

## **Someone Cares UK Safeguarding Policy**

POLICY NAME	Safeguarding Policy
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## 1. Organisation Details

Organisation name:	Someone Cares UK
Organisation registered address:	17 Port Talbot Close Liverpool Merseyside L19 2HS
General email address:	info@someonecares.co.uk
Safeguarding email address:	safeguarding@someonecares.co.uk
Designated Safeguarding Officer (DSO):	Claudine Roberts
DSO contact details:	claudineroberts@someonecares.co.uk
Safeguarding Coordinator:	Jenni Calcraft
Safeguarding Coordinator contact details:	07983 487024 jennicalcraft@someonecares.co.uk
Safeguarding Deputy:	Joel Le Poidevin
Safeguarding Deputy contact details:	joellepoidevin@someonecares.co.uk
Charity Number:	1212848
Insurance Company:	Ansvar

Someone Cares UK is a project with a heart to bring hope into hospitals. We do this by linking local churches to their local hospital chaplaincy services to help provide emotional, practical, and spiritual support to patients, their families and the wider hospital community. As our volunteers become hospital volunteers, they will be operating under the safeguarding policies and procedures implemented by the local hospital. The safeguarding efforts of Someone Cares UK are therefore to ensure the safety and protection of those involved in Someone Cares projects and to promote a safe culture within the organisation.

## 2. Our Commitment to safeguarding

As the Someone Cares UK leadership we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

## 3. Our Safeguarding Standards

The Someone Cares UK Safeguarding Policy, Partnership Agreement on Safeguarding and any attached practice guidelines are based on the ten [Safe and Secure safeguarding standards](#) published by thirtyone:eight. These are:

- Governance
- Culture
- Safeguarding policy
- Safer recruitment
- Training and awareness
- Working safely
- Managing workers
- Partnership working
- Responding to concerns
- Working with those who may pose a risk

Our leadership undertakes to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Regularly review the Safeguarding Policy, Partnership Agreement on Safeguarding and operational guidelines attached to these.
- Present annual safeguarding reports to the board and report serious incidents to the relevant regulator.

- Support the local Project Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- Agrees not to allow the Safeguarding Policy, Partnership Agreement on Safeguarding and relating documents to be copied by other organisations.

## **4. Safeguarding statement**

### **PROTECTION OF CHILDREN AND ADULTS POLICY STATEMENT**

Name of organisation: Someone Cares UK

The following statement was agreed by the Trustees of Someone Cares UK on: 15th September 2025

- Someone Cares UK is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent harm or abuse to children and adults with care and support needs in all their recognised forms.
- We recognise the personal dignity and rights of adults and children and will ensure all our policies and procedures will reflect this.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and adults with care and support needs.
- We believe every child and adult should be valued, safe and happy. We want to make sure that all those we have contact with know this and are empowered to tell us if they are experiencing significant harm.

#### **We are committed to:**

- Following statutory guidelines in relation to safeguarding children and adults and will ensure that as an organisation all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of all relevant national legislation relating to Safeguarding.
- Supporting, resourcing and training those who undertake this work
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this organisation.
- Supporting all in the organisation affected by abuse.

## **We recognise:**

- Children's Social Services has the lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

## **5. Understanding Abuse & Neglect**

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult. In order to safeguard those in churches and projects we partner with, we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

- *States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
- *Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also, for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

*No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

## 6. Responding to Allegations of Abuse

Please note:

This section is in relation to documenting a concern linked to or in relation to **Someone Cares UK**.

As per the Someone Cares Safeguarding Partnership Agreement, for concerns linked to or occurring within the **healthcare trust / setting**, the worker or volunteer should follow the **healthcare trust / setting** Safeguarding Policy.

For concerns linked to or occurring within the **partner church Someone Cares project**, the worker or volunteer should follow the **partner church** Safeguarding Policy.

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. For concerns linked to or in relation to Someone Cares UK, follow procedures as below:

The worker or volunteer should make a report of the concern to Someone Cares UK safeguarding coordinator to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the safeguarding coordinator or, if the suspicions in any way involve the safeguarding coordinator, then the report should be made to the deputy safeguarding coordinator.

In the absence of both the safeguarding coordinator and the deputy safeguarding coordinator or, if the suspicions in any way involve both the safeguarding coordinator and the deputy safeguarding coordinator, then the report should be made to the designated safeguarding officer on the Board.

If the suspicions implicate the safeguarding coordinator, the deputy and the designated safeguarding officer then advice can be sought from:

thirtyone:eight, PO Box 133, Swanley, Kent, BR8 7UQ  
Tel: 0303 003 1111

Alternatively contact Social Services or the police.

The safeguarding coordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

The safeguarding coordinator may need to inform others depending on the circumstances and/or nature of the concern:

- The Board's Designated Safeguarding Officer responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
- Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.

Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

Whilst allegations or suspicions of abuse will normally be reported to the safeguarding coordinator, the absence of the safeguarding coordinator or deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight. This may be the case when the individual with the concern feels that the safeguarding coordinator / deputy has not responded appropriately, or where they have a disagreement with the safeguarding coordinator(s) as to the appropriateness of a referral.

The role of the safeguarding coordinator / deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

#### **a. Detailed procedures where there is a concern about a child**

##### Allegations of physical injury, neglect or emotional abuse

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the safeguarding coordinator / deputy will:

- Contact Children's Social Services (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g., poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent / carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services directly for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

## Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team directly. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

### **b. Detailed procedures where there is a concern that an adult is in need of protection**

Suspicions or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, the safeguarding coordinator / deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, the Safeguarding Co-ordinator will:

- Identify support services for the victim i.e., counselling or other pastoral support
- Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

### **c. Allegations of abuse against a person who works with children/young people**

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the safeguarding coordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a barring referral to the appropriate body for the region (DBS for England/Wales, Disclosure Scotland for Scotland and AccessNI for Northern Ireland) for consideration of the person being placed on the barred list for



working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

#### **d. Allegations of abuse against a person who works with adults with care and support needs**

The Safeguarding Co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a barring referral to the appropriate body for the region (DBS for England/Wales, Disclosure Scotland for Scotland and AccessNI for Northern Ireland) following the advice of Adult Social Services. The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the organisation.

## **7. Safer Recruitment**

Someone Cares UK will recruit staff and volunteers in accordance with this Safeguarding Policy plus government guidance on Safer Recruitment. This process will include the following:

- There is a written job description / person specification for the position made available
- Those applying have completed an application form and a self-declaration form
- Those shortlisted have been interviewed (formal or informal)
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A criminal record check has been completed if required (complying with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided and implemented for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the Someone Cares UK safeguarding policy and knows how to report concerns.

## **8. Safeguarding Training**

Someone Cares UK will provide on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone.

Children and adults with care and support needs will be provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

## **9. Pastoral Care**

### Supporting those affected by abuse

Someone Cares UK is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the organisation.

### Working with offenders and those who may pose a risk

When someone attending Someone Cares UK is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; Someone Cares UK will supervise the individual concerned and offer pastoral care, but in its safeguarding will commit to the protection of children and adults with care and support needs, and will set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

## **10. Partnership Working**

Each local Someone Cares project requires partnership working between:

- The local church running the project
- The healthcare trust / setting that the project serves
- The hospital chaplaincy team within the healthcare trust
- The Someone Cares UK organisation

Someone Cares UK recognises that the partner organisations will have their own safeguarding policies, which may vary from that of Someone Cares. However, we require partner organisations to agree with and meet the requirements listed in our Someone Cares Partnership Agreement for Safeguarding. Failure to do so may result in Someone Cares UK choosing not to partner, or no longer partnering, with the organisation involved.

Someone Cares UK has clear guidelines in regards to our expectations of those with whom we work in partnership. We will communicate and make available with all partners our safeguarding expectations and will have a clear Partnership Agreement for Safeguarding.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. The Partnership Agreement for Safeguarding is just one means of promoting safeguarding.

#### A note on criminal record checks

Each local Someone Cares Project Lead role may require having direct contact with adults with care and support needs, young people and children as project volunteers. **The church running the local project is therefore advised to request a criminal record check for the individual undertaking the Project Lead role**, to respond appropriately according to their own safeguarding policy and to communicate assurances to Someone Cares UK regarding the suitability of the individual carrying out the Project Lead role. This also applies to any other volunteers who may have direct contact with adults with care and support needs, young people and children as part of their role within the partner church setting. The criminal record check should be obtained through the appropriate body for the region - DBS for England/Wales, Disclosure Scotland for Scotland and AccessNI for Northern Ireland.

Someone Cares local project volunteers, operating as hospital volunteers to provide pastoral visiting, will be governed and managed by the healthcare trust at which they are registered volunteers. Someone Cares UK and the church running the local Someone Cares project are not eligible to request a criminal record check for those who are meeting adults with care and support needs, young people and children within the undertaking of their hospital volunteer roles, as this will be undertaken by the healthcare trust. Someone Cares UK will however require assurances from the project lead regarding the suitability of hospital volunteers to the role, including assurances that hospital safeguarding policy has been followed during the volunteer recruitment process.

### **We will review this statement and our policy annually**

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding coordinators for this organisation. Contact details are provided at the beginning of this policy document.

Safeguarding Coordinator: Jenni Calcraft

Deputy Safeguarding Coordinator: Joel Le Poidevin

For safeguarding concerns relating to the safeguarding coordinator or the deputy safeguarding coordinator, please contact:

Designated Safeguarding Officer: Claudine Roberts (Trustee)

Safeguarding Organisation for advice: thirtyone:eight - telephone: 0303 003 1111