



NAPAC Safeguarding Policy and Procedures

External version

**Considered and approved by the NAPAC Board
of Trustees 11 April 2018**

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Safeguarding Policy

This policy enables NAPAC to demonstrate its commitment to keeping safe those who work for or are associated with the organisation. NAPAC acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

NAPAC regards it as vital to have this safeguarding policy and procedures in place so that the Board of Trustees, staff, volunteers, and others working on behalf of the organisation can work to prevent abuse and know what to do in the event of abuse.

This safeguarding policy has been drawn up in order to enable NAPAC to:

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

The policy applies to all NAPAC trustees, paid staff, volunteers, contractors, consultants, and anyone working on behalf of the organisation.

NAPAC's safeguarding principles:

- promote the rights of all people to live free from abuse and coercion
- ensure the safety and well-being of people who work or volunteer for NAPAC
- manage NAPAC's services in a way which promotes safety and prevents abuse
- recruit trustees, staff, and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support, and training

NAPAC will:

- ensure that all trustees, paid staff, volunteers, contractors, and consultants are familiar with this safeguarding policy and procedures
- act within its confidentiality policy and wider legislation around data protection
- inform the appropriate authorities where a person is in danger, a child is at risk, or a crime has been committed
- endeavor to keep up to date with national developments relating to safeguarding and preventing abuse
- ensure that the designated named persons understand their responsibilities (as outlined in section 4 the safeguarding procedures)

Please see Section 4 of the safeguarding procedures for details of NAPAC's two designated named persons for safeguarding¹. They should be contacted for support and advice on implementing this policy and procedures.

This policy should be read in conjunction with NAPAC's Employee Handbook (which applies equally to staff and trustees).

¹ These contact details redacted in the external version of this policy for privacy reasons



Safeguarding Procedures

1. Introduction

NAPAC is the UK's leading national charity offering support to adult survivors of all types of childhood abuse, including physical, sexual, and emotional abuse and neglect. Our vision is of a society in which every adult survivor of childhood abuse in the UK is able to access the support they need, when they need it, to make a journey of recovery and heal their emotional and psychological wounds.

These safeguarding procedures have been designed to ensure the welfare and protection of those who work for NAPAC or are associated with the organisation. The procedures recognise that abuse can be a difficult subject for people to deal with, but reaffirm NAPAC's commitment that safeguarding is everybody's responsibility. The aim of these safeguarding procedures is to ensure that all NAPAC trustees, paid staff, volunteers, contractors, and consultants act appropriately in response to any concern around abuse.

2. Recognising the signs and symptoms of abuse

NAPAC is committed to ensuring that all trustees, paid staff, volunteers, contractors, and consultants share the same basic awareness of signs and symptoms of abuse, as follows below.

"Abuse is a violation of an individual's human and civil rights by any other person or persons"
(No Secrets: Department of Health, 2000)

Abuse includes:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- 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, 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-centred care or treatment

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, including those in senior roles or positions of trust. They may also be relatives, friends, neighbours, or work colleagues.



3. Preventing abuse

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

Therefore, this policy needs to be read in conjunction with the following policies and procedures which are outlined in the NAPAC Employee Handbook:

- Equal Opportunities and Diversity
- Disciplinary and Grievance
- Grievance
- Bullying and Harassment
- Bribery and Other Corrupt Behaviour
- Sickness Absence
- Computer Security and Use
- Internet and Email Usage
- Social Media
- Personal and Charity Property

NAPAC is committed to safer recruitment policies and practices for paid staff, trustees, and volunteers. The organisation will work within the current legal framework for reporting trustees, staff or volunteers who are abusers.

4. Designated named persons for safeguarding

NAPAC has appointed individuals who are responsible for dealing with any safeguarding concerns². Should either of these named people be unavailable then those with concerns should contact the CEO directly.

The roles and responsibilities of the designated named persons are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that there may be abuse or neglect occurring within NAPAC;
- to ensure that concerns are acted on, clearly recorded and referred to the appropriate authority where necessary;
- to follow up any referrals and ensure the issues have been addressed;
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to 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 and volunteers working directly with NAPAC's service users (primarily through the telephone support line and the support groups) are well supported and receive appropriate supervision and oversight.

² These contact details redacted in the external version of this policy for privacy reasons



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

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

The following advice and guidance applies to all those associated with NAPAC or its activities including trustees, paid staff, volunteers, contractors, and consultants.

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

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
- To preserve evidence
- To keep yourself, staff, volunteers, and service users safe
- To inform the designated named persons in your organisation
- To record what happened

All situations of abuse or alleged abuse will be discussed with either of the designated named persons. If you feel unable to raise this concern with either of the designated named persons, then please go directly to the CEO.

6. Managing allegations made against a trustee, member of staff or volunteer

NAPAC will ensure that any allegations made against its trustees, staff or volunteers will be dealt with swiftly.

Where a trustee, member of staff or 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 posed by the alleged perpetrator to all those associated with NAPAC. This will include whether it is safe for them to continue in their role or any other role within the organisation whilst the investigation is undertaken.

Both of the designated named persons will liaise with the CEO and Chair (if appropriate to the situation) to ensure that NAPAC's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.



7. Recording and managing confidential information

NAPAC is committed to maintaining confidentiality wherever possible and information around allegations of abuse or wider issues should be shared only with those who need to know.

The information that is recorded will be kept secure and will comply with the 1998 Data Protection Act and the requirements of the 2018 General Data Protection Regulation.

This information will be secured in a locked filing cabinet at NAPAC's main offices in London. Access to this information will be restricted to the designated named persons and the CEO.

8. Disseminating/reviewing policy and procedures

This Safeguarding Policy and Procedure will be clearly communicated to all trustees, staff, volunteers, consultants, and contractors.

A copy will be given to each of them, and they will be asked to sign, date, and return this document (under Appendix Two) to NAPAC to signify their understanding of, agreement to and compliance with the policy and procedures. The Chief Operating Officer will be responsible for ensuring that this is done.

NAPAC's Safeguarding Policy and Procedures will be reviewed annually by the NAPAC Board of Trustees. The designated named persons will be involved in this process and can recommend any changes.

The Chief Operating Officer will also ensure that any changes are clearly communicated to trustees, staff, volunteers, consultants, and contractors.

