

Safeguarding Children, Young People and Adults at Risk Policy

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1. Context

The Brain Tumour Charity is a registered charity that provides information and support to people affected by brain tumours and is a global funder of research into brain tumours. The registered office is located at Fleet 27, Rye Close, Fleet, Hampshire GU51 2UH. The charity registration numbers are 1150054 in England and Wales, and SC045081 in Scotland.

The Brain Tumour Charity is regulated by its Board of Trustees, the Association of Medical Research Charities (AMRC), and the Fundraising Regulator.

As of January 2025, there are 116 members of staff and 443 volunteers registered on Volunteer.

2. Statements and Aims

Policy Statement

We recognise that the welfare of all children, young people and adults at risk is paramount and that *all* have equal rights of protection. We have a duty of care to our community, and we will do everything we can to provide a safe and caring environment whilst they engage in Charity activities.

Our Safeguarding Policy is approved by our Safeguarding Lead, SLT and lead trustee for safeguarding and will be reviewed and updated annually. We will publish and promote this policy to all staff and volunteers through induction, training and supervision and externally on our website, and will share with relevant organisations as required.

Policy Aim

The Brain Tumour Charity aims at all times to attain best safeguarding practice throughout all our activities with our community. We endeavour to provide a safe environment for all and will achieve this by adhering strictly to this policy, guidance and risk assessments. The Charity also holds current Public Liability Insurance, which covers all of our activities.

The purpose of this policy is:

- To protect children, young people and adults at risk who are in contact with The Brain Tumour Charity. This includes the children of adults who are in contact with The Brain Tumour Charity.
- To provide staff and volunteers, as well as children, young people and their families and adults at risk, with the overarching principles that guide our approach to safeguarding.

This policy applies to all staff, contractors, the board of trustees and volunteers.

Definitions

Definition of safeguarding

Safeguarding means taking all reasonable steps to prevent harm, particularly abuse, exploitation and harassment from occurring; to protect people, especially children, young people and adults at risk, from that harm; and to respond appropriately when harm does occur.

Definition of a child/young person

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child “means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier” (Article 1, Convention on the Rights of the Child, 1989).

For the purpose of this policy, the term children and young people is used to refer to those aged under 18. The term 'children' is used to refer to younger children who do not have the maturity and understanding to make decisions for themselves. The term 'young people' is used to refer to older, more experienced children who typically have a greater ability to make decisions for themselves.

Definition of an adult at risk

The **Care Act 2014** defines an adult at risk as a person over the age of 18 years and is:

- 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 himself or herself against the abuse or neglect or the risk of it.

The Brain Tumour Charity recognises that:

- All organisations working with children, young people, adults at risk, parents, carers and/or families have responsibilities for safeguarding.
- All people, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some children, young people and adults are additionally vulnerable because of their care or support needs or because of past experiences.
- Working in partnership with children, young people, adults at risk, their carers or families, communities and local agencies is essential in promoting their welfare.

To undertake our safeguarding responsibilities, we:

- Have a Senior Leadership Team and Trustees who are committed to safeguarding
- Are clear about peoples' responsibilities and accountability
- Have a culture of valuing, listening to and respecting children, young people and adults at risk
- Adopt child protection and safeguarding best practice throughout all of our policies and procedures and ensure that these are regularly reviewed and available for our community to view
- Make sure all staff and volunteers have mandatory induction and further safeguarding training, supervision, reviews and support where required
- Undertake safer recruitment practices for all staff and volunteers working with children, young people and adults at risk
- Have procedures for dealing with allegations against, and concerns about any staff and/or volunteers
- Have processes to ensure that we take steps to safeguard children, young people and adults at risk online
- Record, store and use information professionally and securely, in line with data protection legislation and guidance.
- Ensure that we provide a safe physical environment for our children, young people, adults at risk, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- Use our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, adults at risk, parents, families and carers appropriately.
 - Build a safeguarding culture where staff and volunteers, children, young people, adults at risk and their families are comfortable sharing concerns.

3. Safeguarding Team

Our Safeguarding Team is made up of a lead and several deputies.

Our Safeguarding Lead is:

- Jen Boilestad – (Support Manager - Specialist Services and Safeguarding)

Our Safeguarding Deputies are:

- Clare Jackson (Frontline Support Manager – (Children and Families and Young Adults)
- Beth Ryall (Digital Support Manager)
- Anita Harries (Senior Support Officer – Adults)
- Shannon Winslade (Head of Services)
- Rachel Roberts (Involvement Manager)
- Issie Prior (Support Officer - Adults)

Safeguarding Team Contact Details:

- Email: safeguardingteam@thebraintumourcharity.org
- Tel: 01252 237808

Out of Hours Safeguarding Contacts

- Simon Newman – (Director of Research) *Interim*
- Michele Afif – (CEO)
- Jen Boilestad (Support Manager – Specialist Services and Safeguarding)

The Safeguarding Lead's role is to oversee and ensure that our safeguarding policy, which includes Online Safety, is fully implemented and that we attain SAFEcic standards.

The Safeguarding Team's responsibilities are:

- Monitoring and recording concerns
- Making referrals to social care, or police, as relevant, without delay
- Liaison with other agencies as necessary

As per the complaints policy, if a complaint or allegation is made against the Safeguarding Lead or Deputies, an independent member of the Charity staff team will be responsible for handling this.

Line of Accountability for Safeguarding

The responsibility for safeguarding at board or committee level is shared between members. Safeguarding is on the organisation's risk register, and the organisation complies with the PREVENT Duty.

A member of our Board of Trustees has been appointed to take strategic responsibility for the organisation's safeguarding arrangements. This person is unconnected to the Safeguarding Lead or Safeguarding Deputies and we ensure they have up to date and relevant training, with the ability to develop knowledge, skills and expertise in safeguarding.

Trustee Lead for Safeguarding

Name: Anna Jarvis

Job role: Trustee and Support & Information Committee Member

Charity Policies

This safeguarding policy is one of The Brain Tumour Charity's many policies, which underpin the ways in which we work. Other policies which are particularly relevant to our safeguarding responsibilities include:

- Data Protection
- Privacy
- Whistleblowing
- Bullying and Harassment
- Vulnerable Persons (Fundraising)

- Complaints
- Lone Working
- EDI
- DBS

Please see Appendix 1 for links to some of these policies.

4. Safer Recruitment

Recruitment

Our organisation is committed to safe recruitment in line with the relevant legislation and guidance from government for recruiting all staff and volunteers. We do this by:

- Assigning all posts detailed role descriptions
- Always taking up two written references, one from the most recent employer or education establishment
- Interviewing all staff candidates at least once face-to-face. All volunteer candidates are interviewed online via webcam.
- Ensuring at least one person involved in every interview process will have undertaken Safer Recruitment training
- Having sound procedures and recording for interviewing to ensure we are satisfied, and can evidence that the applicant is appropriate and suitable

Any appointment will only be confirmed subject to:

- A satisfactory ID and criminal records check (via DBS) at the appropriate level, if required as outlined in the DBS Policy.
- A follow up of written references by telephone if required
- Confirmation of the Right to Work in the UK for employed personnel
- Fitness to work as relevant

Induction and Training

We have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff and relevant volunteers will receive safeguarding training as part of their induction and sign to record they have:

- Received and understood this policy
- Been given any relevant resources
- Understood the commitment to safeguarding training

When needed, staff and volunteers will receive further safeguarding training, at the appropriate level, as soon as possible. We also agree a probationary period of 6 months with clear goals and then provide performance reviews every 6 months, with each staff member's line manager.

5. Working Practices

Lone Working

We will avoid lone or one to one working with children and or adults-at-risk at all times: to protect both individuals.

Where deemed necessary an individual risk assessment is completed for a member of staff who will be undertaking a specific lone working activity.

Home Visits

Home visits will be avoided, but may be permitted when necessary, E.g. In the filming of a case study video

Each home visit will be carefully planned and recorded and include:

- Who is being visited
- The purpose of the visit
- The address of the visit
- Who will carry out the visit
- The time expected to carry out the visit
- Who will also be present during the visit (members of staff or volunteers, and others)

Any safeguarding concerns raised and any untoward incidences, such as no access or a child being at home alone, should be followed up, recorded and managed in line with this safeguarding policy.

6. Recognising Risk and Abuse

What is Abuse?

Abuse is a selfish act of oppression and injustice, exploitation and 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.

The following are categories of abuse or risk that may be experienced by children, young people or adults. However, it is important to note that abuse can take on many different forms and is not solely limited to the types below.

- Abuse related to faith or belief
- Alcohol and Substance misuse
- Breast Ironing
- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and up-skirting
- Concealed pregnancy
- Criminal exploitation
- Discrimination
- Domestic abuse, including "honour" based abuse
- Emotional abuse
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage
- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding

- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional abuse
- Psychological abuse
- Physical abuse
- Radicalisation
- Self-neglect
- Sexual abuse
- Suicide
- Trafficking

Further information about the different types of abuse and how to recognise the signs in children and young people can be found on the **NSPCC's website**.

Responding to Concerns

The processes outlined below detail the stages involved in Charity staff or volunteers raising and reporting safeguarding concerns about children, young people and adults at risk. It is important to note that staff or volunteers may become aware of safeguarding concerns through a number of channels. An individual may directly disclose that they or someone they know are being abused or neglected, or a staff member or volunteer may directly observe something concerning. Concerns can also be communicated through other ways including but not limited to, in writing via email, post, an online form or a social media group. Irrespective of how the concern is communicated, it is important to ensure that the correct actions are taken when responding to a concern about an individual at risk.

Should you become aware of a safeguarding concern:

1. **Refer all concerns to the Safeguarding Team**, in the first instance, who will discuss next steps and if the case needs to be referred on to the police or Social Services.
2. **In an emergency situation**, where a child, young person or adult at risk is in immediate danger, or where a criminal act has been witnessed, **call 999** and then **report the concern to the Safeguarding Team immediately afterwards**.

During office hours (Monday – Friday, 9am – 5pm,) all safeguarding concerns should be reported to the Safeguarding Team either by completing the Safeguarding Referral Form on Salesforce (internal use) or by emailing **safeguardingteam@thebraintumourcharity.org** (externally,) or by calling the Safeguarding Team on 01252 237808.

Always ensure you take appropriate action to ensure your own safety (if required) and in an emergency dial 999.

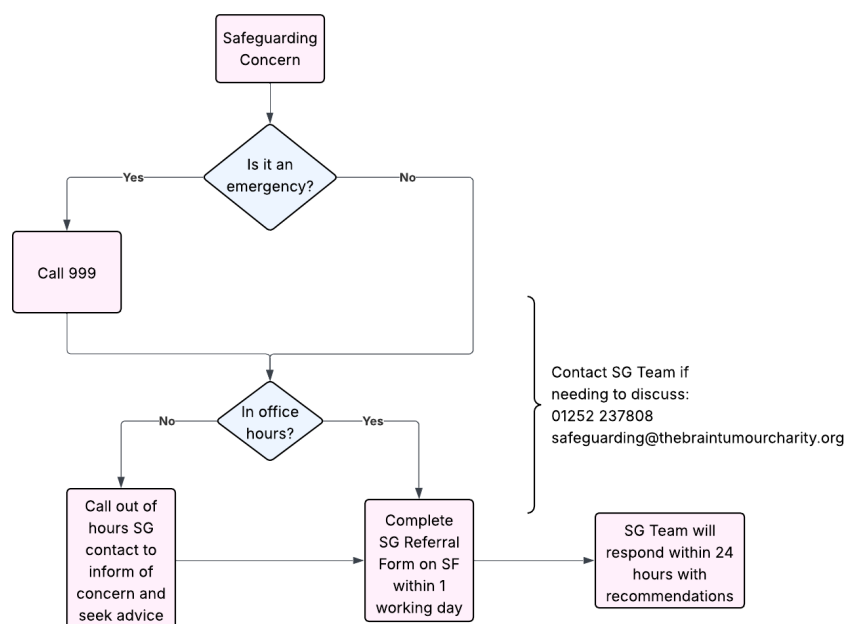
Out of Hours Safeguarding Contacts

Outside of normal working hours, the **CEO, Safeguarding Lead** or the **Director of Research (interim)** are the nominated safeguarding contacts for the Charity. Charity staff should contact the Out of Hours Safeguarding Contacts ahead of any out of hours events or activities, to agree who their named safeguarding contact will be for that specific event and to ensure that the out of hours contact is on standby.

If the concerns are identified outside of normal working hours and the Out of hours Safeguarding Contacts are unavailable, decide whether there is an immediate risk to the child, young person or adult at risk. In an emergency, where an individual is in immediate danger, or where a criminal act has been witnessed, call 999 or the relevant Social Services Department. This will usually be via the main

switchboard number of the local authority. Inform the Safeguarding Lead and your line manager of your concerns and actions as soon as practical.

Safeguarding Referral Process



International Safeguarding Concerns

The Brain Tumour Charity is recognised as the leading brain tumour charity in the world and as such individuals and families from overseas frequently contact for information or support about their own, or a loved one's diagnosis. Occasionally through the course of this casework, safeguarding concerns arise. Where a concern is raised about a child, young person or adult at risk, exactly the same process of reporting should be followed as detailed above.

The Safeguarding Team will review the concerns and decide on the most appropriate course of action. Where there is a significant level of risk, the Safeguarding Team may make a referral to local services (such as the police or the Social Services equivalent in that country).

If the Safeguarding team is concerned that referring onto local services may heighten the level of risk to the individual or family (because of cultural, political or religious reasons) or no appropriate local services are identified, they will seek advice from organisations with more specialist knowledge about the country in question. If deemed appropriate this may be the Embassy or an organisation which offers Inter-Country Social Work Services.

Allegations About Staff or Volunteers

Where safeguarding concerns are reported about a staff member of The Brain Tumour Charity, they should always be passed to the CEO. If the CEO is not available, then the Director of People and Culture or a senior manager should be contacted.

The CEO will liaise with a member of the Safeguarding Team. Together, they will coordinate decisions and any actions to be taken, including any referral to children's social care services, police and/or The Charity Commission.

Record Keeping

At all times when required, and especially where there is a safeguarding concern, we are committed to keeping records, which are:

- Recorded in a safeguarding case, within Salesforce, which are only visible to the Safeguarding Team
- Recorded with sufficient details of child, young person or adult at risk to identify the individual who is the subject of concern and any significant others
- Accurate and factual/based on fact, as a true record of:
 - what has been monitored/observed
 - what has been said and by whom
 - what has given cause for concern
 - what action has and/or will be taken including the reason for those actions
 - the reason stated for no action being taken and by whom
- Non-judgmental
- Timely, within 24 hours
- Time and date stamped, with the Lead and Deputy for the case recorded
- Shared as appropriate by the Lead or Deputies for Safeguarding
 - Stored safely and securely by the Lead or Deputies for Safeguarding

7. Online Safety

Why do we Need to Include Online Safety?

Modern digital technology has made access to information and communication increasingly easy for everyone. Government guidance is clear, that as an organisation working with children, young people and adults at risk, we have a responsibility to help keep our community safe online, whether they are using The Brain Tumour Charity's devices or accessing our Charity services and information online from their own devices.

What are the Risks?

There are many potential risks including:

- Accessing age inappropriate or illegal websites.
- Receiving unwanted or upsetting text, social media messages, e-mails or images.
 - Being "groomed" by an adult with a view to meeting the child, young person or adult at risk for their own illegal purposes including sex, drugs, or crime.
 - Sharing images or videos of nudes or semi nudes
- Viewing or receiving socially unacceptable material such as inciting hatred or violence
- Sending bullying messages or posting malicious details about others.
- Ignoring copyright law by downloading e.g. music, video or even homework cheat material.
 - Overspending on shopping or gambling sites
 - Being at risk of identity fraud, financial abuse or other scams
- "Sexting" sharing sexual images which risk breaching laws on child pornography and may be shared or uploaded to the internet without the sender's knowledge or consent
- Inappropriate relationships or prostitution

What are some of the potential signs of online abuse?

A child, young person or adult who is experiencing abuse online may:

- Become more secretive about where they are going to or who they are meeting
- Not let you see what they are accessing online
- Use a webcam in a closed area, away from other people
- Access the internet via computer or mobile for long periods of time, including during the night
- Clear the computer history every time they use it
- Receive unexpected money or gifts from people you don't know
- Not appear to have the money they should have

Social Media

The **Online Safety Act 2023** and associated government guidance - **A Guide to the Online Safety Bill** - now makes social media companies more responsible for their users' safety on their platforms. This means children and adults will be better protected online by making social media platforms:

- Remove illegal content quickly or prevent it from appearing in the first place. This includes removing content promoting self-harm
- Prevent children from accessing harmful and age-inappropriate content
- Enforce age limits and age-checking measures
- Ensure the risks and dangers posed to children on the largest social media platforms are more transparent, including by publishing risk assessments
- Provide parents and children with clear and accessible ways to report problems online when they do arise

We will seek to keep children and young people safe by:

- Paying due regard to concerns regarding online safety. The Safeguarding Lead will oversee the Charity's approach to online safety along with the Safeguarding Team. We will respond to concerns about online abuse in line with Charity's Safeguarding policy and procedure.
- Providing clear and specific directions to staff and volunteers on how to behave online including Sections 12 (Use of Company IT Hardware, Software or Other Equipment) and 13 (Social Networking Policy) of the Employee Handbook.
- Supporting and encouraging our community who use our online support groups to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others. We will do this by regularly posting content about how they can keep themselves safe online; and in the Instagram Teen Groups go further by demonstrating practical solutions (such as how to deal with online bullying) and empowering statements aimed to try and build a young person's self-confidence.
- All group members are sent a Code of Conduct upon joining the groups and we gain parent/guardian consent before engaging with any teens.
- Supporting and encouraging parents and carers to do what they can to keep their children safe online. We post content in our Parents Facebook group about online safety for children and young people and we direct parents to information about keeping their children safe online when a child signs up for our Instagram account.
- Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate.
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given.
- Providing training and support for staff and volunteers about online safety.
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

What to do if I am concerned?

- Refer all concerns to the Safeguarding Team in the first instance, who will discuss next steps and if needed will make referrals to relevant services. e.g. Police or Social Services. Other concerns may be referred onto the Child Exploitation and Online Protection Centre or the Internet Watch Foundation as appropriate. Please use the following flowchart as a guide to correct referral.
- If you have concerns that someone is in immediate danger, always dial 999.

Further reading:

- The National Crime Agency's CEOP have many resources about keeping children and young people safe on the internet.

<https://www.ceopeducation.co.uk/professionals/resources>

- NSPCC website

<https://www.nspcc.org.uk/keeping-children-safe/online-safety>

8. Photography and Filming

We understand that it is vital that both still and moving images of children, young people and adults at risk, are used, shared, stored and/or distributed appropriately, and in accordance with the Data Protection Act 2018.

We meet both legal and safeguarding requirements by:

- Following a strict photo consent process for all images, which is auto-renewed every 2 years. This includes seeking consent from parents when the images are of their children.
- Publishing only necessary identifying details alongside individual's photos online and in any press articles
- Taking photographs openly and away from sensitive areas (changing rooms, toilets, etc.)
- Being mindful of the suitability of clothing e.g. not using images of people in swimsuits, etc.
- Ensuring secure storage of all images
- Archiving and deleting unused and old images

The above points apply to all still and moving images, however they are created (mobile phone, still camera, video camera, etc).

9. Charity Led Events

We are committed to ensuring that all events that are organised and delivered by The Brain Tumour Charity, are done so with the safety of staff, volunteers and participants being prioritised at all times. We do this by:

- Ensuring that those who run activities have the expertise, knowledge and skills to do so properly
- Completing a risk assessment which involves identifying risks and the means of reducing or eliminating those risks for all activities or events
- Risk assessing any changes being made to activities or events involving children, young people and adults at risk
- Having a written **Crisis Management Plan** in place for each event, which includes detailing the core incident team for each event and emergency contact numbers and procedures
- Implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis
- Having a medical emergency action plan for all events, detailing first aid responsibilities and processes
 - Having a lost child process in place for all major events and ensuring a designated person is responsible for managing any incidents that occur.

10. Policy Review Date

The Safeguarding Lead, in consultation with the CEO and Lead Trustee, will be responsible for reviewing and updating this policy on an annual basis and ensuring that all staff and volunteers, or anyone working on behalf of The Brain Tumour Charity, are familiar with its contents.

Policy reviewed and updated: January 2025

Signed by:

- Safeguarding Lead: Jen Boilestad
- Trustee Lead for Safeguarding: Anna Jarvis
- CEO: Michele Afif

Next review due: January 2026

Appendix 1: Related Policies

This is not a comprehensive list of all Charity policies, but a list of the wider Charity policies that relate to Safeguarding activities and are in regular use by the Safeguarding Team.

Data Protection and Privacy

We will treat any personal information by which an individual can be identified, for example, name, address, and email, in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the UK General Data Protection Regulation (UK GDPR) and will not share information with any third party, except where required by law.

Our policy is in line with government guidance about privacy, confidentiality and information sharing and these details will be made available to all staff and volunteers, as well as our wider community via our website. We fully endorse the principle of the welfare of children, young people and adults at risk, overriding any obligations of confidence we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a “need to know” basis.

Our Privacy Policy can be found here: **Privacy Policy**

Complaints

The Brain Tumour Charity is committed to providing a high quality service across all areas of The Charity and working in an open and accountable way. By listening and responding to feedback, we can continue to improve our services and our fundraising practices. If something goes wrong, we encourage our community to tell us about it, so we can respond in a positive way and put things right to ensure that they do not happen in the future.

Our Complaints Policy can be found here: **Complaints Policy**

Vulnerable Persons (Fundraising)

We recognise that some of the people we engage with through our fundraising activities will not always have the capacity to fully understand the nature of the donation they are choosing to make to The Brain Tumour Charity, or the consequences of making that donation. The Brain Tumour Charity provides guidance to staff to assess whether an individual is able to appropriately make a donation.

Our Vulnerable Person Policy can be found here: **Vulnerable Person Policy**

Internal Policies

Whistleblowing

Whistleblowing is when someone raises a concern externally about a person or practice within the organisation, which will affect others in an illegal and or harmful way.

Our organisation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Safeguarding Team.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to the Local Authority Designated Office (LADO,) (England and Wales only) social care services, the police, and /or the relevant Regulatory Authority e.g. Charity Commission. They can also contact the NSPCC dedicated helplines and the charity Protect for advice and support

Bullying and Harassment

The Brain Tumour Charity is committed to providing a work environment and organisational culture where the rights and dignity of every individual are respected and valued. All team members and volunteers are expected to treat each other with respect.

It is The Charity's policy that all people whether staff or volunteers have the right to participate in The Charity's activities free from harassment of any kind.

Lone Working

The Brain Tumour Charity recognises that some staff are required to work away from the office, by themselves without close or direct supervision. Where lone working is necessary, The Charity will take all reasonable steps to ensure the health and safety of staff working alone.

Equality, Diversity and Inclusion

The Brain Tumour Charity is committed to encouraging equality, diversity and inclusion (EDI) among our workforce, and eliminating discrimination. The aim is for our workforce to be truly representative of all sections of society and our stakeholders, and for each staff member and volunteer to feel valued and able to give their best.

DBS

In accordance with our Safer Recruitment standards, we carry out DBS Checks for any staff or volunteers who will be undertaking regulated activities as part of their role with The Charity.