

ALLKND Ltd - Safeguarding Vulnerable People Policy Statement

1. All people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background, have equal rights to protection from abuse, neglect or exploitation.
2. ALLKND Ltd commits to promoting and protecting the welfare and human rights of people that interact with, or are affected by, our work - particularly those that may be at risk of abuse, neglect or exploitation. We have no tolerance for abuse, neglect or exploitation. We will take a survivor-centric approach in all that we do.
3. All staff, volunteers, partners and third parties of ALLKND Ltd share responsibility for protecting everyone from abuse, neglect or exploitation. Beyond this, particular people have specific responsibilities, and they must carry out their duties without exception.
4. **ALLKND Ltd** has a process for managing incidents that must be followed when one arises.

Purpose

5. The purpose of this policy is to:
 - a. Help protect people that interact with, or are affected by, ALLKND Ltd.
 - b. Define the key terms we use when talking about protecting people or safeguarding.
 - c. Set out and develop the way ALLKND Ltd manages safeguarding risks.
 - d. Set out the specific roles and responsibilities of persons working in and with ALLKND Ltd.
 - e. Facilitate the safe management of incidents.
 - f. To support a positive and effective internal culture towards safeguarding.

Definitions

6. 'Safeguarding' means protecting the welfare and human rights of people that interact with, or are affected by, ALLKND Ltd, particularly those that might be at risk of abuse, neglect or exploitation. This refers to any responsibility or measure undertaken to protect a person from harm.
7. 'Abuse, neglect or exploitation' means all forms of physical and mental abuse, exploitation, coercion or ill-treatment. This might include, for example:
 - a. Sexual harassment, bullying or abuse;
 - b. Sexual criminal offences and serious sexual criminal offences;
 - c. Threats of, or actual violence, verbal, emotional or social abuse;
 - d. Cultural or identity abuse, such as racial, sexual or gender-based discrimination or hate crime;
 - e. Coercion and exploitation;
 - f. Abuse of power.
8. 'Reasonable grounds to suspect' is a situation where a person has some information that leads them believe that abuse, neglect or exploitation has taken place, is taking place, or may take place. It comes with a low burden of proof (in fact, no proof is needed at all), but is based on some information. Questions that may help a person to determine whether they have 'reasonable grounds to suspect' might include:

- a. Could you explain to another person why you suspect something? This helps to make sure that your suspicion is based on information, even if you have no proof.
 - b. Would an objective other person, with the same information as you, come to the same conclusion? This helps to make sure that your suspicion is as objective as possible.
9. A 'survivor-centric approach' means considering and lawfully prioritising the needs, right and wishes of survivors.

Roles and responsibilities

10. While the responsibility to protect people is shared by all who work at or with **ALLKND Ltd**, some individuals have specific obligations with which they must comply.
11. The members of the board of **ALLKND Ltd** are responsible for:
 - a. Protecting all people that interact with, or are affected by, **ALLKND Ltd**;
 - b. Ensuring that there are appropriate and effective ways for **ALLKND Ltd** to do this;
 - c. Ensuring that **ALLKND Ltd** observes all relevant laws relating to safeguarding;
 - d. Ensuring that **ALLKND Ltd** takes a survivor-centric approach.
12. The Chief Executive Officer of **ALLKND Ltd** must:
 - a. Ensure **ALLKND Ltd** has effective and appropriate ways to manage safeguarding and legal compliance;
 - b. (If necessary) Ensure the appointment of a Safeguarding Manager with appropriate skills and competency;
 - c. Ensure that, within the charity's approach, reasonable steps are taken to protect people;
 - d. Ensure that reports to external parties are made where required.
13. The acting Safeguarding Manager, Secretary and Mental Health First Aid Instructor at **ALLKND Ltd**, Emma Meldrum, must:
 - a. Manage reports of abuse, neglect or exploitation;
 - b. Ensure that all staff, contractors, and volunteers are aware of relevant laws, policies and procedures
 - c. Ensure that all staff, contractors and volunteers are aware of their obligations to report suspected incidents of abuse, neglect or exploitation;
 - d. Manage reports of abuse, neglect or exploitation;
 - e. Provide support for staff, contractors and volunteers in undertaking their responsibilities.
14. All Managers of **ALLKND Ltd** must:
 - a. Promote a positive culture towards safeguarding;
 - b. Implement this policy in their area of responsibility;
 - c. Ensure that the risks of incidents have been considered in their area of responsibility;
 - d. Ensure that there are appropriate controls in place to prevent, detect and respond to incidents;
 - e. Facilitate the reporting of any suspected abuse, neglect or exploitation;

- f. Take a survivor-centric approach to potential incidents and ensure that any incident is dealt with transparency and accountability.

15. All Staff and Volunteers of **ALLKND Ltd** must:

- a. Familiarise themselves with the relevant laws, policies and procedures for safeguarding;
- b. Comply with all requirements;
- c. Report any incident to the appropriate authority when it is reasonable to suspect that a person's safety or welfare is at risk
- d. Report any suspicion that a person's safety or welfare may be at risk to the appropriate authority; and
- e. Provide an environment that is supportive of everyone's emotional and physical safety.

16. All partners and contractors of **ALLKND Ltd** must:

- a. Implement the provisions of this policy and **ALLKND Ltd's** procedures in their dealings with **ALLKND Ltd**;
- b. Report any suspicion that an incident may have taken place, is taking place, or could take place.

Managing safeguarding risk

17. The way **ALLKND Ltd** manages the risks of safeguarding will be:

- a. Holistic. **ALLKND Ltd** and its stakeholders will work to prevent, detect and take action on incidents.
- b. Risk-based and proportionate. **ALLKND Ltd** will regularly assess the risks to people in its operations and develop proportionate controls to mitigate those risks.
- c. Survivor-centric. **ALLKND Ltd** will put survivors at the heart of its approach to safeguarding.
- d. Lawful. **ALLKND Ltd** will ensure that it understands and complies with the law in everything it does, in all jurisdictions in which it works.

18. **ALLKND Ltd** will manage the risk of safeguarding by:

- a. Having an Incident Response Plan
- b. Adhering to this Safeguarding Policy;
- c. Doing due diligence checks of staff, volunteers and third parties;
- d. Implementing policies, procedures and systems that introduce controls to reduce the likelihood and consequence of incidents;
- e. Maintaining two reporting processes: the confidential reporting process, and the overt reporting process;
- f. Having an incident response plan;
- g. Monitoring and reviewing the effectiveness and proportionality of its safeguarding approach.

Managing incidents

19. Harassment, abuse, neglect and exploitation are all serious misconduct and **ALLKND Ltd** reserves the right to:
- a. Take disciplinary action against those it believes are responsible, which may include dismissal;
 - b. Take civil legal action;
 - c. Report the matter to law enforcement.

Reporting suspected incidents

20. All staff, volunteers and third parties must, as soon as practicable, report any suspicion that an incident has taken place, may be taking place, or could take place.
21. They may do this through direct reporting to:
- a. Any member of the board;
 - b. The Chief Executive Officer;
 - c. The Safeguarding Manager;
 - d. Their Manager or Supervisor.
22. If a person wants to report confidentially, including with anonymity, they may use the confidential reporting system, which is: [Email hello@allknd.org]
23. If a person believes that another person is at risk of immediate harm or the victim of a criminal offence, they must dial 000.

Responding to suspected incidents

24. All suspected, perceived, potential or actual incidents will be managed through the incident response plan.

External reporting

25. **ALLKND Ltd** will:
- a. Report any suspicion of a criminal offence to the police or the relevant criminal judicial body;
 - b. Meet all donor requirements regarding the reporting of incidents;
 - c. Report any qualifying matter to the ACNC.

Privacy and data protection

26. All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety. **ALLKND Ltd** will protect personal information.

Administration of this policy

27. This Policy will be reviewed every **three years**. The next review will be on **23.2.2024**.

Procedures created by the policy

28. ALLKND Ltd Safeguarding Incident Response Plan

ALLKND Ltd Safeguarding Incident Response Plan

Purpose

This incident response plan is a mandatory procedure that ensures:

- ALLKND Ltd manages risks to people when there is reasonable suspicion that an incident has taken place, is taking place, or will take place;
- ALLKND Ltd manages the risks that come from its response to an incident;
- ALLKND Ltd takes opportunities to improve its safeguarding approach.

Scope

This plan applies to:

- All managers, staff and volunteers;
- All operations carried out by third parties that are funded by ALLKND Ltd in part or in full;
- All incidents of suspected abuse, neglect or exploitation.

Failure to follow this plan may be considered a serious disciplinary matter.

Legislative requirements

There are legislative requirements governing ALLKND Ltd's approach to safeguarding. These requirements will be met in parallel with the actions of this plan and will take precedence.

Defining an incident

ALLKND Ltd's policy for safeguarding provides the following examples of abuse, neglect or exploitation:

- Sexual harassment, bullying or abuse;
- Sexual criminal offences and serious sexual criminal offences;
- Threats of, or actual violence, verbal, emotional or social abuse;
- Cultural or identity abuse, such as racial, sexual or gender-based discrimination or hate crime;
- Coercion and exploitation;
- Abuse of power.

For the purposes of this plan, an incident begins when there are reasonable grounds to suspect actual, potential, or perceivable cases of abuse, neglect or exploitation may have occurred, may be occurring, or could occur in connection with ALLKND Ltd or its work.

Responding to a suspicion of an incident

ALLKND Ltd will follow this workflow for all incidents. ALLKND Ltd will follow a survivor-centric approach, as laid out in the safeguarding policy, in all cases.

At any time during this process, if there is suspicion of imminent harm to a person, contact the police on 000. ALLKND Ltd may refer the incident to the police or relevant criminal judicial authority at any point.

Phase One: Forming a suspicion

The safeguarding policy defines 'reasonable grounds to suspect' an incident and creates a requirement for managers, staff, volunteers and third parties to report that suspicion.

Failure to report instances, allegations, disclosures or concerns about safeguarding will be viewed as a serious matter that may, depending on the circumstances, result in disciplinary action or dismissal.

Phase Two: Reporting a suspicion

The safeguarding policy creates two means by which someone may report a suspicion:

- **Overtly:** directly reporting to any member of the Board, the Chief Executive Officer, the Safeguarding Manager, or their Manager or Supervisor.
- **Confidentially:** using ALLKND Ltd's confidential reporting system. [Email hello@allknd.org]

The person receiving the report of a suspicion must notify the Safeguarding Manager (a role defined in the safeguarding policy), who will be responsible for managing the incident.

When receiving a report:

- Use active listening, be calm, supportive and reassuring with any potential victim or witness. Concentrate on making the person providing information feel that they are doing the right thing and that you are there to help them.
- Explain what you will do with the information.
- Explain that you are required to pass the information to ALLKND Ltd and that ALLKND Ltd will take the matter seriously.
- Get as much information as possible from the source of the concern, if appropriate in the circumstances.

When receiving a report, do not:

- Make promises to any person, except to say that ALLKND Ltd will take the matter seriously.
- Investigate the matter yourself.
- Disclose the information to people other than those you are required to tell.
- Approach the suspect about the incident, challenge the suspect or share information about the incident with the suspect.
- Make judgements about the validity, credibility or veracity of the information.

Phase Three: Managing ALLKND Ltd's response to a suspicion

Upon being notified of the incident, the Safeguarding Manager will:

- Ensure that all people, especially any survivor, are safe;
- Seek further information to help make decisions
- Initiate a rule that states the information will only be made available to people who need to know.

If there is suspicion of imminent physical harm, including sexual abuse, notify the police immediately.

The acting Safeguarding Manager will convene this Responsible Persons to work with them to resolve the incident:

- Emma Meldrum (Secretary of ALLKND Ltd)

The purpose of the Committee is to provide accountability and guidance to the Safeguarding Manager, as well as knowledge and experience across different areas of the charity to help successfully manage an incident.

All incidents require investigation. If a matter has not been referred to the police then, depending on the nature of the matter, the Incident Committee will be guided by the principles of independence and competence:

- What is the best way to carry out an internal investigation independently and objectively?
- What resources are available, internally or externally, to carry out an investigation to the correct level of competence and fairness?

During the course of this plan, survivors must receive support from ALLKND Ltd. This support must make the survivor feel safe and feel that their needs are being prioritised.

Similarly, any person under suspicion must be treated lawfully and with due regard for their own safety, security and needs.

In both cases this includes providing the person with updates, keeping in mind the need for confidentiality.

Phase Four: Taking action following a suspicion

The Incident Committee will consider the outcomes following an investigation. Possible outcomes may include:

- No further action
- Disciplinary action
- Seeking criminal prosecution, civil action or referral to law enforcement.

Following every incident, ALLKND Ltd will document the lessons learned with the aim of improving the way it manages incidents. This will take a holistic approach, framed by the following questions:

- How will ALLKND Ltd better deter persons from behaving in this way again?
- How could ALLKND Ltd better detect an incident like this again?
- How could ALLKND Ltd better manage an incident like this again?

The Incident Committee will be responsible for meeting any obligations to report to an external body.

Phase Five: Concluding the response to a suspicion

To close an incident, the Safeguarding manager must be satisfied that:

- There are records of the incident that show:
 - How the incident arose and how it was handled

- The details of the original concern and other relevant information;
 - The details of the decisions that were made
 - The evidence collected
 - The details of the actions taken
 - External reporting of the incident (if required).
- Lessons have been documented and used to improve the way ALLKND Ltd manages incidents in the future.

Administering this plan

Any information regarding the effectiveness and performance of this plan must be passed to the acting Safeguarding Manager.

This plan will be reviewed every three years. The next review will be on 23.2.2024.