



SV2 Safeguarding Policy & Procedure

SV2 provides counselling and other support to anyone, of all genders and ages, within the county of Derbyshire,(and Nottinghamshire Fast Track clients where appropriate throughout this policy), who has suffered rape or sexual abuse of any kind, at any time. We do not work with sexual perpetrators of any gender.

As an organisation, SV2 works within and abides by the BACP Ethical Framework for the Counselling Professions (2025) and the law.

This policy applies to all employed staff, including senior managers, the Board of Trustees, volunteers, subcontractors, agency staff, students or anyone (i.e. clinical supervisors) working on behalf of SV2, all of whom throughout this policy are included in the term 'staff'.

The purpose of this policy is:

- to protect children and vulnerable adults who are in receipt of services from SV2. This includes the children of adults who use the organisation's services;
- to provide staff and volunteers with the overarching principles that guide our approach to safeguarding

SV2 believes that it has a responsibility to promote the welfare of all children and vulnerable adults and to keep them safe. SV2 is committed to practise in a way which reflects this.

1. Principles

Safeguarding procedures exist because it is everyone's responsibility to protect vulnerable individuals and implementing safeguarding procedures should ensure that professionals/staff members are not left with the sole responsibility and anxiety for protecting an individual. Legal obligations are clearly defined in the Children Act 2004 and the Care Act 2014 and are supported by statutory guidance, including Working Together to Safeguard Children (2023). SV2's safeguarding policy reflects these legal and statutory requirements.

SV2 works within the jointly agreed safeguarding policies and procedures of the Derby City and Derbyshire County Adult and Children's Safeguarding Boards. SV2's knowledge and practice in this area is constantly growing and developing and the organisation endeavours to keep up to date with developments around local safeguarding policy and procedures.

SV2 aims to ensure that the safety and protection of vulnerable individuals is consistent and effective across all elements of the service and that its staff and volunteers are supported by managers whilst working with any safeguarding issues.

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Clients and carers need to be informed that SV2 has a Safeguarding Policy and that they are able to have access to fuller details on request. All clients accessing support from SV2, are informed that services are confidential with the exception of where a safeguarding concern is identified, in which case safeguarding procedures will be invoked.

All staff and volunteers of the organisation will know, through training and the induction process:

- Why Safeguarding policies & procedures exist
- How to access them
- What they say
- When to use them
- How to apply them

2. Legal Framework

This policy has been drawn up on the basis of legislation and guidance that seeks to protect children and vulnerable adults, namely:

- Children Act 1989
- Data Protection Act 2018
- Sexual Offences Act 2003
- Children Act 2004
- Working Together to Safeguard Children 2023
- Care Act 2014

3. Definitions:

Safeguarding

The purpose of a safeguarding policy is to make explicit the responsibilities of all professionals, volunteers and agencies working to protect children and adults who may be vulnerable to abuse. This policy is about embedding practices throughout the organisation to ensure the protection of children, young people and/or vulnerable adults wherever possible.

Safeguarding children is a term which is broader than ‘child protection’ and relates to the action taken. Safeguarding and promoting the welfare of children is defined in Working Together to Safeguard Children 2023 as:

- protecting children from maltreatment, whether the risk of harm comes from within the child’s family and/or outside (from the wider community), including online
- preventing impairment of children’s mental and physical health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

Children and Young People

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In this document, as in the Children’s Acts 1989 and 2004 respectively, **a child** is anyone who has not yet reached their 18th birthday. ‘Child’ therefore means ‘children and young people’ throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989.

Abuse

Abuse is a selfish act of oppression and injustice, exploitation or manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- physical abuse
- sexual abuse
- emotional abuse
- bullying
- neglect
- financial (or material)

Vulnerable Adult

Safeguarding duties under the Care Act 2014 relate to an adult at risk who:

- is aged 18 or over
- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from the risk of, or experience of, abuse or neglect.

An adult at risk may include, but is not limited to, a person who has care and support needs arising from factors such as:

- physical or sensory disability
- learning disability
- mental illness, including dementia
- severe or long-term physical illness
- substance misuse

Situations such as homelessness or domestic or sexual abuse may increase risk but, on their own, do not automatically constitute safeguarding under the Care Act 2014 unless care and support needs are also present.

4. Responsibilities

All staff, paid or unpaid, have a responsibility to follow the guidance laid out in this policy and any other related policy and procedural documents and to pass on any welfare concerns using

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the agreed procedures. An outline of Derbyshire’s Adult and Children’s Safeguarding Boards agreed procedures are attached to this policy. However, the policies and procedures are updated on a regular basis and staff are advised to visit the relevant website for updates and are sent some updates directly by the organisation’s safeguarding lead (CEO).

SV2 expects all staff, paid or unpaid, to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

SV2 expects all Trustees to act in the clients’ best interests at all times, ensuring they take all reasonable steps to prevent harm.

SV2 commits resources to providing DBS checks on all staff, paid or unpaid directly through the Mayflower Disclosure Service, which is an approved provider of Standard and Enhanced DBS Checks.

5. When to use Safeguarding Procedures

Concerns may arise about a client, or a vulnerable person connected to a client, from feelings, observations or statements made by a client or carer. In isolation these may appear to be minor, but it is crucial that any information or feelings which cause concern are recorded and shared with a manager especially if you are unsure and want to talk through the options and implications. No concerns should be seen as too trivial or treated as such; and it is important that assumptions are not made that someone else will already have taken action.

6. Professional Boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards SV2 agrees to uphold that allows this necessary and often close relationship to exist whilst ensuring the correct detachment is kept in place.

SV2 expects staff to protect the professional integrity of themselves and the organisation. If the professional boundaries are breached, this could result in disciplinary procedures.

The following professional boundaries must be adhered to:-

7. Giving and Receiving of Gifts

SV2 does not normally allow staff, paid or unpaid, to give gifts to clients. The exception is where the ‘gift’ is an aid towards the client’s ‘grounding’ technique, such as a pebble or anchor box etc, and will be under the monetary value of £1.00.

SV2 recognises the negative impact on clients if denied the chance of offering a gift. Any gift therefore received by an individual worker cannot be above £10 and it cannot be received in cash. However, cash donations towards the agency’s services are gratefully received and a signed, written receipt will be offered.

8. Staff Contact with Clients

Personal relationships between a member of staff, paid or unpaid, and a client who is a current client is prohibited. This includes relationships through social networking sites such as Facebook, X, Instagram, Snapchat, WhatsApp, TikTok etc . It is also prohibited to enter into a

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personal relationship with a person who has been a client over the past 12 months. Therapists will adhere to their governing body as to the length of time this is permitted.

If the professional boundaries are proved to be breached the organisation will consider this to be an act of gross misconduct, which may result in dismissal in line with the organisation's disciplinary policy.

9. Allegations Management

SV2 recognises its duty to report concerns or allegations in relation to safeguarding, against its staff, paid or unpaid, within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows:-

Children

First step: Any member of staff, paid or unpaid from SV2 is required to report any concerns in the first instance to their Line Manager. A written record of the concern will be completed by their Line Manager who, will inform the Head of Operations and/or the Chief Executive.

Second step: The Line Manager will contact the relevant local authority LADO (Local Authority Designated Officer) for advice (numbers in **Section 15. Action**).

Third step: Follow advice from the LADO

Fourth Step: The Chief Executive will report the allegation and outcome to the Board of Trustees, to the Disclosure and Barring Service (DBS), if appropriate and complete a 'Serious Incident Report' to the Charity Commission.

If issues relating to staff safeguarding children are identified by managers and an investigation or disciplinary process is initiated, but the staff member leaves before this process is concluded, a referral must still be made to the Local Authority Designated Officer (LADO).

Where the legal criteria are met, a referral must also be made to the Disclosure and Barring Service (DBS). This duty applies even if the individual resigns or leaves their role before the investigation or disciplinary process is completed. Any referral to the DBS should include relevant information about LADO involvement as part of the safeguarding context.

Vulnerable Adults

From 9 October 2023, all partner agencies and independent providers are expected to have appropriate mechanisms in place to respond to and manage concerns about persons in a position of trust (PIPOT).

The purpose of the PIPOT guidance is to provide a framework for managing cases where allegations have been made against a person in a position of trust and is focused on the management of risk, based on an assessment of abuse or harm against an adult with care and support needs.

If there are concerns about an employee of Derbyshire County Council, the PIPOT referral form should be completed and emailed to:

ASCH.SafeguardingQATeam@derbyshire.gov.uk

The PIPOT referral will then be shared with the relevant group manager as appropriate. A PIPOT referral should also be made via this route where concerns relate to a non-regulated

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provider, or to the director, owner or manager of such an organisation, where the concerns directly relate to them and their role working with adults with care and support needs. Please see Appendix 1 for the covering letter template and Appendix 2 for the referral form template. Once completed, these should be sent to the relevant contacts in line with the Derbyshire Safeguarding Adults Board PIPOT practice guidance.

Please see the Derbyshire Safeguarding Adults Board full PIPOT practice guidance procedure for specific contacts located SV2 Shared - Documents\Policies and Procedures\Safeguarding.

10. Communications

To enable effective internal communication around safeguarding, SV2 immediately shares information within the team through the completion of an internal Incident Report. Safeguarding is also an agenda item within Staff/Team Meetings. The organisation's safeguarding lead (CEO) undertakes a monthly review of all safeguarding incidents and follow up actions, this may be delegated to appropriate manager.

11. Training

All staff, paid or unpaid, will have access to safeguarding training at an appropriate level. Training is accessed, free of charge, mainly through Derbyshire County Council's safeguarding training offer for adults and children. Subcontracted Therapists must confirm that they are suitably trained and have the skills, expertise and qualifications., this must include training for Safeguarding Level 3 Children and Adults.

As a minimum staff will undertake a basic safeguarding 'Everyone's Responsibility Level 3' course at the beginning of their employment with SV2 which is then repeated every two years. In the interim year staff will undertake a Level 3 subject specific safeguarding training course such as FGM, Child Sexual Exploitation, Domestic Abuse, Vulnerable Adults, etc. As part of this policy, Subcontracted Therapists must complete refresher safeguarding training for adults and children every 2 years at their own expense.

All Managers at SV2, will undertake a Level Four Safeguarding for Managers (non-school) course post initial induction and some form of other safeguarding training at least every two years.

All staff will undertake SV2's Professional Curiosity Training which includes an explanation of the internal process for managing complex cases known as Team Around the Person (TAP).

Safeguarding training should form part of the personal development discussion of the annual appraisal process each April. Staff should liaise with their line manager before booking any training to ensure that staff cover is maintained at all times.

12. Managing Information

Information will be gathered, recorded and stored in accordance with the following policies: General Data Protection Regulations and Client Confidentiality Policies.

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in

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safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Head of Operations or CEO.

All staff must be aware that they cannot promise clients or their families/carers that they will keep 'secrets'.

13. Client Complaints

SV2 has a Client Complaint Policy which is accessible on SV2 website.

<https://www.sv2.org.uk/policies-and-procedures.php>

14. Communicating and Reviewing the Policy

SV2 will make clients aware of the Safeguarding Policy through the website

<https://www.sv2.org.uk/policies-and-procedures.php>

This policy will be reviewed by the Senior Management Team every two years and and/or when there are changes in legislation. **The overall designated Safeguarding lead for SV2 is the Chief Executive Officer.**

15. ACTION

If you have concerns about the welfare of a child or vulnerable adult, you can discuss this with your Line Manager or any available member of the SV2 Management Team if you are unsure of the options available, but:

Never delay action which is necessary for the immediate safety of an individual or staff. This may include requesting an emergency response by calling 999 or the mental health crisis team. If they are at risk of harm from another or, they themselves pose a risk to others, it may be appropriate to call the police on 999.

If you feel confident on the action required, you should contact the appropriate safeguarding team for the area in which the client lives. For Derbyshire these are:

	Children	Adults
Derbyshire (exc city) Residents	Starting Point Children 01629 533190	Call Derbyshire (Adults) 01629 533190
	Non urgent enquiries: Emails community.safety@derbyshire .gov.uk	
Derbyshire (exc city) Residents out of hours	Out of Hours Emergency Social Care / Call Derbyshire	01629 532600
Derby City Residents 9am – 5pm	First Contact team 01332 641172	Derby City Adults Health and Housing 01332 640777.
Derby City Residents 5pm – 9am	Careline 01332 956606	Careline 01332 956606

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Derby City MASH Professional Consultation Line Service available between Monday to Friday, 10:00am – 4:00pm The Professional Consultation Line is not a referral service.	Professional Consultation Line Service number is 07812300329	Professional Consultation Line Service number is 07812300329
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If the client is not resident in Derby or Derbyshire, contacts for the area in which they live can be found via local council websites, or directory enquiries.

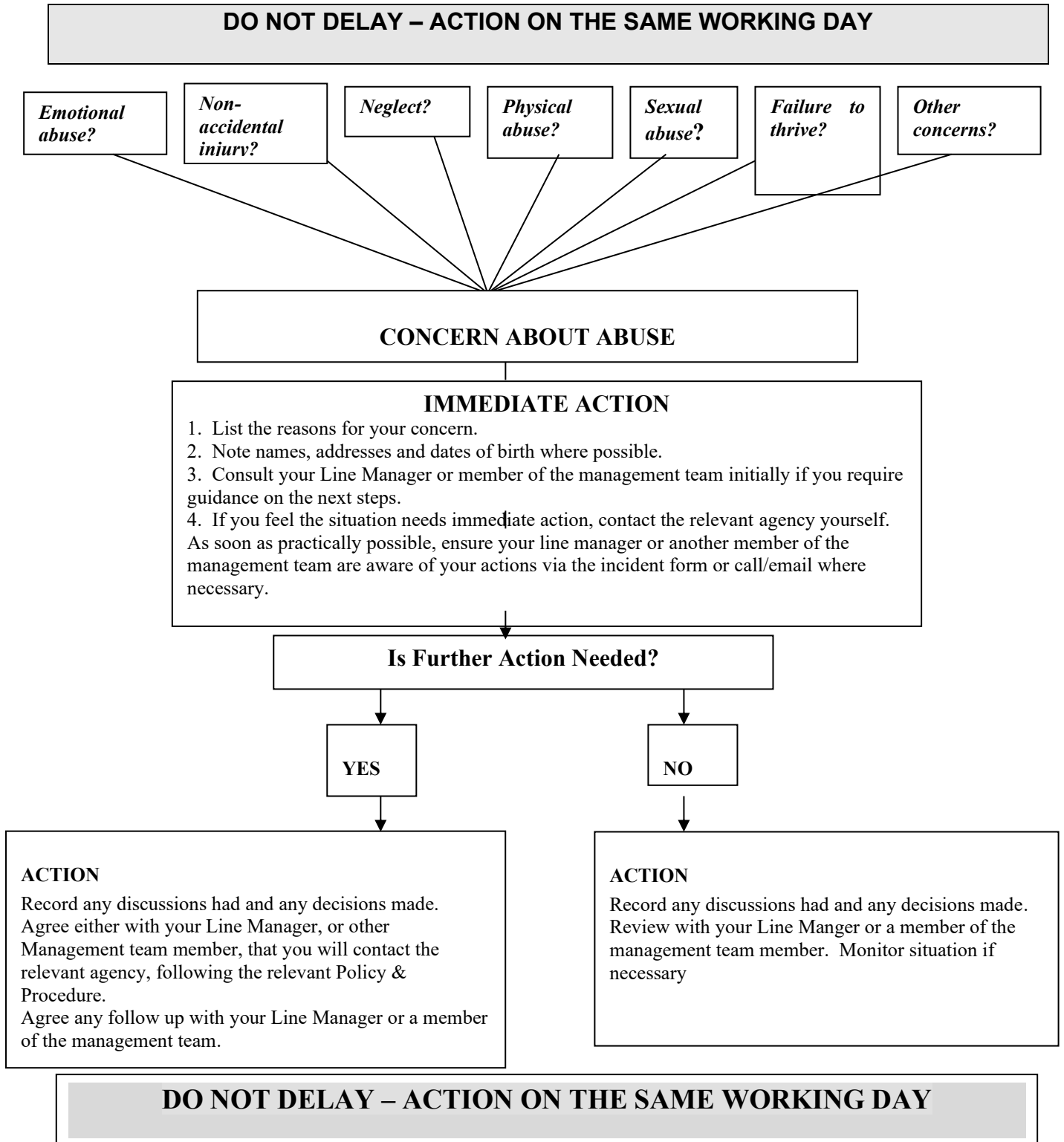
16. When taking Action/Making a Safeguarding Referral

- Always record the reasons for your concern in writing on an incident form. An incident form should be created for all safeguarding concerns and saved on the Shared Drive/Incident Management/Safeguarding Incidents. A copy should also be emailed to your line manager or an available member of the management team.
- If you are asked by the Safeguarding Team or agency to follow up your telephone referral with a referral form or email, please ensure that you do this as soon as possible.
- At the close of a discussion, always reach clear and explicit agreement about who will be taking what action and when and ensure this is recorded in your written record.
- Whether or not further action is taken, always record in writing:
 - any discussions about the individual’s welfare, and
 - any agreements about possible action
- Only incidents should be recorded on the incident form, any updates should be noted on DPMS. Always let your line manager know if you require further guidance or debrief. If you do not make a referral to the safeguarding teams set out in this document but you do contact another body to raise safeguarding concerns such as, a GP or Mental Health Team, then this should also be recorded on an incident form.
- Ensure that you follow up after any referral to check the information has been received and to ensure good communication across agencies and identify any further actions that may be required by SV2. This should also include professional curiosity/polite challenge where a multi-agency strategy meeting has been scheduled for a client you are supporting on a regular basis but where SV2 has not been invited to attend that meeting. Every effort should be made to prioritise attendance at such a meeting, and you should inform your line manager if you are unable to attend for any reason.

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- Details of the safeguarding incident and all actions taken **MUST** be recorded on DPMS as soon as practicably possible. Staff **MUST** inform their line manager if they feel unable to complete entries the same day and they are not going to be at work on the next day so arrangements can be made for DPMS to be updated.

See chart below.



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Appendix 1: PiPoT Letter Template

Dear XXXX

I am writing because I have become aware of concerns about a member of your staff/volunteer for your organisation which I feel meet the criteria for the Person in a Position of Trust Policy. This policy relates to those instances where a relevant agency is alerted to information that may affect the suitability of a professional, or volunteer to work with an adult(s) at risk, where such information has originated from activity outside their professional or volunteer role and place of work, and the issue does not meet safeguarding adult criteria. I am therefore making you aware to enable you to undertake your own investigations and take any steps required to manage any risks to adults with care and support needs, in accordance with the Derby and Derbyshire Policy for Managing Concerns for People in Positions of Trust (PiPoT) working with adults with Care and Support Needs.

The information I have received is as follows:

Insert here details of the Person, Position of Trust and details of the concerns

The Person in a Position of Trust is/is not aware of the concerns, and that this information is being shared.. (If the person is not aware please detail the reasons why it was not appropriate to discuss the referral with them-this would usually only be due to risks to others or specific risk to the person's own welfare).

Please could you confirm receipt of this letter

If you would like to discuss this letter, please don't hesitate to contact me.

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Appendix 2: PIPOT referral form Template

Derby & Derbyshire Safeguarding Adults Boards Managing allegations against People in Positions of Trust (PIPOT)

Referrer details:

Date of referral:	Click here to enter text
Name of person completing the referral:	Click here to enter text
Referrer position/role:	Click here to enter text
Referrer organisation/service:	Click here to enter text
Referrer contact details: <ul style="list-style-type: none"> • Telephone number • Email address 	Click here to enter text

Details of the person of concern:

Name:	Click here to enter text
Home Address:	Click here to enter text
Date of Birth:	Click here to enter text
Occupation / job title / role:	Click here to enter text
Details of where the person works/volunteers: <ul style="list-style-type: none"> • Name • Address of service 	Click here to enter text
Confirmation that the person is aware of the referral to PiPoT process (if they are not aware please confirm why):	Yes / No Comment: Click here to enter text
Contact Details of the Employer / Manager: <ul style="list-style-type: none"> • Name • Email address • Telephone number 	Click here to enter text
Reason why the referrer feels the PIPOT criteria is met specifically risks to adults at risk and reason for concern: (Please note any concerns about children should be referred to the Local Authority	Click here to enter text

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Designated Officer (LADO)	
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Please note this information should be gathered before contacting/discussing the referral with the relevant PIPOT leads.

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