



Bethnal Green Nature Reserve Trust

Adult Safeguarding Policy

Last Updated: 01 May 2024

ABOUT THIS POLICY

This policy is to make sure that Bethnal Green Nature Reserve Trust (the **Trust**) has all the right procedures in place to protect and safeguard adults.

We believe in protecting an adult's right to live in safety, free from abuse and neglect. This policy sets out the roles and responsibilities of the Trust in working together to promote the welfare of adults on site at Bethnal Green Nature Reserve (the **Reserve**) and safeguarding them from abuse and neglect.

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Introduction

This policy and related procedures are applicable to the Senior Management, Trustees, freelancers, collaborators, contractors (all referred to as staff for the rest of the document) and volunteers of the Trust. Senior Management, Trustees, staff, and volunteers should be made aware of how this policy can be accessed.

Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Safeguarding for volunteers

Volunteers from a large part of the community at the Reserve. Volunteers need to be aware of safeguarding procedures and feel confident in expressing any concerns they may have regarding other members of the community and/or staff. When volunteers sign up for their first volunteer session, they will be linked to a brief overview of safeguarding at the Reserve.

When volunteers are inducted to become site key holders (after attending a minimum of 4 sessions) they will agree to our safeguarding policies and code of conduct. Any volunteers refusing to comply with our safeguarding policies will be suspended from site until the matter is resolved. Please see our complaints procedure.

Safeguarding for contractors

Contractors (i.e. occasional service providers, not regular members of staff working on a contractor basis) are not to be onsite alone, if contractors need to be onsite alone, the Reserve will be closed to the public (i.e. non-key holders).

Contractors dropping off woodchip will be onsite for a minimal amount of time and have relevant safeguarding information shared with them. The site manager will be responsible for making sure that these deliveries are carried out in a way that complies with our safeguarding. If this is not possible the delivery will not be made.

Safeguarding during events

Anyone running an event at the Reserve has to have read and agreed to our standard of safeguarding. Events will always be stewarded by a member of staff from the Trust unless they are a group that requires exclusive access. Exclusive access groups need to have their own risk assessments and safeguarding policy and insurance in place that is aligned with the Trust.

We maintain the attitude of 'it could happen here' in order to remain vigilant to any concerns relating to safeguarding.

All disclosures and concerns will be dealt with swiftly in a professional manner and taken seriously by the Trust (see section 2 below). We follow the Key Principles of Adult safeguarding (p4) when dealing with a safeguarding concern or complaint and aim to resolve all issues in a way that will benefit everyone involved in the community.

We will aim to safeguard our community by:

- Valuing, listening to and respecting them.
- Adopting vulnerable adult protection guidelines through Procedures and Codes of Conduct for staff and for participants.
- Recruiting staff safely, ensuring necessary enhanced DBS & reference checks are made (see [Recruitment Policy](#)).
- Sharing information about safeguarding and good practice with staff and participants.
- Sharing information about concerns with agencies who need to know and involving the vulnerable adult appropriately.

- Providing training & clear communication channels for staff.
- Making sure that everyone involved with the Trust (staff, trustees, volunteers, and contractors) know where to go for help if they have a concern. Information will be kept on site See Poster at Annex 2.
- Using our procedures to manage any allegations against any staff and have clear whistleblowing procedures.
- Ensuring that we provide a safe physical environment for our community by risk assessing our activities, carrying out regular safety sweeps of the nature reserve and having a first aider present at all sessions run by the Trust.
- Developing and implementing effective e-safety policies and related procedures. Please see our [Social Media Policy](#) and our [Data Protection Policy](#).

Safeguarding as part of Tower Hamlets

When safeguarding adults, we are committed to the principles of the Tower Hamlets Safeguarding Adults board:

https://www.towerhamlets.gov.uk/lgnl/health_social_care/ASC/Adults_Health_and_Wellbeing/Staying_safe/Safeguarding_Adults_Board.aspx

Key Principles of Adult Safeguarding:

In the safeguarding of adults, the Trust is guided by the six key principles set out in The Care Act 2014 (<https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>) and Making Safeguarding Personal.

We aim to demonstrate and promote these six principles in our work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

Section 1 - Recognising adults at risk of abuse

Care Act 2014; definition of an Adult at Risk of Abuse:

Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there);

(a) has needs for care and support (whether or not the authority is meeting any of those needs),

(b) is experiencing, or is at risk of, abuse or neglect, and

(c) as a result of those needs are unable to protect themselves against the abuse or neglect or the risk of it.

Recognising the signs of abuse:

Employees, trustees and volunteers are well-placed to identify abuse. The adult may say or do things that let you know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support and advice.

Types of Abuse:

The Care Act 2014 defines the following ten areas of abuse. We also recognise self-neglect as an additional category. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- **Domestic Violence/ Domestic Abuse** - Including psychological, physical, sexual, financial, emotional abuse; So called 'honour' based violence.
- **Exploitation**- Including sexual and/or criminal exploitation.
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
- **Modern slavery** - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude, and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs, or similar treatment because you are, or are perceived to be different due to race, gender and gender identity, age, disability, sexual orientation, or religion.
- **Organisational abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in relation to care provided in one's own home. This may range from one off incidents to long-term ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.
- **Neglect and acts of omission** - Including ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Self-neglect** - This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Other safeguarding concerns:

Reference to suicide and self-harm

References to suicide and self-harm should always be treated seriously and reported to a member of the Trust's team in accordance with the process in Section 2. Immediate concerns for a person's welfare should be reported to social services or the emergency services.

Inappropriate behaviour

Unwanted communications (See [Social Media Policy](#)). See above for unwanted sexual contact and communications.

Offloading - this could take any form such as unsolicited opinions that make you feel uncomfortable.

Substance abuse

The use of recreational drugs is not permitted within the boundaries of the Reserve (see Code of Conduct in regard to drinking, smoking and vaping).

Alcohol is only permitted to be consumed at special events and celebrations on approval from the Site Manager.

Radicalisation to Terrorism

We aim to nurture a safe space where a variety of broad and balanced discussions can happen regarding political, spiritual, moral, and cultural ideas.

We promote a cohesive community in which people can understand and discuss sensitive topics. If any opinions or ideologies concern you, you should speak with a member of staff following our [Internal Grievance Handling Policy](#) or the reporting procedure in this policy.

The Government has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism. Signs and indicators of radicalisation may include:

- Being in contact with violent extremist recruiters.
- Articulating support for violent extremist causes or leaders.
- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations that advocate violence.
- Significant changes to appearance and/or behaviour.

Section 2 – What to do if you suspect an adult is at risk of abuse or you receive information about potential abuse

Reporting Concerns

There are various scenarios in which you may become aware of a safeguarding issue. You may suspect that an adult is at risk of one of the categories of abuse listed above, have general safeguarding concerns about an adult, or may receive a disclosure relating to a safeguarding or abuse issue. In all such cases, you should follow the reporting process in this section **unless the adult requires immediate protection from harm, in which case you should contact the police or Adult Social Care (see important contacts below)** or if your concern is with someone in a Position of Trust within the Trust in which case you should follow the process in the appropriate section below.

Any employee, trustee or volunteer who becomes aware that an adult is or is at risk of being abused must raise the matter immediately with one of the following Designated Safeguarding Officers or Staff members: **Sajida Malik, Michael Smythe, or Ingrid Chen** (the “**Designated Safeguarders**”) see important contact details section below for full details).

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no one should assume that someone else will do it.

Members of staff who report a safeguarding concern should follow this up after 24 hours to make sure that it has been dealt with by the next person in the chain. Do not assume that once you have reported a safeguarding concern that this is no longer an issue.

If an Adult makes a disclosure:

- Remain calm and in control but don't delay acting.
- Listen carefully to what is said. Allow the person to tell the story at their own pace and ask questions only for clarification. Don't ask questions that suggest a particular answer. Ask open questions only 'What happened there?', do not ask leading questions.
- Don't promise to “keep it a secret”. The first opportunity should be taken to say that this information will have to be shared with others. It should be made clear that only people who need to know will be told and that they should be able to help. The adult should be reassured that they “did the right thing” in telling someone.
- The adult should be told what is going to happen next, i.e. that you are going to contact a Designated Safeguarder.
- Make written notes, dated, timed and signed, using the template in Annex 1 as soon as possible and definitely before leaving the Reserve at the end of the session, **observe confidentiality** and give your notes to a Designated Safeguarder for safe storage.
- Written records may be used in court evidence and must not be discussed or shared in any way that may cause them to be inadmissible.

Checklist for reporting suspected abuse

Staff who are reporting suspected abuse (either following a disclosure or due to their own suspicions) should have this information to hand and use the reporting form in Annex 1- where possible:

- Name of Person Disclosing or person at risk of abuse
- Age (if known)
- Home address and home number (if known).
- Are you reporting your own concerns or passing on those of somebody else? Give details.

- Brief description of what has prompted the concerns: include dates, times, locations etc, of any specific incidents.
- Any physical signs? Behavioural signs? Indirect signs? See Section 1.
- Have you spoken to the Person? If so, what was said?
- Has anybody been alleged to be the abuser? If so, give details.
- Have you consulted anybody else? Give details.
- Your name and role.
- To whom reported and date of reporting.

Following a concern

Following a disclosure or concern being raised, in addition to above, the following steps must be undertaken:

- Notify the Designated Safeguarder immediately (must be within 24 hours) following the conversation. It is that person's responsibility to liaise with relevant authorities, usually social services.
- As soon as possible, a note should be made (within 24 hours) of what was said, using the adults own words. Note the date, time, any names that were involved or mentioned and who the information was given to.
- Once a report has been made, don't discuss the information with people that have not been directly involved in the incident or those outside of the organisation.
- The Designated Safeguarder must contact the Social Service or relevant police unit (details provided in the next section).
- The person reporting the concern should check back with the Designated Safeguarder to ensure action has been taken.
- The Designated Safeguarder must ensure that the person that has received the disclosure has understood their responsibilities, the need for confidentiality and that appropriate records have been created.
- The safeguarding officer or designated trustee will liaise with the Social Services and the Police until the investigation is concluded.

Is there concern about a Person in a Position of Trust or someone within the Trust?

In any instance of safeguarding, consideration must be given as to whether an allegation has been made against a person in a position of trust (PiPoT) or someone within the Trust and who may be a risk to others. This can be anyone from a formal employee or volunteer to an informal carer.

In the first instance report the PiPoT to their immediate line manager or trusted member of staff. If this is not possible, report your concern to the Chair of Trustees (Sajida Malik).

If there is no-one within the Trust that you feel safe reporting to, contact Tower Hamlets Adult Safeguarding Board or the Charity Commission:

Tower Hamlets Website:

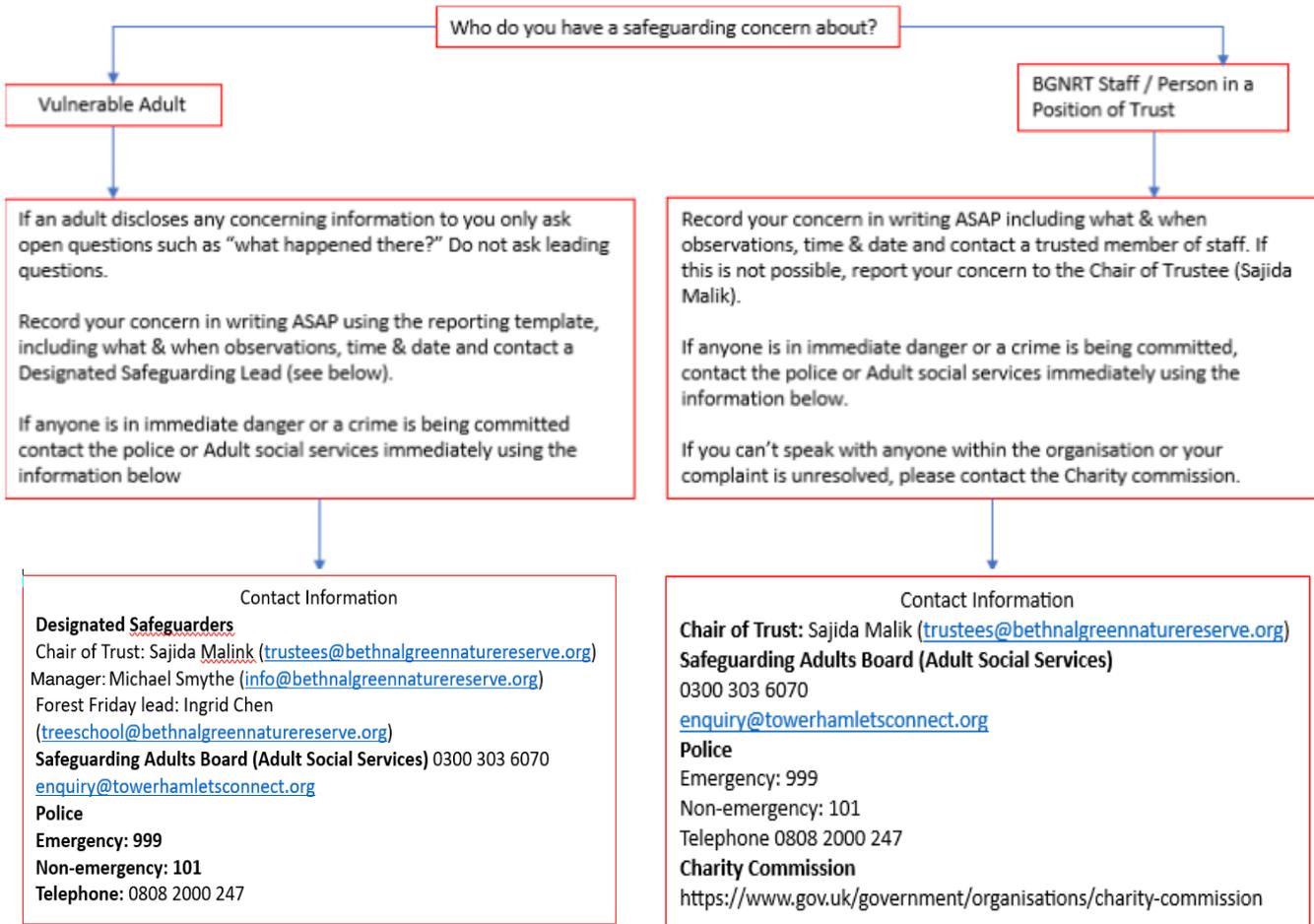
https://www.towerhamlets.gov.uk/ignl/health_social_care/ASC/Adults_Health_and_Wellbeing/Staying_safe/Safeguarding_Adults_Board.aspx

Email: enquiry@towerhamletsconnect.org

Phone: 0300 303 6070

Charity Commission Website: <https://www.gov.uk/government/organisations/charity-commission>

Summary of the Reporting Process



All disclosures and concerns, no matter how small, will be dealt with in a professional manner and taken seriously by the Trust. We strive to make our safeguarding policy as inclusive and clear as possible, please contact us if you have any suggestions for improvement.

Important Contacts:

Designated Senior

Lead for Safeguarding

Name: Sajida Malik

Email address: trustees@bethnalgreennaturereserve.org

Deputy Senior Lead for Safeguarding

Name: Michael Smythe

Email address info@bethnalgreennaturereserve.org

Telephone number 07817262277

Designated Staff for Safeguarding

Name: Ingrid Chen

Email address:

treeschool@bethnalgreennaturereserve.org

Tower Hamlets Adult Social Care

<https://www.towerhamletsconnect.org/>

0300 303 6070 (9am-5pm, Monday to Friday)

enquiry@towerhamletsconnect.org

Police

Emergency – 999

Non-emergency – 101

Telephone: 0808 2000 247

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

Section 3 – Important Information Relating to Safeguarding/Reporting

Training and Awareness:

We will ensure an appropriate level of safeguarding training is available to our Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors). For all employees who are working or volunteering with adults at risk this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in Safeguarding Adults.
- Recognise an adult potential in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with individuals.
- Have knowledge of this policy.

Similarly, employees and volunteers may encounter concerns about the safety and wellbeing of children/young people. For more information about children's safeguarding, refer to the [Child Safeguarding Policy](#).

Safe Recruitment & Selection:

We are committed to safe employment and safe recruitment practices that reduce the risk of harm to adults with care and support needs from people unsuitable to work with them.

We have policies and procedures that cover the recruitment of all Trustees, employees, and volunteers. All staff working on site must have an up-to-date enhanced DBS certificate. For more information, please see our [Recruitment Policy](#).

Discrimination and Bullying:

We believe everyone has the right to use our nature reserve free from any form of bullying or discrimination. Any incidence of bullying or discrimination should be reported to a member of staff or if regarding a staff member of the Trust then to a Designated Safeguarder (see [Internal Grievance Handling Policy](#) to reference how you can report a concern).

If a concern is regarding the organisation generally then Tower Hamlets Safeguarding Adults Board should be contacted.

Tower Hamlets Website:

https://www.towerhamlets.gov.uk/lgnl/health_social_care/ASC/Adults_Health_and_Wellbeing/Staffing_safe/Safeguarding_Adults_Board.aspx

Email: enquiry@towerhamletsconnect.org

Phone: 0300 303 6070

Everyone is welcome at the Reserve. We are committed to creating a space free of any form of discrimination, harassment, and hostility. Anyone volunteering, visiting, or working at the Reserve has committed to this safeguarding policy. The whole community takes responsibility for safeguarding everyone involved with the site. If at any given point you feel uncomfortable/unsafe, please speak to one of our staff members or follow the [Internal Grievance Handling Policy](#) if an occurrence of discrimination or bullying involves a member of staff.

Please get in touch with us if you feel you have any access needs that are not being addressed as we always strive to make our site as accessible and welcoming as possible.

Mental Capacity:

The Mental Capacity Act defines someone is lacking capacity, because of an illness or disability such as a mental health problem, dementia, or a learning disability, who cannot do one or more of the following four things:

- Understand information given to them about a particular decision
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision
- Communicate their decision. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. The Trust will need to involve an advocate if the person lacks capacity to make decisions about a safeguarding concern.

This becomes relevant when resolving a safeguarding concern or complaint. If the person in charge of resolving the safeguarding issue feels that the person involved is not able to make a decision that serves their best interests an advocate for the person in question will be involved.

Support and guidance will be sought from Tower Hamlets Safeguarding Adults Board should anyone have concerns regarding an adult's capacity.

Tower Hamlets Website:

https://www.towerhamlets.gov.uk/lgnl/health_social_care/ASC/Adults_Health_and_Wellbeing/Staying_safe/Safeguarding_Adults_Board.aspx

Email: enquiry@towerhamletsconnect.org

Phone: 0300 303 6070

Confidentiality and Information Sharing:

We expect all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Local Authority if an adult is deemed to be at risk of harm or **contact the police if they are in immediate danger, or a crime has been committed**. For further guidance on information sharing and safeguarding see our [Data Protection Policy](#).

Recording and Record Keeping:

All records made in accordance with the guidance above must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulation (GDPR). See our [Data Protection Policy](#) for more information on record keeping.

Whistleblowing:

We are committed to ensuring that employees and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. Please see our [Whistleblowing Policy](#) for more details.

Section 4 – Useful External Resources

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research, and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.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

Email: Ann-Craft-Trust@nottingham.ac.uk

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

National 24Hour Freephone Domestic Abuse Helplines

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/contactus

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 England and Wales.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or 0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.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:

Telephone: 0800 138 1625

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

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Susy Lamplugh Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

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

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

GENERAL

This policy will be reviewed on an ongoing basis, at least once a year. The Trust will amend this policy, following review, where appropriate.

ANNEX 1 - SAFEGUARDING REPORTING FORM

PLEASE COMPLETE ALL PAGES OF THIS FORM

Your details:

Name:		Organisation:	
Your role:		Tel/mobile:	
Address:		email:	

Adult's details:

Name:		School/Group if applicable:	
DOB:		Gender:	
Address:		Borough:	
		Tel:	
		email:	

Parent/carer details (if applicable):

Name:	
Address:	
Has parent/carer been informed?	Yes / No
If yes, please provide details below:	

Whose concerns are being reported? If reporting another person's concerns, record their details			
Name:		Reporter's relationship to person:	
Address:		Tel:	
		Mobile:	
		email:	

Incident information

What happened?	
What did person report?	
What did you tell person?	
Where did it happen? -location & address	
When did it happen?	Date: _____ Time: _____
When was it reported?	Date: _____ Time: _____
Who was it reported to?	Name: Contact details:
Who was it reported by?	Name: Contact details:

Any witnesses?	Name: Contact details:
Has the incident been reported to external agencies?	Yes / No
If yes, which?	

Signed		
Person reporting	Name:	Signature: