



CREW Heart Support Group (HSG)

Safeguarding Policy and Guidance

(CREW Heart Support Group (HSG))
(October 2023)



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Contents

CREW HSG's Safeguarding Policy	p3
1. Policy statement	
2. Aims/purpose of the policy	
3. What is safeguarding?	
4. Why we need this policy and guidance	
5. Who is responsible?	
6. What will CREW HSG do?	
CREW HSG's Safeguarding Guidance	
• Section A Specific guidance for participants	p5
• Section B Specific guidance for walk leaders/event organisers	p6
• Section C Specific guidance for Trustees	p9
CREW HSG's Safeguarding Toolkit	
1. Useful contacts	p10
2. Questions to consider when referring concerns about abuse	p12
3. Safeguarding incident report form	p13

Updates and revisions

CREW HSG 's policy, procedures and guidelines will be reviewed on a regular basis. They are subject to change at any time, based on updated legislation and feedback regarding best practice.

Policy approved by: The Board of Trustees

Date policy approved: 18 October 2023

Next review date: 17 October 2024



CREW Heart Support Group (HSG) Safeguarding Policy and guidance

1. Policy statement

CREW HSG (Registered CIO no: 2261963) provides weekly walking groups for all abilities with qualified walk leaders for its own members and to the public. It also offers a summer social evening and annual lunch for members, their families, and friends.

NB CREW promotes local exercise classes which are run by fully qualified, self-employed British Association for Cardiac Rehabilitation (BACR) or Cardiac Phase 4 rehab instructors. These sessions are completely independent of CREW and the instructors have their own policies and procedures.

CREW HSG's activities sometimes include adults who are considered vulnerable to harm¹ including adults at risk².

We welcome vulnerable adults on all activities that are suitable for them as individuals. We are not able to provide specialist care and support for people who have special needs or who are unable to care independently for themselves, or to take special responsibility for looking after children and young people under the age of 18.

We are also committed to supporting fully our walk leaders and event organisers in their work to deliver our charitable aims and strategic objectives, including protecting them from potential liabilities and false suspicions and allegations of abuse.

2. Aims/purpose of the policy

This policy aims to help everyone involved in CREW HSG

- Have an overview of adult safeguarding
- Be clear about their responsibility to safeguard adults
- Know what to do if they have a concern about the wellbeing or welfare of any adult at risk who comes into contact with our charity.

3. What is safeguarding?

Safeguarding means making sure your group is run in a way that actively prevents harm, harassment, bullying, abuse and neglect. This includes:

- Keeping people safe whilst they are taking part in your activities; and
- Knowing how to recognise when someone in your group is affected by abuse or neglect, wherever it is happening, and knowing how to respond appropriately so you can help them speak up and take action.

<https://www.resourcecentre.org.uk/information/safeguarding/#policies>

¹ A vulnerable adult (cf Ramblers safeguarding statement) is someone of 18 years or older who is unable to care independently for themselves. This might include people who:

- have a physical disability, illness or injury, or have become severely frail, through old age
- are experiencing mental health issues including dementia, or have learning disabilities
- are in need of community care
- are unable to protect themselves from harm, through domestic violence or substance addiction.

² According to the Care Act 2014, an adult at risk is an individual aged 18 or over who:

- 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 either the risk of, or the experience of abuse or neglect



4. Why we need this policy and guidance

We have a duty of care to ensure the well-being of everyone who participates in CREW HSG 's activities and to minimise the risk of harm, and a moral duty as well as a legal and an insurance obligation to safeguard those who are particularly vulnerable including adults at risk. Our partner organisations (British Heart Foundation) require us to demonstrate that we have appropriate policies and procedures in place. And it is vital we support fully our walk leaders and staff, including protecting them from potential liabilities and false suspicions and allegations of abuse.

5. Who is responsible?

Every organisation that delivers charitable activities has a duty to safeguard volunteers, members, and donors. According to the National Council for Voluntary Organisations, the Charity Commission expects every charity to make safeguarding a priority.

Everyone helping CREW HSG run its activities is responsible for providing participants including vulnerable adults and adults at risk with appropriate safety and protection. This includes:

- Trustees, who are expected to ensure CREW HSG complies with the law and that CREW HSG's policies and objectives are implemented as effectively as possible.
- Walk leaders and event organisers who have an enhanced duty of care towards participants, and sometimes need to make judgements that take into account the safety and enjoyment of everyone involved in an activity. They have a right to refuse a participant if in the leader's/organiser's opinion this would result in danger to the individual or danger or major disruption to the rest of the group. We will strive to make such judgements on a fair and practical basis and without prejudice/without making stereotypical or unwarranted assumptions.

6. What will CREW HSG do?

CREW HSG will take all reasonable measures to protect the welfare of participants including vulnerable adults and adults at risk involved with CREW HSG 's activities and minimise their risk of harm by:

- 1 Having appropriate safeguarding guidance and practices in place, tailored to the organisation's needs, and striving to ensure they are implemented (see Sections A-C below).
- 2 Producing practical and appropriate guidance for the participants on our procedures, ensuring it is easily available and publicised and explaining it to walk/activity leaders (see Sections A-C below).
- 3 Ensuring that decisions made will allow adults to make their own choices and include them in any decision making.
- 4 Ensuring incident reports (see CREW HSG's Safeguarding Toolkit 3) are completed correctly and promptly.
- 5 Supporting walk leaders and event organisers in dealing with concerns about abuse, keep appropriate contact details and ensure incidents and referrals are reported to Trustees promptly and accurately.
- 7 Working closely with appropriate partner agencies (see CREW HSG's Safeguarding Toolkit 1 Useful contacts)
- 8 Protecting personal data (see CREW HSG's Privacy policy for more information) including making sure we have permission to display any images on our website or social media accounts.

This policy and guidance apply to all individuals involved in CREW HSG including Trustees, members and staff. Copies of this policy should be available on CREW HSG 's website. Trustees, members and staff should be aware of how this policy can be accessed and familiarise themselves with it.



CREW Heart Support Group (HSG) Safeguarding Guidance

Section A: Specific guidance for participants (What we ask participants to do)

When attending CREW HSG activities

1. If you are an adult who is unable for whatever reason to care for themselves independently, or needs specific help in order to participate in an activity safely (for example because of an illness or disability), you must be accompanied by another adult such as a carer or support worker who takes responsibility for your care. If you are a CREW HSG member and the activity is aimed at members, there is no need for your carer or support worker to be a member too.
2. If you are a carer or support worker accompanying someone who is unable to care for themselves independently or who needs special assistance, please be aware you are responsible for their direct care and/or special assistance, and that this is not the responsibility of CREW HSG walk leaders/event organisers.
4. Please tell the walk leader or organiser discreetly and in confidence about any medical conditions that may affect the ability of you or the people in your care to participate safely in the activity/event.
5. Before and during the activity, please follow the advice of the leader or event organiser. Leaders and organisers have to take responsibility for everyone's safety and enjoyment, and can refuse to accept people who in their judgement may place themselves or the group in danger or seriously disrupt the activity, so long as a judgement is not based on stereotypical assumption or prejudice.
6. If you have any concerns about the behaviour of anyone participating in an activity, such as abusive, threatening or inappropriate behaviour, raise this discreetly with the walk leader, event organiser or a Trustee.
7. If you have concerns that a vulnerable person or adult at risk is being placed in danger or abused, you can raise this with the walk leader, event organiser, a Trustee or your local authority (see our Safeguarding Toolkit 1 Useful contacts). If you suspect that anyone is ever in immediate danger, call the police (see our Safeguarding Toolkit 2 Questions to consider).
Be sensible and self-aware and avoid placing yourself in situations where your actions may be misinterpreted.
8. If you know someone who is participating in an activity is a convicted paedophile, raise this discreetly with the walk leader, event organiser or a Trustee.
8. If someone discloses abuse to you, always make sure the person speaking up feels they are being listened to and supported but don't agree to keep confidences. Explain it is your duty to pass on information appropriately.
9. Keep concerns confidential. Only share details as necessary to the walk leader, event organiser, a Trustee and/or the appropriate authorities.
10. Don't put yourself in difficulty or danger by attempting to investigate the case yourself or to challenge the alleged abuser or by agreeing to supervise a vulnerable adult or adult at risk while a carer is absent especially if this means being left alone with them.



CREW Heart Support Group (HSG) Safeguarding Guidance

Section B: Specific guidance for walk leaders/event organisers

Participation in all activities is subject to its suitability for individual participants. Walk leaders/event organisers sometimes need to make judgements that take into account the safety and enjoyment of everyone involved in an activity. So long as a judgement is not based on stereotypical assumption or prejudice, walk leaders are well within their rights to refuse a participant if they believe this would result in danger to the individual or danger or major disruption to the rest of the group.

Be aware that:

- People with special needs must be accompanied by someone responsible for their direct care (who needn't be a CREW HSG member).

Be sensitive about taking photos and films of walks. Ask the participants first if anyone would prefer not to be featured and respect their wishes.

Welcoming vulnerable adults³ or adults at risk⁴

CREW HSG's walk leaders/event organisers cannot provide direct care to anyone with special needs. We ask for a carer or support worker to accompany them if necessary. Vulnerable adults may have varying degrees of independence and sometimes it will be at the walk leader's or organiser's discretion whether or not they can participate unaccompanied. We encourage people with special needs to contact walk leaders or event organisers beforehand to discuss the suitability of the activity.

When leading a walk or putting on an event

- 1 Ensure publicity helps people judge the suitability of an activity.
- 2 Be prepared to discuss the suitability of an activity with enquirers and ensure people with special needs know they must be accompanied by someone responsible for their direct care. Carers do not have to be CREW HSG members.
- 3 Make sure the carer or support worker knows they are responsible for the direct needs of the person they are accompanying.
- 4 Take a note of an emergency contact number and any important medical details that can be passed to the emergency services if required.
- 5 It can be difficult to identify levels of independence, and these may change over time. For example, an individual who has been attending walks or events on a regular basis may experience deteriorating physical or mental health. If you have concerns and feel they should be accompanied by a carer, you can seek advice from the Trustees. You could ask the individual tactfully and discreetly to arrange to bring along a carer in future.
- 6 Carers and support workers accompanying vulnerable adults on activities intended primarily for members are not required to be members themselves.
- 7 If you know or are made aware that someone who is participating in an activity is a convicted paedophile, inform a Trustee.

³ A vulnerable adult (taken from the Ramblers safeguarding statement) is someone of 18 years or older who is unable to care independently for themselves. This might include people who:

- have a physical disability, illness or injury, or have become severely frail, through old age
- are experiencing mental health issues including dementia, or have learning disabilities
- are in need of community care
- are unable to protect themselves from harm, through domestic violence or substance addiction.

⁴ According to the Care Act 2014, an adult at risk is an individual aged 18 or over who:

- 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 either the risk of, or the experience of abuse or neglect



Concerns about abuse

Although your group or event may rarely include vulnerable adults or adults at risk, it is possible you may have concerns from your own observations of participants, or have such concerns raised with you. As a trusted adult, you may even have abuse disclosed to you by a victim. Abuse can include not only physical and sexual abuse but also emotional abuse and neglect. Vulnerable adults and adults at risk can also be at risk of financial exploitation or may come to harm through self-neglect or their own behaviour.

The signs to look out for include:

- Unexplained bruises or injuries
- Belongings or money going missing from the person
- The person no longer attending or enjoying CREW HSG's activities, or responding to contact from other members of the group
- A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are outgoing and confident.
- A change in appearance of the person e.g. losing or gaining weight, deterioration in personal hygiene or way of dressing.
- Someone else (e.g. a parent, carer or family member) always speaking for the person and not allowing them to make their own choices
- The person showing fear of, or not wanting to be around, a particular individual or group of people

It is not CREW HSG's responsibility to investigate or intervene in suspected cases of abuse or ill treatment, but it is our responsibility to refer such cases to the appropriate authorities (see Useful contacts), and to recognise that as organisers and leaders of activities in a position of trust, we may be made aware of signs of abuse, or even have it disclosed to us.

When there are concerns about abuse, CREW HSG recommends the following procedures:

NB It is an important principle to allow adults to make their own choices and include them in any decision making.

1 If anyone is under serious threat of physical harm or in need of urgent treatment during a CREW HSG activity:

- o Dial 999 immediately and ask for the police, if a criminal offence is being or is likely to be committed, and/or ambulance in cases of medical need.
- o When it is safe to do so, make notes of the incident and its outcome, fill in an incident report form (Safeguarding Toolkit 3) and return it to the Secretary.
- o If there is an issue of violence or abuse, be prepared to answer further questions from the police and/or the local authority. Contact the Trustees for support and see also Safeguarding Toolkit 3 Questions to consider).

2 If there is no immediate danger but you have a suspicion or concern that abuse is taking place or when an allegation of abuse has been made:

- o Make a note of your concerns as soon as possible, within an hour of any incident if you can.
- o Contact the local authority's Safeguarding team (see CREW HSG's Safeguarding Toolkit 1 Useful contacts). They may ask for a written report and will advise what should be in it. Use Safeguarding Toolkit 2 Questions to consider as a guide.
- o Fill in an incident report form (CREW HSG's Safeguarding Toolkit) and return it to the Secretary attaching a copy of any written report made to the local authority. Don't record personal details of people involved on the report form.



3 Generally:

- o When working with vulnerable adults and adults at risk, be sensible and self-aware, and avoid placing yourself in situations where your actions may be misinterpreted. Avoid agreeing to supervise a vulnerable adult or adult at risk while a carer is absent especially if this means being left alone with them.
- o If someone discloses abuse to you, always make sure the person speaking up feels they are being listened to and supported but don't agree to keep confidences. Explain it is your duty to pass on information appropriately.
- o Keep concerns confidential. Only share details as necessary with a Trustee and the appropriate authorities.
- o Don't risk putting yourself in difficulty or danger by attempting to investigate the case yourself or to challenge the alleged abuser.



CREW Heart Support Group (HSG) Safeguarding Guidance

Section C Specific guidance for Trustees

- 1 Ensure you are familiar with this policy and guidance.
- 2 Ensure all walk leaders, event organisers and fellow Trustees obtain a personal copy of the policy and guidance.
- 3 Ensure all walk leaders, event organisers and fellow Trustees acknowledge in writing that they have read and understood the policy and guidance.
- 4 Ensure publicity helps people judge the suitability of an activity.
- 5 Be prepared to discuss the suitability of an activity with enquirers and ensure people with special needs know they must be accompanied by someone responsible for their direct care. Carers do not have to be CREW HSG members.
- 6 Know how to get hold of the contact details for your local authority Safeguarding team.
- 7 Ensure incident reports are completed correctly and promptly.
- 8 Support walk leaders and event organisers in dealing with concerns about abuse, keep appropriate contact details and ensure incidents and referrals are reported to promptly and accurately.

NB It is important to ensure that walk leaders or event organisers do not work unsupervised on a regular basis with vulnerable adults or adults at risk. If this happens, our activities might be classified by law as 'regulated activities' and the people organising them will require enhanced background checks to establish that they are not barred from working in this way. Organisations which knowingly allow barred people to work on regulated activities are breaking the law.



CREW HSG Safeguarding Toolkit 1

Useful contacts

Calderdale Safeguarding Adults Board

<https://safeguarding.calderdale.gov.uk/adults/>

Report concerns.

<https://safeguarding.calderdale.gov.uk/professionals/safeguarding-adults/>

If you need guidance or advice, you can call gateway to care on 01422 393000.

To alert us about adult abuse, fill in this alert form and email it to

gatewaytocare@calderdale.gov.uk.

To contact us out of normal working hours, call our Emergency Duty Team on 01422 288000.

The Herbert Protocol

An initiative introduced by West Yorkshire Police and other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

<https://www.westyorkshire.police.uk/advice/personal-safety-and-possessions/dementia-awareness/herbert-protocol-missing-person-incident-form>

West Yorkshire Police

Non-emergency, phone: 101

Elder Abuse UK Helpline

Phone for advice: 0808 808 8141

<https://wearehourglass.org/>

National Domestic Violence Helpline

Freephone, 24 hours a day, for advice: 0808 2000 247

<http://www.nationaldahelpline.org.uk>

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

<https://www.victimsupport.org.uk/>

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk



Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Web Chat: www.stophateuk.org/talk-to-us/



CREW HSG Safeguarding Toolkit 2

Questions to consider when referring concerns about abuse

The following questions are likely to be asked by the local authority in the event that you refer to them a concern about abuse. You may find it helpful to consider them when making notes or a referral. Keep any written documents containing personal details strictly confidential and store them in a safe place.

CREW HSG Trustees are here to support you. If you need any guidance, please get in touch with them.

- 1 Your name and contact details.
- 2 The organisation's name and contact details.
- 3 Your role.
- 4 Vulnerable adult/adult at risks' name, age/date of birth (estimated if unknown) and contact details.
- 5 Whether or not you are reporting concerns on behalf of someone else.
- 6 A brief description of what prompted the concerns, including dates, times and other specific factors, making a clear distinction between fact, opinion and hearsay, including:
 - o Any visible bruising or injuries.
 - o Any indirect signs such as behavioural changes.
 - o The child or vulnerable adult's account of any signs or injuries, if any.
- 7 Whether or not the child or vulnerable adult has been spoken to directly, and their account of any signs or injuries, or any disclosures.
- 8 Any contact with parents/carers or support workers including:
 - o Their names and contact details.
 - o Times and dates of discussion.
 - o What was said.
- 9 Has anyone been alleged to be the abuser? Give further details.
- 10 Where and when do you suspect the abuse to have taken place? Was it on your activity or elsewhere?
- 11 Is anyone else involved and have they been contacted? Are there any witnesses?
 - o Their names and contact details.
 - o Times and dates of discussion.
 - o What was said



CREW HSG Safeguarding Toolkit 3

Safeguarding incident report form

Please complete this as fully as possible if you have any concerns. This form will be used by walk leaders, event organisers or Trustees to record concerns or suspicions of abuse. The form should be sent to CREW HSG's Secretary (crewpartners.hsg@gmail.com) within 24 hours of the incident. If you need some assistance or support, please contact a Trustee.

Form Completed by	
Your name:	Your role (walk leader/event organiser/Trustee)
Contact phone number:	
The person at risk's details	
Name:	
Address/phone number:	
Details of the concerns/ allegations	
Are you recording: Delete as appropriate Disclosure made directly to you by the person? Disclosure or suspicions from a third party? Your suspicions or concerns?	
Date and time of disclosure:	
How did the alert arise?	
Name/ address/ phone number of person reporting the concerns, if different to the person completing the form:	
Who is aware of the allegations/ concerns?	
Date and time of incident:	



Details of the allegation/suspicions. State exactly what you were told/ observed and what was said. Use the persons own words as much as possible. Include:

Name of perpetrator

Address (if known)

Phone number/ email (if known)

Action taken so far:

Any additional information or comments:

Date submitted:

Once completed, please return this form immediately ideally by email to crewpartners.hsg@gmail.com

Or phone CREW HSG 07982728548