



United Kingdom

Safeguarding Policy

Phoenix Heroes Community Interest Company (CIC)

Phoenix Heroes

PTSD Veteran Support

Gary Stockton – Chief Executive Officer

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Phoenix Heroes Safeguarding Policy

Purpose

The purpose of this policy is to protect people, particularly children, at risk adults and beneficiaries of assistance, from any harm that may be caused due to their meeting Phoenix Heroes. This includes harm arising from:

- The conduct of staff or personnel associated with Phoenix Heroes
- The design and implementation of Phoenix Heroes programmes and activities

The policy lays out the commitments made by Phoenix Heroes and informs staff and associated personnel of their responsibilities in relation to safeguarding.

This policy does not cover:

- Sexual harassment in the workplace – this is dealt with under Phoenix Heroes Anti Bullying and Harassment Policy
- Safeguarding concerns in the wider community not perpetrated by Phoenix Heroes or associated personnel

What is safeguarding?

In the UK, safeguarding means protecting peoples' health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from meeting our staff or programmes.

Further definitions relating to safeguarding are provided in the glossary below.

Scope

- All staff contracted by Phoenix Heroes
- Associated personnel whilst engaged with work or visits related to Phoenix Heroes, including but not limited to the following: consultants; volunteers; contractors; programme visitors including journalists, celebrities, and politicians

Policy Statement

Phoenix Heroes believes that everyone we meet, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse,

neglect, and exploitation. Phoenix Heroes will not tolerate abuse and exploitation by staff or associated personnel.

This policy will address the following areas of safeguarding: child safeguarding, adult safeguarding, and protection from sexual exploitation and abuse. These key areas of safeguarding may have different policies and procedures associated with them (see Associated Policies).

Phoenix Heroes commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Prevention

Enabling reports

Phoenix Heroes will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities we work with.

Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Phoenix Heroes Disclosure of Malpractice in the Workplace (Whistleblowing) Policy.

Phoenix Heroes will also accept complaints from external sources such as members of the public, partners, and official bodies.

How to report a safeguarding concern

Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Safeguarding Focal Point or line manager. If the staff member does not feel comfortable reporting to their Safeguarding Focal Point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

HR Representative – Mrs Susan Stockton sstockton@phoenixheroes.co.uk

Response

Phoenix Heroes will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations (see Procedures for reporting and response to safeguarding concerns in Associated Policies).

Phoenix Heroes will apply appropriate disciplinary measures to staff found in breach of policy.

Phoenix Heroes will offer support to survivors of harm caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the survivor.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need-to-know basis only and should be always kept secure.

Associated policies

Code of Conduct

Anti-Bullying and Harassment policy

Disclosure of Malpractice in the Workplace (Whistle-blower) policy

Child Safeguarding policy

Adult Safeguarding policy

Complaints Policy

Procedures for reporting and response to safeguarding concerns

Procedures for safeguarding in staff recruitment

Other policies as appropriate

Glossary of Terms

Beneficiary of Assistance

Someone who directly receives goods or services from Phoenix Heroes programme. Note that misuse of power can also apply to the wider community that the Phoenix Heroes serves and can include exploitation by giving the perception of being in a position of power.

Child

A person below the age of 18

Harm

Psychological, physical and any other infringement of an individual's rights

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement, and isolation

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect¹

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from meeting our staff or programmes. One donor definition is as follows:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse, and harassment from occurring; to protect people, especially vulnerable adults, and children, from that harm; and to respond appropriately when harm does occur.

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing, and guarding against all risks of harm, exploitation and abuse and having mature, accountable, and transparent systems for response, reporting, and learning when risks materialise. Those systems must be survivor-centered and protect those accused until proven guilty.

Sexual abuse

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

Survivor

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience, and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

At risk adult

Sometimes also referred to as vulnerable adult. A person who is or may need care by reason of mental or other disability, age, or illness; and is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.