



1. Introduction

Queen's Park Community Organisation (QPCO) is committed to ensuring that vulnerable people who use its services are protected from abuse and that working practices minimise the risk of such abuse.

All people have a right to:

- Live a life that is free from violence, fear, and abuse, and be protected from harm and exploitation.
- Independence, which may involve a degree of risk.

QPCO is committed to:

- Safeguarding and promoting the independence, well-being, and safety of people with care and support needs.
- Raising public awareness of safeguarding.
- Promoting efforts to prevent abuse.
- Tackling abuse in all settings.
- Ensuring that all staff and volunteers understand their roles and responsibilities concerning safeguarding.
- Involving service users and carers in continual service improvements.
- Applying learning from serious case reviews.
- Ensuring that staff and volunteers receive appropriate safeguarding training.

QPCO will:

- Ensure people accessing services receive information about how to raise concerns if they suspect or experience abuse in any form, including neglect.
- Empower individuals with knowledge and understanding so that they are aware of what constitutes appropriate or inappropriate behaviour towards them.
- Enable staff and volunteers to recognise poor practice or abuse and respond appropriately.
- Raise awareness of how staff and volunteers can help people acknowledge when they may be at risk of abuse and signpost them to effective support.

- Recognise that children may also be at risk when working with families and adults with care and support needs.
- Implement rigorous recruitment and selection practices and adhere to pre-appointment checking requirements (e.g., references will always be obtained, and the Disclosure and Barring process followed where appropriate).
- Maintain clear service standards and ensure that relevant staff and volunteers receive operational guidance and appropriate training.

2. Link with Other Policies:

- QPCO Equality & Diversity Policy
- QPCO Complaints Procedure
- QPCO Children's Safeguarding Policy (below)

3. Definitions

This policy applies to adults who may have care and support needs, whose independence and well-being would be at risk—permanently or periodically—if they did not receive appropriate support, and who may be at risk of abuse, maltreatment, or neglect. This includes adults with physical, sensory, and mental impairments, as well as learning disabilities—whether arising from birth, advancing age, chronic illness, or injury. It also includes individuals at risk as a consequence of their role as a carer in relation to any of the above.

The duty to identify and report abuse applies to all staff, including senior managers, trustees, paid staff, volunteers, sessional workers, agency staff, students, or anyone working on behalf of QPCO.

4. Nominated Safeguarding Lead Person

The nominated safeguarding lead is June Kuria, who can be contacted at:

- Email: june@qpcos.org.uk
- Phone: 07824 045185

Any concerns regarding a vulnerable adult should be reported immediately if:

- Abuse, maltreatment, or neglect are occurring or suspected.

- Someone has behaved towards a vulnerable adult in a way that indicates they may pose a risk of harm.

The nominated person will provide advice and support to staff unsure about how to proceed with a particular case and take line management responsibility for the safe delivery, quality, and effectiveness of QPCO services. They will also ensure that QPCO remains informed about safeguarding best practices and that staff receive adequate training and support.

One of QPCO's trustees, Aysha Magre, has leadership responsibility for safeguarding arrangements, ensuring that staff have sufficient time, funding, supervision, and support to fulfil their safeguarding responsibilities effectively.

5. How to Raise Concerns

If someone is at immediate risk of harm, dial 999 for the police. Otherwise, contact June Kuria by phone or email as soon as possible. A decision will be made regarding whether to make a referral, who will make the referral, and how information will be securely recorded, stored, and, if appropriate, shared.

To report a concern or get advice:

- Bedford Borough Council: 01234 276222
- Central Bedfordshire Council: 0300 300 8122
- Luton Borough Council: 01582 547730
- Out of office hours: 0300 300 8123

6. How to Report an Allegation Made Against Staff or Volunteers

An allegation may relate to a person who works with vulnerable adults who has:

- Behaved in a way that has harmed or may have harmed a vulnerable adult.
- Behaved towards a vulnerable adult in a way that indicates they may pose a risk of harm.

Any such allegation should be reported immediately to June Kuria. The relevant local authority should be informed within one working day by contacting the Local Authority Designated Officer (LADO).

The local authority will provide advice and guidance on managing allegations and liaise with the police and other agencies to ensure cases are handled promptly

and fairly. Support will be available to individuals against whom allegations have been made.

If QPCO removes an individual (paid worker or unpaid volunteer) from work (or would have, had they not left first) because the person poses a risk of harm to children or adults with care and support needs, the organisation must make a referral to the Disclosure and Barring Service (DBS). Failing to do so without good reason is an offence.

7. Information Sharing

QPCO will cooperate in the sharing of appropriate information based on the following principles:

- Information will be shared on a need-to-know basis when it is in the best interest of the individual, particularly to protect those with care and support needs.
- Confidentiality must not be confused with secrecy.
- Informed consent should be obtained where possible, but if others are at risk, it may be necessary to override this requirement.
- Any information exchange must comply with the Data Protection Act 1998, the Human Rights Act 1998, and Caldicott Principles.

QPCO will securely record all work under this policy, including concerns received, referrals made, and the responses given. Records of decisions—whether to share or withhold information—will include the reasons and details of what was shared, with whom, and for what purpose.

8. Being Alert to Signs of Abuse and Neglect

All staff and volunteers should remain vigilant for signs and triggers of abuse, maltreatment, neglect, and harm. Abuse may occur in any setting, public or private, and may be deliberate or unintentional.

Types of Abuse Include:

- Physical Abuse: Hitting, pushing, pinching, shaking, misuse of medication, or restraint.
- Sexual Abuse: Rape, sexual assault, or pressure to engage in sexual acts.
- Psychological Abuse: Threats, humiliation, controlling behaviour, intimidation, or harassment.

- Financial Abuse: Theft, fraud, exploitation, or pressure related to property or inheritance.
- Neglect: Ignoring medical or physical needs, withholding essentials like food or heating.
- Discriminatory Abuse: Harassment or slurs based on race, sexuality, or disability.
- Institutional Abuse: Inadequate care or neglect within a service setting.

QPCO will ensure that all staff and volunteers are:

- Aware of the signs of abuse and neglect.
 - Trained on how to handle disclosures.
 - Provided with ongoing supervision and support.
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Policy Review Date: May 2025

Next Review Date: May 2027

Name: Eric Masih

Role: Chair of QPCO

Signature:

