**SAFEGUARDING POLICY AND PROCEDURE IN RESPONSE TO THE COVID-19 PANDEMIC**

This policy sets out the best practice for The Help Register to respond to safeguarding concerns.

*'Safeguarding' is about protecting a child or adult's right to live in safety, free from abuse and neglect. Safeguarding is everyone's responsibility'.*

**Definitions:**

A child is classified as anyone under the age of 18 years of age.

An '**Adult at risk of abuse'** refers to someone over 18 years old who, according to the Care Act 2015:

- Has care and support needs

- Is experiencing, or is at risk of, abuse or neglect

- As a result of their care and support needs is unable to protect him or herself against the abuse or neglect or the risk of it.

Safeguarding tips video: https://vimeo.com/398761329

This policy and procedure applies to all staff, volunteers and service users and has been devised specifically for the period of lock down during the Covid-19 pandemic.

**As a Group/organisation we will:**

- Have a zero tolerance approach to abuse. We cannot and will not ignore abuse.

- Provide information to volunteers about what to do if they suspect possible abuse and how to report their concerns.

- Report all concerns of abuse, including any concerns relating to staff and volunteers, to the relevant internal and external people quickly and appropriately.

- Advise all volunteers and users of the service that all services offered by the group are done so on the understanding that a DBS is not required.

- Ensure that staff/volunteers are not placed in situations which could make them particularly vulnerable.

- Ensure that people who use our group are not placed in situations which could make them vulnerable.


**As Staff and Volunteers we will**

- understand the safeguarding responsibilities which are part of our role

- always act, and be seen to act, in the child's and/or adult's best interests

- avoid any conduct which would lead any reasonable person to question our motivation and intentions

- take responsibility for our own actions and behaviour.

## Signposting and referring

**If you need to get help urgently please phone 999.**

If you suspect someone is vulnerable, at risk or in danger, it is vital that you refer them to an appropriate organisation.

Safeguarding concern - Child

Phone the police if the child is in immediate danger.

If there is no immediate danger, but you are concerned about a child's welfare, please report your concern to our Multi-Agency Safeguarding Hub (MASH). This details how to report a concern if you're a child, parent, carer, or professional and what happens after. https://www.northamptonshire.gov.uk/councilservices/children-families-education/help-and-protection-for-children/Pages/default.aspx

Safeguarding concern Adults

When to report an adult safeguarding concern https://www.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/default.aspx

If there is no immediate danger but you are concerned about an adult's welfare, please contact our **Customer Service Centre on 0300 126 1000, option 2**.

You may need their consent: For more information and online reporting go to: **Team** can be contacted outside office hours on **01604 626 938**.