



Safeguarding Policy

Approved by Trustees 2020
Amended: November 2024
Review date: November 2025

Policy Statement

A Introduction

Soundwell is committed to safeguarding adults at risk and children and ensuring their safety and wellbeing. We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults at risk and children and to report and act in response to any such abuse that we discover or suspect. We recognise the importance of promoting and preserving personal dignity and rights in safeguarding issues and processes and will act in accordance with this. We will ensure all our policies and procedures reflect this statement.

We are committed to:

- Following statutory guidelines in relation to safeguarding clients and children
- Ensuring that all workers will work within the agreed procedure of our safeguarding policy
- Implementing the requirements of the Disability Discrimination Acts 1995 and 2005, the Mental Capacity Act 2005, and The Care Act, 2014
- Updating the Policy and Procedures documents annually, to incorporate new legislation
- Ensuring that everyone at Soundwell agrees to abide by these recommendations and the guidelines established by this policy
- Following an official system (see flow chart contained within the procedures) for dealing with concerns about possible abuse.

These Policy and Procedures relate to the safeguarding of adults at risk and children. Adults at risk are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation (The Care Act 2014)

The policy applies to all staff, including senior managers, trustees, paid staff, sessional workers, volunteers, students and anyone working on behalf of Soundwell.

The Policy Statement and Procedures have been drawn up to enable Soundwell to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring
- to ensure that any allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

This policy has been written with reference to:

- The Care Act 2014, which defines adult safeguarding as protecting an adult's right to live in safety, free from abuse and neglect.
- Intercollegiate Guidance on Safeguarding adults, 2024
- Working Together, 2023
- Keeping Safe in Education, 2024
- The Domestic Abuse Act, 2021

- HCPC standards of proficiency

People and organisations are required to work together to prevent and stop both the risks and experience of abuse or neglect. Safeguarding balances the right to be safe with the right to make informed choices, whilst making sure the adult's wellbeing is promoted. This includes taking into consideration their views, wishes, feelings and

beliefs in deciding on any action. Health and social care organisations have responsibilities, but every worker has a part to play.

This policy has been written in line with B&NES and Bristol, multi- agency Safeguarding Adults Policy and Procedures documents which are available at:

B&NES Safeguarding Adults Board: [| BCSSP \(bathnes.gov.uk\)](https://www.bathnes.gov.uk/BCSSP)

Bristol Safeguarding Adults Board:
[Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](https://www.bristolsafeguarding.org/)

More information on the Care Act can be found here:

[Care Act factsheets - GOV.UK](https://www.gov.uk/government/publications/care-act-factsheets) More information on the Mental Capacity Act can be found here:

[Mental-capacity-act-code-of-practice.pdf \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/64444/mental-capacity-act-code-of-practice.pdf)

[Please see Soundwell's documents around alerting for a capacity assessment and training slides on MCA.](#)

Soundwell's safeguarding policy and procedures documents are available electronically and accessible for all at Soundwell.

Everyone who works on behalf of Soundwell will have a version emailed to them, a copy is kept up to date on the Soundwell website, and also in the music therapist's folder on one-drive.

The Safeguarding Policy statement will be available to Soundwell participants and their carers/families on the Soundwell website, and where requested, in paper format.

B Policy

It is acknowledged that significant numbers of adults at risk and children are abused and it is important that Soundwell has a Safeguarding Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

Principles

Soundwell will adopt the following principles:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse

Implementation

To implement the policy Soundwell will:

- recruit staff, therapists and volunteers safely, ensuring all necessary checks are made, in line with DBS regulations
- provide effective management for staff and volunteers through supervision, support and training
- ensure that all management committee members, trustees, staff, volunteers, clients, and carers/families are familiar with this policy and procedures
- act within its confidentiality policy and, where possible, will gain permission from clients before sharing information about them with another agency
- pass information to Adult and Children's Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform clients that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the clients' consent
- make a referral to the Adult or Children's Social Care Direct team where there is risk identified
- keep up to date with national developments relating to preventing abuse and welfare of adults and children
- ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Children's Services Directorate)

The Designated Named Person and Deputy Named Person are responsible for:

- the dissemination of the policy and procedures within Soundwell and participants/carers.
- ensuring the annual review of policy and procedures
- Putting in place systems to ensure smooth running when responding to and reporting safeguarding incidents.

The Trustee Representative is responsible for:

- ensuring that Soundwell are acting within the policy and procedures and for monitoring the reporting of any incidents, at quarterly intervals.
- Overseeing the policy and procedures documents

See procedures document for information around the roles of designated named person, deputy named person and trustee representative when reporting a safeguarding incident.

Designated Named Person for Safeguarding Adults in Soundwell:
Emma Weatherup, Co-Director/Service Lead, 07807 397 736

Name of Deputy Designated Named
Persons:
Chloe Buttery, Local Service Coordinator for
Bath, 07423400655

Kim Roberts/Afra Jurkiewicz, Local Service
Coordinator for Bristol, 07938679667

Trustee Representative for Safeguarding:
Jo Clay, 07846 938 474

C Policy Guidance:

1. Recognising the signs and symptoms of abuse

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (Care Act, 2005)

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Soundwell is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Soundwell will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

Abuse includes (this list is not exhaustive):

(Please note- the links below can become obsolete before the next policy update. If a link doesn’t work, please let the safeguarding leads know and try an alternative search on the ‘keeping Bristol Safe’ or ‘B&NES safeguarding adults’ websites)

- physical abuse - including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse - including rape, indecent assault, inappropriate touching, exposure to pornographic material. Includes Child Sexual Exploitation
- psychological or emotional abuse - including belittling, name calling, threats of harm, intimidation, isolation, stalking
- financial or material abuse - including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission - including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse - including racist, sexist, that based on a person’s disability and other forms of harassment, slurs or similar treatment
- institutional or organisational - including regimented routines and cultures, unsafe practices, lack of person-centered care or treatment
- self-neglect - (*Care and Support Statutory Guidance/Safeguarding/amended 2016*). Self-neglect covers a wide range of behaviour. This includes neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. Further information can be found here: [Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](#)
- domestic abuse, including forced marriage, FGM (Female genital mutilation). Further information on guidance re FGM can be found here: [Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](#) Modern slavery [Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](#)
- [hate crime. Further information can be found here: Welcome to the Keeping Bristol Safe Partnership website.](#)
- [mate crime. Further information can be found here: Welcome to the Keeping Bristol Safe Partnership website.](#)

- [Exploitation. Further information can be found here: Welcome to the Keeping Bristol Safe Partnership website.](#)

Please also see prevent strategy, listed above, re terrorism and exploitation of adults at risk who might be drawn into this. [Prevent strategy 2011 - GOV.UK \(www.gov.uk\)](#)

CHANNEL is a national programme which focuses on providing support at an early stage to people identified as vulnerable to being drawn into terrorism. The vulnerability assessment framework is outlined in Section 5:

Click here: [HM Government Channel Duty Guidance.](#)

Please see info and guidance re 'county lines' here: [Criminal exploitation of children and vulnerable adults: county lines - GOV.UK \(www.gov.uk\)](#)

This helpful guide lists all policies relating to LSAB in Bristol: [Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](#)

2. Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff and therapists concerned. The mechanisms in place to support staff/therapists include timely and responsive support and a debrief from the designated named person, or if they are not available, the deputy named person or trustee representative. Issues such as personal safety should be dealt with through procedures such as risk assessment.

An assessment of the risk to staff and adults at risk needs to be made throughout the alerting and investigation stages. Concerns about personal safety or the risk of violent or aggressive behaviour should be recorded on the safeguarding log. Some extra clinical supervision from a regular supervisor, or confidential support or counselling, may need to be offered to staff/therapists.

3. Disseminating/Reviewing policy and procedures

This Safeguarding Policy and Procedure will be clearly communicated to staff, therapists, trustees and volunteers and made available and clearly communicated to clients and carers. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Policy and Procedures will be reviewed annually by the Designated Named Person, Deputy Named Person and Trustee representative. This process will be led by the Designated Named Person for Safeguarding, but all will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, therapists, trustees and volunteers. It may be appropriate to involve clients in the review and clients and parents/carers need to be informed of any significant changes.

4. Preventing abuse

Soundwell is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Soundwell will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Equal opportunities
- Volunteers
- Complaints
- Disciplinary and Grievance
- Risk assessment for groups
- Equity, Diversity and Inclusion
- Health and Safety

Ends



Safeguarding Procedure

Approved by Trustees: January 2019
Amended: November 2024
Review Date: November 2025

Procedures

1. Introduction

These procedures should be read in conjunction with Soundwell's Safeguarding Policy, Soundwell's Safeguarding procedure flowchart (Appendix 1) and reporting form (Appendix 2). The aim of this procedure policy document to provide guidance on **how** to act both in routine matters, e.g. recruitment, and in response to any arising concern around abuse, in accordance to current legislation. The procedure flowchart is designed to be easily read, followed and to provide clear routes for action, at and around the time of disclosure/allegation or suspicion of abuse.

Soundwell is committed to safe recruitment policies and practices for staff, therapists, trustees and volunteers. We will seek DBS disclosures for staff, freelance therapists or volunteers, following the law or guidance which is in place at the time. 2 references are taken up before starting work, 1 of which also includes a follow-up phone call. Referees are asked specific questions about safety to work with vulnerable adults. The position will not be confirmed unless Soundwell is confident that the applicant can be safely entrusted with adults at risk.

Soundwell is committed to providing adequate training on Safeguarding for all staff, therapists, trustees and volunteers. Training will be updated regularly for all staff/therapists, trustees and volunteers, every 3 years and a training log will be kept on the Soundwell HR file. Therapists will be trained to level 3 safeguarding adults and children. Staff, trustees and volunteers will be trained to level 2 safeguarding adults and children. Safeguarding leads will be trained at level 4 for adults and children.

If mental capacity around making decisions could be an issue for clients, including if there are concerns about deprivation of liberty, music therapists or staff should fill out an 'alert for capacity assessment' form, found in the music therapists folder and in the safeguarding folder, on SharePoint.

2. Designated Named Persons

Soundwell has an appointed individual who is responsible for dealing with any Safeguarding concerns, the Designated Named Person. In their absence, the Deputy should be available for workers to consult with. The Designated Named Person and Deputy for Safeguarding within Soundwell are:

Designated Named Person:

Em Weatherup

07807 397 736

Email: emma.weatherup@soundwell.org.uk

Deputy Named Person:

Kim Roberts/Afra Jurkiewicz- Bristol

Tel 07938679667

Email : kim.roberts@soundwell.org.uk / afra.jurkiewicz@soundwell.org.uk

Chloe Buttery- Bath

Tel: 07423400655

Email: Chloe.Buttery@soundwell.org.uk

If the designated person and the deputy person are not available, it is possible to contact the Trustee Representative.

Trustee Representative:

Jo Clay

Tel: 07846 938 474

Email: jocelynclay47@gmail.com

Should any of these named people be unavailable, you should contact Adult &/or Children's Social Care Direct directly. See Appendix 1 for details.

The roles and responsibilities of the Designated Named Person, Deputy Named Person and Trustee Representative, but led by the Designated named person are:

- to ensure that all staff/therapists, volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a client or child may be experiencing, or has experienced abuse or neglect
- to check with the therapist/staff/volunteer that it is clinically appropriate to do the reporting and actioning to the relevant Safeguarding Board, and if it isn't to do the reporting and following up, in agreement with the therapist/staff/volunteer
- to ensure that concerns are acted on, clearly recorded and referred to an Adult or Children's Social Care Direct team or to the allocated social worker/care manager where necessary
- to follow up any referrals and ensure the issues have been addressed
- to consider any recommendations from the Safeguarding process
- to reinforce the utmost need for confidentiality and to ensure that staff/therapists, trustees and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest
- to ensure that staff/therapists, trustees and volunteers working directly with Soundwell clients who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision
- if appropriate staff/therapists, trustees or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

3. Responding to people who have experienced or are experiencing abuse

Soundwell recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
- Explain the referral process to LSAB/LSCB to the client and any known potential consequence
- Ask for consent to refer to LSAB/LSCB and consider capacity to consent
- Make a referral

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed, where there is consent and taking into consideration any children involved or mental capacity issues. Please see flow chart.
- To preserve evidence
- To keep yourself, staff, volunteers and clients safe
- To inform the Designated Named Person in Soundwell

- To record what happened and email this to the Designated Named Person, who will place it in the safeguarding log.

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or Deputy. If the staff member/therapist/trustee or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with the local safeguarding contact for that area. The alleged victim will be told that this will happen. This stage is called the alert.

If there is a safeguarding risk and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to the local adult safeguarding contact.

If the individual experiencing abuse does not have capacity to consent, a referral will be made without that person's consent, in their best interests. The Designated Named Person may take advice at the above stage from the local safeguarding agency or other advice giving organisations such as police.

If the adult does have capacity to consent and is not consenting and there is no risk to life and limb, or to others, including children - then they have a right to confidentiality.

If the disclosure or allegation made by the adult involves or affects children, then regardless of consent, this MUST be reported to the local children's safeguarding team.

The telephone call should be followed up in writing to the local safeguarding agency outlining concerns, by email or website form, depending on their recommendations.

4. Managing an allegation made against member of staff or volunteer

Soundwell will ensure that any allegations made against staff/therapists/volunteers will be dealt with swiftly.

Where a member of staff/therapist/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all clients posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Adult Social Care Direct to discuss the best course of action and to ensure Soundwell's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Maintain contact with the alleged perpetrator about the Safeguarding process, always in the context of prioritising safeguarding for the individuals concerned – at all times taking best advice and direction from key relevant parties including LSB's, Policy and Charity Solicitor.

5. Recording and managing confidential information

Soundwell is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

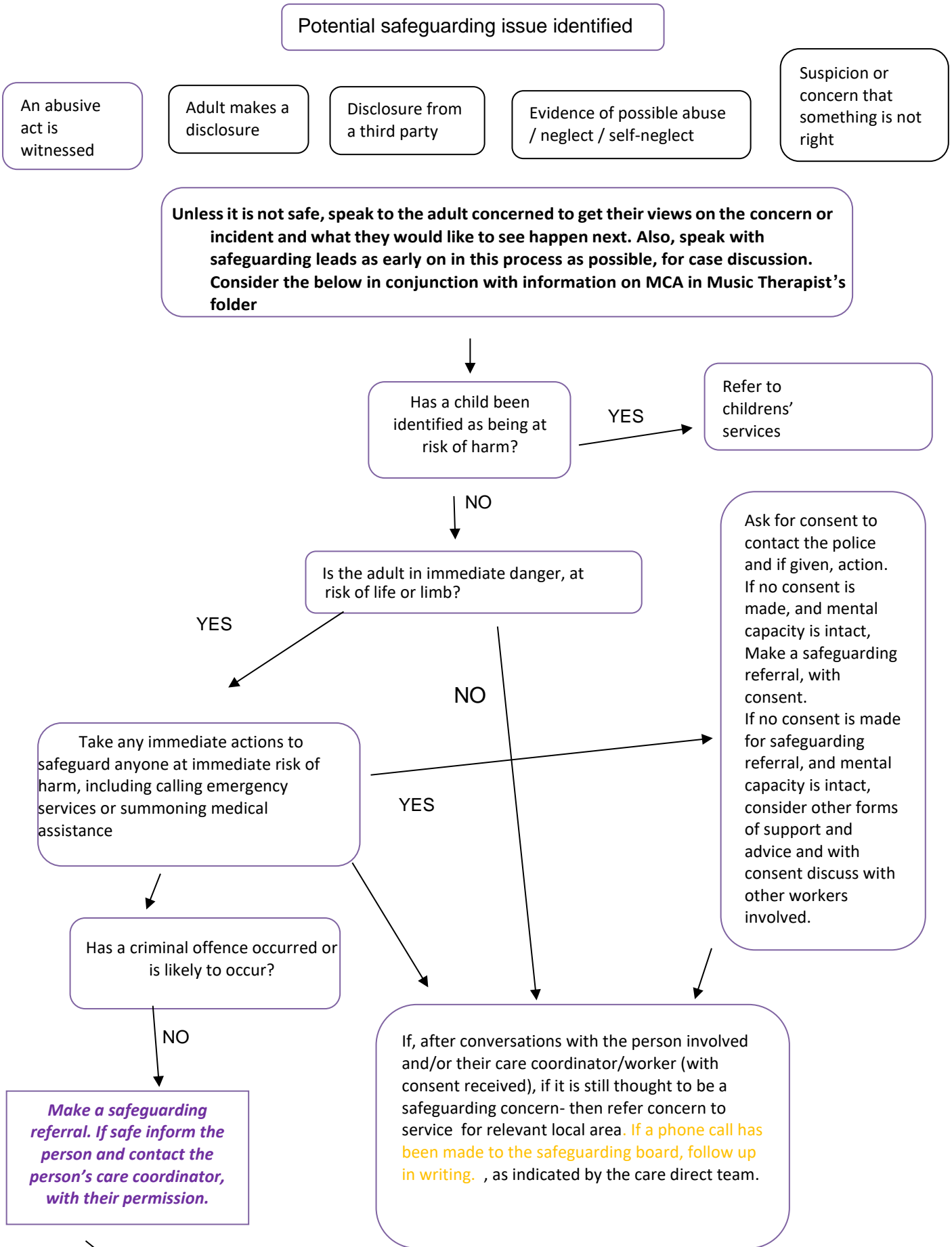
All allegations/concerns should be written on the safeguarding reporting form, sent to the Designated Named Person or, if they are not available, the Deputy Named Person or, if they are not available either, the Trustee Representative. This information should then be recorded in the safeguarding adults log by the named person who received it. The information should be factual and not based on opinions, record what the person tells you, what you have seen, and witnesses (if appropriate).

The information that is recorded will be kept secure on a password encrypted file on SharePoint, and will comply with data protection. It will also be emailed to the Trustee Representative, with password- protection. All information will be deleted after 7 years.

This information will be secure in the organisation. Access to this information will be restricted to the Designated Named Person, the Deputy Person and the Trustee Representative.

Ends

Appendix 1 Safeguarding Procedure Flowchart



Report all safeguarding issues to the designated person or deputy designated person, or trustee representative, including on the reporting form. Please send the reporting form as a password protected document via email for input in the Soundwell safeguarding log.

Contacts for reporting abuse/self-neglect of adults at risk and children

Bath and N.E Somerset:

Adults – 01225 394200

Children – [Report a concern about a child](#)

[| Bath and North East Somerset Council](#)

bathnes.gov.uk

Adults and Children – 01454 615165 (out of hours emergency duty team)

Bristol:

Adults-Call 101 or [Click here to raise a safeguarding concern about an adult with care and support needs](#)

Children-01179036444

Adults and Children- 01454615165 (out of hours emergency duty team)

Appendix 2: CONFIDENTIAL - Safeguarding incident reporting form

This form should be completed and sent on by the Soundwell worker who was informed of the disclosure or who observed the safeguarding incident, immediately after the disclosure or incident.

Before or after completing and sending the form, the Soundwell worker should discuss with one of the people named below, what follow-up action is necessary.

Please send the completed form either in a sealed envelope marked confidential or as a password protected document via secure email marked confidential to (in the following order of availability):

- Designated Named Safeguarding Lead (Em Weatherup)
- Deputy Named Person (Chloe Buttery/Afra Jurkiewicz/Kim Roberts)
- Representative Trustee (Jo Clay)

All information on this form should be treated in accordance with the Data Protection Act.

Details of people involved	
Date and time of disclosure	
Name, address and date of birth of person who made the disclosure or who the safeguarding incident relates to	
Site or premises in which the disclosure or safeguarding incident took place	
Name and telephone number of Soundwell worker who was informed of the disclosure or who observed the safeguarding incident	
Name and telephone number of other Soundwell workers present at time of the disclosure or the safeguarding incident	
Name, address and telephone number of any other witnesses of the disclosure or the safeguarding incident	

Details of the disclosure or safeguarding incident	
Describe the disclosure or the safeguarding incident. This needs to be factual, based on what the person has told you or what you've seen. Include details such as dates and times of the safeguarding incident(s) and details of people involved.	

Were there any witnesses present at the time of the safeguarding incident(s) eg at home or whilst out and about? Include details such as names, addresses, date of birth. It is imperative that the details of any children who may have witnessed the incident are included	
Were there children involved in the safeguarding incident(s) eg living with anyone involved in the incident(s)? Include details such as names, addresses, date of birth.	

Actions taken by Soundwell worker		
Circle as appropriate		
Did you call the emergency services?	Yes	No
Is the site or premises still safe to use?	Yes	No
Is it safe for the Soundwell worker to continue to work with the client involved?	Yes	No
Is it safe for the person who made the disclosure or who the safeguarding incident relates to, to continue to use Soundwell services?	Yes	No
Have you called the local safeguarding team to discuss this safeguarding incident(s)?	Yes*	No
* If yes, what is the name of the person you spoke to and what were their recommendations?		
* If yes, have you followed this up in writing via an email or online form?	Yes	No
Have you agreed with the Designated Named Safeguarding Lead (or suitable deputy) that they will follow-up with the local safeguarding team?	Yes	No

For Soundwell office use			
Signature of Soundwell worker present at the time of the disclosure or safeguarding incident			
Signed	Print name	Date	
Form seen by other Soundwell workers			
Signed	Print name	Role/Position	Date
Signed	Print name	Role/Position	Date