

Safeguarding Policy

Scope of Policy

The policy applies across Diabetes Care Trust (ABCD) Ltd and its subsidiaries; ABCD (Diabetes) Care Ltd and BJDVD Ltd including trustees, committee members, staff, contractors, and volunteers, and applies to all activities, including committee meetings, annual conference and other events, clinical guidance, producing publications, policy, and resources, administration, governance, and communications and in the recruitment of trustees, committee members and volunteers. The policy aims to protect all trustees, committee members, volunteers, contractors, and those attending our events from harm, prioritising their mental and physical wellbeing.

This document sets out our policy and expectations on wellbeing and safeguarding, clarifies our responsibilities to protect and promote the wellbeing of all those who work with Diabetes Care Trust (DCT) and its subsidiaries and those we represent. This policy should be read in conjunction with our Code of Conduct, Conflicts of Interest, and Equality and Diversity policies.

We value all those that contribute to the organisation, and we take seriously our commitment to look after their mental and physical wellbeing. Whilst we do not work directly with vulnerable adults or children, we may nevertheless come across issues of concern during our activities with people we work with or represent. Any individual may identify or be concerned about the wellbeing or safety of a colleague, volunteer, or fellow delegate, for example, because of physical or mental abuse, overwork, stress, bullying, discrimination, illness, addiction, or anxiety etc. DCT and its subsidiaries are trusted, professional organisations and we recognise that we have a duty of care to those we support and those with whom we work. Whether those working with the charity our volunteers (i.e. trustees or committee members), delegates (i.e. at events), or contractors who help us to deliver our charitable activities (i.e. our operations team at Red Hot Irons, medical writers etc). As such we are committed to creating an environment which promotes effective safeguarding and wellbeing.

It should be noted DCT does not provide medical advice to members of the public, or to patients directly. Where individuals (whether members of the public or members of ABCD) approach DCT and/or its subsidiaries for medical advice for their own purposes, they should be encouraged to seek help from their own GP.

Policy Principles

The guidance is based upon the six principles of safeguarding (as set out in the Care Act):

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership
6. Accountability

It is recognised that every individual thrives best in a supportive, safe, understanding, and caring environment and everyone is potentially vulnerable to harm whether because of abuse, neglect, overwork, or stress. As such we are committed to supporting and encouraging a safe working

environment, in which all can express their views and opinions without fear of harm, judgement, bullying or abuse and will act where we feel support or intervention is appropriate, reasonable, and proportionate. Where we can help, and where it is appropriate and/or incumbent on DCT and/or its subsidiaries to do so, we will provide support, assistance, and guidance to those whose wellbeing or health is at risk.

Actions

We will take the following actions to help ensure the safeguarding and wellbeing of those that work for or with DCT and/or its subsidiaries:

- We will foster a supportive and compassionate environment in which views and opinions can be expressed free from abuse, discrimination, judgement, or harm.
- We will take a genuine interest in our colleagues' welfare and wellbeing and provide opportunities in which individuals can raise concerns.
- We will encourage individuals to report any issues of concern so that appropriate action can be taken.
- We will record all relevant incidents and regularly review to ensure we identify any trends or patterns of concern.
- We will respond promptly and proportionately where issues are raised, offering support, guidance, and solutions, where it is possible and appropriate to do so. By way of example, interventions may include discussions with those involved, measures to address problems such as modifications or adaptations to behaviour, support to reduce workload, responsibilities or working hours, training to promote education, understanding and awareness, or signposting to appropriate agencies for help.
- We will build an environment of trust and confidence.
- We will respect the privacy, feelings, and individual circumstances of others.
- We will ensure that all those in the organisation are aware of their responsibilities under this policy and understand what to do if they have concerns, either in relation to themselves or others.

Process

Any concerns regarding safeguarding or wellbeing of staff, volunteers, committee members, delegates or trustees should be reported in confidence to the Chair of Trustees. Alternatively, if on site, at a conference or learning event for example, the reporting should be to the lead person at the event who will in turn report the concern to the Chair of Trustees.

In most circumstances the Chair of Trustees will decide on appropriate and proportionate intervention if it is felt necessary and helpful to do so (being mindful of individual circumstances and the privacy of individuals).

Where the concern relates to the Chair of Trustees, the concern should be reported to the Vice Chair of Trustees and the decision on possible action will rest with the Vice Chair of Trustees.

Where the concern relates to any member of the Operational Team at Red Hot Irons, the Chair of Trustees will report to the Director of Red Hot Irons.

All incidents or issues of concern will be recorded by the Chair of Trustees in a confidential file. The file will contain an overview of the safeguarding or wellbeing concern, who raised the concern, the date (and where appropriate the location/event) the concern was raised and the date (if relevant on which the incident took place), what action was taken, and any outcomes. The file will remain confidential and accessible only by the Chair of Trustees. Where the incident relates to the Chair of Trustees, the report shall be made by the Vice Chair of Trustees.

DCT will, where required by law, report any safeguarding issues to the relevant authorities. It is impossible to map out the action required for every scenario, as each step taken should be informed by the six principles of safeguarding and be informed by discussions with those concerned. However, the table below outlines potential safeguarding and wellbeing areas of concerns, signs, and indicators to look out for, and the action that might be taken once the concern has been identified.

Type of concern	Signs/Indicators	Action
Physical Illness	Regular or unexplained absence from meetings Physical signs of illness, weight loss, tiredness, bruising, persistent cough, breathlessness.	Contact individual to establish wellbeing or raise concerns. Establish if individual needs to seek advice from own GP. Establish if adaptations needed to ease workload, change priorities, or increase support. Maintain communication and support, the frequency of contact to be made in agreement with individual. Alert others as appropriate and with consent of individual
Anxiety, depression, or other mental health concerns	Regular or unexplained absence from meetings Quiet/withdrawn Weight loss Lack of communication Lack of confidence, loss of self esteem, visual signs of self harm. Increased emotional state – crying, irritability, loss of temper etc.	Contact individual to establish wellbeing. Establish if individual needs to seek advice from own G. Establish if adaptations needed to ease workload, change priorities, increase support. Maintain communication and support, frequency in agreement with individual. Alert others as appropriate and with consent of individual
Physical, emotional, or sexual abuse, neglect	Unexplained injuries Bruising, broken bones, burns, scalds, fear, signs of neglect, unkempt, malnourishment, signs of manipulation or control – e.g. financial dependence, lack of freedom, individual becomes withdrawn/frightened	Make enquiries as to wellbeing, raise concerns with individuals involved. Establish whether action is needed to stop abuse/neglect and, if so, who can take this action. Encourage individual to seek help from appropriate authorities with signposting if possible and appropriate. Follow up, keep in touch, monitor, and maintain contact with individual to offer continued support and signposting. If required report to relevant authorities
Racial abuse, discrimination, bullying or harassment	Visible lack of respect evident (e.g. at meetings, in conversations or events), verbal abuse, racial slurs,	Make enquiries as to wellbeing of individual, identify if action and intervention is needed to protect

	sexist comments or behaviour.	individual and modify/address behaviour of perpetrator. e.g. adaptations in behaviour, training, removal of individuals from committees, continued monitoring of the situation.
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Roles and Responsibilities

The Board of Trustees is ultimately responsible for safeguarding and wellbeing within DCT and its subsidiaries and will be responsible for approving and scrutinising policies on a regular basis. However, all members of the organisation are encouraged to maintain contact, enquire after each other’s health, and look out for signs that might cause concern and/or require intervention.

It is the responsibility of the Chair of Trustees to ensure that trustees, volunteers, and contractors are aware of their responsibilities under this policy. This policy will be reviewed annually by the Board of Trustees.

The Board of Trustees will ensure that the principles of the policy are also enshrined and delivered through the policies, processes, practices, ethos, and activities of the organisation.

Where DCT and/or its subsidiaries work closely with a service provider (e.g. Red Hot Irons) the Board of Trustees is responsible for ensuring they are aware of their responsibilities under this policy and expect similar values to be present within any service provider with whom we have a very close working relationship.

Reviewed by Committee: 3rd September 2024

Reviewed by Trustees: 8th November 2024

Date of Next Review: November 2027