



# Volunteer Safeguarding Children and Adults Summary

To be reviewed April 2028

It is the policy of Caritas Salford to actively promote the welfare of all children, young people and adults at risk with whom it comes into contact with, by establishing appropriate safeguarding standards and practices across all its activities, events, services, trading and venues.

This is a summary of the wider safeguarding policy, which can be accessed on the Assemble documents hub or requested from any Caritas staff member.

This policy must be followed by everyone, including trustees, employees, volunteers, associates, contractors and freelancers.

### **What should I do if I am concerned?**

You may have safeguarding concerns about how a child, young person or an adult at risk appears or behaves; or they may choose to talk to you about something which concerns them. This may include non-recent abuse, which should always be taken very seriously and managed in line with this summary.

It is important to:

- always take what they tell you seriously
- listen but do not investigate
- report to your service manager immediately
- The charity or operational lead will decide next steps and if a referral is needed to statutory services and/or the police
- In cases where there are concerns about the school, college, health provider, GP practice, prison, social care setting or church; you should refer to the charity lead or charity deputy who will refer the matter in the usual way.

### **Responding to child and adult safeguarding concerns**

#### **A. Volunteers may become concerned by:**

- being told by another person that they have concerns
- what the child or adult says
- what others say
- their own observations
- any complaint (including anonymous) from the public

#### **B. Handling disclosures**

A disclosure may be made verbally or by the behaviour of a child, young person or an adult at risk and it is important for everyone to remember the following:

- keep calm
- reassure them that they were right to tell you
- say that you will need to share the information and cannot keep it secret

- consider who else can hear
- listen carefully
- do not ask leading questions or promise confidentiality
- report immediately to your service lead or, if not possible, another member of Caritas staff.

**Important:** When there are safeguarding concerns about a child, young person or adult at risk the employee or volunteer with the concern will immediately assess if the person is currently safe and, in an emergency or, if it is felt someone is in immediate danger, 999 should always be dialled.

### C. Actions to be taken

If a volunteer has a concern, they should:

Inform their service manager without delay; and

- not investigate themselves
- preserve any evidence (if relevant)
- share information only with people internally and externally on a need to know basis.

**Important:** A concern may lead to legal action at any point, and a court will likely place reliance upon the information obtained from the people involved (particularly from a child). This may be reduced if it is known that someone has discussed the issues with the child or adult outside the normal investigation process. Guidance may be given by relevant statutory agencies to do so.

### D. Responding to safeguarding allegations made against Caritas or Caritas personnel

- When there is a safeguarding concern, complaint or allegation about the behaviour of any employee or volunteer, it should be reported to a service manger (or the lead/deputy in their absence). Where the lead for safeguarding is implicated, the trustee for safeguarding should be contacted.

If you have any questions regarding this code of conduct, please contact the volunteer engagement officer, Matthew Yates, on [matthew.yates@caritas-salford.goassemble.com](mailto:matthew.yates@caritas-salford.goassemble.com)

See the next page for the referral flowchart.

## FLOWCHART FOR REFERRAL

### Step One:

If you are worried a child or adult at risk has been abused, or is at risk of harm, because:

- you have seen something that concerns you
- a child or adult says they have been abused
- somebody else has told you they are concerned
- there has been an allegation against a colleague
- there has been an anonymous allegation
- an adult has disclosed that they were abused as a child
- an adult or child has disclosed that they are abusing someone

### Step Two:

Talk to your Service Manager, unless they are implicated in which case contact the Lead or Deputy for Safeguarding.

If they are implicated talk to the Trustee for Safeguarding (see contacts page in full Safeguarding Policy).

Remember: if you are in any doubt or have any concerns, speak to your Service Manager or a member of staff immediately

### Step Three:

The Lead/Deputy will refer the concern to [Children's](#) or [Adult's](#) Social Services and/or the Police (101 or 999) if a crime has, or may have been, committed and follow up the referral in writing within 24 hours by secure email. In cases of child abuse allegations against a person with a "duty of care", the Local Authority Designated Officer (LADO); or, for alleged adult abuse by a Person in a Position of Trust (PiPoT), the local authority Position of Trust Leads and/or or Social Services will co-ordinate the next procedural steps.

Under "whistleblowing", anyone can refer directly to the Police, Social Services or the Charity Commission - [whistleblowing@charitycommission.gov.uk](mailto:whistleblowing@charitycommission.gov.uk) Tel 0800 055 7214, if, in good faith, they are concerned the charity is not managing safeguarding concerns appropriately.

Do not allow consultation to delay a referral.  
In an emergency dial 999

