

# **Nailbourne Horticultural Society**

## **Safeguarding Policy (Nov 2025)**

### **1. Purpose of this policy**

Nailbourne Horticultural Society (hereafter referred to as the Society) is committed to safeguarding practices that help ensure the safety of adults at risk whilst taking part in our group activities and in the wider community. This policy helps everyone involved in our Society to:

- be aware of our legal responsibilities
- understand the safeguarding risks
- know what to do if there is concern about the wellbeing or welfare of any adult at risk that comes into contact with our Society.

This safeguarding policy, and associated procedures, applies to all individuals involved in Society, including members and committee members. This policy applies to all concerns about the safety of adults at risk while taking part in our group and the activities we run, or while in the wider community.

### **2. Code of conduct**

When working with vulnerable adults we are acting in a position of trust. We recognise that keeping our group safe is everyone's responsibility, and we expect our members and committee to behave according to the following values:

- All adults at risk have an equal right to protection from abuse and to be kept safe from harm regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation or other characteristic that may render them vulnerable.
- We recognise some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- We listen to and respect everyone in the group.
- We use language that is appropriate for age and ability, and not offensive or discriminatory.
- We encourage a culture of honesty, where everyone feels comfortable to point out attitudes or behaviours they do not like.
- We know it isn't always easy to be vocal about concerns – for ourselves or for other people.
- All allegations and suspicions of neglect and abuse will be taken seriously and responded to swiftly and appropriately.
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This means when involved in Society activities with adults at risk:

- If made aware of a safeguarding issue, we cannot promise not to inform the appropriate authorities or agencies.
- We will not permit allegations of abuse or neglect to go unreported
- We will not act in a way that is threatening, abusive or bullying
- We will not jump to conclusions about others without checking facts
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### **3. Legislation**

The Society recognises that the local authority has the main legal duty to safeguard adults at risk, and we are committed to working with them and Kent County Council Adult Social Services.

This policy, and the practices within it, are based on the relevant legislation and government guidance, including:

- The Care Act 2014 as amended by the Health and Care Act 2022 and
- The Mental Capacity Act 2005 (which protects people's right to make their own decisions in any situation where they are able to do so).

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We base our practices on the principles laid out in the Care Act 2014 as amended by the Health and Care Act 2022, i.e.

- Empowerment – People being supported and encouraged to make their own 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 – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

#### 4. Definitions

According to the Care Act 2014 as amended by the Health and Care Act 2022 (applicable in England), an **adult at risk** is an individual aged 18 years and over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

**Abuse** is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance. Often the perpetrator of abuse is known to the adult and may be in a position of trust and power.

The types of abuse we need to be aware of are:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of omission
- Financial or material abuse
- Discriminatory
- Organisational / institutional
- Self-neglect
- Domestic abuse (including coercive control)
- Modern slavery

## 5. Recognising safeguarding concerns

There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations too, but the Society will not ignore any of these signs if they are apparent.

An adult may disclose to another member of the Society that they are experiencing abuse, inside or outside the activities of the group, or someone else may notice signs in a particular individual. The signs we will look out for include:

- Unexplained bruises or injuries
- Belongings or money going missing from the person
- The person no longer attending or enjoying the Society's activities, or responding to contact from other members of the group
- A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are outgoing and confident
- Someone else always speaking for the person and not allowing them to make their own choices
- The person showing fear of, or not wanting to be around, a particular individual or group of people
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## 6. Responding to concerns

The Society has a designated safeguarding lead (DSL) whose contact details are in section 10.

The Society recognises that it can be difficult for many reasons to speak up if you think someone is being abused or neglected. However, we expect our committee and members to take action in response to any concerns. Our DSL will support the person raising the concerns, as well as the person being abused.

If anyone in the group notices any signs of abuse or neglect in another person, they should bring these concerns to the DSL.

If someone discloses to anyone else in the group that they are being abused, the response should be as follows:

- Always make sure the person speaking up feels they are being listened to and supported
- Don't promise to keep information confidential between you and them
- Tell the DSL about the concerns unless the DSL is implicated in causing the harm or perpetrating the abuse. In this situation, information should be shared with a trusted committee member, and they will be responsible for taking further action instead of the DSL.
- Ask for the person's consent to share the information. If they refuse and you are still worried that they or someone else is at immediate risk of harm, you cannot wait for this consent. You must share this information with the DSL.
- Write a clear statement of what you have been told, seen, or heard
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The DSL is responsible for taking further action once concerns have been raised with them.

Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why. The procedures they will follow are:

### 6.1 Initial assessment

As soon as information is shared with the DSL, they will make an initial assessment of the concern. They will, if possible, talk to the person reporting the concern and gather as much information as possible from them.

Key questions to ask:

- What type of concern has been reported? Different actions are required depending on what type of concern it is (see below)
- What action has already been taken?
- Is anyone else in the Society affected by this situation? Are there any attitudes that you may have to be aware of?
- How might this concern affect the Society's activities in the short term?
- Who else might need to be informed?
- What other actions may now need to be taken?
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### 6.2 Immediate actions depending on what type of concern has been raised

**(a) Emergency incidents:** this is when there's a life-threatening situation where there's imminent danger and harm to an adult, young person or child.

- Immediately contact the emergency services if they haven't been called already.
- Make sure the current situation is safe.
- Establish how others are coping – do they need any immediate support?
- Inform a member of the committee.
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**(b) Protection concerns:** This is when an adult who you believe is incapable of self-protection is at current risk of, or has experienced, abuse or harm.

- If the person is in immediate danger, call the police.
- If they're not in immediate danger, you must contact the local authority safeguarding team within 24 hours and make a referral (contact details are in section 9).
- Be guided by the safeguarding team or police on any further actions required of you.
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**(c) Allegations concerning members:** this is when someone has alleged that members from your Society have harmed or abused an adult at risk.

- Contact the local authority safeguarding team as soon as possible within 24 hours.
- Be guided by them on any further actions required of you.
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**(d) Welfare concerns:** Where no one has been harmed, but shows signs of being in need:

- Within 7 days you, or someone in the Society, should speak with the person and if appropriate, with their family or carer. You must explain your concerns and make sure they have the support they need.
- Depending on the conversation, the safeguarding lead may then also:
  - Help the person or their family access services or give them the information they need to do this themselves.
  - Speak to a professional who is already working with the person or family, such as a social worker, about their needs.

**(e) Concerns about other organisations:** Where the safeguarding concern is about another organisation:

- As soon as possible within 24 hours contact the DSL of the organisation in question and pass on your concerns, if this has not already happened.
- In some circumstances you may decide to follow up with the organisation to confirm they have acted on the issue.
- If at any point you think the organisation has not acted and someone is at risk, you should contact the appropriate safeguarding team yourself.
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**(f) Responding to historic or non-recent concerns:** You may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

- Remember that it's never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
- A referral should be made to social services, with the consent of the person who experienced the abuse if possible.
- Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.
- Signpost the person who experienced the abuse to relevant support groups that can help them.
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**(g) Supporting those who share a concern with you as a member of the Society:** Once the DSL has been informed of an individual's concern about a member of the Society, he or she will

- Thank them for raising this concern and advise them that they have fulfilled their key responsibility
- Explain that you will now take responsibility in leading management of this concern and any contact with statutory agencies
- Highlight that there may be limited updates that you have or can give them on the situation; that does not mean that it was not important for them to share their concern
- Remind them of the importance of confidentiality and not sharing this information further
- Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant
- Discuss with them what additional support they may require. Consider contacting them later to check in on how they are doing
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## **7. Keeping records**

The Society recognises that it is vital to record and store details about any safeguarding concerns that arise. We will record information, even if the concerns have not been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept password protected and stored electronically on a computer with protection against hackers and viruses and only accessible by the DSL. It is the responsibility of the DSL to ensure that the following information is recorded about every safeguarding concern:

- The date and time of the incident/disclosure/concern
- The date and time of the report
- The name and role of the person to whom the concern was originally reported and their contact details
- The name and role of the person making the report (if this is different to the above) and their contact details
- The names of all parties who were involved in the incident, including any witnesses
- The name and any other relevant information about the adult who is the subject of the concern (including information about their care and support needs)
- What was said or done and by whom
- Any action taken to look into the matter
- Any further action taken (such as a referral being made)
- The reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)
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Each record will be signed and dated by the person making the report.

### **8. Confidentiality, consent and information sharing**

Timely information sharing is key to keeping people safe and responding appropriately to concerns about their welfare. In general, the Society expects all committee members and volunteers to maintain confidentiality and act in accordance with the UK General Data Protection Regulations (GDPR).

We will share information within the Society in situations where this is necessary in order to deal effectively with safeguarding concerns or to provide continuity of support. We will share information with other organisations in order to keep a person safe.

Whenever confidential information is shared, we will follow the principles below. We will:

- Have a clear and legitimate purpose
- Keep clear records of why we chose to share the information
- Ensure we are not putting the person at risk by sharing information
- Be as factual as possible
- Seek consent. If the adult refuses consent, we may share information **only** if:
  - We think they are at serious risk of harm or abuse, including harming themselves.
  - Information indicates that a serious crime has been or is going to be committed.
  - We think the person lacks the mental capacity to decide for themselves and we believe it would be in the individual's best interests.
  - We are required by law, e.g. if we suspect FGM, forced marriage, or a possible terrorist threat.

### **9. Reviewing policy and procedures**

This policy and its procedures will be reviewed every 2 years.

## 10. Key contacts

**The Society Designated Safeguarding Lead:** Alyson Osterloh

Contact details: Phone: 07850 297054. Email: [Treasurer@nailbournehorticulturalsociety.uk](mailto:Treasurer@nailbournehorticulturalsociety.uk)

### Kent County Council

- To make a referral about an adult at risk, contact:  
Monday-Friday 9am-5pm: phone 03000 416161; Out of hours: 03000 419191, or
- Complete an online form using this link: <https://www.kent.gov.uk/social-care-and-health/adult-social-care/adult-safeguarding/how-to-raise-an-adult-safeguarding-concern-about-yourself-or-someone-else>, or
- Email [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

### Kent Police

Non-emergency, phone: 101

### Elder Abuse UK Helpline

Phone for advice: 080 8808 8141 or visit: <https://wearehourglass.org/>

### National Domestic Violence Helpline

Freephone, 24 hours a day, for advice: 0808 2000 247 or visit:

**Kent & Medway Domestic Abuse Partnership Helpline** 0808 168 9276

**Oasis Domestic Abuse Service Helpline:** 0800 917 9948