



SAFEGUARDING CHILDREN & VULNERABLE ADULTS POLICY

1. WHAT IS SAFEGUARDING?

Safeguarding refers to the measures taken by Global Care to prevent, report and respond to any form of harm which could be done to children and vulnerable adults as a result of our work and/or the activities that we support and fund. This includes protection from sexual exploitation, abuse and harassment (PSEAH), protection from physical harm, the prevention of commercial exploitation and the prevention of abuses of power by employees, contractors, volunteers, Trustees and Directors, and representatives of Global Care.

2. OUR COMMITMENT TO SAFEGUARDING

Global Care is a registered UK charity with a vision to see children in some of the poorest communities around the world, grow, learn and thrive. Our commitment to uphold and promote the rights, dignity and safety of children and vulnerable adults is inherent to our vision, mission and values and is embedded in our policies, procedures and practices. Global Care will work proactively to prevent the exploitation and abuse of children and vulnerable adults and to implement best practice with regards to safeguarding and PSEAH. We will do this by:

- Implementing this policy and associated procedures and ensuring they are communicated to employees, volunteers (including Trustees and Directors), beneficiaries, contractors and partner agencies and anyone else who represents Global Care or participates in any activity or event we organise
- Making sure everyone connected to Global Care and its work can raise safeguarding concerns easily and without fear of reprisals
- Ensuring there are clear procedures in place for handling safeguarding allegations or incidents in a professional and timely way
- Ensuring employees, contractors, volunteers and other representatives of Global Care receive training that is relevant to their roles
- Responding promptly to allegations and ensuring that safeguarding concerns are reported to the relevant authorities, including the referral of safeguarding matters to the appropriate authorities including notifying the local authority and/or police and the Disclosure & Barring Service (DBS) of any concerns relating to an employee, volunteer or other representative of Global Care
- Taking a survivor-centred approach to supporting victims of abuse and adopting trauma informed practices
- Challenging abuses of power, especially by those in a position of trust or with responsibility for administering and/or distributing resources to beneficiaries
- Working with our Overseas Partners to advocate for change for communities or beneficiary groups disproportionately affected by sexual exploitation, abuse and harassment

3. SCOPE

- 3.1 This policy covers all children and vulnerable adults who are connected to the services and projects delivered or funded by Global Care, whether directly or indirectly, individually or as a group, including children we never meet and are just told about.
- 3.2 A child is anyone under the age of 18 years, no matter what the cultural norms or legal definition of an adult is locally. Children may also have additional vulnerabilities because of their age, gender, disability or care needs, ethnicity or previous adverse childhood experiences.
- 3.3 Vulnerable adults are people aged 18 years and over whose special characteristics, such as their age, sex, sexual orientation, disability or need for care and support, ethnicity or displacement or refugee status make them vulnerable to exploitation and abuse.
- 3.4 This policy and associated procedures apply to all forms of contact with children and vulnerable adults, including direct interactions in person, on the telephone or written, and indirect contact such as social media posts or conversations with other parties.
- 3.5 Safeguarding is everyone's responsibility. All Global Care employees, contractors, volunteers, Trustees and Directors, Overseas Partners and anyone else who represents Global Care in any way, including those visiting Global Care or one of its Overseas Partners or accompanying Global Care staff on a visit to an Overseas Partner or project, MUST abide by and uphold the principles of this policy and its associated procedures at all times.
- 3.6 This policy and associated procedures are non-contractual and do not form any part of an employee's contract of employment with Global Care. Global Care can (where acting reasonably and depending on the circumstances of each case) adapt, vary or depart from this policy and/or procedures, where this has been approved by the CEO and/or Board.

4. LEGAL, REGULATORY AND GOOD PRACTICE FRAMEWORK

- 4.1 This policy has been developed in line with relevant legislation, regulatory requirements and recognised best sector-practices, including:
- The Children Act 1989 and 2004
 - The Children and Social Work Act 2017
 - The Data Protection Act 2018
 - The Sexual Offences Act 2003
 - The Working Together to Safeguard Children Act 2018 and Statutory Guidance 2023
 - The UN Convention on the Rights of the Child
 - The Universal Declaration of Human Rights
 - The Human Rights Act 1998
 - The Charity Commission's Guidance on Safeguarding for Charities and Trustees
 - FCDO Enhanced Due Diligence Standards
 - The Inter-Agency Standing Committee's (IASC) Six Core Principles Relating to Sexual Exploitation and Abuse, 2019
 - UK Fundraising Code, Standard 9
 - Keeping Children Safe, International Child Safeguarding Standards
 - The Marriage and Civil Partnership (Minimum Age) Act 2023
 - Anti-social Behaviour, Crime and Policing Act 2014

- 4.2 Global Care is a member of Thirtyone:eight, a Christian safeguarding charity which provides support, advice and training to faith-based organisations working in the UK and internationally.

5. POLICY STATEMENT

- 5.1 All children and vulnerable adults have the right to equal protection from all forms of abuse, exploitation and harm, regardless of age, disability, gender, sexual orientation, religious beliefs or ethnicity.
- 5.2 In order to effectively safeguard children and vulnerable adults, Global Care will take all relevant factors into consideration when assessing and responding to concerns, allegations and disclosures of abuse and exploitation, including:
- Additional vulnerabilities related to the personal characteristics of the child or vulnerable adult
 - Additional vulnerabilities related to the personal characteristics of their family members
 - The potential impact of other factors such as housing, poverty, general family dynamics and online connectivity
- 5.3 The wellbeing and safeguarding of children and vulnerable adults will be Global Care's first priority in any situation, and we will always act in their best interests.
- 5.4 Global Care will take a zero-tolerance approach towards any form of abuse or exploitation. All employees, contractors, volunteers, contractors, representatives and Overseas Partners must act in accordance with this policy at all times, both in a professional and a personal capacity without exception.
- 5.5 Global Care will appoint a member of the Senior Management Team (SMT) to act as the organisation's Designated Safeguarding Officer (DSO). The DSO's responsibilities will include:
- Ensuring that Global Care's policy and procedures comply with legal and regulatory requirements and reflect best sector practices
 - Supporting employees, contractors, volunteers, Overseas Partners and other representatives to understand and fulfil their responsibilities under this policy and associated procedures
 - Overseeing and supporting the implementation of this policy and associated procedures
 - Ensuring that safeguarding incidents and concerns are reported and monitored in line with agreed procedures
 - Ensuring Overseas Partners comply with their commitments to safeguarding and PSEAH as set out in their Partnership Agreement and stated local safeguarding policy and procedures
- 5.6 Employees, contractors, volunteers, representatives and Overseas Partners must comply with any relevant safeguarding legislation in their country of operation, even where accepted or normative cultural behaviours within the communities where they live and/or work do not adhere to these principles.

- 5.7 Global Care will ensure that employees, contractors, volunteers, representatives of Global Care and anyone visiting a Global Care service or funded project have:
- Understood their responsibilities as set out in this policy
 - Received safeguarding training relevant to their involvement or role
 - Agreed to comply with our Code of Conduct
- 5.8 Sexual activity with beneficiaries or their family members is a breach of professional boundaries and will be treated as an abuse of power, regardless of the legal or accepted age of consent locally.
- 5.9 Employees, contractors, volunteers or anyone representing Global Care in any capacity must not supervise children on their own and must never be left alone with an individual child. Any direct interactions with children should be conducted by at least two people and preferably in a public place, in full visibility of others.
- 5.10 Employees, contractors, volunteers or anyone representing Global Care in any capacity must never negotiate, agree or help to arrange any settlement (whether financial or in kind) between a victim of abuse and/or their family and an alleged perpetrator. Safeguarding policy and procedures must be followed at all times, and all safeguarding concerns or incidents must be reported to the appropriate authorities.
- 5.11 Global Care will work collaboratively with its employees, contractors and volunteers, Overseas Partners, beneficiaries and their families and communities and other partner agencies to prevent the abuse and exploitation of children and vulnerable adults by:
- Involving them in the design of new projects and programmes
 - Consulting them as part of the review of existing projects and programmes
 - Referring all planned overseas visits, fundraising events, speaking engagements and any other externally facing activity to the Designated Safeguarding Officer
 - Ensuring that activities are properly risk assessed
 - Ensuring that safeguarding and PSEAH form part of any training, awareness raising or community engagement activities delivered by Global Care and its Overseas Partners
- 5.12 Appropriate sanctions will be taken against any employee, contractor, volunteer, Trustee Director or anyone else associated with or representing Global Care in any way, who fails to comply with this policy and associated procedures without a justifiable reason and/or has breached Global Care's Code of Conduct. Sanctions may include:
- Trustees and Directors – dismissal from the Board of Trustees
 - Employees – disciplinary action and/or dismissal
 - Volunteers – ending the volunteering relationship
 - Overseas Partners – withdrawal of funding and the termination of the organisation's Partnership and/or Funding Agreement
 - Contractors – termination of contract
 - Other representatives or visitors – severing of any links and removal from Global Care property or Global Care funded projects

Global Care will also comply with its legal duty to refer individuals to the relevant barring authorities, where there is evidence that an individual has harmed a child or vulnerable adult or put them at risk of harm (see section 8.7 below).

6. TYPES OF HARM AND ABUSE

6.1 Abuse and exploitation can take many forms, can be obvious or subtle, infrequent or prolonged over a long period of time. The following list of harmful actions is designed to help employees, contractors, volunteers, Overseas Partners and others who are representing Global Care to recognise abuse and exploitation and their common indicators. However, this is not an exhaustive list, and teams should continually review and consider other behaviours or practices which may be harmful to children and vulnerable adults in their context.

6.2 **Main Forms of Harm:**

6.2.1 **Physical abuse** results in actual or potential physical harm from an interaction or lack of interaction.

6.2.2 **Emotional abuse** involves non-physical behaviour that belittles another person and can include insults, derisive comments, verbal threats or other tactics that make the victim feel threatened, inferior, ashamed or degraded. It also includes the failure to provide a developmentally appropriate, supportive environment and/or the availability of a primary attachment figure.

6.2.3 **Sexual abuse** occurs when a child or vulnerable adult is forced or tricked into sexual activity. This can involve physical contact or can happen without an abuser touching them.

Sexual activity between an adult and a child is always sexual abuse, even if the adult and/or child believe that it is consensual or the adult believes that the child was above the legal age of consent.

Sexual abuse of vulnerable adults is any sexual activity that the victim does not fully comprehend, is unable to give their informed consent to or that the vulnerable adult is not developmentally prepared to experience.

Examples of sexual abuse where an abuser makes physical contact include:

- Sexual touching of any part of the victim's body, whether they are clothed or not
- Using a body part or object to rape or penetrate the victim
- Forcing the victim to take part in sexual activities such as touching, kissing and oral sex
- Making the victim undress and/or touch someone else

Non-contact sexual abuse can happen in person, over the telephone or online. Examples of non-contact sexual abuse are:

- 'Exposing' or 'flashing' in front of the victim, e.g. of sexual organs
- Showing pornography to the victim
- Exposing the victim to sexual acts
- Asking the victim to undress and/or touch themselves
- Making, viewing or distributing child abuse images or videos or forcing a child to make, view or share child abuse images or videos
- Making, sharing or distributing sexual images of a vulnerable adult
- Forcing a child or vulnerable adult to take part in sexual activities or conversations online or over a telephone

- 6.2.4 **Sexual or commercial exploitation** includes using children or vulnerable adults to work or perform other activities for the benefit of others where the perpetrator profits monetarily, socially, politically, or in other ways where there is an exchange of gifts, cash, or benefits 'in kind' for the service, labour or sexual activity performed by the victim.
- 6.2.5 **Neglect or negligent treatment** is the inattention or omission on the part of a caregiver to adequately provide for the development and welfare of the child or vulnerable adult, including food, shelter, cleanliness and medical treatment. Global Care recognises that expected standards of care may vary between different communities, depending on the resources available to the carer and normal cultural practices. For example, in one community it may be normal to only eat one meal a day or wash once a week due to lack of access to food or water. Global Care will work with its Overseas Partners to develop local safeguarding policies and practices with standards that are appropriate to their context.
- 6.3 **Other sub-categories of abuse:**
- 6.3.1 **Traditional harmful practices** based on cultural beliefs and values, such as Female Genital Mutilation.
- 6.3.2 **Spiritual abuse** where sacred books or texts or the instructions of a revered spiritual leader are used as an excuse to perpetrate abuse and/or violence or to instil fear in children and vulnerable adults and/or exercise coercive control.
- 6.3.3 **Modern slavery** is a severe form of exploitation (see 6.2.4 above) where victims are trapped in work or forced to perform services for the benefit of others who often view the victim as their property. This includes the crimes of human trafficking, commercial slavery and slavery-like practices such as forced labour, debt bondage, inherited slavery status, child soldiers and forced marriage.
- 6.3.4 **Extremist political activity or radicalisation** is the act or process of making a person adopt or believe extreme views and sometimes to also become members of extremist or terrorist groups and/or participates in acts of terror.
- 6.3.5 **Financial and material abuse**, including theft, fraud and financial exploitation and pressure in connection to wills, property, inheritance and financial transactions.
- 6.3.6 **Domestic abuse or intimate partner violence** is any incident or pattern of incidents of controlling, coercive, or threatening behaviour, violence, or abuse of adults by a spouse, family or household member or intimate partner. Causing a child to witness, hear or experience the effects of domestic abuse will also be considered as an abuse of the child.
- 6.3.7 **Discriminatory abuse**, where values, beliefs or culture result in a misuse of power that denies opportunities to some groups or individuals.
- 6.3.8 **Bullying** involves behaviour directed either against an individual or a group of individuals which creates a threatening or intimidating environment.
- 6.3.9 **Harassment** means unwelcomed verbal, non-verbal or physical conduct that is related to a person's characteristics, whether they are actual or perceived.
- 6.3.10 **Sexual harassment** is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another.
- 6.3.11 **Grooming** is when a person builds a relationship with a child or vulnerable adult in order to abuse them and/or manipulate them into doing things. The abuse is usually sexual or financial in nature but can also include other illegal acts. Grooming can take place in person,

over the telephone, via messaging apps or online and can happen quickly, in a few days, or over a prolonged period of time.

- 6.3.12 **Forced Marriage** is where someone is forced to marry someone against their will, whether or not this is a legally recognised ceremony. Vulnerable adults can be particularly at risk of being coerced into marriage. Forced marriage is a criminal offence under the Anti-social Behaviour, Crime and Policing Act 2014. The legal age of marriage in the UK was raised to 18 years in 2023, making it illegal to have any involvement in arranging the marriage of anyone under this age, even if they consent.

6.4 Indicators of abuse

- 6.4.1 **Physical indicators** of sexual or physical abuse or neglect might include injuries such as cuts, burns or bruises or difficulty moving around or sitting. Physical indicators could also include rashes or itching in the victim's private areas or around their mouth or the diagnosis of a sexually transmitted infection. Indicators of neglect could include sudden weight loss, scavenging for food, or a decline in the victim's personal or general health or hygiene.
- 6.4.2 **Behavioural and emotional indicators** can include a sudden change in behaviour or personality; victims might become uncharacteristically quiet or withdrawn or anxious or alternatively become louder or uncharacteristically aggressive. Victims may also become anxious or upset around or when talking about a parent, guardian or other carer or significant adult. Other behavioural and emotional indicators might include inappropriate sexualised play, drawings or use of inappropriate language or terms, wearing clothes to cover up injuries or victims going missing or running away from home or school.
- 6.4.3 **Disclosures by victims or allegations by others who suspect abuse is happening** are often the clearest indication that a child or vulnerable adult has been the victim of exploitation or abuse. Where a victim makes a disclosure, or an allegation of abuse is received from a third party, employees, contractors, volunteers, Overseas Partners and other representatives of Global Care must follow the relevant procedures as set out in section 11 below.
- 6.4.4 **Safeguarding concerns raised by staff, community members or partners.** Many of the indicators highlighted above will not, in and of themselves, mean that a child or vulnerable adult is being exploited or abused. However, where employees, contractors, volunteers and other representatives of Global Care and their Overseas Partners become aware of physical or behavioural indicators which may be the result of abuse, they must report these to the relevant Safeguarding Co-ordinator or Designated Safeguarding Officer who will actively monitor any patterns and decide whether further action must be taken, in line with section 11.2 below. Concerns can also be raised by partner agencies or members of the communities where our projects are based.

7. WORKING WITH OVERSEAS PARTNERS

- 7.1 Global Care will ensure that all its Overseas Partners have robust safeguarding policies and procedures in place, including a Code of Conduct, that are appropriate to the local context. Overseas Partners must agree to implement and maintain these policies and procedures and to share them openly as part of their Partnership or Funding Agreement with Global Care. The Partnership or Funding Agreement will set out the steps that Global Care will take if the

Overseas Partner does not adhere to agreed safeguarding practices, including the ultimate sanction of terminating the partnership and ceasing to fund projects (see section 5.12).

7.2 Safeguarding policies and procedures implemented by our Overseas Partners must set out:

- Their definitions for safeguarding, exploitation and abuse
- The legal and regulatory framework for safeguarding children and vulnerable adults in the country of operation
- How employees, contractors and volunteers will be vetted as part of their recruitment and selection process
- Safeguarding training requirements for employees, contractors, Board and Committee Members and volunteers
- How they intend to raise awareness of safeguarding issues and procedures amongst beneficiary groups and their communities
- Who has been appointed as the Designated Safeguarding Officer and their responsibilities
- The procedures for receiving, recording, responding to and reporting any disclosures or allegations of abuse or safeguarding concerns
- What sanctions will be taken against anyone associated with the organisation or its projects who are found to have breached their safeguarding policy or Code of Conduct
- How and when the policy and associated procedures will be reviewed.

7.3 Global Care employees, contractors or volunteers working overseas or visiting an Overseas Partner must follow the local safeguarding reporting procedures.

7.4 Overseas Partners will ensure that beneficiaries, local partner agencies and members of the communities where they work are able to report safeguarding concerns through multiple channels and without fear of reprisals.

8. RECRUITING AND MANAGING UK STAFF

8.1 Global Care will follow safer recruitment principles in line with its Recruitment Selection Policy and Recruitment of Ex-Offenders Policy, including:

- Assessment of the candidate's suitability for the role against the relevant job or role description
- A pre-employment check of the candidate's identity and right to work in the UK
- Obtaining and verifying references from suitable referees
- Undertaking criminal records checks where appropriate to the role, such as a Disclosure and Barring Service (DBS) check

8.2 Criminal record and/or DBS checks will be renewed at least every three years, in line with Global Care's Secure Storage, Use and Disposal of DBS Information Policy.

8.3 New employees, contractors and volunteers must read Global Care's Safeguarding Policy and Procedures and complete initial safeguarding training as part of their induction into their role.

8.4 Employees and volunteers will undertake refresher safeguarding training at least every two years.

8.5 UK employees, contractors and volunteers must inform Global Care immediately if they believe that they have become ineligible or disqualified from working with children.

- 8.6 Any allegation of exploitation and/or abuse made against an employee, contractor, volunteer (including Trustees and Directors) or other representative or guest of Global Care will be handled in line with the procedures in section 11. In the UK, this may mean reporting the incident to the relevant legal authorities and the sanctions set out in section 5.12 being imposed.
- 8.7 Where there is evidence that an individual has harmed a child or vulnerable adult or put them at risk of harm, Global Care may have a legal obligation to refer them to the appropriate barring authorities.

9. USE OF MEDIA AND IMAGES

- 9.1 Global Care will always seek to uphold the dignity and rights of anyone featured in any photographs, digital pictures, videos or other media formats used by Global Care in the course of its work.
- 9.2 When using identifiable images of children and vulnerable adults, Global Care and its representatives will choose images that truthfully reflect the situation being depicted and will avoid images which stereotype, sensationalise or discriminate against any person, group or place.
- 9.3 So far as is reasonable and practical, any employee, contractor, volunteer or other representative of Global Care taking, using or publishing identifiable images of children and vulnerable adults must have the informed consent of the subject(s) or their legal guardians.
- 9.4 Global Care will not use images that are designed to cause fear or distress or that are likely to cause widespread offence in any of its fundraising or marketing materials.

10. INFORMATION SYSTEMS

- 10.1 Global Care will protect the personal information it holds regarding children and vulnerable adults in line with its Information Security and Data Protection Policy. Employees, contractors and volunteers who access and process sensitive personal information must ensure that the privacy, dignity and security of children and vulnerable adults is protected at all times.
- 10.2 All employees, contractors, volunteers and other representatives of Global Care must maintain appropriate professional boundaries with all beneficiaries of Global Care funded programmes and activities, including on on-line and social media platforms. This includes:
- Declining all personal 'friend' or follow requests on social media platforms from beneficiaries and their family members
 - Never sending 'friend' or follow requests to beneficiaries and their family members from personal social media accounts
- 10.3 Information technology and electronic equipment provided by Global Care to employees, contractors, volunteers and other representatives, including computers and smart phones, must always be used for its intended purpose. It must never be used to access inappropriate, explicit or extremist material or to develop personal relationships with individual

beneficiaries or their family members. Any attempt to develop such relationships will be considered to be an act of grooming, as set out in section 6.3.11 above.

- 10.4 Employees, contractors, volunteers and other representatives of Global Care must never expose children or vulnerable adults to inappropriate, explicit, pornographic or extremist material, whether or not this is done intentionally. Exposure of children to such material may constitute abuse under section 6.2.3 of this policy.

11. SAFEGUARDING PROCEDURES

11.1 **If a child or vulnerable adult discloses that they are being abused or exploited, you must:**

- 11.1.1 Make sure that the child or vulnerable adult is not in any immediate danger and receives medical treatment if they need it.
- 11.1.2 Allow the child or vulnerable adult to speak without interruption and do not challenge or question what they are telling you. Reassure the child or vulnerable adult and do not give your opinion about what they are saying.
- 11.1.3 Do not promise the child or vulnerable adult that you will keep what they say secret. Explain that you will need to tell someone who can help.
- 11.1.4 Afterwards, record what you were told using the Safeguarding Concerns Form. Always use the actual words of the child or vulnerable adult.
- 11.1.5 Report the matter to the Designated Safeguarding Officer (DSO) immediately. If the Designated Safeguarding Officer is not available, report the matter to the CEO or to the Designated Safeguarding Board Member in their absence.
- 11.1.6 The DSO (or the CEO or the Designated Safeguarding Board Member in their absence) will refer the matter to either Social Services or the Police.
- 11.1.7 The DSO will report the matter to the CEO and Designated Safeguarding Board Member who will decide whether any employees involved should be suspended from their duties.

11.2 **If you have a concern about a child or vulnerable adult's welfare, you must:**

- 11.2.1 Record your concerns using the Safeguarding Concerns Form. Only record what you have observed or heard and avoid including your own opinions or conclusions.
- 11.2.2 Report your concerns to the Designated Safeguarding Officer immediately. If the DSO is not available, report the matter to the CEO or to the Designated Safeguarding Board Member in their absence.
- 11.2.3 The DSO (or the CEO or the Designated Safeguarding Board Member in their absence) will convene a meeting of a Safeguarding Panel to review the information received and decide whether the matter should be referred to Social Services or the Police, in line with section 6.4.4 above. Concerns which should be referred to Social Services or the Police could include where:
 - A child or vulnerable adult is believed to be at immediate risk of harm or exploitation
 - There are clear indicators that suggest a child or vulnerable adult is suffering or has suffered abuse or exploitation

- There is a recognisable or persistent pattern of indicators, which, when taken together, may suggest that a child or vulnerable adult is suffering or has suffered abuse or exploitation

Where the concern does not reach the threshold for a referral to Social Services or the Police, they will continue to monitor the situation and will reconvene the Panel within 72 hours to review their decision and any new evidence or information. The Panel must repeat this exercise until either the threshold to make a referral to the authorities is reached or it is decided that the matter does not constitute a safeguarding concern. Panel meetings must be 'minuted' and the rationale for any decisions taken must be recorded.

- 11.2.4 The DSO will report regularly to the CEO and Designated Safeguarding Board Member who will decide whether any employees involved should be suspended from their duties.
- 11.3 **If a safeguarding complaint, allegation or concern is raised about an adult by someone else, you must:**
 - 11.3.1 Make sure that any children or vulnerable adults involved are not in any immediate danger and receive medical treatment if they need it.
 - 11.3.2 Report the matter to the Designated Safeguarding Officer immediately. If the DSO is not available, report the matter to the CEO or to the Designated Safeguarding Board Member in their absence. Do not try to investigate further or attempt to establish the facts.
 - 11.3.3 The DSO (or the CEO or the Designated Safeguarding Board Member in their absence) will refer the matter to either Social Services or the Police.
 - 11.3.4 If the adult is an employee or volunteer of Global Care (including Trustees and Directors), they will be suspended from their role with immediate effect, pending further investigation, in line with Disciplinary Policy and Procedures.
- 11.4 If the DSO, CEO or Designated Safeguarding Board Member are implicated in any safeguarding disclosure, complaint, allegation or concern, they must be excluded from the reporting process.
- 11.5 The DSO (or the CEO or the Designated Safeguarding Board Member in their absence) will liaise with Social Services, the Police and any other statutory agency involved in managing and/or investigating a safeguarding referral and will report back to the Senior Management Team and Chair of Trustees at regular intervals until the matter is resolved.
- 11.6 Once a safeguarding matter has been concluded, the DSO (or the CEO or to the Designated Safeguarding Board Member in their absence) will report to the Senior Management Team and Chair of Trustees and make any recommendations regarding:
 - Disciplinary action to be taken against employees
 - Any appropriate sanctions to be taken against contractors, volunteers, Trustees and Directors, external partners and anyone else associated with or representing Global Care
 - Changes to existing policies and procedures
 - How feedback will be given to any victims of abuse or exploitation
- 11.7 Where there is evidence that an individual has harmed a child or vulnerable adult or put them at risk of harm, the CEO will refer them to the appropriate barring authorities.

- 11.8 All information recorded relating to safeguarding incidents is extremely sensitive and must be handled, accessed and stored in line with Global Care's Information Security and Data Protection Policy.

12. REVIEW OF POLICY AND PROCEDURES

- 12.1 Global Care will carry out a full review of its safeguarding policy and procedures and Code of Conduct, at least annually.
- 12.2 Global Care will review all policies and procedures related to the safeguarding of children and vulnerable adults, following any safeguarding incident or serious case review and will amend its policies and procedures in line with any learning gained or recommendations made.

VERSION CONTROL

Version	Authorised by:	Approval Date
Version 1	Trustees	Jan 2004
Update (version 1.1)	Ratified by Trustees	Jan 2010
Update to version (1.2)	Ratified by Trustees	Jan 2014
Updated (version 1.3)	Ratified by Trustees	Jul 2015
Reviewed (version 2.0)	Ratified by Trustees	May 2019
Revised (version 2.1)	Ratified by Trustees	Oct 2019
Full Review (version 2.2)	Ratified by Trustees	Sept 2022
Full Review (version 2.4)	Ratified by Trustees	17/05/2025



SAFEGUARDING CONTACT LIST

GLOBAL CARE UK

2 Dugdale Road, Coventry CV6 1PB

030 030 21 030

Who can I contact if I have a safeguarding concern about a child or vulnerable adult?

If you are concerned about the possible abuse or exploitation of a child or vulnerable adult, you must report your concerns to someone who can help, as soon as you are able to do so.

1. If you believe the child is in danger or requires emergency medical attention, you must call 999 and request assistance from the emergency services.
2. You should report your concerns to **Global Care's Designated Safeguarding Officer** who is:
 - _____ (Head of Operations)They can be contacted at the Global Care office (details above) or on _____.
2. If the Designated Safeguarding Officer is not available or you believe that they are somehow involved in the matter you wish to raise, you should contact either:
 - Global Care's Chief Executive Officer (CEO), who is: _____ **OR**
 - The **Designated Safeguarding Board Member** who is: _____They can be contacted via the Global Care office (details above).
3. You also have the right to report any genuine concerns about the abuse or exploitation of a child or vulnerable adult to the authorities at any time, especially if:
 - You have reported to the people listed above and you do not feel that they have not taken appropriate or timely action **OR**
 - You suspect that the people listed above are involved in the matter you are raising.

If you have a concern about a child or vulnerable adult who is in the UK, you can contact:

- **West Midlands Police** on their non-emergency telephone number – 101
- Coventry City Council **Multi-Agency Safeguarding Hub for children** on 024 7678 8555 or at mash@coventry.gov.uk
- Coventry City Council **Adult Social Care for vulnerable adults** on 024 7683 3003 or at ascdirect@coventry.gov.uk
- Coventry City Council **Duty Social Worker** (out of office hours) on 024 7683 2222

If your safeguarding concern is about someone overseas, you should contact the Charity Commission's Whistleblowing Confidential Helpline, provided by:

- Protect, on 0800 055 7214 or at whistleblowing@charitycommission.gov.uk

We all have a responsibility to help protect children and vulnerable adults from harm. If you have any suspicions or information about exploitation or abuse, do not ignore it.