



The Coroners' Courts Support Service

Safeguarding Policy



Safeguarding Policy

Purpose

The purpose of this policy is to protect people, particularly children, at-risk adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with The Coroners' Courts Support Service. This includes harm arising from:

- The conduct of staff or personnel associated with The Coroners' Courts Support Service
- The design and implementation of The Coroners' Courts Support Service activities

The policy lays out the commitments made by The Coroners' Courts Support Service and informs staff and associated personnel¹ of their responsibilities in relation to safeguarding.

This policy does not cover:

- Sexual harassment in the workplace
- Safeguarding concerns in the wider community not perpetrated by The Coroners' Courts Support Service or associated personnel

What is safeguarding?

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.²

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from coming into contact with our staff, volunteers or activities. See the detailed list of different forms of abuse and neglect at the end of this document.

Scope

- All staff employed by The Coroners' Courts Support Service
- Associated personnel whilst engaged with work or visits related to The Coroners' Courts Support Service, including but not limited to the following: consultants; volunteers; contractors; specific project visitors including journalists, celebrities and politicians

Policy Statement

The Coroners' Courts Support Service believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. The Coroners' Courts

¹ See 'Scope' for definition of associated personnel

² NHS 'What is Safeguarding? Easy Read' 2011

Support Service will not tolerate abuse and exploitation by staff, volunteers or associated personnel.

This policy will address the following areas of safeguarding [as appropriate]: child safeguarding and adult safeguarding. These key areas of safeguarding may have different policies and procedures associated with them (see Associated Policies).

The Coroners' Courts Support Service commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Prevention

The Coroners' Courts Support Service responsibilities

We will:

- Ensure all staff and volunteers have access to, are familiar with and know their responsibilities within this policy
- Design and undertake all its activities in a way that protects people from any risk of harm that may arise from their coming into contact with The Coroners' Courts Support Service. This includes the way in which information about individuals in our activities is gathered and communicated
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff, volunteers and associated personnel
- Ensure staff and volunteers receive training on safeguarding at a level commensurate with their role in the organisation
- Follow up on reports of safeguarding concerns promptly and according to due process

Our responsibilities

Child safeguarding

The Coroners' Courts Support Service staff, volunteers and associated personnel must not:

- Engage in sexual activity with anyone under the age of 18
- Sexually abuse or exploit children
- Subject a child to physical, emotional or psychological abuse, or neglect
- Engage in any commercially exploitative activities with children including child labour or trafficking

Adult safeguarding

The Coroners' Courts Support Service staff, volunteers and associated personnel must not:

- Sexually abuse or exploit at-risk adults
- Subject an at-risk adult to physical, emotional or psychological abuse, or neglect

- Engage in any commercially exploitative activities with at risk adults including forced labour or trafficking

Protection from sexual exploitation and abuse

The Coroners' Courts Support Service staff, volunteers and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics

Additionally, The Coroners' Courts Support Service staff, volunteers and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by an employee, volunteer or associated personnel to the appropriate staff member

Enabling reports

The Coroners' Courts Support Service will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and volunteers and associated personnel.

The Coroners' Courts Support Service will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a safeguarding concern

Staff members, volunteers or associated personnel who have a complaint or concern relating to safeguarding should report it immediately to their line manager/Coordinator. If the person does not feel comfortable reporting to their line manager (for example if that person is implicated in the concern) they may report to any other appropriate staff member such as the Director or a Trustee.

The Director's and Trustee's contact details are as follows:

beverley.radcliffe@ccss.org.uk

roey.burden@ccss.org.uk

An accurate record of the concern should be made, dated and signed by the person with the concern as soon as possible.

Response

The Coroners' Courts Support Service will follow up safeguarding reports and concerns according to policy and procedure and legal and statutory obligations.

The Coroners' Courts Support Service will apply appropriate disciplinary measures to staff, volunteers or associated personnel found in breach of policy.

The Coroners' Courts Support Service will offer support to survivors of harm caused by staff, a volunteer or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the person affected.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only and should be kept secure at all times.

The CCSS has a confidentiality policy which relates to the free and confidential Service we deliver. However, if someone is at risk of harm, or for legal reasons we are required to share information, these circumstances would override the confidentiality policy. The disclosure of such would form part of the safeguarding requirements and this safeguarding policy should then be followed.

The above relates to all staff and volunteers whether supporting someone at Court or on the Helpline or through the Telephone Support Service.

Values and Behaviours

All the CCSS policies, principles, procedures and services we deliver are based on our ethical values and behaviours:

- Support
- Trust
- Openness
- Integrity
- Collaboration

Associated policies

The policies and procedures can be found in the Staff and Volunteer Handbooks and include our:

- Values and Behaviours
- Anti-Bullying and Harassment Policy

- Complaints Policy
- Staff and Volunteer Disciplinary Policies

Different forms of abuse and neglect³

There are many forms of abuse and neglect.

Sexual abuse:

- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- being forced to watch pornography or sexual acts
- being forced or pressured to take part in sexual acts
- rape

Physical abuse

- being hit, slapped, pushed or restrained
- being denied food or water
- not being helped to go to the bathroom when you need to
- misuse of your medicines

Psychological abuse

- emotional abuse
- threats to hurt or abandon you
- stopping you from seeing people
- humiliating, blaming, controlling, intimidating or harassing you
- verbal abuse
- cyberbullying and isolation
- an unreasonable and unjustified withdrawal of services or support networks

Domestic abuse

This is typically an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member.

³<https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/abuse-and-neglect-vulnerable-adults/> 18.09.19

Discriminatory abuse

This includes some forms of harassment, slurs or unfair treatment relating to your:

- race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

Financial abuse

This could be someone stealing money or other valuables from you. Or it might be that someone appointed to look after your money on your behalf is using it inappropriately or coercing you to spend it in a way you're not happy with.

Internet scams and doorstep crime are also common forms of financial abuse.

Neglect

Neglect includes not being provided with enough food or with the right kind of food, or not being taken proper care of.

Leaving you without help to wash or change dirty or wet clothes, not getting you to a doctor when you need one or not making sure you have the right medicines all count as neglect.

Abuse in your home

You're more at risk of abuse at home if:

- you're isolated and don't have much contact with friends, family or neighbours
- you have memory problems or difficulty communicating
- you become dependent on your carer
- you don't get on with your carer
- your carer is addicted to drugs or alcohol
- your carer relies on you for a home, or financial or emotional support
-

Who to contact if an older person is being abused

If an adult has told you about their situation, you might want to talk to other people who know them to find out if they have similar concerns or speak with the Coroner's Officer.

There are also professionals that can be contacted. In the first instance, you should contact the Coroner's Officer who might then pass on your concerns to the person's GP and social worker. Local authorities have social workers who deal specifically with cases of abuse and

neglect. The Coroner's Office can call the person's local council and ask for the adult safeguarding co-ordinator.

The Coroner's Officer can also speak to the police about the situation. Some forms of abuse are crimes, so the police will be interested.

You can also call the free, confidential [Action on Elder Abuse](#) helpline on 0808 808 8141.

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Safeguarding reporting contact details: CCSS 0300 111 2141 info@ccsupport.org.uk
beverley.radcliffe@ccss.org.uk or paul.mellish@ccss.org.uk

Our complaints policy is on our website <https://coronerscourtsupportservice.org.uk/>