



Safeguarding Policy

1.1 Policy Statement

Lancaster & Morecambe City of Sanctuary is committed to safeguarding and protecting people from abuse. The purpose of this policy and its appendices is to provide an overview of types of abuse, to outline the responsibilities of staff and volunteers working on our behalf, to specify the process by which we will respond to safeguarding concerns and to highlight the key arrangements in place to promote and protect the welfare of those we work with.

In all of its activities, Lancaster & Morecambe City of Sanctuary is committed to safeguarding and promoting the welfare of adults who may be at risk of harm (ARH) as part of its common law duty of care and in response to specific legislation. We will take all reasonable measures to:

- Ensure that all have the opportunity to participate in Lancaster & Morecambe City of Sanctuary activities in a safe, secure and respectful environment
- Take appropriate measures to identify and prevent anyone who is unsuitable to work or volunteer with an ARH from doing so;
- Aim to ensure that any ARH who is at risk of, or experiencing significant harm is identified and responded to appropriately and without delay;
- Ensure that all concerns are taken seriously, responded to appropriately and without delay;
- Work co-operatively with other agencies that provide safeguarding services for ARHs

1.2 Introduction

Lancaster & Morecambe City of Sanctuary works primarily with adults. Any children that we have occasion to work with will usually be in the care of their parents or carers. We *may* infrequently work with unaccompanied asylum seeking children or young people and, in this specific situation, the **Child Protection Statement would be followed (see Appendix 1)**

This policy will focus primarily on Adult Safeguarding, however we also recognise that where we do have occasion to have contact with children and young people, then their welfare is our paramount concern and we have a duty to take action if we feel that there is a situation where it is needed (see Child Protection Statement).

If anyone feels uncertain about a situation then advice should be sought from the **Designated Safeguarding Lead (DSL) or the Chair of Trustees (see contacts at the**



end of this policy)

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We work with people who are in very difficult situations. Some of these situations we may not be able to do anything about; for example destitution, detention or deportation, and these situations are not covered by this policy as alone they do not constitute a safeguarding situation

In other situations, we may be able to help; for example; domestic violence, sexual exploitation, financial abuse, coercive behaviour, suicidal feelings and so on. We are not a statutory agency, however, we still have a duty to act to support and safeguard in situations where we perceive there to be a risk or the possibility of a risk.

2. Scope of this Policy

This policy relates to all work that is delivered by Lancaster & Morecambe City of Sanctuary and in situations where it partners with other agencies. The Trustees or lead worker reserve the right to ask to see the Safeguarding Policies of partner organisations.

Please note that Safeguarding concerns override the confidentiality policy - that is, confidentiality can expressly be broken if there are safeguarding concerns for an individual.

3. Key Principles of Adult Safeguarding

We follow the six key principles underpinning all adult safeguarding work:

- **Empowerment:** individualised approach, person-led decisions and informed consent
- **Prevention:** It is better to take action before harm occurs
- **Proportionality:** the least intrusive response appropriate to the risk presented
- **Protection:** support and representation for those in greatest need
- **Partnership:** services working with their communities; communities playing a part in preventing, detecting and reporting neglect and abuse
- **Accountability:** accountability and transparency in delivering safeguarding

4.1 What is abuse?

Abuse is described as **a violation of an individual's human and civil rights by any other person or persons which results in significant harm.** Abuse may consist of a single act or repeated acts. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.



Abuse may take the form of:

- **Physical abuse**, eg pushing, slapping, rough handling, hitting, over-medicating, restraint
- **Domestic violence or abuse**, eg physical or sexual violence or threats, controlling behaviour; also includes so called 'honour' based violence, threats
- **Sexual abuse**, eg rape, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting to, inappropriate touching
- **Psychological or emotional abuse**, eg shouting, continual criticism, undermining confidence, humiliation, threats, cyber-bullying; threats of harm or abandonment, deprivation of contact, coercion, unreasonable and unjustified withdrawal of services or supportive networks
- **Financial or material abuse**, eg theft, fraud, coercion in relation to an adult's financial affairs including with wills, property, inheritance or financial transactions; withholding benefits, 'borrowing' and not paying back, misuse or misappropriation of benefits, property or possessions
- **Modern Slavery**, eg forced labour or domestic servitude
- **Discriminatory abuse**, eg discrimination on grounds of age, gender, race, disability, sexual orientation, religion or personal prejudice resulting in harassment or slurs
- **Organisational or institutional abuse**, eg where culture in an organisation or care setting undermines individual choice and self determination; neglect, poor care practice
- **Neglect or acts of omission**, eg ignoring/excluding; not offering appropriate medical or physical care; withholding of medication, adequate nutrition or heating
- **Self-neglect**, eg lack of self-care, squalor or hoarding

4.2 Signs and symptoms of abuse:

There are many signs and indicators that may suggest someone is being abused or neglected. These could include (but are not limited to):

- Unexplained bruises or injuries, or lack of medical attention when an injury has been sustained
- Money or belongings going missing
- Change in appearance, unkempt, poorly dressed, poor hygiene, inappropriate clothing for the climate, weight increase or decrease
- Change in behaviour or demeanour, eg loss of confidence, becomes quiet or withdrawn, demonstrates fear in the presence of a particular person
- Stops participating or attending regular activities or gatherings



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- They may tell you they're being abused or being harmed (self-disclosure)

5. The definition of an Adult who may be at risk of harm (ARH)

Lancaster & Morecambe City of Sanctuary expects that all those working and volunteering with them to treat everyone with respect and to safeguard their wellbeing. In particular, we recognise that some adults may be at risk of harm (ARH) and that their safety and wellbeing is paramount.

Drawing on the definition contained in the Care Act 2014 (Chapter 23), an adult who may be at risk of harm is someone over the age of 18 years who:

- (a) Has care and support needs (whether or not a local authority is meeting any of those needs);
- (b) Is experiencing, or is at risk of, abuse or neglect, and;
- (c) As a result of these needs is unable to protect him or herself against the risk of abuse or neglect.

Although the following list is not exhaustive, an adult at risk of harm may be a person who:

- Is frail due to age, ill health, physical disability or cognitive impairment, or a combination of these;
- Has a severe learning disability;
- Has a physical disability and/or a sensory impairment;
- Has mental health needs including dementia or a personality disorder;
- Has a long-term illness/condition (the Safeguarding Vulnerable Adults Act 2006 specifically excludes dyslexia, dyscalculia and dyspraxia);
- Misuses substances or alcohol;
- Is unable to demonstrate the capacity to make a decision and is in need of care and support.

For those who do not meet the criteria as an ARH, but who nevertheless appear to be at high risk, there are alternative sources of referral and support. In such cases support may be found in local adult social care management procedures or other local processes. These are people with welfare needs.

Please note that not everyone that Lancaster & Morecambe City of Sanctuary sees and works with will be an ARH.

6. Boundaries

Lancaster & Morecambe City of Sanctuary recognises, as part of the relational nature of the work, there is the possibility of boundaries being confused or blurred. People may know each other outside Lancaster & Morecambe City of Sanctuary activities and although we seek to foster friendships developing, we need to ensure that at Lancaster



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& Morecambe City of Sanctuary events, boundaries are in place to ensure the safety for all involved.

The general underpinning principle of Lancaster & Morecambe City of Sanctuary's safeguarding adults policy is that a Trustee, member of staff or volunteer must never use their position of power in a negative way in respect of Sanctuary Seekers that access the services.

Similarly all those involved in Lancaster & Morecambe City of Sanctuary must also remain vigilant to ensure that other Sanctuary Seekers and non Sanctuary Seekers who might attend activities do not abuse any power and influence, perceived or real, that they may have over those accessing services.

We want to ensure a culture of welcome but also recognise that there is the possibility that this is open to abuse and will remain vigilant to this at all times. No one should be in the position of making any financial gain from a friendship or acquaintance made at Lancaster & Morecambe City of Sanctuary. If there is ever any confusion over this as an issue then the matter should be referred to the Designated Safeguarding Lead (DSL) or the Chair of Trustees.

We also recognise that friendships will be made during the course of the work and the organisation seeks to foster that. We also recognise that people will have friendships and relationships outside of Lancaster & Morecambe City of Sanctuary. This policy only applies to Lancaster & Morecambe City of Sanctuary activity and to friendships that have been made only through Lancaster & Morecambe City of Sanctuary.

7. What to do if you have a Safeguarding Concern, do's and don'ts

Do not :

- Minimise issues. **If you have concerns but are not sure why then talk them through at the earliest opportunity the Designated Safeguarding Lead (DSL), or the Chair of Trustees.** (Contact details at the end of this document). **Never ignore concerns that you may have.**
- discuss your concern or other confidential information with anyone else.
- be alone with a child or young person, this is expressly not allowed. If a young person needs the toilet then they must be accompanied by their parent or carer.



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- promise to keep secrets where you feel that a person may be at risk of harm. If someone tells you something that gives you concern, for example they may disclose that they are in a violent relationship or that they feel suicidal, then you must discuss this with your project co-ordinator, the DSL or the Chair of Trustees
- make other promises that it will be difficult to guarantee. For example you cannot promise that Lancaster & Morecambe City of Sanctuary can help someone leave a violent relationship.
- ask probing or leading questions, your role is not to **investigate** a situation.
- give advice

Whilst delivering any Lancaster & Morecambe City of Sanctuary-related activity, no member of staff or volunteers should take photographs or film footage of children or young people without consent (verbal is sufficient as long as it's to the DSL)

Do:

- share concerns with the DSL or the Chair of Trustees.
- Make notes to help you remember your concerns. Sign and date them. Make sure that these **are anonymous** and stored safely. The person you speak to will advise you on this also.
- Respond quickly.

In an emergency (eg they are hurt or are at immediate risk of harm), seek immediate medical or police assistance or help from the [Adult Safeguarding team](#) (see contacts). You can subsequently inform the DSL or the Chair of Trustees

If someone discloses abuse or harm to you, please remember:

- Do not promise confidentiality
- Do reassure them, they are right to tell you
- Do not ask probing or leading questions, or attempt to 'investigate'
- Do let them speak uninterrupted, just ask questions if necessary to aid your understanding
- Try not to show shock or horror
- Afterwards, make objective, factual notes of the situation, using the person's own words if you can recall them
- Contact the DSL to inform them at the earliest opportunity
- Seek support for yourself (from the DSL) as it can be a distressing experience

Please see 9.6 below, if your concern relates to another member of Lancaster and Morecambe City of Sanctuary (an allegation)



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Please see Appendix 2 for specific guidance if you are concerned that someone may be suicidal

8. Action once a concern has been raised.

Where concerns have been raised then it remains the responsibility of the Designated Safeguarding Lead and the Chair of Trustees to take an action forward. This may include a referral to the Safeguarding Adults Team (see section 12, Contacts)

In an emergency, this will not be the case and immediate medical attention or emergency help from social services may be sought without the prior knowledge of the designated safeguarding lead, although they should be notified as soon as possible afterwards. In all other scenarios it remains the responsibility of the designated safeguarding lead to take action.

Where action is being taken in respect of an individual, for example a statutory referral, every attempt should be made to inform the adult of the course of action unless there are concerns that doing so would make the situation worse.

Some examples of situations that might give rise to safeguarding concerns are listed in section 1. Not every safeguarding situation will result in the same outcome.

9. Implementation of this Policy

9.1 Full copies of this document will be available on the Lancaster & Morecambe City of Sanctuary website and will be promoted amongst the Lancaster & Morecambe CoS core group members, the Lancaster & Morecambe City of Sanctuary steering group members, volunteers, students, partner organisations, taking part in our activities.

9.2 Reference to this guidance will be included with other policies and procedures in any volunteer induction and resource packs. All Lancaster & Morecambe City of Sanctuary core group members, volunteers and students will be informed about safeguarding during their induction processes and will be provided with a level of training appropriate to the risks involved.

9.3 Issues arising from the operation of this policy should be directed in the first instance to the DSL for Lancaster & Morecambe City of Sanctuary and The Chair of Trustees,

9.4 It is mandatory for all those contributing to the Lancaster & Morecambe City of Sanctuary activities to comply with this Safeguarding Policy and promote good safeguarding adults practice. Failure to follow this guidance and procedures would constitute a matter of concern for Lancaster & Morecambe City of Sanctuary.



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9.5 Anybody reporting a concern in good faith and in the genuine belief that there are concerns relating to safeguarding will be supported to do so even in the event of that concern subsequently being found to be unsubstantiated.

9.6 **Allegations:** If volunteers or students are concerned that another volunteer is not following the guidance and procedures, they should contact the DSL or the Chair of Trustees. Where the Designated Safeguarding Lead or The Chair of Trustees is the object of concern then further advice should always be sought from the Chief Executive of Lancaster District CVS. Lancaster & Morecambe City of Sanctuary will follow the procedures laid down by the Lancashire County Council (LCC) Safeguarding Policies.

9.7 **Safer Recruitment:** Lancaster & Morecambe City of Sanctuary take all reasonable precautions when recruiting teachers, staff or volunteers to work with them. This includes an application form, an interview, references and a DBS check where the role requires; plus supervision.

10. Responsibilities

10.1 Responsibilities of Lancaster & Morecambe City of Sanctuary:

- To ensure, as far as is possible, that volunteers, trustees, teachers and staff are recruited safely and are suitable to work with our client group
- To ensure adequate training and support is given to each member of staff, trustee and volunteer.

10.2 Responsibilities of staff and volunteers

Safeguarding is everyone's responsibility. Where there are concerns about a vulnerable adult then these should be raised immediately with the Designated Safeguarding Lead

If there is any kind of emergency, there should not be any kind of delay which might adversely affect the person concerned. So for example if someone needs emergency medical care then this should be sought immediately.

10.3 Responsibilities of the Designated Safeguarding Lead (DSL) / Chair of Trustees

When a concern has been raised with the DSL/Chair, the matter must be treated as a priority.

The DSL and Chair must ensure that they understand the facts and concerns, and that they have asked the alerter to make a written confidential record.

The DSL and Chair should discuss together the immediate course of action, taking into



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account the Key Principles of Adult Safeguarding (see section 3 above), and decide whether a referral to the Adult Safeguarding Team is required.

In most circumstances, the DSL / Chair should talk to the subject of the concern about their proposed course of action. An adult with capacity may decide they do not want to take further action, and they have the right to make such a decision. In some cases, the adult at risk of harm, may not have capacity and a referral can be made without their consent.

A referral **must** also be made if it is likely that the perpetrator of the abuse is in a position where s/he may also be abusing others (eg they have a role as a teacher, a care worker or other position supporting other people).

11. Complaints arising out of this Safeguarding Policy

Complaints arising out of this Safeguarding Policy should be made in writing and directed to the Chair of Trustees unless the complaint relates to him/her in which case the complaint should be referred to another member of the Trustees.

12. Contacts (see also Appendix 4 for sources of help and support, useful numbers etc)

Lancaster & Morecambe City of Sanctuary **Designated Safeguarding Lead (DSL)** is **Eleanor Denvir**. Contact Eleanor on tel no. **07484 686975** or via email **e.denvir@globalink.org.uk**

Lancaster & Morecambe City of Sanctuary **Chair of Trustees** is **Jean O'Neill**. Contact Jean on tel no **07766 816260** or via email **urbaneworrier@btinternet.com**

Lancashire Adult Social Care – 0300 123 6721. Or [report a concern online](#)

Lancashire Child Protection Team – 0300 123 6720 (out of hours: 0300 123 6722)



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Appendix One – Child Protection Statement

Lancaster & Morecambe City of Sanctuary works with adults. We undertake no direct work with children.

However many of the people that we see and work with are parents and/or carers and we do have occasion to have some, limited, contact with children and young people. We take our commitment to the safeguarding of children and young people seriously and this statement serves to illustrate our commitment to creating an environment that supports the wellbeing of children and young people.

Lancaster & Morecambe City of Sanctuary acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring its safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice guidelines.

This position statement recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children:

- Have a positive and enjoyable experience at any Lancaster & Morecambe City of Sanctuary event that they attend
- Are protected whilst participating in any event or activity.

Lancaster & Morecambe City of Sanctuary acknowledges that some children, including children and young people with disabilities, or those from ethnic minority communities can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of Lancaster & Morecambe City of Sanctuary's commitment to the safeguarding of children and young people we will:

- Promote and prioritise the safety and wellbeing of children and young people
- Ensure that everyone understands their roles and responsibilities in respect of safeguarding and is provided with learning opportunities and training relevant to the organisational level of contact with children
- Ensure that appropriate action is taken in the event of incidents / concern
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- Ensure that robust safeguarding procedures are in operation.



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Please note that the staff member leading the activity and the Chair of Trustees have responsibility for safeguarding and all concerns should be addressed to them.

Appendix Two – specific guidance if someone says they are suicidal

We may sometimes see and work with people who are threatening to harm themselves. These threats should be taken seriously even if someone has a history of making idle or actual threats or is intoxicated when making the threats. We need to ensure that we respond quickly and appropriately with courses of action that can be taken should someone be threatening to kill themselves.

It is important to work with others to decide on which is the best course of action in any particular situation.

The following are examples of action that could be taken:

The person could be referred to their GP. The person should be asked if they feel able to keep themselves safe until they get to the GP. They should only be sent to the GP if we are clear they are saying they can keep themselves safe and we are sure that the GP can see them. A taxi could be booked for the person if this would help.

The person can be sent to the Accident and Emergency Department. Again we need to be clear that they can keep themselves safe and that they will do so during a wait at A and E which may last several hours. A taxi may be booked. The person should go to the nearest A and E department unless there is a clear and sensible reason to go somewhere else.

If someone refuses to wait and leaves having expressed a clear intention to harm themselves the police should be called. The police have the authority to detain someone who is at risk to themselves, and may take them to hospital under Mental Health legislation.

- An ambulance can be called to deal with the situation.
- The police can be called.
- A vulnerable adult's referral to social services must be considered in such situations though it must be remembered that this is not a 'fast response' answer to the immediate situation.



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In such situations, staff and trustees should:

- Respond quickly and decisively
- Write up notes immediately and without delay
- Where reasonable, inform the person what course of action you are taking unless you feel this will escalate the situation or cause the person to leave the building
- Use the support of colleagues and trustees
- Debrief after a situation

Appendix Three – Photography / Film Consent Form

I agree that CoS ESOL may use photographs and films of me for publicity purposes

Name

Signature

Date

For a person under the age of 18 permission must be given by a parent or guardian

Name of child

Name of Parent/Guardian

Signature

Date



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Appendix Four – local contacts and sources of support

Adult Safeguarding Team 0300 123 6721

Lancashire Children Social Care: 0300 123 6720 (Emergency out of hours: 0300 123 6722)

Phone numbers of local support organisations:

Global Link - 01524 36201

RAIS - 07731 552259

Phone numbers of statutory organisations with responsibility for safeguarding:

Social Services:

Lancaster 66246

Morecambe: 418565

Out of office hours – Emergency Duty Team 0845 602 1043

NSPCC (office hours) North West Regional Duty System 0800562324

24 hour National Child Protection Help Line 0808 800 500

For sexual trafficking issues call Simon Balderstone, Lancashire Constabulary on 01524 596577

Below are the contact details of where you can get help, advice and support if you, or someone you know, is experiencing domestic abuse.

- Police - if you are in fear of being assaulted/you identify an adult at risk of significant harm and requiring immediate protection
- Emergencies 999



• General Enquiries 101

- Safeguarding Hub 0300 123 6721
- Lancashire Victim Services

Lancashire Victim Services (LVS) are the commissioned service providing help to men, women and children experiencing domestic abuse.

The service offers support from specially trained professionals for all aspects of domestic abuse, whether the victim has chosen to make a report to the police or not. The service is provided through a mix of Independent Domestic Violence Advocates (IDVAs), specially- trained Independent Victim Advocates (IVAs) and specially-trained volunteers.

LVS will:

Listen to the victim in a non-judgemental way, prioritising the victim's safety and confidentiality

LSAB Domestic Abuse Guidance

- Provide emotional support and help with housing, benefits and legal advice
- Ensure the victim receives practical safety advice for both themselves and their family
- Help the victim explore their options and encourage them to make their own choices
- Offer the victim time to think and support regardless of any decisions made during
- the process
- Help the victim to support any children who may be involved.
- Provide information and take action to help the victim feel safe.
- The service delivers both 1-1 and group work for victims, supports young people through the NEST service, and also provides support for victims connected to Lancashire County Council's commissioned perpetrator programme.



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Call: 0300 323 0085 – lines are open 8am to 8pm Monday to Friday and 9am to 5pm Saturdays.

Email : info@lancashirevictimservices.org

Below are the contact details of where you can get help, advice and support if you, or someone you know, is experiencing domestic abuse.

- Police - if you are in fear of being assaulted/you identify an adult at risk of significant harm and requiring immediate protection
- Emergencies 999
- General Enquiries 101
- **Safenet:** 0300 3033 581. Safenet Lancaster number is: 01524 938719. General e-mail address: contact@safenet.org.uk. Lancaster Safenet address: lancasterreception@safenet.org.uk . You can speak with any member of staff. Lancaster Service Manager is Lindsey Kyle: lkyle@safenet.org.uk
- **Safeguarding** Hub 0300 123 6721 Lancaster City Council Safeguarding Team if you have any concerns about any vulnerable adults or children.

For sexual trafficking issues call Lancashire Constabulary on 01524 596577



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Public Safeguarding Notice

At CoS ESOL we are committed to practice which protects service users

- **We will endeavour to safeguard service users:**
- Adopting safeguarding guidelines through procedures and a code of practice for volunteers
- Sharing and updating information about safeguarding when appropriate
- Sharing information about concerns with the appropriate agencies in accordance with our procedures
- Carefully selecting and vetting volunteers who work with children, young people and vulnerable adults
- Providing effective support and training for volunteers through supervision
- Reviewing this policy and the related procedures annually.

The designated person responsible for dealing with Safeguarding at CoS ESOL is **Eleanor Denvir**.

If for any reason this person is not available or appropriate, the Chair of Trustees will deputise.