998, the Human Rights Act 2000, the Freedom of Information Act (2004), and the General Data Protection Regulation (GDPR – 2018).

6. For Us Too operational responsibilities

For Us Too, in the shape of its trustees, staff and volunteers, will:

- i. Accept the moral and legal responsibility to provide a duty of care to protect and safeguard the wellbeing of children and vulnerable adults engaged in any activity over which it has supervision and control.
- ii. Respect and promote the rights, wishes and feelings of children and vulnerable adults.
- iii. Undertake recruitment procedures that take account of the need to protect children and vulnerable adults and include arrangements for appropriate checks on new staff and volunteers, in accordance with For Us Too's Recruitment Policy.
- iv. Train and supervise its employees and volunteers to adopt best practice to safeguard and protect children and vulnerable adults and reduce the likelihood of allegations of abuse against themselves. All For Us Too staff, volunteers and trustees will undertake child protection and safeguarding training / vulnerable adult protection training when coming into post (unless they have undertaken this training within the previous 12 months) and will take refresher training on a regular basis, and not less than once every two years.
- v. Require all staff and volunteers to adopt and abide by this Policy and Procedure.
- vi. For Us Too's delegated Safeguarding & Child Protection Officer will be the Head of Charity.

- vii. For Us Too will always ensure that any partner it works with or commissions work from has a suitable safeguarding and protection policy and procedure in place.
- viii. For Us Too will always receive written consent to take and use images of children and vulnerable adults prior to the taking of photographs and/ or video footage. Parents/carers and vulnerable adults will be made aware of when, where and how the images may be used, so that their decisions about consent will be informed.

7. Safeguarding and protection procedure

The following procedure must be followed whenever an allegation is made that a child or vulnerable adult has been abused, or when there is a suspicion that a child or vulnerable adult has been abused.

- i. It is not the responsibility of anyone representing For Us Too to take individual responsibility for deciding whether or not abuse or poor practice is actually taking place. However, it is the responsibility of everyone representing For Us Too to report concerns in order that appropriate agencies can then make enquiries and take any necessary action.
- ii. All complaints, allegations or suspicions must be taken seriously and investigated.
- iii. Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child or vulnerable adult.
- iv. If the complainant is the child or vulnerable adult, questions should be kept to the minimum necessary to understand what is being alleged. Leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.
- v. Any suspicion, allegation or incident of abuse must be reported to the For Us Too designated Safeguarding & Child Protection Officer, which is the For Us Too Head of Charity, on the same working day where possible. If they are not available, the incident must be reported to the Chair of Trustees.
- vi. The For Us Too designated Child Protection & Safeguarding Officer will discuss the issue with the person who reported it, and then report the matter to the **Kent Specialist Children's Services – Integrated Front Door Team** Telephone: 03000 411111 by telephone and out of hours 03000419191. For vulnerable adults, the Child Protection & Safeguarding Officer will phone the following number(s) and ask to speak to the duty social worker: daytime: 0845 824 7100, or out of hours: 0845 762 6777.
- vii. The For Us Too Head of Charity and the reporting member of staff / volunteer / member of the public will, together, write up an outline of the issue, using the Request for Support Form to be completed within two days of the initial telephone call being made and submitted to Kent Specialist Children's Services on central.duty@kent.gov.uk The form will be password protected for reasons of confidentiality.
- viii. All information received and discussed will be treated in confidence and only shared in a professional context with individuals who need to be involved in resolving the situation.

8. Allegations against For Us Too staff, volunteers or trustees

When dealing with an allegation of abuse against For Us Too staff, For Us Too will follow Kent County Council's "**A Guide to Managing Allegations against Members of Staff (2017)**".

Any concerns for the welfare of a child or vulnerable adult arising from abuse or poor practice by a member of staff, trustee or volunteer of For Us Too must be dealt with in the same way as allegations against other people and reported immediately to the designated Child Protection & Safeguarding Officer. The designated Child Protection & Safeguarding Officer

will immediately seek advice from the Kent Local Authority Designated Officer (LADO) [Tel:- 03000410888](tel:03000410888)

If the allegation is about the designated Child Protection & Safeguarding Officer, the report should be made to the Chair or Vice-Chair of Trustees, who will then contact the Kent Local Authority Designated Officer (LADO) for advice.

Where there is a complaint of abuse against a trustee, member of staff or volunteer, there may be three types of investigation:

- Criminal
- Child protection
- Disciplinary or misconduct

For Us Too's disciplinary investigation will consider all relevant information, including the results of any police and Social Services investigation, and those of other partners.

9. How to respond to a child or vulnerable adult making an allegation of abuse

Any trustee, member of staff or volunteer of For Us Too may find themselves in a situation where a child or vulnerable adult wants to tell them about an allegation of abuse. In these circumstances, the responsible adult should:

- Listen, and do not interrupt.
- Stay calm and be reassuring.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- Allow the child or vulnerable adult to continue at her/his own pace.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Tell the person that the matter will only be disclosed to those who need to know about it. Reassure the person that they have done the right thing in telling you.
- If the person can understand the significance and consequences of making a referral to social services, she/he should be asked his or her view.
- Tell them what you will do next, and with whom the information will be shared.
- Responsibility for making further enquiries and investigating allegations rests with children's social services for children, or adult social services for vulnerable adults, along with other relevant agencies.
- Inform the For Us Too designated Child Protection & Safeguarding Officer what has happened and, with her, record in writing what was said, using the person's own words if possible, within 24 hours of the disclosure.
- The For Us Too Officer will then inform social services by telephone and follow this up with the written report within 48 hours.
- Remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional agencies, following a referral from the For Us Too Designated Child Protection & Safeguarding Officer.

10. Confidentiality

Safeguarding children and vulnerable adults raises issues of confidentiality which should be clearly understood by all. Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of children and vulnerable adults with other professionals, particularly investigative agencies.

There must be clear boundaries of confidentiality, however. All personal information regarding a child or vulnerable adult will be kept confidential except when it is suspected that the person may be the victim of abuse.

Where possible, consent should be obtained from the child or vulnerable adult before sharing personal information with third parties. However, in some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the person is the priority.

If staff, volunteers or trustees have any doubt about whether to share confidential information where there is concern about child protection, they should seek guidance from the For us Too Head of Charity as a matter of urgency.

Annex 1

Recognising forms of abuse

Physical abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child or vulnerable adult.

Emotional abuse

This is the persistent emotional maltreatment of a child or vulnerable adult such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on them. These may include interactions that are beyond the person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing a child or vulnerable adult to feel frightened or in danger, or their exploitation or corruption. Some level of emotional abuse is involved in all types of maltreatment, although it may occur alone.

Sexual abuse

This type of abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities, including prostitution, whether or not the person is aware of what is happening. Examples of physical contact include penetrative acts (rape, buggery or oral sex) or non-penetrative acts such as kissing, fondling and masturbation. It may include non-contact activities involving children or vulnerable adults in looking at or be involved in sexual online images and /or encouraging them to behave in sexually inappropriate ways.

Female Genital Mutilation

Female Genital Mutilation (FGM) is a collective term for a range of procedures which involve the partial or total removal of the external female genitalia for non-medical reasons. It is sometimes referred to as female circumcision, or female genital cutting. The practice is medically unnecessary, is extremely painful and has serious health consequences, both at the time when the mutilation is carried out, and in later life. It is more common from Asia, Middle East or parts of West Africa. This practice may happen when the girls are infants to early twenties but is particularly common between 7 – 15 years old.

Neglect

This is the persistent failure to meet a child or vulnerable adult's basic physical and or psychological needs, likely to result in the serious impairment to the person's health and development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or care failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child or vulnerable adult from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a person's basic emotional needs.

In addition to these universal indicators of abuse/neglect mentioned, the following abusive behaviours must be considered when considering disabled children and vulnerable adults:

- force feeding
- unjustified or excessive physical restraint
- rough handling
- extreme behaviour modification including the deprivation of liquid, medication, food or clothing
- misuse of medication, sedation, heavy tranquillisation
- invasive procedures against the person's will
- deliberate failure to follow medically recommended regimes
- misapplication of programmes or regimes
- ill-fitting equipment e.g. callipers which may cause injury or pain, or inappropriate splinting

The safeguards needed for disabled children and vulnerable adults are essentially the same as for non-disabled children, but special attention should be paid to enabling them to:

- make their wishes and feelings known
- receive appropriate personal, social and health (Inc. sex) education
- raise concerns
- have a means of communication and a range of adults with whom they can communicate

Annex 2

Child Sexual Exploitation (CSE)

Child sexual exploitation (CSE) involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyber bullying and grooming. However, it is also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

What is child sexual exploitation?

Child sexual exploitation (CSE) is a type of child abuse. It happens when a young person is encouraged, or forced, to take part in sexual activity in exchange for something.

- The reward might be presents, money, alcohol, or simply emotional attention.
- It can happen to any child or young person.
- It might seem like a normal friendship or relationship to begin with.
- It can happen online or offline, and without the young person being aware of it.

If you're wondering about child sexual exploitation – whether you're a parent, young person, charity worker, trustee or other professional – have a look at the answers below to some of the most common questions about it.

Who does it happen to?

- Any young person can be a victim of child sexual exploitation.
- It can happen to boys as well as girls and can happen to young people of all races and backgrounds.
- Young people experiencing problems at home who go missing or are in care can be vulnerable and particularly at risk, but child sexual exploitation can also happen to those from a loving, supportive home.
- No matter who is affected by child sexual exploitation, it is never, ever their fault – even if they agreed to the sexual activity because they felt they 'should'. A child may agree to sexual activity because they felt they had no other choice and or do not fully understand consent.

Who does it?

People who commit this crime can be male or female and they normally have an 'edge' over the young people they target. They might be older, wealthier, or physically stronger than them. They may have status that makes them seem 'cool' to others and might give support and attention that no one else provides. They might listen, offer advice, or give compliments. They are also becoming increasingly sophisticated, using the internet to protect their identity, and trafficking children around the country to avoid detection. But there's no standard profile of an

exploiter, and child sexual exploitation can also happen between young people – peer to peer and especially within gangs or social groups.

Because there's no standard profile of an offender, child sexual exploitation is hard to spot – even for the young person affected. They may be groomed over time and so not be aware that they are a victim, and even if they are, they may think that it's their fault.

How does it happen?

At first, a young person may like, respect, or even think they are falling in love with the person exploiting them. This is because they are 'groomed' over time. This process involves making them feel 'special', so they become attached. But later, the behaviour of the abuser starts to change, often slowly. By this point, the young person is likely to feel trapped, isolated and scared, and they may find it difficult to acknowledge that they are no longer comfortable in the relationship. People who commit child sexual exploitation can be very manipulative. They might buy presents or give emotional attention that makes a young person feel on top of the world, or as if they are falling in love. They may single out their victims and target them face-to-face or approach them online. Sometimes the abuser will strengthen their control over the young person by driving them away from those who would usually look after them, whether that's family, friends or carers.

What are the risks?

The risks for children include the following:

- They become sexually active at an early age.
- They become promiscuous.
- Develop sexually transmitted infections (STI).
- Pregnancy.
- They are subjected to physical or emotional abuse from gang members.
- Abduction.
- Absconding.
- Homelessness.
- They enter the criminal justice system e.g. arrests for robbery, violence or drug offences.

What are the signs?

These include the following:

- Lack of a bond or relationship with parents / carers.
- Tiredness.
- Withdrawal.
- Emotional or aggressive outbursts without an obvious trigger.
- Excessive and 'over emotional' response to a situation.
- Threatening to run away.
- Be involved in abusive relationships, intimidated and fearful of certain people or situations.
- Have older boyfriends or girlfriends.
- Hang out with groups of older people, or antisocial groups, or with other vulnerable peers.

- Having new branded gifts (e.g. phones, clothes, money etc.) which may be the proceeds of stolen goods.
- Associate with other young people involved in sexual exploitation.
- Get involved in gangs, gang fights, gang membership.
- Spend time at places of concern, such as hotels, fast food outlets or known brothels.
- Not know where they are, because they have been moved around the country.
- Go missing from home, care or education - running away or being taken away.
- Pupils are secretive and reluctant to share information.

What do you do if you have a concern?

You should follow the “Safeguarding and protection procedure” set out in Section 7 of this Safeguarding Policy.

Annex 3

For Us Too Policy statement on implementing the Prevent Duty

Background

The Counter-Terrorism and Security Act (July 2015) requires all organisations “to have due regard, in the exercise of their functions, to prevent people from being drawn into terrorism”. This is known as the ‘Prevent Duty’ – see *DFE (2015) ‘The Prevent Duty – Departmental advice for schools and childcare providers’*; *Cabinet Office (2013) ‘Tackling extremism in the UK - Report from the Prime Minister’s Task Force on Tackling Radicalisation and Extremism’*; *Crown (2015) Revised Prevent Duty Guidance: for England and Wales Guidance for specified authorities in England and Wales on the duty in the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism.*

Definition

For the purposes of this policy the definition of radical or extreme ideology is “a set of ideas which could justify vilification or violence against individuals, groups of self”. Today, the government defines **extremism** as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”.

Aims

- i. To ensure all staff, volunteers and trustees understand the risks of radicalisation and how the risk may change from time to time.
- ii. To ensure staff, volunteers and trustees are aware of the Prevent Strategy and are able to protect children and young people who are vulnerable or may be at risk of being radicalised.
- iii. Diversity is a core part of what For Us Too does. As part of its role in following the Prevent Strategy, the charity places a strong emphasis on ‘British Values’ as well as the common values that all communities share, such as self-respect, understanding, tolerance and the sanctity of life.
- iv. As part of our planning and monitoring systems, we pay due regard to assessing the risks posed by any visitors to charity events, people who are part of hiring and lettings of venues, and the local business we work with & companies we procure services from. We only use services who promote ‘British Values’.

Signs of Radicalisation

These may include the following

- Children/people suddenly changing their style of dress or appearance to ‘fit in’ with a particular group or cause.
- Children/people losing interest with their regular friends.
- Children/people using derogatory or threatening terms for rival groups, other religions or the British armed forces.
- Children/people showing ‘technical expertise’ in areas such as survival skills, weapons and / or chemicals.
- Disappearance from home with no notice for a holiday with friends or family who are also missing – in order to move / be taken abroad to join an extremist group.
- Not returning to home/school following a holiday period

Training

In order to fulfil the requirements of the Prevent Duty, For Us Too staff and trustees undergo Prevent awareness training e.g. Channel Online training.

Support and advice can also be gained from the Canterbury Community Safety Partnership and the East Kent Area Police Prevent Officer.

What do you do if you have a concern?

You should follow the “Safeguarding and protection procedure” set out in Section 7 of this Safeguarding Policy.

No. 12 Whistleblowing Policy

1. Statement of Intent

All of us at one time or another experience concerns about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about the welfare of our service users, malpractice, health and safety or a possible fraud that might affect others or the organisation itself, it can be difficult to know what to do.

You may be worried about raising such a concern and may think it best to keep it to yourself, perhaps feeling it's none of your business or that it's only a suspicion. You may feel that raising the matter would be disloyal to colleagues, Head of Charity's or to the organisation. You may decide to say something but find that you have spoken to the wrong person or raised the issue in the wrong way and are not sure what to do next.

The Trustees of For us Too are committed to running the charity in the best way possible and to do so we need your help. This policy is designed to re-assure you that it is safe and acceptable to speak up and to enable you to raise any concern you may have at an early stage and in the right way. Rather than wait for proof, we would prefer you to raise the matter when it is still a concern.

This policy applies to all those who work for us, whether full-time or part-time, self-employed contractor or sub-contractor, as an agency worker or as a volunteer. If you have a whistleblowing concern, please let us know.

Please note: if you have a concern about a safeguarding issue, refer to the For us Too Safeguarding and Protecting Children and Vulnerable Adults policy.

2. The Law

This whistleblowing policy reflects the requirements of the Public Interest Disclosure Act 1998, which protects individuals who disclose information about alleged wrong doing at work, providing:

- The information is disclosed in good faith.
- The individual reasonably believes that the information disclosed, and any allegation contained in it, to be substantially true.
- The individual does not act maliciously or make false allegations.
- The individual does not act for personal gain.

The Act protects disclosures of information relating to one or more of the following:

- a criminal offence;
- the breach of a legal obligation;
- a miscarriage of justice;
- danger to the health or safety of any individual;
- damage to the environment; or
- deliberate concealment of information tending to show any of the above five matters.

To make a qualifying disclosure you must reasonably believe that the information you will provide tends to show that one or more of the events bulleted above is happening now, has happened in the past or is likely to happen in the future.

Please use this policy if you think we should know about, or look into, something that could put the interests of others or of the organisation at risk. If, however, you wish to make a complaint about your employment or how you have been treated personally, please consult 4us2's separate Disciplinary & Grievance Policy.

3. Our assurances to you

The Trustees are committed to this whistleblowing policy. If you raise a genuine concern, you will not be at risk of losing your job or suffering any form of retribution as a result. Provided you are acting in good faith (or honestly), it does not matter if you are mistaken. Of course, we cannot extend this assurance to someone who is found to have maliciously raised a matter they know is untrue.

With these assurances, we hope you will raise your concern openly. However, we recognise that there may be circumstances when you would prefer to speak to someone in confidence first. If this is the case, please say so at the outset. If you ask us not to disclose your identity, we will not do so without your consent unless required by law. You should understand that there may be times when we are unable to resolve a concern without revealing your identity, for example, where your personal evidence is essential to enable an investigation to be completed. In such cases, we will discuss with you whether and how the matter can best proceed.

Please remember that if you do not tell us who you are it will be much more difficult for us to look into the matter. We will not be able to protect your position or to give you feedback. Accordingly, you should not assume we can provide the assurances we offer in the same way if you report a concern anonymously.

If you are unsure about raising a concern, you can get independent advice from Public Concern at Work (see Section 5 below).

4. How to raise a concern

Please remember that you do not need to have firm evidence of a criminal offence, malpractice or other wrong doing before raising a concern. However, we do ask that you explain as fully as you can the information or circumstances that give rise to your concern.

4.1. Option one: Head of Charity

We hope you will feel able to raise your concern first with the For us Too Head of Charity, Anna Syplywczak. This may be done verbally or in writing. You can contact Anna in the following ways:

e-mail: manager@forustoo.org

Office phone: 01843 446030

Mobile 07519 716186

4.2. Option two: Trustees

If for whatever reason you feel unable to raise the matter with the For Us Too Head of Charity, please raise it with the Chair of the Board of Trustees, Karan Murphy. You can contact Karan in the following ways:

e-mail: karan.murphy69@btinternet.com

Home phone:

Mobile: 07760314126

4.3 Option three: Charity Commission

Raising your concern first with either the For Us Too Head of Charity or a Trustee will enable us to address it as speedily as possible. However, if for whatever reason you feel unable to do this, or you have done this and you are not satisfied with the response, you can raise your concern with the Charity Commission: www.charitycommission.gov.uk. You can contact the Commission in the following ways:

e-mail: whistleblowing@charitycommission.gsi.gov.uk

Phone: 0845 300 0218.

5. Independent advice

If you are unsure whether or not to use this policy or you want confidential advice at any stage, you may contact the independent charity Public Concern at Work (PCAW): www.pcaw.org.uk. Established in 1993, PCAW pioneered the new approach to whistleblowing that recognises the key role it can play in anticipating and avoiding serious risks arising in and from the workplace. You can contact PCAW as follows:

Telephone

Whistleblowing Advice Line: 020 7404 6609

General enquiries: 020 3117 2520

e-mail

UK enquiries: whistle@pcaw.org.uk

UK helpline: helpline@pcaw.org.uk

UK services: services@pcaw.org.uk

6. How we will handle the matter

Once you have told us of your concern, we will quickly assess it and consider what action may be appropriate. This may involve an informal review or a more formal investigation. We will tell you who will be handling the matter, how you can contact them, what further assistance we may need from you and agree a timetable for feedback. If you ask, we will write to you summarising your concern and setting out how we propose to handle it. If we have misunderstood the concern or there is any information missing please let us know.

When you raise the concern, it will be helpful to know how you think the matter might best be resolved. If you have any personal interest in the matter, we do ask that you tell us at the outset. If we think your concern falls more properly within our disciplinary & grievance procedure, we will let you know.

Whenever possible, we will give you feedback on the outcome of any investigation. Please note, however, that we may not be able to tell you about the precise actions we take where this would infringe a duty of confidence we owe to another person.

While we cannot guarantee that we will respond to all matters in the way that you might wish, we will strive to handle the matter fairly and properly. By using this policy, you will help us to achieve this.