



SAFEGUARDING POLICY

Statement of Purpose

1. 2. 3. 4. 5. Talk Now SCEO (the **Organisation**, **we**, **our** or **us**) is committed to preventing and responding to risks of harm to and

promoting the welfare of all adults at risk that we work with (i.e. as Talk Now SCEO's service users). These individuals

are referred to as the '**Beneficiaries**' of this Safeguarding Policy.

We recognise the importance of this commitment to safety and welfare and, further, are committed to safeguarding all

Beneficiaries without discrimination due to an individual's age, disability, race, religion or belief, sex, gender

reassignment, pregnancy or maternity leave status, marriage or civil partnership status, or sexual orientation.

This Safeguarding Policy is based on the safeguarding laws of England, Wales, and Scotland, including related guidance

issued by the UK Government and relevant governmental departments, agencies, and public bodies. If this Policy is at

any time inconsistent with this body of law, Talk Now SCEO will act to meet the requirements of up to date

safeguarding laws in priority to the requirements set out in this Policy.

Talk Now SCEO has implemented this Safeguarding Policy to meet its obligations as a charity regulated by the

Scottish Charity Regulator (Talk Now SCEO is registered with the Scottish Charity Regulator with charity number SCO

42591).

Any questions regarding this Policy should be referred to Paul Mair in the first instance.

by emailing paul@talknow.org.uk or by contacting 07719619498.

Scope of this Safeguarding Policy

6. 7. 8. 9. This Policy explains key aspects of how Talk Now SCEO prevents harm in relation to its Beneficiaries via its practices

and its Staff Members' conduct.

This Safeguarding Policy covers the organisation and operation of all of Talk Now SCEO's activities involving adults at

risk (i.e. our **Relevant Activities**). These primarily include:

a. Trauma Counselling and groupwork

This Policy's guidelines and obligations apply to all individuals working for or acting on behalf of Talk Now SCEO in

the UK at all levels, including senior managers, officers, employees, consultants, trainees, homeworkers, part-time and

fixed-term workers, casual workers, agency workers, volunteers, and interns (collectively '**Staff Members**').

This Policy does not form part of any contract of employment or similar and Talk Now SCEO may amend it at any time

at our absolute discretion.

Defining Safeguarding

10. 11. 'Safeguarding' is an umbrella term that refers to work (e.g. practices and procedures) aimed at preventing or responding

to harm or risks of harm posed to vulnerable individuals, and in promoting these individuals' wider welfare.

Safeguarding is particularly important for children and adults at risk. Most safeguarding legal obligations relate to the

care of these groups. This Safeguarding Policy specifically deals with safeguarding adults at risk. For safeguarding

purposes, adults at risk are individuals 18 years old or over (in England and Wales) or 16 years old or over (in Scotland)

who have care and/or support needs and who are, because of these needs, unable to protect themselves from harm (e.g.

due to illness or disability). This need not be permanent.

The commitments and practices contained in this Safeguarding Policy apply to the safeguarding of Talk Now CEO's

Beneficiaries from harm caused by either:

- a. The activities and practices of Talk Now CEO and any conduct of its Staff Members, or
- b. People and situations outside of Talk Now CEO's and its Staff Members' control, where Talk Now CEO's Staff

Members are aware of, ought to be aware of, or reasonably suspect the risks posed by a situation.¹² For the purposes of this Policy, a '**Safeguarding Concern**' is any conduct or situation that is known or reasonably

suspected by a Staff Member or another party that risks violating the safeguarding commitments set out above.

Key Measures that Talk Now CEO is Committed to Implementing and Maintaining to Safeguard its Beneficiaries

13. 14. 15. 16. 17. 18. 19. 20. 21. Following applicable leadership and guidance provided by local Adult Protection Committees when safeguarding

adults.

Ensuring that Staff Members are trained to, and encouraged to, report any Safeguarding Concerns that they identify.

Staff Members will be encouraged to follow Talk Now CEO's safeguarding reporting procedures as closely as possible

when reporting concerns (set out below under the heading '**Procedures: Reporting**').

Ensuring that all Staff Members listen to all safeguarding-related queries and concerns raised by other Staff Members,

Beneficiaries, or relevant other parties, with respect and professionalism. Staff Members should be trained how to, and

encouraged to, then assist with reporting any such concerns via Talk Now SCEO's regular reporting procedures.

Ensuring that all reported Safeguarding Concerns are dealt with by appropriate individuals and teams and in accordance

with Talk Now SCEO's relevant procedures (set out below under the heading '**Procedures: Investigation and Response**').

Implementing and maintaining comprehensive, accessible, fair, and efficient procedures for Staff Members to use when

reporting and dealing with Safeguarding Concerns. These procedures will be made known and easily accessible to all

Staff Members.

a. Procedures will be designed to ensure all safeguarding issues are dealt with fairly and objectively even when

Allegations are made against one of Talk Now SCEO's Staff Members. Any such allegations will be treated in a

manner that considers the gravity of the accusations, but which does not vilify or presume the guilt of an

accused the individual without a fair investigation.

b. Any reports that qualify as protected disclosures under whistleblowing law will be treated securely and in a

protected manner in line with whistleblowing law and Talk Now SCEO's Whistleblowing Policy.

Appointing an office manager to hold responsibility for managing safeguarding policies and procedures within Talk Now

SCEO.

Following appropriate recruitment processes when recruiting new Staff Members, including volunteers. This includes:

a. Conducting all appropriate pre-employment checks (e.g. Disclosure and Barring Service (DBS) criminal record

checks).

b. Ensuring new Staff Members take part in, and understand the content of, all necessary safeguarding training before

having any contact with Talk Now SCEO's Beneficiaries.

c. Following Talk Now SCEO's Recruitment Policy.

Providing appropriate safeguarding training for all relevant Staff Members. Every Staff Member should be provided

with, and required to undertake, training that is appropriate to their role, responsibilities, and degree and type of contact

with Beneficiaries. This should, where appropriate, include training on:

a. How to define and identify potential signs of different types of abuse, including physical abuse, emotional abuse,

sexual abuse and exploitation, neglect, and others.

b. How to listen to and respond to concerns or disclosures about safeguarding issues during an initial conversation

(e.g. how to explain when information can and cannot be kept confidential).

c. How to use Talk Now SCEO's safeguarding reporting procedures and when doing so is appropriate.

d. Which additional resources (e.g. policies, other supporting documents, or external educational resources) are

available to ensure Staff Members remain informed about safeguarding.

Ensuring that all information related to Safeguarding Concerns, including the content of reported concerns as well as

the personal data of anybody involved, is handled safely and securely. This involves:

a. Following the requirements set out by the UK's data protection laws, including The UK General Data Protection

Regulation (GDPR) and the Data Protection Act 2018.

b. Following Talk Now SCEO's data protection policies and procedures, including our Data Protection and Data

Security Policy.22. 23. c. Providing Staff Members with training on data protection and privacy, where appropriate.

d. Ensuring Staff Members always have an identifiable point of contact for questions or concerns about data

protection and privacy. This is currently Office Manager, who can be contacted by

emailing paul@talknow.org.uk or at 07719619498.

e. Only sharing information about a Safeguarding Concern internally as far as is necessary to manage the concern for

the relevant Beneficiary's benefit.

Ensuring transparency and awareness regarding safeguarding information and procedures. For example, by:

a. Providing information to Beneficiaries about our safeguarding procedures so that they are aware of how to raise any

concerns.

b. Ensuring all Staff Members are aware of safeguarding laws, Talk Now SCEO's safeguarding commitments and

procedures, and Staff Members' responsibilities in relation to these.

Regularly reviewing all safeguarding policies and procedures to ensure that they are up to date with safeguarding law

and that they remain suitable for Talk Now SCEO's Relevant Activities and workforce, and meeting any review and

evaluation requirements specific to Talk Now SCEO's industry and organisation type.

Staff Members' Responsibilities

24. 25. 26. 27. 28. All Staff Members have a responsibility to promote the safety and well-being of all of Talk Now SCEO's Beneficiaries.

This means that all of Talk Now SCEO's policies and procedures relevant to safeguarding, and all UK laws relevant to

Safeguarding must be always followed. Specifically:

All Staff Members must contribute to upholding the key measures that Talk Now SCEO has committed to taking to

safeguard its Beneficiaries (set out above) to an extent that is appropriate for their role, responsibilities, and degree and

type of contact with Beneficiaries. Specific ways that Staff Members should do this will be clarified during training. If a

The Staff Member is uncertain about their responsibilities; it is their responsibility to raise this with Paul Mair.

Staff Members must actively participate in all safeguarding training they are assigned and, if they do not understand any

Aspects of their training must raise this with Paul Mair.

Staff Members must never do anything to actively risk the safety or well-being of any of Talk Now SCEO's

Beneficiaries. This includes, but is not limited to:

- a. Subjecting them to or facilitating abuse of any sort.
- b. Engaging in any sexual activity with children (i.e. anybody under the age of 18).
- c. Participating in or facilitating any activities that may commercially exploit Beneficiaries. For example, failing to

Report suspected child labor or trafficking.

Staff Members must report all Safeguarding Concerns that they have regarding Beneficiaries, regardless of whether the

concerns relate to potential wrongdoing of other Staff Members, other Beneficiaries, or external parties (e.g. parents,

teachers, other organisations, or members of the public).

Procedures: Reporting

29. 30. 31. Staff Members will receive safeguarding training that should enable them to identify Safeguarding Concerns (e.g.

suspected abuse, neglect, or threats to wellbeing) relevant to Talk Now SCEO's Beneficiaries.

If a Staff Member identifies a Safeguarding Concern, to report it they should:

- a. Staff will speak to the Project Manager immediately.
- b. Bring the issue to the office manager as soon as possible.

If a Staff Member feels unable to follow the above steps, they should report their Safeguarding Concern in a reasonable

alternative manner. This may be the case if, for example:

- a. Following the above procedure would require disclosing the concern to somebody who is implicated in the

Safeguarding Concern or who the Staff Member is otherwise uncomfortable contacting about this concern, or b. The matter is time sensitive and involves a risk of serious harm to somebody, in which case, contacting an external

agency (e.g. the police, the ambulance service, or a mental health crisis line) or a more senior member of Talk Now

SCEO's staff first may be more appropriate.

Procedures: Investigation and Response

32. 33. 34. 35. Reported Safeguarding Concerns will be dealt with promptly by appropriate individuals within Talk Now SCEO, in

accordance with our safeguarding response procedures and safeguarding laws. Details of these procedures are available

On request from Paul Mair.

Staff Members who report a Safeguarding Concern will be kept informed about the progression of the matter they

reported to an appropriate degree. Note that, depending on the nature of the concern and consequent investigations, some

information about matters may be kept confidential and not shared with the reporter.

If a Staff Member is found to be in breach of this Safeguarding Policy or safeguarding law in general, they will be

treated fairly and in line with Talk Now SCEO's Disciplinary Policy and/or Disciplinary Procedure.

Referrals or notifications to external organisations (e.g. police services, local authorities, or regulatory bodies) will be

made when, and only when, this is appropriate, and will always be made in accordance with the law (e.g. data protection

law).

Supporting Documents and Other Protections

36. 37. 38. Talk Now SCEO has various other documents in place that support this Safeguarding Policy. These include:

a. Detailed safeguarding investigation and response procedures.

This Safeguarding Policy does not cover all of Talk Now SCEO's commitments relevant to protecting its Beneficiaries.

We also have other policies in place that protect our Beneficiaries, Staff Members, and/or others. These include:

a. An Anti-Harassment and Bullying Policy.

b. A Whistleblowing Policy.

c. A Health and Safety Policy.

d. An Equal Opportunities Policy.

e. A Recruitment Policy.

f. A Data Protection and Data Security Policy.

g. A Disciplinary Procedure.

All of the policies, procedures, and other documents set out above are available on request from the person within the

Organisation responsible for HR matters or via the Staff Members' line managers.