



JADE'S BAGS CHARITY

ADULT AND CHILD INTEGRATED SAFEGUARDING POLICY

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Applies to	All trustees, staff, volunteers, contractors, partners and representatives of Jade's Bags Charity

This policy is available in alternative formats on request. Contact info@jadesbags.org



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PART 1 – POLICY FRAMEWORK & COMMITMENT

1. Policy Statement & Organisational Commitment

Jade's Bags Charity – Safeguarding Children & Adults at Risk

Jade's Bags Charity (Registered Charity Number 1202200) is committed to creating and maintaining a safe, respectful and empowering environment for everyone we support, work with, and employ. Our ambition is that everyone who comes into contact with Jade's Bags Charity, whether staff, volunteers, beneficiaries, partners, or members of the public, does so free from harm, abuse, neglect, discrimination or exploitation.

Statement of Zero Tolerance

Jade's Bags Charity operates a zero tolerance approach to all forms of abuse and neglect. We will not tolerate harm towards children (under 18) or adults at risk, whether this occurs within our services, through our activities, by our workforce, or by any person representing, partnering with, or volunteering for the charity. Any allegation, concern or suspicion of safeguarding harm will be taken seriously and responded to promptly and professionally. This includes harm occurring physically, emotionally, sexually, financially, or online.

Welfare Paramourcy (Children)

In all our work and decision-making that involves or may affect children, the welfare of the child is paramount. We recognise that children have distinct needs for protection and that safeguarding responses must prioritise their best interests. This principle guides our policies, reporting mechanisms, training, recruitment processes, and all contact with children or their representatives.

Wellbeing & Rights-Based Approach (Adults at Risk)

We commit to treating adults at risk with dignity and respect, with emphasis on their autonomy, choices, and rights. We acknowledge that adults at risk may have varying vulnerabilities, support needs, and life circumstances, and our safeguarding response will be proportionate, inclusive, and aimed at enhancing their safety and wellbeing while respecting their voice and agency.

Safeguarding Culture Commitment

Safeguarding is everybody's responsibility within Jade's Bags Charity. Trustees, staff and volunteers are expected to:

- Understand their safeguarding duties;
- Act with integrity and professionalism;
- Foster an environment in which concerns can be raised without fear of reprisal; and
- Support open dialogue around safeguarding issues.

We will ensure that safeguarding is embedded across organisational governance, operational planning, training, and practice.

Equality, Diversity & Inclusion Safeguarding Lens

Jade's Bags Charity is committed to ensuring that safeguarding practice recognises and responds to issues relating to equality, diversity and inclusion. We will:

- Ensure that our safeguarding approach is culturally sensitive, non-discriminatory, and accessible to all groups;
- Recognise that individuals with protected characteristics may be at increased risk of harm; and
- Take positive steps to remove barriers to reporting and support.

Trauma-Informed Commitment

We acknowledge that individuals who have experienced harm may display behaviours connected to trauma. Our safeguarding responses will be trauma-informed in design and delivery, ensuring that people are treated with empathy, respect, and dignity, and that their experiences are acknowledged without judgement. We will champion approaches that seek to mitigate re-traumatisation and foster trust.



Policy Application

This Policy Statement applies to all parts of Jade's Bags Charity's work, including:

- Provision of essential items and services to vulnerable adults, families and children across Lancashire and beyond;
- Fundraising and community engagement activities;
- Volunteering and outreach programmes;
- Partnerships with statutory and voluntary agencies.

Approval & Oversight

This Safeguarding Policy and its organisational commitments have been reviewed and approved by the Board of Trustees of Jade's Bags Charity. The Board acknowledges its legal and ethical duty to oversee safeguarding and to ensure that the Charity's culture, practices, systems, and procedures meet best practice standards and statutory expectations.

2. Purpose of This Policy

2.1 Why this policy exists

This Safeguarding Policy exists to set out Jade's Bags Charity's clear, organisation-wide approach to preventing harm and responding appropriately when concerns arise. It provides a consistent framework so that trustees, staff, volunteers and anyone acting on behalf of the charity understands:

- Our safeguarding responsibilities and the standards we expect in every setting where we operate.
- How to recognise, respond to, record and report safeguarding concerns involving children and/or adults at risk.
- How we create safer services, including safer recruitment, training, risk assessment and codes of conduct.

Because Jade's Bags Charity provides essential items and support to people experiencing crisis including people referred through social services, mental health services and other organisations, as well as self-referrals, our work may bring us into contact with individuals who are at heightened risk of abuse, neglect or exploitation.

2.2 What risks this policy addresses

This policy addresses safeguarding risks that can arise in the full range of Jade's Bags Charity activities, including (but not limited to):

A. Risks to beneficiaries (children and adults at risk)

- Risk of abuse, neglect, exploitation or coercive control occurring within family or community contexts, including domestic abuse and financial exploitation.
- Risk of harm linked to crisis circumstances, such as poverty, homelessness, mental ill health, isolation, or unsafe accommodation, factors that can increase vulnerability and reduce a person's ability to protect themselves.
- Risk of unsafe or unsuitable support, where boundaries, confidentiality, consent, or information sharing are not managed appropriately.
- Risk of re-traumatisation, particularly for individuals affected by bereavement, domestic abuse, homelessness, hospital admission/discharge, or other distressing experiences relevant to our service contexts (e.g., patient essentials and crisis provision).

B. Risks associated with how we deliver services

- Risk during deliveries, collections, and home-related support, including lone working, entering third-party environments, or meeting beneficiaries in uncontrolled settings.
- Risk during events and fundraising activities, where members of the public may include children and adults at risk.
- Risk in online communication, including social media contact, messaging, image sharing, and managing online disclosures.



C. Risks posed by people connected to the organisation

- Risk of harm caused by poor practice, boundary breaches, or lack of safeguarding awareness by staff/volunteers.
- Risk of harm caused by a person in a position of trust (trustee, staff member, volunteer, contractor, partner representative).

This policy therefore covers both:

- **Prevention** (safer systems, training, supervision, culture), and
- **Response** (what to do when something happens or is suspected).

2.3 Relationship to Jade's Bags Charity's mission and activities

Safeguarding is integral to Jade's Bags Charity's charitable purpose and day-to-day delivery. The charity exists to provide practical support and essential items to people in need, including families and vulnerable adults referred through statutory and voluntary services and through self-referral routes.

Our safeguarding commitments ensure that we pursue this mission in a way that is:

- **Safe:** reducing the likelihood of harm to those we support.
- **Dignified:** protecting privacy and respecting individuals' rights and circumstances.
- **Accountable:** ensuring we meet governance standards expected of a registered charity.
- **Consistent:** ensuring every volunteer and trustee acts to the same safeguarding standard regardless of setting.

Safeguarding is not separate from our work; it is how we ensure our support is delivered responsibly, especially because our beneficiaries may include children/young people and adults whose circumstances create additional safeguarding vulnerabilities.

2.4 Legal and regulatory accountability

This policy supports Jade's Bags Charity in meeting its legal and regulatory duties, including:

A. Trustee accountability

The Board of Trustees holds ultimate responsibility for ensuring the charity has appropriate safeguarding arrangements and that safeguarding risks are identified, managed, reviewed, and escalated where required. This aligns with Charity Commission expectations for safeguarding governance in charities.

B. Compliance with statutory safeguarding frameworks

This policy ensures our practice aligns with safeguarding law and statutory guidance relevant to:

- Children (child protection and safeguarding duties), and
- Adults at risk (adult safeguarding duties, including rights, wellbeing, consent and proportionality).

C. Serious Incident Reporting and regulatory expectations

Where safeguarding incidents are serious (for example, significant harm, high risk of harm, or serious governance failures), the charity may have a duty to consider regulatory reporting pathways in line with Charity Commission expectations. (The full procedure and thresholds will sit in the "Serious Incident Reporting" section later in the policy.)

D. Demonstrating safeguarding readiness to partners and funders

Given Jade's Bags Charity works with referral partners (including statutory and voluntary agencies) and delivers community and hospital-linked support, this policy provides assurance that we operate to clear safeguarding standards across all activities.

3. Scope of the Policy

This Safeguarding Policy applies to all aspects of the work, governance and representation of Jade's Bags Charity (Registered Charity No. 1202200). It sets the safeguarding standards that must be upheld across all activities, environments and relationships connected to the charity.



Given that Jade's Bags Charity provides essential support to individuals and families experiencing hardship, including those affected by poverty, housing instability, ill health, domestic abuse, crisis transition and financial distress, safeguarding responsibilities are central to the safe delivery of our charitable purpose.

Safeguarding responsibilities apply regardless of whether services are delivered directly, through partnership, in person, online, or via third-party venues.

3.1 Who This Policy Applies To

This policy applies to all individuals and bodies acting on behalf of, representing, delivering services for, or connected to Jade's Bags Charity.

Trustees

The Board of Trustees holds ultimate responsibility for safeguarding governance, oversight and regulatory compliance. Trustees must:

- Ensure appropriate safeguarding systems and procedures are in place.
- Monitor safeguarding risks and incidents.
- Support the Designated Safeguarding Lead in fulfilling their duties.
- Ensure serious safeguarding matters are escalated appropriately.

Safeguarding oversight forms part of trustee governance duties.

Staff

Any current or future paid staff members, whether full-time, part-time, temporary or sessional, are bound by this policy. This includes individuals involved in:

- Operational coordination
- Referral handling
- Distribution and logistics
- Administrative support
- Community engagement
- Fundraising and communications

Staff must follow all safeguarding reporting and conduct standards.

Volunteers

Volunteers are integral to Jade's Bags Charity's work. This policy applies to all volunteers, including those engaged in:

- Packing and preparing essential items
- Delivering or distributing supplies
- Supporting events and fundraising
- Administrative or digital support
- Outreach and engagement

Volunteers must understand their safeguarding responsibilities and report any concerns in line with the procedures outlined in this policy.

Contractors & Consultants

Any external contractor, consultant, or service provider working on behalf of Jade's Bags Charity must operate in accordance with this safeguarding policy where their role brings them into contact with children, adults at risk, confidential information, or public-facing charity activity. Safeguarding expectations will be reflected in contractual arrangements where appropriate.

Partners & Referral Agencies

Jade's Bags Charity works alongside statutory and voluntary sector partners, including social services, housing providers, health services, domestic abuse teams and community organisations. Where activities are delivered jointly or where referrals are received:

- Safeguarding responsibilities will be clearly understood and agreed.



- Information sharing will comply with safeguarding and data protection law.
- Trustees may review partner safeguarding arrangements where appropriate.

Ambassadors & Public Representatives

Any individual publicly representing Jade's Bags Charity, including ambassadors, campaign advocates, community fundraisers or media representatives, must adhere to this safeguarding policy when acting in a representative capacity.

Beneficiaries

This policy also applies in respect of safeguarding concerns involving beneficiaries, including:

- Children (under 18 years of age)
- Adults at risk (aged 18+ with care and support needs who may be unable to protect themselves)

Safeguarding responsibilities extend to concerns:

- Raised by beneficiaries
- About beneficiaries
- Between beneficiaries
- Involving third parties connected to beneficiaries

3.2 Where This Policy Applies

Safeguarding obligations apply in all contexts in which Jade's Bags Charity operates, delivers services, or is represented.

In-Person Services

This includes (but is not limited to):

- Packing and distribution of food parcels and essential items
- Delivery of home starter kits and crisis support packages
- Collection and drop-off arrangements
- Community engagement activity
- Any direct contact with individuals or families

Safeguarding considerations include professional boundaries, confidentiality, lone working, consent, risk assessment and responding to disclosures.

Events & Fundraising Activities

This policy applies to all:

- Fundraising events
- Community awareness events
- Donation drives
- Public engagement activities
- Volunteer recruitment events

Where children or adults at risk are present, additional safeguarding risk assessments will be undertaken.

Online Engagement

Jade's Bags Charity maintains a website and digital communication channels. Safeguarding responsibilities apply to:

- Online referral forms
- Email communication
- Direct messaging
- Digital storytelling
- Handling online disclosures of abuse or risk
- Storage and processing of personal data



Safeguarding standards apply equally in digital environments as in physical settings.

Social Media

This policy applies to all official Jade's Bags Charity social media accounts and to personal accounts where individuals are acting in an official or representative capacity. Risks considered include:

- Inappropriate contact or messaging
- Online grooming or exploitation
- Breaches of confidentiality
- Re-traumatisation through public content
- Image misuse

Clear digital safeguarding expectations are detailed later in this policy.

Third-Party Venues

Safeguarding responsibilities extend to any venue used by Jade's Bags Charity, including:

- Community centres
- Partner premises
- Storage or warehouse spaces
- Event venues
- External distribution points

Where activities are delivered in another organisation's premises, safeguarding responsibilities will be clarified in advance.

3.3 Geographic Scope

Jade's Bags Charity primarily operates across Lancashire and surrounding areas, in accordance with its registered charitable activities. This safeguarding policy applies to:

- All activities delivered within England
- Any activities delivered outside our primary operating area where the charity is represented
- Any digital or online engagement regardless of geographic location

Where safeguarding concerns arise across local authority boundaries, referrals will be made to the appropriate local authority or statutory body based on the location of risk or residence of the individual concerned.

4. Legal & Regulatory Framework

Jade's Bags Charity recognises that safeguarding is underpinned by statutory duties, national guidance and regulatory expectations. This policy operates within the framework of legislation and statutory guidance relevant to the protection of children and adults at risk in England, as well as the governance duties placed upon charity trustees.

All safeguarding decisions taken by the charity will be informed by the relevant legal frameworks outlined below and guided by the principle that protection from harm must be balanced with respect for rights, dignity, proportionality and the voice of the individual.

Jade's Bags Charity operates primarily within Lancashire and therefore aligns its safeguarding practice not only with national legislation but also with the local multi-agency safeguarding frameworks applicable within the county.

Safeguarding practice is informed by:

- Children Act 1989 and 2004
- Working Together to Safeguard Children (statutory guidance)
- Care Act 2014
- Care and Support Statutory Guidance
- Mental Capacity Act 2005



- Human Rights Act 1998

In addition, Jade's Bags Charity operates in accordance with the procedures and threshold guidance set by:

- Lancashire Safeguarding Children Partnership
- Lancashire Safeguarding Adults Board

4.1 Children

Children Act 1989

The Children Act 1989 establishes the foundational principle that the welfare of the child is paramount. It places duties on local authorities and organisations to safeguard and promote the welfare of children who may be in need or at risk of significant harm. Under this framework:

- A child is defined as any person under the age of 18.
- "Significant harm" is the statutory threshold that justifies intervention in family life.
- Organisations must act in the best interests of the child when safeguarding concerns arise.

Where safeguarding concerns relate to a child, the welfare of that child overrides all other considerations.

Children Act 2004

The Children Act 2004 strengthened safeguarding arrangements by introducing:

- A duty on organisations to cooperate to improve the wellbeing of children.
- The establishment of multi-agency safeguarding arrangements (formerly Local Safeguarding Children Boards).
- Clearer responsibilities for joint working between agencies.

Jade's Bags Charity will cooperate fully with local safeguarding partnerships, children's social care and other statutory agencies when fulfilling safeguarding duties.

Working Together to Safeguard Children (Statutory Guidance)

"Working Together to Safeguard Children" sets out how organisations and agencies must work together to safeguard and promote the welfare of children. This includes:

- Early help responsibilities
- Information sharing expectations
- Thresholds for referral
- Multi-agency safeguarding arrangements

Jade's Bags Charity will respond to safeguarding concerns in a manner consistent with this guidance and will make referrals where a child is at risk of significant harm.

UN Convention on the Rights of the Child (UNCRC)

The UNCRC recognises that children have inherent rights, including:

- The right to protection from harm and abuse
- The right to have their views heard
- The right to dignity and development

Jade's Bags Charity supports a rights-based approach to safeguarding children, ensuring that a child's voice is considered in decisions affecting them, where appropriate and safe to do so.

4.2 Adults at Risk

Safeguarding adults is governed by statutory frameworks that emphasise wellbeing, autonomy, dignity and proportionality.

Care Act 2014

The Care Act 2014 provides the statutory framework for safeguarding adults in England. Under the Act, safeguarding duties apply where an adult:



- Has care and support needs; and
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those needs is unable to protect themselves.

The Care Act establishes six safeguarding principles:

- **Empowerment** – Supporting individuals to make informed decisions
- **Prevention** – Taking action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk
- **Protection** – Supporting those in greatest need
- **Partnership** – Working collaboratively with agencies and communities
- **Accountability** – Transparency and responsibility in safeguarding practice

Jade's Bags Charity aligns its adult safeguarding practice with these principles. While statutory adult safeguarding duties focus on adults with care and support needs, the charity also recognises that individuals experiencing poverty, crisis transition, domestic abuse, homelessness, housing instability or mental ill health may be at heightened risk of exploitation or harm. These contextual vulnerabilities will be considered when assessing safeguarding concerns.

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides a legal framework for making decisions on behalf of individuals aged 16 and over who may lack capacity to make specific decisions. The Act is underpinned by five statutory principles, including:

- Presumption of capacity unless proven otherwise
- The right to make unwise decisions
- Decisions must be made in a person's best interests
- The least restrictive option must be chosen

Where safeguarding concerns arise involving adults who may lack capacity, Jade's Bags Charity will ensure decisions are made lawfully, proportionately and in accordance with best interest principles.

Human Rights Act 1998

The Human Rights Act 1998 protects fundamental rights and freedoms, including:

- The right to life
- The right to protection from inhuman or degrading treatment
- The right to respect for private and family life

Safeguarding practice within Jade's Bags Charity will uphold human rights while ensuring appropriate protective action is taken when necessary to prevent harm.

Safeguarding Decision-Making Considerations

When raising or responding to a safeguarding concern, trustees, staff and volunteers must consider:

- That abuse is a violation of an individual's human and civil rights and may consist of a single act or repeated acts.
- The nature and seriousness of the concern, including whether a criminal offence may have occurred.
- The immediate and ongoing risk of harm to the individual and whether others may also be at risk.
- The physical and/or psychological impact of the concern.
- Whether the situation may involve exploitation, coercion, domestic abuse, modern slavery or deprivation of liberty.

Where there is immediate danger or risk of serious harm, emergency services must be contacted without delay.

4.3 Charity Governance



Safeguarding is not solely an operational matter; it is a governance responsibility. Jade's Bags Charity operates within the regulatory expectations of the Charity Commission for England and Wales.

Charity Commission Safeguarding Guidance

The Charity Commission requires trustees to:

- Take reasonable steps to protect beneficiaries and others who come into contact with the charity from harm.
- Ensure appropriate safeguarding policies and procedures are in place and effectively implemented.
- Act promptly when safeguarding concerns arise.
- Manage safeguarding risks as part of the charity's overall risk management framework.

Safeguarding must be embedded within governance, organisational culture and operational practice.

Serious Incident Reporting

Where a safeguarding incident results in, or poses a significant risk of:

- Serious harm to beneficiaries, staff or volunteers
- Significant reputational damage to the charity
- A material regulatory concern

Trustees must consider whether a Serious Incident Report should be submitted to the Charity Commission. Jade's Bags Charity will follow regulatory guidance when assessing whether an incident meets the reporting threshold and will document decision-making where a report is not submitted.

Trustee Duties Regarding Safeguarding Oversight

The Board of Trustees has ultimate responsibility for:

- Ensuring effective safeguarding arrangements are in place.
- Appointing a Designated Safeguarding Lead and Deputy.
- Receiving and scrutinising safeguarding reports.
- Monitoring patterns or trends in safeguarding concerns.
- Ensuring appropriate training and safer recruitment practices are implemented.
- Reviewing this policy annually, or sooner if legislation changes or following a serious safeguarding incident.

Trustees must demonstrate active, informed oversight of safeguarding arrangements rather than passive approval.

PART 2 – SAFEGUARDING PRINCIPLES

Jade's Bags Charity is committed to embedding safeguarding principles into all aspects of governance, service delivery, volunteer management and community engagement. These principles guide how concerns are prevented, recognised, responded to and reviewed. Safeguarding principles apply to trustees, staff, volunteers, partners and representatives of the charity at all times.

5. Key Safeguarding Principles

5.1 Child Safeguarding Principles

When working with or encountering children, Jade's Bags Charity will be guided by the following principles:

Paramourncy Principle

The welfare of the child is paramount. Where there is a conflict between the interests of a child and those of adults, organisations or systems, the child's safety and welfare will take precedence. This



principle underpins all safeguarding decisions involving children.

Early Intervention

Jade's Bags Charity recognises that early identification and early help can prevent harm from escalating. Where concerns arise that do not yet meet statutory thresholds but indicate potential risk or vulnerability, appropriate action will be taken, including:

- Seeking advice from safeguarding leads
- Signposting to appropriate services
- Sharing concerns proportionately where necessary

Early intervention supports prevention and promotes better outcomes for children.

Voice of the Child

Children have the right to be heard and to have their views considered in matters affecting them. Where it is safe and appropriate to do so, Jade's Bags Charity will:

- Listen carefully to children
- Take disclosures seriously
- Avoid dismissing or minimising concerns
- Ensure communication is age-appropriate

The voice of the child will inform safeguarding decisions wherever possible.

Best Interests

Safeguarding decisions will be made in the best interests of the child, taking into account:

- Their safety
- Their wellbeing
- Their developmental needs
- Their family context
- The potential long-term impact of decisions

This includes balancing confidentiality with the need to protect.

5.2 Adult Safeguarding Principles (Care Act 2014 – Six Principles)

Jade's Bags Charity aligns its adult safeguarding practice with the statutory principles established under the Care Act 2014.

Empowerment

Adults should be supported and encouraged to make their own decisions and give informed consent wherever possible. Safeguarding responses will:

- Respect autonomy
- Provide clear information
- Avoid unnecessary paternalism
- Support individuals to understand their choices

Prevention

It is better to take action before harm occurs. Jade's Bags Charity will:

- Identify contextual vulnerabilities (e.g. poverty, housing instability, domestic abuse)
- Promote awareness among volunteers and trustees
- Embed risk assessment into service delivery

Prevention reduces the likelihood of harm escalating.

Proportionality

Safeguarding responses must be the least intrusive appropriate to the risk presented. Interventions will:

- Be proportionate to the seriousness of the concern
- Avoid overreach where unnecessary



- Respect rights and independence

Protection

Support and representation will be provided to those in greatest need. Where an adult is unable to protect themselves due to care and support needs, the charity will:

- Escalate concerns appropriately
- Work with statutory agencies
- Prioritise safety

Partnership

Safeguarding is most effective when organisations work collaboratively. Jade's Bags Charity will:

- Cooperate with local authorities, police and other agencies
- Share information appropriately and lawfully
- Engage in multi-agency safeguarding arrangements where required

Accountability

There must be transparency and accountability in safeguarding practice. The charity will:

- Record decisions clearly
- Maintain safeguarding logs
- Provide trustee oversight
- Review safeguarding incidents to improve practice

5.3 Cross-Cutting Safeguarding Principles

These principles apply to both child and adult safeguarding and reflect the values of Jade's Bags Charity.

Non-Discrimination

Safeguarding practice will be fair, equitable and non-discriminatory. Jade's Bags Charity recognises that individuals may face increased vulnerability due to:

- Disability
- Age
- Race or ethnicity
- Gender
- Sexual orientation
- Religion or belief
- Socio-economic disadvantage

Safeguarding responses will not discriminate on any protected characteristic and will ensure equal access to protection and support.

Cultural Sensitivity

The charity operates within diverse communities and recognises that cultural factors may influence:

- Help-seeking behaviour
- Perceptions of abuse
- Family dynamics
- Communication styles

Safeguarding practice will remain culturally aware while maintaining clear boundaries that abuse or exploitation are never culturally justified.

Trauma-Informed Practice

Jade's Bags Charity recognises that many individuals accessing support may have experienced trauma. Safeguarding responses will aim to:

- Avoid re-traumatisation



- Treat individuals with dignity and empathy
- Avoid judgemental language
- Maintain predictable and transparent processes

Trauma-informed practice supports safer disclosure and recovery.

Professional Curiosity

Trustees, staff and volunteers are expected to maintain professional curiosity, meaning they should:

- Be alert to inconsistencies
- Avoid accepting explanations without reasonable consideration
- Seek clarification where concerns arise
- Escalate concerns rather than dismissing them

Professional curiosity helps prevent harm being overlooked.

Do No Harm

In all safeguarding decisions, the charity will seek to minimise unintended negative consequences. Actions taken must:

- Reduce risk
- Avoid escalating danger
- Respect privacy and dignity
- Be proportionate and lawful

Safeguarding action should protect without causing additional harm.

PART 3 – DEFINITIONS & RECOGNITION OF HARM

6. Definitions

The following definitions apply throughout this policy and reflect statutory safeguarding frameworks and local safeguarding partnership guidance.

6.1 Child

A child is defined as any person under the age of 18 years, in accordance with the Children Act 1989 and 2004. For safeguarding purposes:

- The term includes young people aged 16-17.
- A child may be living independently, in supported accommodation, or within a family setting.
- The welfare of the child is paramount in all safeguarding decisions.

This definition aligns with statutory guidance issued under Working Together to Safeguard Children and the procedures of the Lancashire Safeguarding Children Partnership.

6.2 Adult at Risk

An adult at risk (Care Act 2014) is a person aged 18 or over who:

- Has care and support needs (whether or not the local authority is meeting those needs);
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those needs, is unable to protect themselves from the abuse or neglect or the risk of it.

This definition is consistent with statutory guidance and the procedures of the Lancashire Safeguarding Adults Board. Jade's Bags Charity also recognises that vulnerability may be situational or temporary. Individuals experiencing poverty, homelessness, crisis transition, domestic abuse, mental ill health or financial hardship may face heightened risk of exploitation or harm, even if they do not meet statutory adult safeguarding thresholds.



6.3 Safeguarding

Safeguarding means:

- Protecting children and adults at risk from abuse, neglect and exploitation;
- Preventing harm and reducing risk;
- Promoting welfare, dignity and rights;
- Taking action to enable individuals to live free from abuse and neglect.

For children, safeguarding includes protecting from maltreatment, preventing impairment of health or development, and ensuring safe and effective care. For adults, safeguarding includes protecting the right to live in safety while respecting autonomy, choice and control. Safeguarding is both preventative and responsive.

6.4 Abuse

Abuse is a violation of an individual's human and civil rights. Abuse may:

- Consist of a single act or repeated acts;
- Be deliberate, reckless or arise from neglect or poor practice;
- Occur in person or online;
- Be perpetrated by adults or children;
- Occur within families, communities, institutions or organisations.

Under statutory guidance, abuse is defined as: A form of maltreatment of a child or adult at risk. Somebody may abuse or neglect an individual by inflicting harm or by failing to act to prevent harm. Abuse may amount to a criminal offence.

6.5 Neglect

Neglect is the persistent failure to meet basic physical and/or psychological needs, likely to result in serious harm to health, wellbeing or development. Neglect may include:

- Failure to provide adequate food, clothing or shelter;
- Ignoring medical needs;
- Failure to provide supervision;
- Withholding emotional support;
- Denial of access to appropriate services.

For adults, neglect may also involve acts of omission by carers or service providers. Neglect may be intentional or arise from lack of capacity, awareness or resources.

6.6 Exploitation

Exploitation occurs where an individual is manipulated, coerced or deceived for another person's benefit. Exploitation may include:

- Sexual exploitation;
- Financial exploitation;
- Criminal exploitation (including county lines);
- Labour exploitation;
- Human trafficking or modern slavery;
- Cuckooing (taking over a vulnerable person's home for criminal activity).

Exploitation often involves imbalance of power, dependency, coercion or grooming. Individuals experiencing financial hardship, housing instability or social isolation may be at increased risk.

6.7 Radicalisation

Radicalisation refers to the process by which an individual comes to support extremist ideologies or activities that may lead to harm or criminal behaviour. Radicalisation may involve:

- Grooming online or in person;



- Exposure to extremist material;
- Social isolation combined with manipulation;
- Encouragement to engage in harmful or violent acts.

Safeguarding includes protecting individuals from being drawn into terrorism or extremist activity. Concerns relating to radicalisation must be treated as safeguarding concerns and reported appropriately.

6.8 Domestic Abuse

Domestic abuse is any incident or pattern of controlling, coercive, threatening or abusive behaviour between individuals aged 16 or over who are personally connected. Domestic abuse may include:

- Physical violence;
- Emotional or psychological abuse;
- Sexual abuse;
- Financial abuse;
- Coercive control;
- So-called honour-based abuse;
- Forced marriage.

Children who witness or live in households where domestic abuse occurs are considered to be experiencing harm. Where domestic abuse is disclosed and children are present in the household, this must be treated as a child safeguarding concern.

6.9 Online Abuse

Online abuse refers to any form of abuse that takes place using digital technology or online platforms. This may include:

- Grooming via social media or messaging platforms;
- Sexual exploitation online;
- Sharing of indecent images;
- Cyberbullying;
- Coercive or threatening communication;
- Financial scams or fraud;
- Online radicalisation.

Safeguarding responsibilities apply equally in digital and physical environments. Online disclosures must be responded to in accordance with safeguarding procedures.

Recognition of Harm

Abuse may not always be immediately visible. Indicators may be physical, behavioural, emotional or environmental. Further guidance on recognising signs and symptoms of abuse is provided in the Appendices to this policy, aligned with Lancashire safeguarding procedures. All concerns, regardless of perceived seriousness, must be reported in accordance with the safeguarding reporting procedure set out in this policy.

7. Types of Abuse

Abuse may consist of a single act or repeated acts. It may be deliberate, reckless, coercive, or arise from neglect or poor practice. Abuse can occur within families, communities, institutions, organisations, or online. Jade's Bags Charity recognises the following categories of abuse in line with statutory guidance and Lancashire safeguarding frameworks.

7.1 Abuse Relating to Children

The following categories reflect definitions used within Working Together to Safeguard Children and local safeguarding partnership procedures.

Physical Abuse

Physical abuse may involve:



- Hitting, shaking, throwing, poisoning, burning or scalding
- Drowning or suffocating
- Fabricating or inducing illness
- Inappropriate restraint
- Physical punishment causing injury

Physical abuse may occur in domestic settings, institutional environments, or in the community.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child causing severe and adverse effects on emotional development. This may include:

- Conveying that a child is worthless or unloved
- Humiliation or ridicule
- Threats of harm or abandonment
- Controlling behaviour
- Exposure to domestic abuse
- Bullying (including cyberbullying)

Emotional abuse may occur alone or alongside other forms of abuse.

Sexual Abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child understands what is happening. This may include:

- Rape or sexual assault
- Sexual touching
- Sexual exploitation
- Exposure to sexual content
- Grooming
- Creating or sharing indecent images

Sexual abuse may occur in person or online.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. This may include:

- Failure to provide adequate food, clothing or shelter
- Failure to supervise appropriately
- Failure to protect from harm
- Ignoring medical needs
- Emotional neglect

Neglect may be chronic and cumulative.

Child Sexual Exploitation (CSE)

Child sexual exploitation is a form of sexual abuse where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity. This may involve:

- Exchange for money, gifts, accommodation or protection
- Grooming through relationships
- Online exploitation
- Coercion through threats or debt

CSE may not always involve physical contact.

County Lines (Child Criminal Exploitation)

County lines is a form of criminal exploitation where children are coerced into transporting or selling drugs. Indicators may include:



- Sudden access to money or phones
- Going missing from home
- Association with older individuals
- Fearful or secretive behaviour

Children experiencing poverty or instability may be at increased risk.

Grooming

Grooming is a process by which an individual builds trust with a child in order to exploit or abuse them. Grooming may occur:

- In person
- Online
- Through peers
- Through community networks

It often involves manipulation, secrecy and gradual boundary violation.

Female Genital Mutilation (FGM)

FGM involves procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. FGM is:

- A form of child abuse
- A criminal offence in the UK
- A serious violation of human rights

Any disclosure or suspicion of FGM must be treated as a safeguarding concern.

Forced Marriage

Forced marriage occurs when one or both individuals do not consent to the marriage and pressure or abuse is used. This may include:

- Emotional pressure
- Physical threats
- Coercion
- Family control

Forced marriage involving a child is a safeguarding matter and may constitute abuse.

7.2 Abuse Relating to Adults at Risk

The following categories reflect those set out under the Care Act 2014 and Care and Support Statutory Guidance.

Physical Abuse

Physical abuse may include: assault, hitting, slapping, pushing, misuse of medication, inappropriate restraint, forced feeding, physical punishment.

Psychological or Emotional Abuse

Psychological abuse may include: threats, intimidation, coercive control, harassment, verbal abuse, isolation from support networks, gaslighting.

Financial or Material Abuse

Financial abuse may include: theft, fraud, exploitation of benefits, coercion relating to wills or property, misuse of Power of Attorney, online scams. Adults experiencing financial hardship may be particularly vulnerable.

Discriminatory Abuse

Discriminatory abuse involves harassment or unfair treatment based on protected characteristics, including: race, disability, gender, sexual orientation, religion or belief, age. This may also constitute a hate crime.

Organisational or Institutional Abuse



Institutional abuse occurs where care systems or organisational practices result in harm. This may include: poor standards of care, unsafe environments, inadequate staffing, failure to respond to safeguarding concerns, lack of dignity or respect.

Self-Neglect

Self-neglect involves a person's failure to care for their own basic needs. This may include: poor hygiene, hoarding, malnutrition, living in unsafe conditions, failure to access medical care. Where self-neglect results in serious risk, safeguarding procedures may apply.

Modern Slavery

Modern slavery includes: human trafficking, forced labour, domestic servitude, criminal exploitation, sexual exploitation. Victims may be controlled through threats, violence, debt or coercion.

Important Note

Abuse may be carried out by adults or children. Where a child causes harm to another child or to an adult at risk, this must be managed through safeguarding procedures and relevant local authority processes.

8. Indicators of Abuse

Abuse, neglect and exploitation are not always obvious. Indicators may be subtle, cumulative or inconsistent, and must always be considered in context. A single sign does not confirm abuse, but patterns, severity, frequency, or unexplained changes may indicate risk. Trustees, staff and volunteers of Jade's Bags Charity must remain alert to indicators of harm and apply professional curiosity, seeking advice and reporting concerns rather than dismissing them. Where there is immediate risk of serious harm, emergency services must be contacted without delay.

8.1 Behavioural Indicators

A. Behavioural Indicators in Children

- Fearfulness or anxiety around certain adults or situations
- Withdrawal, depression, low mood, tearfulness, or emotional numbness
- Aggression, anger, disruptive behaviour, or repeated "acting out"
- Regression (e.g., bedwetting, thumb-sucking, clinginess)
- School-related changes: poor attendance, tiredness, sudden drop in attainment, concentration difficulties
- Running away / going missing, staying out late, or returning home at unusual times
- Inappropriate sexualised behaviour for age, sexual language, sexual knowledge beyond developmental stage
- Self-harm behaviours (scratching, cutting), suicidal ideation, risky behaviours
- Substance or alcohol use (including vaping)
- Reluctance to go home or fear about being collected
- Over-compliance, "people-pleasing", fear of making mistakes
- Unexplained secrecy, suddenly having a second phone, or hiding online interactions
- Association with older individuals, gangs, or unknown adults

B. Behavioural Indicators in Adults at Risk

- Fear, distress, or intimidation in the presence of a particular person
- Withdrawal, low mood, depression, anxiety, agitation or tearfulness
- Uncharacteristic passivity, appearing controlled or unable to speak freely
- Confusion or disorientation, particularly where this is new or worsened
- Changes in routines, including stopping engagement with services or support networks
- Reluctance to accept help, or insistence that "everything is fine" in a way that appears coerced
- Self-blame, shame, or statements indicating hopelessness



- Disclosures or hints of harm, even if indirect or minimised
- Resistance to medical care, or being prevented from attending appointments
- Unexplained financial stress, such as sudden inability to pay for essentials

C. Household / Relationship Indicators (Children & Adults)

- Evidence of coercive control, such as one person answering all questions
- Signs of domestic abuse, including fear of a partner/ex-partner, controlling behaviour, isolation
- Frequent crisis presentations where the underlying cause appears unresolved
- Family members appearing overly defensive or unwilling to engage in normal discussion

8.2 Physical Indicators

A. Physical Indicators in Children

- Unexplained injuries or injuries inconsistent with explanations
- Bruises/burns/scalds/bites, especially in unusual locations
- Injuries of different ages or repeated injuries over time
- Reluctance to change clothing or participate in activities where injuries may be seen
- Frequent unexplained headaches, tummy pains, or other somatic complaints
- Signs of poor hygiene, persistent hunger, underweight, or inappropriate clothing for weather
- Untreated medical issues, missing medication, delayed treatment
- Indicators linked to sexual abuse: pain, bleeding, or injury in genital area; sexually transmitted infections; pregnancy in a child; difficulty walking or sitting

B. Physical Indicators in Adults at Risk

- Unexplained injuries, bruising, burns or fractures
- Injuries with implausible or changing explanations
- Signs of inappropriate restraint (marks on wrists/arms)
- Signs of over- or under-medication or missed medication
- Evidence of poor nutrition, dehydration, untreated wounds
- Fearfulness of touch, flinching, or protective body language
- Signs linked to sexual abuse: genital pain, bleeding, bruising; sexually transmitted infections; difficulty sitting/walking; torn or stained clothing

8.3 Environmental Indicators

A. Indicators in Living Conditions

- Home appears unsafe, unhygienic, overcrowded, or hazardous
- Lack of heat, electricity, food, clean water, bedding or basic necessities
- Presence of drug paraphernalia, weapons, or evidence of criminal activity
- Signs of hoarding, infestation, strong odours, or dangerous clutter
- Children left unsupervised or unsafe caregiving arrangements
- Frequent moves, sofa surfing, unstable accommodation, or homelessness

B. Indicators of Exploitation / Modern Slavery

- Individual appears controlled, monitored, or unable to speak privately
- Signs of fear of authorities, distrust, "scripted" answers
- Lack of control over ID, finances, phone, transport
- Inconsistent story about where they live or work
- Poor physical condition, malnutrition, untreated injuries
- Evidence of labour exploitation: long hours, late-night travel, exhaustion
- Concern that the home is being used by others (e.g., "cuckooing")



C. Indicators of Organisational / Institutional Harm

- People repeatedly reporting poor treatment in services/accommodation
- Unsafe or degrading conditions in supported settings
- Patterns of neglect not responded to by the institution
- People fearful of complaining due to retaliation or dependence

8.4 Online Indicators

A. Online Indicators in Children

- Secretive behaviour about devices, sudden privacy changes
- Spending excessive time online, particularly late at night
- Sudden new contacts, especially older individuals
- Receiving gifts, money, or unexplained items
- Distress after being online; mood swings linked to phone use
- Requests for sexual images or pressure to send images
- Evidence of sextortion (threats to share images)
- Online bullying: fear of school/social spaces, social withdrawal
- Engagement with harmful content, including self-harm or suicide content

B. Online Indicators in Adults at Risk

- Being pressured to send money or personal information
- Signs of online financial scams, romance fraud, coercive messaging
- Loss of control over accounts, passwords, devices
- Fear linked to online threats, harassment or stalking
- Coercive control facilitated by digital means (tracking, monitoring messages)

C. Online Indicators of Radicalisation

- Rapid changes in ideology or language
- Obsessive viewing/sharing of extremist material
- Withdrawal from friends/family
- Hostility towards certain groups
- Online connections with extremist influencers or groups

8.5 Important Practice Notes (How to Use Indicators)

- Indicators must be considered in context - poverty and crisis can mimic some signs (e.g., lack of food, poor clothing), but this does not remove safeguarding risk; it may increase it.
- The presence of one indicator alone does not confirm abuse; patterns, severity, escalation, secrecy, fear, or coercion increase concern.
- If you are unsure, report the concern to the Designated Safeguarding Lead for advice - do not attempt to investigate.
- Where a child or adult is in immediate danger or requires urgent medical attention, call 999/112 and inform the safeguarding leads as soon as possible.

PART 4 – SAFER ORGANISATIONAL PRACTICE

9. Governance & Trustee Oversight

Safeguarding is a core governance responsibility of Jade's Bags Charity. The Board of Trustees retains ultimate accountability for ensuring that effective safeguarding arrangements are in place and functioning appropriately. Safeguarding oversight forms part of the charity's strategic risk management, operational planning and regulatory compliance obligations.



9.1 Trustee Safeguarding Lead

The Board of Trustees appoints a Safeguarding Trustee who:

- Provides safeguarding oversight at board level
- Acts as a point of liaison between the Board and the Designated Safeguarding Lead (DSL)
- Ensures safeguarding is a standing agenda item where appropriate
- Oversees Serious Incident reporting decisions
- Supports policy review and governance scrutiny

The Safeguarding Trustee does not replace the operational role of the DSL but ensures governance accountability.

9.2 Safeguarding Reporting to the Board

The Designated Safeguarding Lead will provide safeguarding updates to the Trustee Board, which may include:

- Number and type of safeguarding concerns raised
- Actions taken and referrals made
- Emerging patterns or trends
- Training updates
- Risk assessment updates
- Lessons learned

Where appropriate, reporting will preserve confidentiality while enabling governance oversight. Safeguarding will be included within trustee reporting cycles and risk management reviews.

9.3 Annual Safeguarding Review

The safeguarding policy and procedures will be formally reviewed:

- Annually
- Following any serious safeguarding incident
- Following legislative changes
- Where local safeguarding procedures change

The annual review will consider:

- Effectiveness of reporting procedures
- Safeguarding training coverage
- Incident trends
- Feedback from volunteers or partners
- Compliance with Lancashire safeguarding frameworks

The review will be documented and formally approved by the Board of Trustees.

9.4 Safeguarding Risk Register Inclusion

Safeguarding risks will be recorded within the charity's organisational risk register. This will include:

- Risk of harm to beneficiaries
- Risk of harm caused by staff or volunteers
- Online safeguarding risks
- Partnership safeguarding risks
- Reputational risks linked to safeguarding failure

Trustees will regularly review safeguarding risks and mitigation measures.

9.5 Serious Incident Reporting Process

Where a safeguarding incident results in, or poses a significant risk of:

- Serious harm to a child or adult at risk



- Serious harm to staff or volunteers
- Significant reputational damage
- Regulatory concern

The Trustees will consider whether a Serious Incident Report must be submitted to the Charity Commission for England and Wales. The process will include:

- Immediate safeguarding action to protect those at risk
- Internal review by the DSL and Safeguarding Trustee
- Board notification
- Determination of reporting threshold
- Submission of report where required
- Recording of decision rationale

Failure to report a serious safeguarding incident may constitute regulatory misconduct.

10. Roles & Responsibilities

Safeguarding is everybody's responsibility. However, clear role allocation ensures accountability, consistency and compliance with statutory and regulatory expectations. All individuals connected to Jade's Bags Charity must act within the scope of their role and escalate concerns appropriately. No individual should attempt to investigate safeguarding concerns independently.

10.1 Board of Trustees

The Board of Trustees holds ultimate accountability for safeguarding governance and regulatory compliance. Trustees are responsible for:

- Ensuring effective safeguarding policies and procedures are in place.
- Appointing a Designated Safeguarding Lead (DSL) and Deputy DSL.
- Appointing a Safeguarding Trustee for governance oversight.
- Ensuring safeguarding is included within the organisational risk register.
- Receiving safeguarding reports and monitoring trends.
- Ensuring compliance with Lancashire safeguarding procedures.
- Ensuring appropriate training and safer recruitment processes are implemented.
- Reviewing safeguarding policy annually or following serious incidents.
- Determining whether Serious Incident Reporting to the Charity Commission for England and Wales is required.

Trustees must demonstrate active and informed oversight of safeguarding arrangements.

10.2 Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead (DSL) is responsible for the operational leadership of safeguarding within Jade's Bags Charity. The DSL will:

- Act as the first point of contact for safeguarding concerns.
- Receive, assess and record safeguarding disclosures or suspicions.
- Make referrals to Children's Social Care, Adult Social Care, Police or other statutory agencies where appropriate.
- Seek advice from the Lancashire Safeguarding Children Partnership or Lancashire Safeguarding Adults Board procedures where thresholds are unclear.
- Maintain confidential safeguarding records securely.
- Ensure immediate protective action where required.
- Inform the Safeguarding Trustee and Board where serious concerns arise.
- Lead safeguarding training and awareness within the organisation.
- Maintain up-to-date knowledge of safeguarding legislation and Lancashire procedures.
- Ensure this policy is implemented consistently.

The DSL is not responsible for conducting investigations; statutory agencies retain investigative authority.



10.3 Deputy Designated Safeguarding Lead (DDSL)

The Deputy DSL supports the DSL and acts in their absence. The Deputy DSL will:

- Receive and manage safeguarding concerns when the DSL is unavailable.
- Assist with referrals and liaison with statutory agencies.
- Support safeguarding record-keeping.
- Support training and awareness initiatives.

The Deputy DSL has the same authority as the DSL when acting in that capacity.

10.4 Staff & Volunteers

All staff and volunteers have a duty to:

- Remain alert to indicators of abuse, neglect and exploitation.
- Take all disclosures seriously.
- Record concerns factually and promptly.
- Report concerns immediately to the DSL or Deputy DSL.
- Maintain confidentiality in accordance with safeguarding procedures.
- Follow safer working practices and code of conduct standards.
- Undertake safeguarding training appropriate to their role.

Staff and volunteers must not:

- Promise confidentiality to a child or adult at risk.
- Attempt to investigate safeguarding concerns.
- Delay reporting concerns.
- Confront alleged perpetrators.

Failure to follow safeguarding procedures may result in disciplinary action.

10.5 Partners & Contractors

Partners, referral agencies and contractors working with Jade's Bags Charity must:

- Comply with safeguarding expectations where their work relates to charity activities.
- Share safeguarding information appropriately and lawfully.
- Follow agreed referral pathways.
- Escalate safeguarding concerns immediately.

Where formal partnership agreements exist, safeguarding responsibilities must be clearly defined in writing.

Safeguarding Reporting Lines

The safeguarding reporting structure within Jade's Bags Charity is as follows:

All Staff / Volunteers / Trustees → Designated Safeguarding Lead (DSL) → (If DSL unavailable) Deputy Designated Safeguarding Lead → Safeguarding Trustee → Board of Trustees → External Agencies as required (Children's Social Care, Adult Social Care, Police, Lancashire Safeguarding Partnerships, Charity Commission – Serious Incident Reporting).

Escalation Safeguards

- If a concern involves the DSL, it must be reported directly to the Safeguarding Trustee or Chair of Trustees.
- If a concern involves a Trustee, it must be reported to the Chair of Trustees or directly to statutory authorities if necessary.
- If there is immediate risk of serious harm, emergency services must be contacted without delay before internal reporting.

Accountability Summary



Role	Primary Accountability
Board of Trustees	Governance oversight and regulatory compliance
Safeguarding Trustee	Board-level safeguarding scrutiny
DSL	Operational safeguarding leadership and referrals
Deputy DSL	Support and cover for DSL
Staff & Volunteers	Recognition and reporting of concerns
Partners & Contractors	Compliance with safeguarding standards

11. Safer Recruitment & Vetting

Jade's Bags Charity is committed to robust safer recruitment practices in order to minimise the risk of harm to children and adults at risk and to ensure that all individuals acting on behalf of the charity are suitable for their roles. Safer recruitment is a core safeguarding control and forms part of the charity's overall risk management framework. All recruitment decisions will be proportionate, role-specific and informed by a documented risk assessment. The charity recognises that safeguarding risk varies depending on the nature, frequency and intensity of contact with beneficiaries, access to sensitive information, degree of autonomy within the role, and whether the position involves regulated activity as defined in safeguarding legislation.

11.1 Role Risk Assessment

Before any trustee, staff member or volunteer is appointed, Jade's Bags Charity will complete a role-based safeguarding risk assessment. This assessment will consider the extent to which the role involves contact with children or adults at risk, whether that contact is supervised or unsupervised, and whether the role involves entry into private homes, lone working, digital communication with beneficiaries, or handling safeguarding disclosures. The assessment will also determine whether the role meets the legal definition of regulated activity under the Safeguarding Vulnerable Groups Act 2006 (as amended). The outcome of this assessment will determine the appropriate level of vetting, supervision and training required.

11.2 DBS Eligibility and Criminal Record Checks

Jade's Bags Charity will only request Disclosure and Barring Service (DBS) checks where the role is legally eligible under current DBS guidance. The level of check requested, Basic, Standard or Enhanced (with or without barred list checks), will be determined strictly by the duties of the role and not by job title alone. Where a role involves regulated activity with children, the charity will request an Enhanced DBS check including a Children's Barred List check where lawful. Where a role involves regulated activity with adults, an Enhanced DBS check including an Adults' Barred List check will be requested where permitted by legislation. For roles that do not meet the threshold for regulated activity but involve a degree of safeguarding risk, the charity may request a Basic DBS check where appropriate. The charity will ensure that all checks are carried out in accordance with DBS code of practice and data protection legislation. Where individuals are subscribed to the DBS Update Service, status checks may be used as part of ongoing suitability monitoring, subject to role risk and proportionality.

11.3 References and Background Checks

For roles assessed as medium or high safeguarding risk, Jade's Bags Charity will seek appropriate references prior to confirmation of appointment. References will normally include at least one from a recent employer or volunteering supervisor where available. Referees will be asked to comment on the individual's suitability to work with children or adults at risk and whether they are aware of any concerns relating to safeguarding, conduct or professional boundaries. Where references are limited or unavailable, the charity will document the reasons and implement proportionate additional supervision arrangements.

11.4 Identity Verification

All trustees, staff and volunteers will be required to provide satisfactory proof of identity prior to



appointment. Identity verification will be conducted in line with DBS requirements where applicable and will include confirmation of name, address history and date of birth. Documentation will be reviewed and recorded securely in accordance with data protection law.

11.5 Right to Work

Where Jade's Bags Charity employs paid staff or engages paid workers, it will conduct Right to Work checks in accordance with Home Office guidance. These checks will be completed before employment commences and records of the checks will be retained securely. Where permission to work is time-limited, follow-up checks will be conducted as required by law.

11.6 Safeguarding Declaration

All trustees, staff and volunteers will be required to complete a safeguarding declaration confirming that they understand and agree to comply with the charity's Safeguarding Policy and Code of Conduct. The declaration will require individuals to disclose any unspent convictions, cautions or investigations relevant to safeguarding, in accordance with legal disclosure requirements. Individuals will also be required to confirm their ongoing duty to disclose any future convictions, investigations or safeguarding concerns that arise during their time with the charity. This declaration supports a culture of transparency and accountability.

11.7 Probationary Monitoring and Ongoing Suitability

Safer recruitment does not conclude at appointment. All new trustees, staff and volunteers will undergo an induction period during which safeguarding responsibilities, reporting routes and expectations regarding professional conduct are clearly explained. For roles involving beneficiary contact, a probationary period will apply, during which supervision and check-ins will be conducted. Concerns arising during this period may result in increased supervision, restriction of duties, or termination of the appointment. Confirmation in role will only occur once required checks are complete, training has been undertaken, and the individual has demonstrated safe and appropriate conduct. Suitability will be monitored on an ongoing basis, and safeguarding concerns relating to conduct will be addressed promptly and proportionately.

11.8 Trustee Eligibility and Due Diligence

Trustees hold ultimate governance responsibility and may have access to sensitive information or influence over safeguarding decision-making. Accordingly, trustee recruitment will include appropriate due diligence. This will include confirmation that the individual is not disqualified from acting as a trustee under charity law, verification of identity, completion of a safeguarding declaration, and assessment of whether a DBS check is legally eligible and proportionate based on the trustee's role and level of contact with beneficiaries. The Board recognises that there is no automatic requirement for DBS checks for all trustees; however, eligibility will be assessed carefully in accordance with statutory guidance and best practice.

11.9 Alignment with Lancashire Safeguarding Frameworks

As Jade's Bags Charity operates within Lancashire, safer recruitment arrangements are designed to support compliance with local safeguarding expectations and to ensure that concerns can be escalated promptly into local multi-agency safeguarding procedures when required. The Designated Safeguarding Lead is responsible for maintaining awareness of changes to legislation, DBS eligibility criteria and Lancashire safeguarding guidance, and for ensuring recruitment practices remain compliant and proportionate.

12. Code of Conduct

All trustees, staff and volunteers of Jade's Bags Charity must maintain clear professional boundaries at all times. Relationships with children and adults at risk must remain professional, purposeful and proportionate, and must never become personal, exploitative or dependent. One-to-one working must be transparent and, wherever possible, take place in visible or accountable settings; private meetings must be operationally justified and risk-assessed. Physical contact must be avoided unless necessary, appropriate and proportionate, and must never be secretive or capable of misinterpretation. Individuals must not promise confidentiality where safeguarding concerns arise and must report all concerns in accordance with this policy.



All digital communication must be professional and conducted through authorised channels wherever possible. Personal social media accounts must not be used to engage privately with beneficiaries, and inappropriate messaging, requests for images, or communication outside reasonable hours is prohibited. Photographs or personal information may only be captured or shared with informed consent, with heightened safeguards for children and adults at risk. Trustees, staff and volunteers must not offer personal gifts or financial assistance, nor accept gifts that could create influence or dependency. Any conflicts of interest must be declared and managed transparently. Breach of this Code may result in disciplinary action or referral to statutory authorities.

13. Training & Competency

Jade's Bags Charity is committed to ensuring that all trustees, staff and volunteers are appropriately trained and competent to fulfil their safeguarding responsibilities. Safeguarding training will be provided at induction before any individual undertakes unsupervised activity with beneficiaries and will be proportionate to role and risk. The Designated Safeguarding Lead and Deputy will undertake enhanced training to support threshold decision-making, referrals and multi-agency working in line with Lancashire safeguarding procedures, while trustees will receive governance-level safeguarding training to fulfil their oversight duties. Refresher training will be provided at regular intervals and following significant legislative or procedural changes. The charity will maintain a central record of safeguarding training, including completion dates and renewal requirements, and will incorporate scenario-based learning relevant to its operational context, such as home deliveries, crisis presentations, online disclosures and domestic abuse indicators to ensure practical confidence as well as theoretical understanding.

14. Risk Assessment & Risk Management

Jade's Bags Charity embeds safeguarding within its risk management framework by undertaking proportionate and documented risk assessments for all activities involving children, adults at risk or public engagement. This includes assessing safeguarding risks in operational activities, home deliveries and distribution settings, third-party venues, and community events, with appropriate controls implemented before activity proceeds. Lone working arrangements must be risk assessed and supported by clear check-in and escalation procedures. Digital activity, including online referrals and social media engagement, is subject to safeguarding and data security risk controls. Where events are delivered, a safeguarding plan will identify supervision arrangements, reporting routes and emergency response procedures. Should the charity undertake activity outside the UK, a specific overseas safeguarding risk assessment would be completed to address legal, cultural and reporting differences. Safeguarding risks are recorded within the organisational risk register and reviewed by trustees as part of ongoing governance oversight.

PART 5 – RESPONDING TO CONCERNS

15. Recognising & Responding to a Disclosure

If a child or adult at risk discloses abuse, neglect or exploitation, or if a concern is identified through observation, trustees, staff and volunteers must respond calmly, respectfully and without judgement. The individual should be listened to carefully, allowed to speak freely and reassured that they have done the right thing in sharing information. Leading questions, investigation, promises of confidentiality, expressions of shock, or attempts to confront the alleged perpetrator must be avoided. Only open, clarifying questions such as "Can you tell me what happened?" should be used where necessary. Immediate steps must be taken to ensure safety where there is risk of harm, including contacting emergency services if required. The concern must then be reported without delay to the Designated Safeguarding Lead in accordance with this policy. The role of charity representatives is to listen, record and report – not to investigate.

16. Reporting Procedure (Internal)

All safeguarding concerns must be reported immediately to the Designated Safeguarding Lead (DSL). If the DSL is unavailable, the concern must be reported to the Deputy DSL. Concerns should



be reported on the same day they arise and must not be delayed until a later meeting or shift. Where there is immediate danger or risk of serious harm, emergency services must be contacted before internal reporting. If the concern involves the DSL, it must be reported directly to the Safeguarding Trustee or Chair of Trustees. If a concern involves a trustee, it must be escalated to the Chair of Trustees or reported directly to statutory authorities where appropriate. The DSL is responsible for determining whether the concern meets the threshold for referral to Children's Social Care, Adult Social Care or Police in line with Lancashire safeguarding procedures, and for informing the Board where serious incidents arise.

Simple Safeguarding Reporting Flowchart

Concern arises or disclosure received → Ensure immediate safety (Call 999 if urgent) → Report immediately to DSL → (If DSL unavailable) Report to Deputy DSL → (If DSL implicated) Report to Safeguarding Trustee / Chair → DSL determines referral to: Children's Social Care / Adult Social Care / Police / Other relevant agency → Board notified if serious incident.

17. Recording Concerns

All safeguarding concerns must be recorded promptly, factually and accurately. Records must include dates, times, locations, names of those involved, the exact words used where possible, and a clear distinction between fact, observation and opinion. Personal interpretations or assumptions must be avoided. Records must be submitted to the DSL as soon as possible and stored securely in restricted-access systems in accordance with UK GDPR and Data Protection Act requirements. Safeguarding information must only be shared on a need-to-know basis and retained in line with statutory guidance and organisational retention schedules. Records relating to safeguarding must be preserved securely and not destroyed without appropriate authority.

18. External Reporting, Local Procedures & Escalation

Jade's Bags Charity operates within the safeguarding frameworks of Lancashire and will follow the procedures and referral pathways established by the Lancashire Safeguarding Children Partnership and the Lancashire Safeguarding Adults Board. The Designated Safeguarding Lead (DSL) is responsible for ensuring that all external referrals are made in accordance with Lancashire multi-agency threshold guidance and statutory safeguarding legislation, including the Children Act 1989 and the Care Act 2014.

18.1 Referrals Concerning Children

Where there is reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm, the DSL will make an immediate referral to Lancashire Children's Social Care in accordance with Section 47 of the Children Act 1989. Concerns may include physical, emotional or sexual abuse, neglect, child sexual exploitation, criminal exploitation including county lines, domestic abuse within the household, Female Genital Mutilation, forced marriage or radicalisation. Where a child is at immediate risk of harm, Police will be contacted via 999 without delay. If an allegation concerns a trustee, staff member or volunteer in a position of trust, the DSL (or Safeguarding Trustee if appropriate) will contact the Local Authority Designated Officer (LADO) in Lancashire. Consultation with Children's Social Care will take place where thresholds are unclear.

18.2 Referrals Concerning Adults at Risk

Where an adult meets the Care Act 2014 safeguarding criteria and is experiencing, or at risk of, abuse or neglect, the DSL will refer the matter to Lancashire Adult Social Care under Section 42 of the Care Act. Consent will be sought where possible; however, referral may proceed without consent where there is risk of serious harm, evidence of coercion or control, criminal activity, risk to others, or lack of mental capacity. Where offences such as assault, domestic abuse, financial exploitation or modern slavery are suspected, Police will be informed.

18.3 Multi-Agency Cooperation

Jade's Bags Charity will cooperate fully with statutory safeguarding enquiries, including Section 47 (Children Act) and Section 42 (Care Act) enquiries. The charity will share relevant information lawfully under safeguarding information-sharing provisions and UK GDPR safeguarding exemptions. Representatives of the charity will attend multi-agency meetings where requested and provide safeguarding records where required by law.



18.4 Escalation Procedures

If there is disagreement regarding thresholds or response, the DSL will follow Lancashire safeguarding escalation procedures to resolve professional differences. If safeguarding concerns involve the DSL, they must be reported to the Safeguarding Trustee or Chair of Trustees. If concerns involve a trustee or there is concern of governance failure, escalation may be made directly to statutory agencies or to the Charity Commission for England and Wales. Where an individual believes concerns have not been handled appropriately, they may escalate to:

- Lancashire Children's Social Care
- Lancashire Adult Social Care
- Lancashire Police
- The Charity Commission
- The Local Government and Social Care Ombudsman (where relevant)

No individual will suffer detriment for escalating safeguarding concerns in good faith.

18.5 Serious Incident Reporting

Where a safeguarding incident results in serious harm, presents significant risk, involves allegations against individuals in positions of trust, or poses reputational or regulatory risk, the Trustees will consider whether a Serious Incident Report must be submitted to the Charity Commission for England and Wales. The decision and rationale will be formally documented.

18.6 Local Safeguarding Contacts & Escalation Routes

The following contact details apply to Jade's Bags Charity's primary area of operation within Lancashire. These details must be reviewed annually by the Designated Safeguarding Lead.

Service / Role	Contact Details
Lancashire Children's Social Care	Telephone: 0300 123 6720
Out-of-hours Emergency Duty Team (Children)	Telephone: 0300 123 6722
Lancashire Adult Social Care	Telephone: 0300 123 6720
Out-of-hours Emergency Duty Team (Adults)	Telephone: 0300 123 6722
Local Authority Designated Officer (LADO)	Telephone: 0300 123 6720
Lancashire Police	Emergency: 999 Non-emergency: 101
NSPCC Helpline	Telephone: 0808 800 5000 Email: help@nspcc.org.uk
Modern Slavery & Exploitation Helpline	Telephone: 08000 121 700
Prevent / Channel (Radicalisation Concerns)	Contact via Police on 101 or via local safeguarding partnership referral routes.
Charity Commission - Serious Incident Reporting	https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity
Local Government & Social Care Ombudsman	Telephone: 0300 061 0614 Website: https://www.lgo.org.uk

Where a beneficiary resides outside Lancashire, the DSL will identify and contact the relevant local authority safeguarding team for the area in which the individual resides or where the risk is occurring.



19. Managing Allegations Against Staff, Volunteers or Trustees

Jade's Bags Charity recognises that allegations against trustees, staff or volunteers represent a serious safeguarding and governance matter. Allegations may include concerns that an individual has harmed a child or adult at risk, committed a criminal offence against them, behaved in a way that indicates they may pose a risk of harm, or behaved in a manner incompatible with their role. All allegations will be managed promptly, proportionately and in accordance with statutory safeguarding frameworks, employment law and regulatory expectations.

19.1 Immediate Risk Management

Where an allegation is made, the immediate priority will be the safety and welfare of the child or adult at risk. The Designated Safeguarding Lead (DSL), or Safeguarding Trustee if the allegation concerns the DSL, will undertake an immediate risk assessment to determine whether protective action is required. This may include removing the individual from direct contact with beneficiaries, altering duties, or implementing interim safeguarding measures while referrals are made. Where there is immediate risk of harm or a suspected criminal offence, Police will be contacted without delay.

19.2 Referral to the Local Authority Designated Officer (LADO) – Children

Where an allegation concerns an individual working with children and indicates that they may have behaved in a way that has harmed, or may harm, a child; possibly committed a criminal offence against or related to a child; or behaved in a way that suggests they may pose a risk to children, the DSL (or Safeguarding Trustee where appropriate) will refer the matter to the Local Authority Designated Officer (LADO) in Lancashire in accordance with statutory guidance under Working Together to Safeguard Children and local procedures set by the Lancashire Safeguarding Children Partnership. The LADO will provide advice on next steps, including strategy meetings, information sharing and investigation processes. The charity will not conduct its own investigation prior to LADO consultation.

19.3 Adult Safeguarding Referral

Where an allegation concerns harm to an adult at risk, the DSL will refer the matter to Lancashire Adult Social Care under Section 42 of the Care Act 2014, in line with procedures set by the Lancashire Safeguarding Adults Board. Where criminal conduct is suspected, Police will be informed. The charity will cooperate fully with safeguarding enquiries and any related criminal investigation.

19.4 Suspension Considerations

Suspension is a neutral act and does not imply guilt. Decisions regarding suspension will be made proportionately, based on risk assessment and advice from statutory agencies where relevant. Alternatives to suspension, such as temporary redeployment or increased supervision, will be considered where appropriate. Any employment-related action will be aligned with organisational HR procedures and employment law. Trustees will ensure that disciplinary processes do not compromise safeguarding investigations.

19.5 HR Process Alignment

Safeguarding investigations and internal HR or disciplinary processes must be clearly distinguished but appropriately coordinated. Internal procedures will not interfere with or prejudice statutory safeguarding or criminal investigations. The charity will follow its disciplinary procedures while ensuring compliance with employment law and safeguarding duties.

19.6 Confidentiality

Allegations will be handled sensitively and confidentially. Information will only be shared on a strict need-to-know basis, consistent with safeguarding information-sharing principles and UK GDPR. The identity of individuals involved will be protected as far as legally possible, particularly where investigations are ongoing.



19.7 Whistleblowing Protections

Any trustee, staff member or volunteer who raises concerns in good faith regarding safeguarding misconduct will be protected from detriment or victimisation. Where individuals believe concerns are not being addressed appropriately internally, they may escalate concerns to statutory agencies, the Charity Commission for England and Wales, or relevant external authorities. Jade's Bags Charity supports lawful whistleblowing in accordance with the Public Interest Disclosure Act 1998.

20. Serious Incident Reporting

Jade's Bags Charity recognises its regulatory duty to report serious safeguarding incidents to the Charity Commission for England and Wales in accordance with the Commission's Serious Incident Reporting guidance.

20.1 When to Report

A Serious Incident Report will be considered where a safeguarding incident:

- Results in serious harm to a child, adult at risk, staff member or volunteer.
- Poses a significant risk of serious harm.
- Involves allegations against individuals in positions of trust.
- Reveals systemic safeguarding failure.
- Is likely to result in significant reputational damage.
- Involves Police investigation into safeguarding-related matters.

The threshold for reporting is risk-based and does not require proof of harm before submission.

20.2 Reporting Timelines

Serious Incident Reports must be submitted promptly once the trustees become aware of a reportable incident. Reporting should not be delayed until investigations conclude. If full details are not yet known, an initial report should be submitted followed by updates as further information becomes available. Reports must be submitted via the Charity Commission's online reporting portal: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

20.3 Trustee Oversight

The Board of Trustees retains ultimate responsibility for ensuring that Serious Incident Reporting obligations are met. The Safeguarding Trustee will oversee decision-making regarding reportability, ensure rationale is documented, and confirm that safeguarding risks are reflected in the organisational risk register. Trustees must demonstrate active oversight and ensure lessons learned from serious incidents are embedded into policy, training and practice.

PART 6 – SAFEGUARDING IN PRACTICE

21. Online & Digital Safeguarding

Jade's Bags Charity recognises that safeguarding responsibilities extend fully into digital environments. All online engagement, including social media, website interaction, referral forms and digital communication, must reflect the same safeguarding standards applied to in-person services. Social media platforms operated by the charity will be actively moderated to reduce the risk of harmful, abusive, exploitative or extremist content. Inappropriate comments, disclosures of abuse, safeguarding concerns or harmful content will be escalated immediately to the Designated Safeguarding Lead (DSL) in accordance with the safeguarding reporting procedure. Direct messaging with beneficiaries must be conducted through authorised charity channels only, must remain professional in tone and purpose, and must not occur via personal accounts. Private or secret digital communication with children or adults at risk is prohibited.

All digital activity must comply with UK GDPR and the Data Protection Act 2018. Personal data must be processed lawfully, stored securely, and shared only on a need-to-know basis. Safeguarding concerns disclosed online must be treated as formal safeguarding reports and recorded accordingly. The charity will implement proportionate cyber safety controls, including



password protection, restricted system access, secure storage of safeguarding records, and regular review of digital access permissions. Online safeguarding risks, including grooming, online exploitation, financial scams, sextortion and radicalisation, will be considered within organisational risk assessments and staff training.

22. Partnership & Third-Party Safeguarding

Where Jade's Bags Charity works in partnership with other organisations, venues, referral agencies or contractors, safeguarding responsibilities must be clearly defined and documented. Prior to entering into partnership arrangements, proportionate due diligence will be undertaken to assess safeguarding policies, governance standards, reputation and compliance history. Where joint delivery of services involves contact with children or adults at risk, written agreements must clarify safeguarding roles, referral responsibilities, information-sharing arrangements and escalation routes. Safeguarding clauses will be included in contracts or memoranda of understanding where appropriate.

The charity retains responsibility for ensuring that safeguarding standards are not diluted through partnership working. Compliance with safeguarding expectations will be monitored through review meetings, incident reporting oversight and periodic reassessment of risk. Where concerns arise regarding a partner organisation's safeguarding practice, these will be escalated in accordance with local safeguarding procedures and, where necessary, to statutory authorities. The charity will not continue partnership arrangements where safeguarding standards are found to be inadequate or where beneficiaries may be placed at risk.

23. Complaints & Whistleblowing

Jade's Bags Charity is committed to a culture of transparency, accountability and safeguarding vigilance. All trustees, staff, volunteers, beneficiaries and members of the public must be able to raise safeguarding concerns, complaints or allegations without fear of intimidation, retaliation or disadvantage. Safeguarding complaints and whistleblowing disclosures are treated as matters of serious governance and legal significance. This section operates alongside the charity's safeguarding reporting procedures and reflects statutory protections under the Public Interest Disclosure Act 1998 and the Employment Rights Act 1996 (as amended).

23.1 Raising a Safeguarding Complaint

A safeguarding complaint may relate to:

- Failure to respond appropriately to a safeguarding concern.
- Alleged misconduct by a trustee, staff member or volunteer.
- Poor safeguarding practice.
- Failure to follow local safeguarding procedures.
- Unsafe environments or systemic safeguarding weaknesses.
- Concerns about governance oversight.

Safeguarding complaints should ordinarily be raised with: the Designated Safeguarding Lead (DSL); or the Safeguarding Trustee; or the Chair of Trustees (where the complaint concerns the DSL or safeguarding governance). Where a complaint concerns immediate risk of harm, statutory agencies must be contacted without delay in accordance with Section 18 of this policy.

All safeguarding complaints will be:

- Acknowledged promptly.
- Assessed for immediate risk.
- Escalated where statutory thresholds are met.
- Recorded securely.
- Reviewed by appropriate governance oversight.

Where the complaint concerns safeguarding practice relating to a child or adult at risk, referral may be made to:

- Lancashire Children's Social Care (Section 47 Children Act 1989);
- Lancashire Adult Social Care (Section 42 Care Act 2014);



- The Local Authority Designated Officer (LADO), where allegations concern individuals in positions of trust.

23.2 Anonymous Reporting

Jade's Bags Charity recognises that individuals may feel unable to raise concerns openly. Anonymous safeguarding reports will be accepted and taken seriously. While anonymity may limit the ability to investigate fully, all reports will be risk-assessed and acted upon proportionately. Anonymous concerns may be submitted:

- In writing to the Safeguarding Trustee or Chair of Trustees;
- Via secure charity communication channels;
- Directly to statutory agencies;
- To the Charity Commission for England and Wales where governance failure is suspected;
- To Lancashire Children's Social Care or Adult Social Care;
- To Police where criminal conduct is suspected.

The charity will not attempt to identify anonymous reporters unless there is evidence of malicious intent or legal requirement to do so.

23.3 Whistleblowing (Protected Disclosures)

A whistleblowing disclosure is a concern raised in the public interest regarding wrongdoing, risk, or failure that may harm beneficiaries or compromise safeguarding. Under the Public Interest Disclosure Act 1998, workers (including employees and certain volunteers) are legally protected from detriment or dismissal where they make a qualifying disclosure in good faith. Protected disclosures may relate to:

- Safeguarding failures or cover-ups;
- Criminal offences;
- Breach of legal obligations;
- Miscarriage of justice;
- Risk to health and safety;
- Deliberate concealment of wrongdoing;
- Serious governance misconduct.

Whistleblowers may raise concerns internally with: the DSL; the Safeguarding Trustee; the Chair of Trustees; the full Board of Trustees. Where internal reporting is not appropriate or where concerns remain unresolved, disclosures may be made externally to:

- Lancashire Safeguarding Children Partnership
- Lancashire Safeguarding Adults Board
- Lancashire Police
- Charity Commission for England and Wales
- Local Government and Social Care Ombudsman

The charity recognises that statutory agencies are prescribed persons under whistleblowing legislation.

23.4 Protection from Victimisation

No trustee, staff member or volunteer will suffer dismissal, detriment, harassment, discrimination or disadvantage for raising safeguarding concerns in good faith. Any attempt to victimise, intimidate or retaliate against an individual raising a safeguarding concern will be treated as serious misconduct and may result in disciplinary action or removal from role. Confidentiality will be respected wherever possible; however, complete confidentiality cannot be guaranteed where safeguarding or criminal investigation requires disclosure. Information will be shared only on a lawful and proportionate basis under safeguarding information-sharing provisions and UK GDPR exemptions. Malicious or knowingly false allegations may be subject to investigation; however, raising a concern that proves unfounded will not, in itself, constitute misconduct.

23.5 Governance Oversight



The Board of Trustees retains ultimate responsibility for ensuring that safeguarding complaints and whistleblowing disclosures are handled appropriately, lawfully and transparently. Patterns of complaints, systemic concerns or governance failures will be reviewed at Board level and may trigger:

- External safeguarding review;
- Policy revision;
- Additional training;
- Serious Incident Reporting to the Charity Commission for England and Wales.

The Safeguarding Trustee will monitor the effectiveness of whistleblowing arrangements and report annually to the Board.

PART 7 – GOVERNANCE & POLICY CONTROL

24. Roles and Responsibilities Summary Table

The following individuals hold safeguarding leadership responsibilities within Jade's Bags Charity:

Name	Role / Responsibilities	Contact Details
Deborah Meade Mcloughlin	Designated Safeguarding Lead (DSL) Leads operational safeguarding response Receives and assesses safeguarding concerns Makes referrals to statutory agencies Maintains safeguarding records Advises trustees and volunteers	info@jadesbags.org +44 77912 59941
Louise Rizza	Deputy Designated Safeguarding Lead (DDSL) Supports DSL Acts in DSL absence Assists with referrals and record-keeping	info@jadesbags.org +44 77912 59941
Deborah Meade Mcloughlin	Chair of Trustees Ensures safeguarding is embedded in governance Supports serious incident decision-making	info@jadesbags.org +44 77912 59941

Governance Safeguards

- The Designated Safeguarding Lead and Deputy will not be directly related to one another.
- Both safeguarding leads will hold a personal copy of this policy.
- Contact details will be reviewed annually.
- Out-of-hours reporting arrangements will be clarified in operational procedures.

25. Policy Monitoring, Review & Approval

Monitoring Responsibility
Safeguarding Trustee
Reporting To
Trustee Board
Policy Owner
Designated Safeguarding Lead
Review Frequency
Annual (or following serious incident)
Next Review Date
06/01/2027

Policy Approval

This policy was reviewed and approved by the Trustees of Jade's Bags Charity.



Name: Deborah Meade Mcloughlin

Position: Designated Safeguarding Lead

Signature: D. Mcloughlin

Date: 05/01/2026

26. Policy Approval & Version Control

This Safeguarding Policy is approved by the Board of Trustees of Jade's Bags Charity and forms part of the charity's core governance framework. The Board retains ultimate responsibility for ensuring that safeguarding arrangements are effective, proportionate and compliant with statutory and regulatory requirements, including guidance issued by the Charity Commission for England and Wales. The policy will be formally reviewed at least annually, or sooner where there are changes in legislation, Lancashire safeguarding procedures, serious safeguarding incidents, regulatory updates or organisational restructuring. The Designated Safeguarding Lead is the document owner and is responsible for initiating the review process and ensuring that revisions are presented to the Board for approval.

- Board Approval Date: 05/01/2026
- Next Review Date: 06/01/2027
- Document Owner: Designated Safeguarding Lead
- Approved By: Board of Trustees, Jade's Bags Charity

All previous versions of this policy are superseded upon approval of this document. The current version will be made available to trustees, staff, volunteers and, where appropriate, to the public in accordance with transparency commitments.



APPENDICES

Appendix A — Safeguarding Decision-Making Framework

1. Purpose

This framework guides trustees, staff and volunteers in responding to safeguarding concerns arising through home visits, lone working, online or self-referrals, crisis presentations and community engagement. It applies to both children and adults at risk and reflects statutory duties under the Children Act 1989 (Section 47), Care Act 2014 (Section 42) and Lancashire safeguarding procedures.

2. Stage 1 — Initial Response

When a concern arises:

- Listen calmly
- Do not investigate
- Do not promise confidentiality
- Reassure appropriately
- Record factual notes as soon as possible

If during a home visit you feel unsafe, prioritise withdrawal and report immediately.

3. Stage 2 — Immediate Danger Check

Ask: Is anyone at immediate risk of serious harm? Is a crime in progress? If YES → Call 999 and inform the DSL. If NO → Report to the DSL the same working day. Do not delay reporting to gather further evidence.

4. Stage 3 — DSL Threshold Decision

Child Pathway:

Refer to Lancashire Children's Social Care where there is reasonable cause to suspect significant harm including abuse, severe neglect, exploitation, domestic abuse impact or radicalisation concerns. Contact Police where criminal activity is suspected. Contact LADO if allegation involves a person in a position of trust.

Adult Pathway:

Refer to Lancashire Adult Social Care where the adult has care and support needs, is experiencing or at risk of abuse and is unable to protect themselves. Seek consent unless there is serious risk, coercion, lack of capacity or criminal conduct. Where beneficiaries are unknown to statutory services, apply increased professional curiosity.

5. Stage 4 — Allegations Against Staff or Volunteers

If concern indicates harm by someone in a position of trust:

- Refer to LADO immediately
- Do not conduct internal investigation before consultation
- Consider suspension based on risk assessment

6. Stage 5 — Online & Digital Disclosures

Treat online disclosures as formal safeguarding concerns.

- Escalate immediately to DSL
- Preserve digital evidence
- Do not attempt ongoing counselling via messaging

7. Stage 6 — Lone Working Observations

Where volunteers observe unsafe environments, neglect, exploitation or domestic abuse indicators:

- Do not confront



- Withdraw if risk escalates
- Report immediately
- Record observations factually

8. Stage 7 — Governance & Serious Incident Consideration

Trustees must consider Charity Commission reporting where serious harm has occurred, there is significant ongoing risk, allegations involve trustees/staff or Police are investigating. All decisions must be documented.

9. Stage 8 — Recording & Storage

Safeguarding records must be factual, stored securely, access-restricted and not kept on personal devices.

Appendix B — Safeguarding Case Recording Pack

Operational & Governance Standard

Section 1 — Case Front Sheet

Complete this section immediately when a safeguarding concern is identified.

Unique Case Reference Number	
Date Concern Identified	
Time	
Location (if applicable)	
Reported By (Name & Role)	
Contact Details	
Child or Adult Safeguarding?	
Immediate Risk Identified (Y/N)	

Section 2 — Person at Risk Details

Record factual demographic and vulnerability information.

Full Name	
Date of Birth / Approximate Age	
Address	
Household Members	
Known Vulnerabilities	
Previously Known to Social Care? (If known)	

Section 3 — Nature of Concern (FACTUAL ACCOUNT ONLY)

Do not include opinion. Record exact words used where possible.

Description of Incident/Concern	
Exact Words Used (if disclosure)	
Environmental Observations	
Alleged Perpetrator (if known)	



Section 4 — Immediate Protective Actions Taken

Emergency Services Contacted? (Y/N)	
Police Reference Number	
Actions Taken to Reduce Risk	
Was Person Left Safe? (Explain)	

Section 5 — Adult Consent & Capacity (If Applicable)

Was Consent Sought? (Y/N)	
If Not, Reason	
Capacity Considered? (Y/N)	
Assessment Rationale (brief summary)	

Section 6 — DSL Threshold Decision & Referral Record

To be completed by the Designated Safeguarding Lead.

Risk Level (Low / Medium / High)	
Referral Required? (Y/N)	
Agency Referred To	
Date & Time of Referral	
LADO Contacted? (If applicable)	
Police Contacted? (If applicable)	
Decision Rationale (Summary)	

Section 7 — Serious Incident Reporting Consideration (Trustee Oversight)

To be reviewed by Safeguarding Trustee or Board where required.

Question	Response
Has serious harm occurred?	
Is there significant ongoing risk?	
Does this involve trustee/staff allegation?	
Police investigation underway?	
Decision to Report to Charity Commission (Y/N)	
Trustee Authorising	
Date	

Section 8 — Safeguarding Chronology Log

Use this page to record all ongoing actions and communications.



Date	Action Taken	Person Responsible	Outcome/Next Steps

Appendix C — Safeguarding Risk Management Manual

Section 1 — Purpose

This manual provides structured safeguarding risk assessment guidance for home visits, events, online engagement, referrals and volunteer activities. It must be used prior to activities involving children, adults at risk or community engagement.

Section 2 — Core Safeguarding Risk Assessment Template

Hazard Identified	Who May Be Harmed	Likelihood (1-3)	Impact (1-3)	Risk Score	Control Measures	Residual Risk	Action Owner	Review Date

Risk Score = Likelihood x Impact. A score of 6 or above requires immediate mitigation.

Section 3 — Risk Scoring Definitions

Likelihood Scale

Score	Definition
1	Unlikely - Rare occurrence
2	Possible - Could occur occasionally
3	Likely - Expected to occur

Impact Scale

Score	Definition
1	Minor harm or low impact
2	Significant harm or service disruption
3	Severe harm, life-threatening or reputational damage

Section 4 — Home Visit Safeguarding Checklist

Checklist Item	Completed (Y/N)	Notes
Pre-visit risk screening completed		
Volunteer aware of lone working protocol		
Emergency contact arrangements confirmed		
Domestic abuse indicators considered		



Children present risk considered		
Exit strategy discussed		

Section 5 — Event Safeguarding Checklist

Checklist Item	Completed (Y/N)	Notes
Named Safeguarding Lead present		
Supervision ratios appropriate		
Private areas risk assessed		
First aid provision in place		
Incident reporting process communicated		

Section 6 — Online & Referral Safeguarding Risk Prompts

Risk Consideration	Notes
Is disclosure via online form treated as formal concern?	
Are digital records stored securely?	
Is there risk of grooming or exploitation?	
Are screenshots preserved where required?	
Is DSL notified immediately?	

Section 7 — Dynamic Risk Assessment Log

Use this section to record changing risk during live activities or visits.

Date	Change in Risk Identified	Immediate Action Taken	Escalation Required (Y/N)	Recorded By

Appendix D — Code of Conduct Operational Manual

Safeguarding Behavioural Standards

Section 1 — Purpose

This Code of Conduct sets mandatory behavioural standards for trustees, staff and volunteers when working with children, adults at risk and community members. It applies to all in-person, home visit, online and event-based activity delivered on behalf of Jade's Bags Charity.

Section 2 — Professional Boundaries

All representatives must maintain clear professional boundaries at all times.

- Do not form personal, secretive or dependent relationships with beneficiaries.
- Do not share personal phone numbers or private social media accounts.
- Do not meet beneficiaries outside authorised charity activity.
- Do not accept or offer personal loans or financial assistance.

Boundary breaches must be reported immediately to the DSL.



Section 3 — One-to-One & Home Visit Standards

Where lone working or home visits occur:

- Follow the Lone Working Procedure.
- Maintain visibility and transparency of purpose.
- Avoid entering bedrooms or private spaces unless necessary and risk assessed.
- Withdraw if risk escalates.

Volunteers must never transport beneficiaries in personal vehicles.

Section 4 — Physical Contact Guidance

Physical contact must always be: necessary, proportionate, culturally sensitive, and not secretive.

Inappropriate physical contact constitutes misconduct and may result in disciplinary action.

Section 5 — Digital & Online Conduct

All digital engagement must use official charity channels.

- No private messaging via personal accounts.
- Do not engage in extended counselling via social media.
- Preserve evidence of safeguarding concerns.
- Escalate online disclosures immediately to the DSL.

Section 6 — Gifts, Hospitality & Conflicts of Interest

- Do not accept high-value gifts.
- Declare any hospitality that may create perceived influence.
- Declare conflicts of interest immediately to line management or trustees.

Failure to declare conflicts may constitute misconduct.

Section 7 — Prohibited Conduct

The following behaviours are strictly prohibited:

- Sexual relationships with beneficiaries.
- Inappropriate language, jokes or behaviour.
- Discriminatory conduct.
- Sharing confidential safeguarding information without lawful basis.
- Retaliation against whistleblowers.

Section 8 — Breach & Disciplinary Action

Breaches of this Code may result in:

- Immediate safeguarding investigation.
- Suspension pending investigation.
- Referral to LADO (where children involved).
- Referral to Police if criminal conduct suspected.
- Disciplinary action up to and including dismissal.

All decisions will be documented and subject to trustee oversight where required.

Appendix E — Safer Recruitment & Vetting Governance Pack

Section 1 — Purpose

This Safer Recruitment Framework ensures that all trustees, staff and volunteers are appropriately vetted, assessed and monitored to reduce safeguarding risk. It applies to all roles involving contact with children, adults at risk, home visits, online engagement or access to sensitive data.

Section 2 — Role Risk Classification Tool

Complete prior to recruitment.



Question	Yes/No	Notes
Does the role involve contact with children?		
Does the role involve contact with adults at risk?		
Is the role unsupervised or lone working?		
Does the role involve home visits?		
Does the role involve online communication with beneficiaries?		
Does the role involve access to safeguarding records?		

Section 3 — Regulated Activity & DBS Eligibility Guide

If role involves frequent, intensive or overnight contact with children or adults at risk, enhanced DBS may be required. Decision Steps:

- Does role meet regulated activity definition?
- Is contact unsupervised?
- Is contact frequent or intensive?

If YES → Enhanced DBS with barred list check (where legally eligible). If NO → Basic or no DBS, but risk assessment required.

Section 4 — Recruitment Safeguarding Checklist

Requirement	Completed (Y/N)	Verified By	Date
Role Risk Assessment Completed			
Safeguarding Responsibilities in Job Description			
Identity Verified (Photo ID)			
Right to Work Checked (if applicable)			
Two References Obtained & Verified			
DBS Eligibility Assessed			
DBS Certificate Seen (if required)			
Safeguarding Declaration Signed			
Interview Included Safeguarding Questions			

Section 5 — Interview Safeguarding Prompts

Suggested Safeguarding Interview Questions:

- Describe a situation where you identified a safeguarding concern.
- How would you respond if a child disclosed abuse?
- What would you do if you disagreed with a safeguarding decision?
- How do you maintain professional boundaries?

Section 6 — Trustee Eligibility & Disqualification Check

Declaration Item	Confirmed (Y/N)	Signature	Date
Not disqualified under Charities Act 2011			



No unspent convictions involving safeguarding risk			
No barring from regulated activity			
Agrees to Safeguarding Policy & Code of Conduct			

Section 7 — Probation & Safeguarding Monitoring Form

Date	Supervisor	Safeguarding Observations	Concerns Identified	Action Taken	Next Review Date

All new staff and volunteers must complete safeguarding induction prior to unsupervised activity.

Appendix F — Safeguarding Supervision & Competency Framework

Operational & Governance Standard

Section 1 — Purpose

This framework ensures safeguarding supervision, reflective practice and competency oversight for all trustees, staff and volunteers. It promotes safe decision-making, professional curiosity and early escalation of risk.

Section 2 — Supervision Frequency Standards

Role	Minimum Safeguarding Supervision Requirement
Designated Safeguarding Lead (DSL)	Quarterly governance review with Safeguarding Trustee
Deputy DSL	Quarterly supervision with DSL
Staff with direct contact	At least biannual safeguarding supervision
Volunteers undertaking home visits	At least biannual safeguarding supervision
Trustees	Annual safeguarding governance review

Section 3 — Safeguarding Supervision Record

Date of Supervision	
Supervisor	
Staff/Volunteer Name	
Role	

Case Reflection & Discussion Points:

Area Discussed	Notes
Recent Safeguarding Concerns Reviewed	
Threshold Decisions Discussed	
Escalations Considered	
Professional Curiosity Applied	
Emotional Impact / Support Needs	



Actions Agreed:

Action	Responsible Person	Completion Date

Section 4 — Safeguarding Training & Competency Log

Name	Role	Training Completed	Date Completed	Next Renewal Due

All safeguarding training must be recorded and refreshed in line with policy requirements.

Section 5 — Trustee Safeguarding Oversight Summary

Quarter	Number of Concerns	Referrals Made	Serious Incidents Considered	Themes Identified	Board Actions

This summary supports trustee oversight and trend monitoring.

Appendix G — Local Escalation & External Safeguarding Directory

Lancashire Safeguarding Pathways

Section 1 — Emergency & Immediate Risk Contacts

Service	Contact Details	When to Use
Police (Emergency)	999	Immediate danger or crime in progress
Police (Non-Emergency)	101	Non-urgent criminal matters
Ambulance / Medical Emergency	999	Serious injury or health crisis

Section 2 — Lancashire Children's Safeguarding Contacts

Service	Contact Details	Purpose
Children's Social Care (Lancashire)	0300 123 6720	Section 47 referrals / safeguarding concerns
Out-of-Hours Emergency Duty Team	0300 123 6722	Urgent concerns outside office hours
Local Authority Designated Officer (LADO)	0300 123 6720 (ask for LADO)	Allegations against staff/volunteers

Section 3 — Lancashire Adult Safeguarding Contacts

Service	Contact Details	Purpose
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Adult Social Care (Lancashire)	0300 123 6720	Section 42 safeguarding referrals
Out-of-Hours Adult Emergency	0300 123 6722	Urgent adult safeguarding concerns

Section 4 — Domestic Abuse & MARAC Pathways

Service	Contact Details	Purpose
National Domestic Abuse Helpline	0808 2000 247	24/7 support for domestic abuse victims
Lancashire MARAC Referral	Via Lancashire Safeguarding Teams	High-risk domestic abuse cases

Section 5 — Prevent / Radicalisation Pathway

Service	Contact Details	Purpose
Prevent Team (Lancashire Police)	101 (ask for Prevent Team)	Radicalisation concerns
Channel Referral	Via Local Authority Safeguarding Teams	Multi-agency support for individuals at risk

Section 6 — Modern Slavery & Exploitation

Service	Contact Details	Purpose
Modern Slavery Helpline	08000 121 700	Report trafficking or exploitation concerns
Crimestoppers (Anonymous)	0800 555 111	Anonymous reporting of criminal exploitation

Section 7 — Mental Health Crisis Support

Service	Contact Details	Purpose
NHS 111 (Mental Health Option)	111 (press 2 where available)	Urgent mental health support
Samaritans	116 123	24/7 emotional support

Section 8 — Regulatory & Oversight Bodies

Organisation	Contact Details	Purpose
Charity Commission Serious Incident Reporting	gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity	Report serious safeguarding incidents
Local Government & Social Care Ombudsman	www.lgo.org.uk	Escalation if safeguarding handled improperly
NSPCC Helpline	0808 800 5000	Independent safeguarding advice

Appendix H — Recognising Harm & Indicators Guide

Quick Reference for Volunteers, Staff & Trustees

Purpose of This Guide



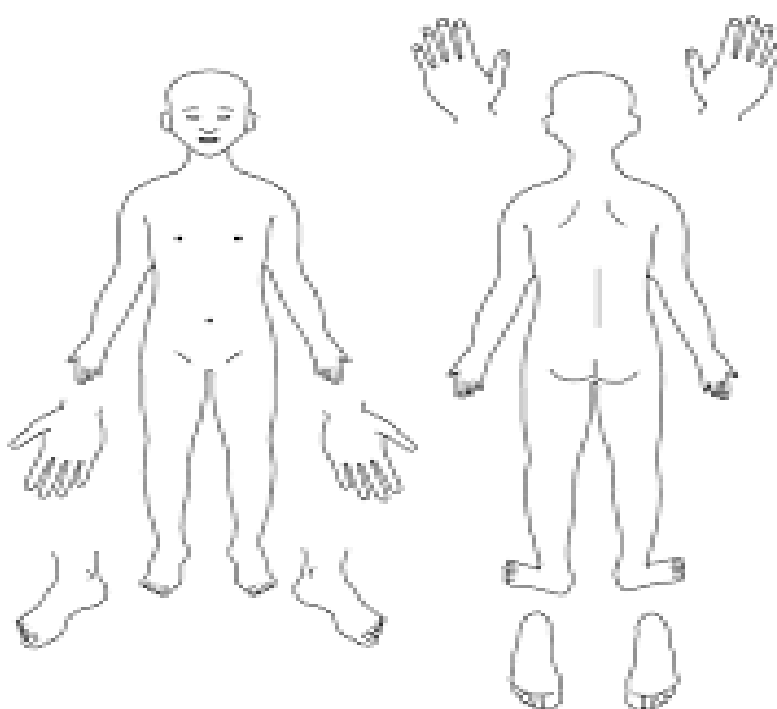
This quick reference guide supports early identification of safeguarding concerns involving children and adults at risk. It does not replace professional judgement. If in doubt, report to the Designated Safeguarding Lead (DSL).

1. Physical Abuse Indicators

Children	Adults
Unexplained bruises or injuries	Unexplained injuries or repeated hospital visits
Fear of going home	Inconsistent explanations for injuries
Flinching or fearful behaviour	Signs of restraint or misuse of medication

The Body Map

Body Map note: A body map may be used as a tool to log physical injuries seen or reported. It is **NOT** a substitute for a professional medical record.



2. Emotional / Psychological Abuse Indicators

Children	Adults
Withdrawal or extreme behaviour changes	Low self-esteem, anxiety, depression
Excessive fear of making mistakes	Isolation or controlling relationships
Delayed development	Verbal threats or humiliation by others

3. Sexual Abuse & Exploitation Indicators

Children	Adults
Age-inappropriate sexual knowledge	Unexplained sexually transmitted infections
Sudden gifts or money	Reluctance to discuss relationships
Secrecy around phone use	Signs of coercion or exploitation

4. Neglect Indicators



Children	Adults
Poor hygiene or inappropriate clothing	Self-neglect, poor living conditions
Hunger or constant tiredness	Lack of heating, food or medication
Frequent absence from school	Untreated medical needs

5. Domestic Abuse Indicators

- Injuries explained as accidents repeatedly
- Fearful partner behaviour
- Isolation from family or support networks
- Children displaying anxiety or aggression

6. County Lines & Criminal Exploitation Indicators

- Sudden unexplained money or gifts
- Travel to unknown areas
- Older individuals influencing young people
- Frequent missing episodes

7. Radicalisation Indicators

- Sudden extreme ideological view, Isolation from previous social groups
- Accessing extremist content online
- Justifying violence for a cause

8. Modern Slavery & Exploitation Indicators

- Signs of control by another individual
- Fear of authorities
- Restricted movement or communication
- Working long hours for little or no pay

9. Online Abuse Indicators

- Secrecy around devices
- Receiving gifts from unknown individuals
- Distress after online activity
- Pressure to share images or personal information

If You Are Unsure

If you observe any of these indicators or feel concerned, report immediately to the Designated Safeguarding Lead. Do not attempt to investigate or resolve safeguarding concerns independently.

Appendix I — Safeguarding Information Sharing & GDPR Framework

Operational & Governance Standard

Section 1 — Legal & Regulatory Framework

Safeguarding information sharing is governed by:

- UK GDPR (Articles 6 & 9)
- Data Protection Act 2018
- Children Act 1989
- Care Act 2014
- Working Together to Safeguard Children

Safeguarding concerns provide lawful basis for sharing information where necessary to protect life or prevent harm.



Section 2 — Lawful Basis for Processing Safeguarding Data

Data Type	Lawful Basis
General Personal Data	Article 6(1)(c) Legal Obligation or 6(1)(e) Public Task
Special Category Data	Article 9(2)(b) Safeguarding & Social Protection or 9(2)(g) Substantial Public Interest
Criminal Offence Data	Schedule 1 DPA 2018 - Safeguarding of Children and Individuals at Risk

Section 3 — Consent & Override Principles

Consent should be sought for adult safeguarding where safe and appropriate. However, information may be shared without consent where:

- There is risk of serious harm
- A crime may have been committed
- The person lacks mental capacity
- Others are at risk

The rationale for sharing without consent must be documented.

Section 4 — Safeguarding Information Sharing Checklist

Checklist Question	Yes/No	Notes
Is sharing necessary to prevent harm?		
Is the information proportionate?		
Is the information accurate and up to date?		
Have you recorded the decision rationale?		
Has the DSL authorised sharing (where required)?		

Section 5 — Secure Storage & Access Controls

Safeguarding records must:

- Be stored on secure, password-protected systems
- Be access-restricted to authorised personnel only
- Not be stored on personal devices
- Be encrypted where stored digitally
- Be retained in line with the safeguarding retention schedule

Section 6 — Data Breach & Incident Response

A data breach involving safeguarding information must be reported immediately to the DSL and Trustees. Where risk to individuals is high, the Information Commissioner's Office (ICO) must be notified within 72 hours. All breaches must be documented and reviewed.

Section 7 — Data Classification & Retention Guidance

Record Type	Classification	Retention Minimum
Safeguarding Case Files	Highly Confidential	7 years (or until child reaches 25)
DBS Numbers (not certificates)	Confidential	6 months
Training Records	Internal	Duration of role + 3 years

Destruction of records must be secure and documented.



Appendix J — Whistleblowing & Protected Disclosure Framework

Operational & Governance Standard

Section 1 — Purpose & Legal Protection

This framework enables trustees, staff, volunteers and partners to raise safeguarding or misconduct concerns safely. It is underpinned by the Public Interest Disclosure Act 1998 (PIDA), which protects individuals from victimisation when raising concerns in good faith. Whistleblowing concerns wrongdoing affecting others or the organisation, including safeguarding failures.

Section 2 — Reportable Concerns

Concerns may include:

- Safeguarding failures or cover-ups
- Abuse or neglect by staff or volunteers
- Criminal behaviour
- Financial misconduct affecting beneficiaries
- Serious breaches of safeguarding policy
- Retaliation against someone raising concerns

Section 3 — Internal Reporting Pathway

Stage	Report To	When to Use
Stage 1	Designated Safeguarding Lead (DSL)	Primary safeguarding concern
Stage 2	Safeguarding Trustee	If concern involves DSL or unresolved
Stage 3	Chair of Trustees	If governance-level concern

Anonymous reporting is permitted but may limit investigation scope.

Appendix K — Serious Incident Reporting Governance Manual

Charity Commission Compliance Framework

Section 1 — Purpose

This manual sets out the governance framework for identifying, assessing and reporting Serious Incidents to the Charity Commission. It ensures trustees fulfil their regulatory duties to report serious harm, risk or governance failure in a timely and transparent manner.

Section 2 — What Constitutes a Serious Incident?

A Serious Incident is an adverse event, whether actual or alleged, which results in or risks:

- Significant harm to beneficiaries, staff or volunteers
- Criminal activity or police investigation
- Allegations against trustees or senior leadership
- Systemic safeguarding failure
- Significant reputational or regulatory risk

Section 3 — Serious Incident Decision Threshold Tool

Assessment Question	Yes/No	Notes
Has serious physical or psychological harm occurred?		
Is there significant ongoing risk to others?		
Does this involve a trustee, DSL or senior leader?		
Is there a police investigation?		



Is there media or reputational exposure?

If one or more responses are 'Yes', trustees must consider immediate reporting.

Section 4 — Reporting Timeline Expectations

- Report promptly - do not delay pending investigation outcome.
- Initial report should be submitted as soon as trustees become aware of the incident.
- Updates must be provided where material developments occur.
- Final report submitted when matter concludes.

Section 5 — Trustee Oversight & Challenge Record

Date Incident Identified	
Nature of Incident	
Risk Level (Low/Medium/High)	
Police Involvement (Y/N)	
Decision to Report (Y/N)	
Date Report Submitted	
Trustee Authorising	
Board Minute Reference	

Section 6 — Learning & Governance Review Template

Following conclusion of a serious incident, trustees must conduct a learning review. The learning review should identify policy changes, training needs or systemic improvements.

Review Area	Findings	Action Required	Responsible Person	Completion Date

Appendix L — Online & Digital Safeguarding Operational Protocol

Operational & Governance Standard

Section 1 — Purpose

This protocol sets out mandatory safeguarding standards for all online, digital and social media activity undertaken by or on behalf of Jade's Bags Charity. It applies to online referrals, email communications, social media platforms, digital record keeping and any remote engagement with beneficiaries.

Section 2 — Online Referral & Disclosure Handling

All online disclosures must be treated as formal safeguarding concerns.

- Escalate immediately to the Designated Safeguarding Lead (DSL).
- Preserve digital evidence (screenshots, timestamps).
- Do not engage in extended safeguarding discussion via messaging.
- Record all digital communications in safeguarding case file.

Section 3 — Social Media Moderation Standards

All official platforms must be actively moderated.

- Monitor comments and messages daily.



- Remove harmful or abusive content promptly.
- Escalate safeguarding concerns immediately.
- Restrict administrator access to authorised personnel only.

Section 4 — Grooming & Online Exploitation Indicators

Indicators may include:

- Requests to move conversations to private channels.
- Pressure to share personal images or information.
- Gifts, money or incentives offered online.
- Secrecy around digital interactions.

Any such indicators must be reported to the DSL immediately.

Section 5 — Digital Record Security

Safeguarding records stored digitally must:

- Be password-protected and encrypted.
- Be access-restricted based on role.
- Not be stored on personal devices.
- Be backed up securely.

Access logs should be maintained where possible.

Section 6 — Data Breach & Cyber Incident Response

Any suspected data breach involving safeguarding information must be reported immediately to the DSL and Trustees.

- Assess risk to individuals.
- Notify the Information Commissioner's Office (ICO) within 72 hours where required.
- Document breach, actions taken and learning identified.

Cybersecurity weaknesses must be reviewed following any incident.

Section 7 — Role-Based Access Control Register

System / Platform	Role with Access	Level of Access	Authorised By	Review Date

Access permissions must be reviewed at least annually or following staffing changes.

Appendix M — Lone Working & Home Visit Operational Manual

Operational & Safeguarding Safety Framework

Section 1 — Purpose

This manual sets out safeguarding and personal safety standards for volunteers and staff undertaking lone working or home visits on behalf of Jade's Bags Charity. It applies to food deliveries, welfare visits, referral follow-ups and any activity conducted without direct supervision.

Section 2 — Pre-Visit Risk Screening Checklist

Risk Screening Question	Yes/No	Notes
Is the household previously unknown to services?		
Are there known domestic abuse indicators?		
Are there known safeguarding concerns?		
Are there aggressive animals on site?		



Is the visit taking place after dark?		
Is this the first visit to the address?		

High-risk indicators must be escalated to the DSL before the visit proceeds.

Section 3 — Lone Working Safety Protocol

Prior to visit:

- Inform designated contact of location and expected return time.
- Ensure mobile phone is charged.
- Carry identification.
- Review exit strategy.

During visit:

- Maintain professional boundaries.
- Do not enter unsafe areas.
- Position yourself near exit where possible.
- Withdraw immediately if risk escalates.

Section 4 — Aggression & Escalation Protocol

If aggression or threatening behaviour occurs:

- Remain calm and non-confrontational.
- Disengage and leave the premises safely.
- Contact Police if necessary.
- Inform DSL immediately.
- Record incident factually upon return.

Section 5 — Safeguarding Observation Prompts

Observation Area	Notes
Children present and supervision quality	
Environmental conditions (hygiene, hazards)	
Indicators of neglect or exploitation	
Signs of domestic abuse	
Mental health crisis indicators	

Section 6 — Dynamic Risk Assessment Log

Date	Risk Identified During Visit	Immediate Action Taken	Escalated to DSL (Y/N)	Recorded By

Section 7 — Post-Visit Reporting Requirements

Following any visit:

- Complete safeguarding observation notes.
- Report concerns same working day.
- Update risk register if systemic concern identified.
- Participate in supervision if incident occurred.