

Reset and Rise (RnR)

Comprehensive Policies and Procedures Suite

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Reset and Rise (RnR)

Comprehensive Policies and Procedures Suite

Safeguarding Policy and Procedure

1. Policy Statement

Reset and Rise (RnR) is fully committed to safeguarding and promoting the welfare, wellbeing, dignity and rights of all children, young people and vulnerable adults who engage with our organisation.

RnR recognises that safeguarding is everyone's responsibility. We are committed to creating and maintaining a safe, professional, supportive and trauma informed environment in which all individuals are protected from abuse, neglect, exploitation, discrimination, harassment and avoidable harm.

RnR acknowledges that many of the individuals we support may have experienced trauma, offending behaviour, exploitation, homelessness, substance misuse, mental health difficulties, social exclusion or adverse childhood experiences. As such, safeguarding practice must remain responsive, person centred, professional and proportionate at all times.

RnR will:

- Promote the safety and welfare of participants at all times
- Operate clear safeguarding procedures and reporting pathways
- Work in partnership with statutory and non statutory agencies
- Ensure safer recruitment and appropriate DBS checks are completed
- Maintain professional boundaries and ethical conduct
- Ensure safeguarding concerns are acted upon promptly and appropriately
- Maintain accurate and secure safeguarding records
- Provide ongoing safeguarding training and supervision
- Promote equality, dignity, inclusion and respect

2. Scope

This policy applies to:

- Trustees
- Directors
- Employees
- Facilitators
- Volunteers
- Mentors
- Contractors
- Agency staff
- Students and work placements
- Partner organisations delivering activities on behalf of RnR

This policy applies to all activities delivered by RnR including:

- Group workshops
- Community outreach
- Supported accommodation work
- One to one mentoring
- Online sessions
- Telephone support
- Community activities and outings
- Training programmes
- Events and external engagements

3. Legislative and Regulatory Framework

This policy is informed by and operates alongside:

- Children Act 1989 and 2004
- Care Act 2014
- Working Together to Safeguard Children
- Safeguarding Vulnerable Groups Act 2006

- Human Rights Act 1998
- Equality Act 2010
- Mental Capacity Act 2005
- Domestic Abuse Act 2021
- Counter Terrorism and Security Act 2015
- Data Protection Act 2018
- UK GDPR
- Health and Safety at Work etc. Act 1974
- Keeping Children Safe in Education where applicable

4. Definitions of Abuse and Harm

Abuse can occur in any setting and may be carried out by professionals, family members, peers, partners, carers, strangers or organised groups.

Types of abuse may include:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse and sexual exploitation
- Financial or material abuse
- Domestic abuse
- Neglect and acts of omission
- Discriminatory abuse
- Organisational abuse
- Online or digital abuse
- Criminal exploitation
- County lines exploitation
- Radicalisation and extremism
- Modern slavery and trafficking
- Self neglect
- Forced marriage
- Honour based abuse
- Bullying and harassment

Indicators of abuse may include:

- Sudden behavioural changes
- Fearful or withdrawn behaviour
- Injuries or unexplained marks
- Deterioration in mental wellbeing
- Changes in attendance or engagement
- Substance misuse concerns
- Signs of coercion or exploitation
- Inappropriate sexualised behaviour
- Financial concerns or exploitation

5. Safeguarding Principles

RnR is committed to the following safeguarding principles:

- The welfare and safety of individuals is paramount
- Everyone has the right to live free from abuse and neglect
- Individuals should be treated with dignity and respect
- Safeguarding responses should be timely, proportionate and person centred
- Partnership working is essential to effective safeguarding
- Early intervention and prevention are important
- Information sharing should support safety and welfare
- Staff should maintain clear professional boundaries at all times

6. Roles and Responsibilities

Trustees and Senior Management

Trustees and management are responsible for:

- Ensuring safeguarding systems are implemented effectively

- Promoting a positive safeguarding culture
- Reviewing safeguarding risks and incidents
- Ensuring policies remain current and compliant
- Ensuring appropriate staffing, supervision and training
- Supporting staff involved in safeguarding concerns
- Maintaining oversight of safeguarding records and actions

Designated Safeguarding Lead

The safeguarding lead is responsible for:

- Receiving safeguarding concerns and referrals
- Liaising with statutory agencies
- Maintaining safeguarding records
- Providing safeguarding guidance to staff
- Monitoring safeguarding actions and outcomes
- Supporting safeguarding training and awareness

Staff, Facilitators and Volunteers

All staff must:

- Safeguard participants from harm
- Maintain professional conduct and boundaries
- Report concerns immediately
- Follow safeguarding procedures
- Record information factually and accurately
- Attend mandatory safeguarding training
- Promote safe and respectful environments

7. Reporting Safeguarding Concerns

All safeguarding concerns must be taken seriously.

If a safeguarding concern arises staff must:

1. Ensure immediate safety where possible
2. Remain calm and listen carefully
3. Avoid asking leading questions
4. Never promise confidentiality
5. Record factual information as soon as possible
6. Report concerns immediately to management or the safeguarding lead
7. Contact emergency services if immediate danger exists

Safeguarding records should include:

- Date and time
- Individuals involved
- Nature of concern
- Exact words used where relevant
- Actions taken
- Agencies contacted
- Name and signature of reporting staff member

8. Confidentiality and Information Sharing

RnR recognises the importance of confidentiality while understanding that safeguarding concerns may require information sharing.

Information will only be shared:

- On a need to know basis
- In accordance with safeguarding responsibilities

- In line with GDPR and Data Protection legislation
- Where required to protect an individual from harm

Confidentiality cannot be guaranteed where:

- Someone is at risk of serious harm
- Abuse or neglect is suspected
- Criminal offences may have occurred
- Disclosure is required by law

9. Safer Recruitment

RnR is committed to safer recruitment practices.

Recruitment procedures may include:

- Application forms and interviews
- Identity verification
- Right to work checks
- Reference checks
- Appropriate DBS checks
- Employment history review
- Risk assessments where necessary
- Safeguarding declarations and agreements

No individual may begin regulated activities without appropriate safeguarding clearance.

10. Professional Boundaries

All staff must maintain professional and ethical boundaries.

Staff must not:

- Engage in inappropriate relationships with participants
- Share inappropriate personal information
- Exchange personal financial arrangements
- Use discriminatory or abusive language
- Use social media inappropriately with participants
- Meet participants privately outside authorised activities

Any concerns regarding professional conduct must be reported immediately.

11. Online Safety and Digital Safeguarding

RnR recognises the risks associated with online communication and digital platforms.

Staff must:

- Use professional communication methods where possible
- Protect confidential information
- Avoid sharing personal social media accounts
- Report online safeguarding concerns immediately
- Ensure online sessions remain professional and safe

12. Whistleblowing

RnR encourages all individuals to report genuine concerns regarding:

- Unsafe practices
- Abuse or neglect
- Misconduct
- Fraud or corruption
- Failures in safeguarding procedures

Individuals raising genuine concerns in good faith will not be treated unfairly.

13. Training and Development

Safeguarding training may include:

- Safeguarding adults and children
- Trauma informed practice
- Prevent awareness
- Mental health awareness
- Professional boundaries
- Conflict resolution and de escalation
- Lone working
- Incident reporting
- Data protection and confidentiality

Training records will be maintained and reviewed.

14. Monitoring and Review

This policy will be reviewed annually or sooner where:

- Legislation changes
- Safeguarding incidents occur
- Organisational changes arise

- Best practice guidance changes

Health and Safety Policy

1. Policy Statement

RnR is committed to ensuring, so far as reasonably practicable, the health, safety and welfare of employees, participants, volunteers, contractors and visitors.

We aim to maintain safe systems of work and reduce risks associated with our activities.

2. Responsibilities

Management are responsible for:

- Carrying out risk assessments
- Maintaining safe environments
- Providing appropriate training and supervision
- Monitoring accidents and incidents
- Reviewing health and safety arrangements regularly

Staff are responsible for:

- Following health and safety procedures
- Reporting hazards immediately
- Taking reasonable care of themselves and others
- Using equipment safely

3. Risk Assessments

Risk assessments will be completed for:

- Workshops and activities
- Community outings
- Supported accommodation visits
- Lone working
- Transport arrangements
- Venues and external premises
- Manual handling where relevant

Control measures will be implemented and reviewed regularly.

4. Fire Safety

RnR will:

- Maintain evacuation procedures
- Ensure staff know fire exits and assembly points
- Carry out fire safety checks where applicable
- Report fire hazards promptly

5. First Aid and Emergencies

Appropriate first aid arrangements will be maintained.

Emergency procedures will be communicated to staff and participants where necessary.

6. Accident Reporting

All accidents, incidents and near misses must be reported and recorded promptly.

Investigations may be completed to identify learning and prevent recurrence.

Equality, Diversity and Inclusion Policy

1. Policy Statement

RnR is committed to promoting equality, diversity, inclusion and fairness in all areas of its work.

We aim to create an environment where all individuals are treated with dignity, respect and professionalism.

2. Protected Characteristics

RnR will not unlawfully discriminate on the basis of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity

- Race
- Religion or belief
- Sex
- Sexual orientation

3. Commitment

RnR will:

- Promote equal opportunities
- Challenge discriminatory behaviour
- Encourage inclusive participation
- Make reasonable adjustments where appropriate
- Promote cultural awareness and respect

Confidentiality and Data Protection Policy

1. Policy Statement

RnR is committed to protecting personal, confidential and sensitive information.

All data will be processed lawfully, fairly and securely.

2. Data Handling

RnR will:

- Store information securely
- Restrict access to authorised persons
- Retain records appropriately
- Dispose of information securely
- Maintain confidentiality standards

3. Staff Responsibilities

Staff must:

- Protect participant confidentiality
- Secure devices and documents
- Report data breaches immediately
- Follow GDPR procedures

Professional Boundaries Policy

1. Purpose

This policy ensures professional relationships are maintained at all times.

2. Expectations

Staff must:

- Maintain respectful communication
- Promote professional conduct
- Avoid conflicts of interest
- Maintain clear boundaries

Staff must not:

- Engage in inappropriate relationships
- Exchange money or gifts inappropriately
- Share confidential information improperly
- Exploit professional relationships

Complaints Policy

1. Policy Statement

RnR values feedback and aims to resolve complaints fairly, consistently and professionally.

2. Procedure

Complaints will:

- Be acknowledged promptly
- Be investigated fairly
- Receive an outcome response
- Be recorded securely
- Be reviewed to improve services

Incident Reporting Policy

1. Purpose

RnR requires all incidents, safeguarding concerns, accidents and behavioural issues to be recorded accurately.

2. Reporting Requirements

Incident records should include:

- Date and time
- Individuals involved
- Factual description
- Immediate actions taken
- Witnesses
- Follow up actions

Behaviour and Conduct Policy

1. Policy Statement

RnR promotes safe, respectful and professional behaviour.

2. Unacceptable Behaviour

Unacceptable behaviour includes:

- Violence
- Threatening conduct
- Harassment
- Bullying
- Discrimination
- Substance misuse affecting safety
- Criminal behaviour
- Damage to property

3. Outcomes

RnR may:

- Issue warnings
- Suspend participation
- Remove individuals from programmes
- Refer concerns to external agencies
- Contact emergency services where required

Lone Working Policy

1. Policy Statement

RnR recognises risks associated with lone working and will implement measures to reduce these risks.

2. Procedures

Staff must:

- Follow agreed check in procedures
- Inform management of locations and timings
- Carry charged communication devices
- Report concerns immediately
- Leave unsafe environments where necessary

Social Media and Communications Policy

1. Policy Statement

RnR expects all staff and representatives to use social media responsibly and professionally.

2. Expectations

Staff must:

- Protect confidentiality
- Avoid inappropriate content
- Maintain professional boundaries online
- Represent RnR professionally

Prevent and Radicalisation Policy

1. Policy Statement

RnR recognises its duty to safeguard individuals from radicalisation and extremism.

2. Responsibilities

Staff must:

- Remain alert to concerns
- Report safeguarding indicators appropriately
- Attend relevant Prevent training

Substance Misuse Policy

1. Policy Statement

RnR aims to provide safe and supportive environments regarding substance misuse concerns.

2. Expectations

Participants and staff must not:

- Attend activities in a way that compromises safety
- Bring illegal substances to activities
- Supply substances to others

Appropriate safeguarding and support responses may be considered where concerns arise.

Consent and Media Policy

1. Policy Statement

RnR may use photographs, recordings or media materials for safeguarding, promotional or educational purposes where appropriate.

2. Requirements

RnR will:

- Obtain consent where required
- Respect withdrawal of consent where applicable
- Store media securely
- Ensure media is used appropriately and professionally

Policy Approval

Organisation: Reset and Rise (RnR)

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Review Date: _____