



the brain injury association

Safeguarding Policy and Procedure for Headway Branches

Owner: Designated Safeguarding Lead

Relevant to: Branch Volunteers

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1. Policy statement

Headway – the brain injury association (Headway UK) recognises that while fulfilling their duties, branch volunteers will come into contact with children and adults at risk of harm. As Headway branches operate under the umbrella of Headway UK, all branches need to abide by Headway UK's Safeguarding policy for branches.

Headway UK is committed to ensuring that it can fulfil its safeguarding responsibilities both for adults at risk, and children, who may be at risk of harm or exploitation. Headway UK recognises that it has a duty to report incidents or suspected safeguarding concerns, to the appropriate authorities including major incident to the Charity Commission.

This document will focus on safeguarding adults at risk – please refer to the Headway Child Safeguarding policy for issues relating to people under the age of 18.

2. Definitions

Safeguarding: means 'protecting people's health, wellbeing and human rights, and enabling them to live a life, free from harm, abuse and neglect'.

The term is used to refer to several areas of concern relating to adults at risk of harm including:

- i. **Child protection issues:** harm or an act likely to harm a child or young person's safety, well-being and development. Abuse can be physical, sexual, emotional or neglect. A child witnessing abuse in the home is a child protection issue.
- ii. **Exploitation** (abuse including sexual, psychological, or financial)
 - Examples of sexual exploitation include rape, sexual assault, being tricked or manipulated into having sex or performing a sexual act, being trafficked into, out of, or around the UK for the purpose of sexual exploitation, being forced to take part in or watch pornography.
 - Financial includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements.
 - Psychological abuse can be defined as behaviour used to control, isolate, or frighten.
- iii. **Radicalisation:** the aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

- iv. **Physical abuse or neglect:** includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.
- v. **Emotional abuse or neglect:** includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or support networks.
- vi. **Discriminatory abuse:** abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.
- vii. **Organisational abuse:** includes neglect and poor care practice within an institution or care setting, such as a hospital or care home, or in relation to care provided in one's own home.
- viii. **Domestic abuse:** includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called 'honour' based violence.
- ix. **Modern slavery:** encompasses slavery, human trafficking, forced labour, and domestic servitude.
- x. **Self-neglect:** neglecting to care for one's own personal hygiene, health, or surroundings.

Adult at risk of harm: as per the Care Act 2014, an adult at risk is an individual over the age of 18 who:

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

The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

Each home nation has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

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- England and Wales – Mental Capacity Act 2005
- Scotland – Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016

Further information is available:

- England & Wales – [here](#)
- Scotland – [here](#)
- Northern Ireland – [here](#)

3. Principles

Headway UK will take all safeguarding concerns, reported by branches seriously and will fully consider and report any serious concerns, in a timely manner to the relevant person or authority.

Headway UK will ensure it maintains confidential records of any safeguarding concerns and any referrals made as a consequence. Any records will be kept in accordance with the Data Protection Policy and current legislation.

The statutory guidance enshrines the six principles of safeguarding:

- Empowerment: presumption of person-led decisions and informed consent
- Prevention: it is better to take action before harm occurs
- Proportionality: proportionate and least intrusive response appropriate to the risk presented
- Protection: support and representation for those in greatest need
- Partnerships: local solutions through services working with their communities
- Accountability: accountability and transparency in delivering safeguarding

4. Scope and limitations

This policy applies to safeguarding concerns regarding any individual you may have contact with whilst carrying out your duties as a volunteer at a Headway branch.

5. Responsibilities

Everyone's responsibility - Everyone at Headway has a responsibility to help keep adults at risk safe from abuse and neglect.

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All Headway UK volunteers, including branch volunteers, have a responsibility to ensure that they act in line with this policy and to ensure the safety of members, wherever possible.

The Chief Executive Officer and the board of trustees are ultimately responsible for the overall compliance of Headway UK in relation to safeguarding, including at branches.

The Designated Safeguarding Lead (DSL) is responsible for supporting volunteers in safeguarding matters, receiving information and, when necessary, supporting volunteers to make referrals.

Role	Name	Email	Number
Designated Safeguarding Lead and Deputy Helpline Manager	Alex Power	alex.power@headway.org.uk	07765 352042

For support and guidance on safeguarding concerns, branch volunteers can also contact these safeguarding team members:

Role	Name	Email	Number
Network Support Coordinator and safeguarding lead for branches	Ffion Jones	Ffion.Jones@headway.org.uk	0115 6950389
Head of Network	Marie Peacock	marie.peacock@headway.org.uk	07920 528600
Director of Services	Ruth Owens	ruth.owens@headway.org.uk	07887 454289

If you wish to, you can report a safeguarding concern directly to Headway's Chief Executive:

Chief Executive	Luke Griggs	luke.griggs@headway.org.uk	07912 668551
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You can also report a Safeguarding concern directly to Headway UK, via the [webform](#), which will alert the necessary colleagues who will then follow up with you.

6. Examples of potential safeguarding concerns

Examples of types of situations that may present a safeguarding concern and result in safeguarding actions are provided below. This list is not exhaustive, and volunteers will need to exercise professional judgement to determine whether there are safeguarding concerns that need to be considered.

Headway UK should be informed of concerns as soon as possible, and where necessary, advice sought. Advice can also be sought from the contacts detailed above or your Network Support Team regional lead.

Examples include:

- i. A branch member makes an allegation of current abuse, harm, neglect, or other inappropriate behaviour within their home environment.
- ii. You are made aware that a potential new member has a criminal record for abuse of a child or adult at risk, and need to decide whether they should become a member of your branch.
- iii. There are observable changes in an adult at risks' appearance or behaviour and they cannot offer a valid explanation.
- iv. A member starts talking about a new friend who is staying with them in their home and has lots of people coming to visit – they have asked the new friend to leave but they won't go.
- v. A member appears nervous and timid when their partner attends meetings with them but is relaxed and engaged when they attend on their own.
- vi. A fellow volunteer, who has a young child, confides that they are being physically and financially abused by their partner.

The following incidents **MUST** always be reported to the Designated Safeguarding Lead:

- i. If an adult at risk (this may be a member or volunteer) injures themselves or is hurt by someone else.
- ii. If you are concerned that a relationship is developing with an adult at risk, which could represent an abuse of trust.

- iii. If there is a concern that a volunteer may present a risk of abuse or harm towards an adult at risk.
- iv. If an accusation is made against you, suggesting you have acted / spoken in a manner that could be seen as abusive or harmful.
- v. If an adult at risk reports an allegation of abuse regarding a member of an external organisation attending Headway UK facilities, or at a Headway UK event
- vi. If an adult at risk reports concerns regarding sexual abuse, financial abuse, domestic abuse, a forced marriage, FGM or other exploitative behaviour. If you are concerned that an adult at risk is becoming attracted to you, or if you are concerned that a volunteer is becoming attracted to an adult at risk, you should speak to a member of the safeguarding team at the earliest opportunity.

7. Making a report

Branch volunteers who become aware of a safeguarding concern, whether from a victim or a third party, should follow the steps laid out in the Safeguarding flow diagram (appendix one).

In particular:

- i. Don't ignore it.
- ii. Identify any health and safety concerns, **contact emergency services if the concern needs immediate action.**
- iii. If the safeguarding concern is serious, report the concern to your local social services safeguarding team as soon as possible. If you would prefer to the Designated Safeguarding Lead or one of the Headway UK staff, referenced above, to support you to do this we can. Contact details for your local safeguarding team can be found online. Search for '**report safeguarding adult concern in (add area)**' or see below. You may be able to report the concern via their website, but if you are unsure, you should telephone Social Services to discuss / request guidance.
- iv. **Report the incident to Headway UK** via the Headway UK internal safeguarding [reporting form](#) or by informing the Designated Safeguarding Lead or by contacting one of the staff referenced above. Even if you have reported the incident to your local safeguarding team it is **essential** that you also tell Headway UK as your branch is operating under the overall charity and Headway UK, needs to be made aware, and may need to inform the Charity Commission.

- v. When reporting an incident either to Headway UK or to a local safeguarding team, be clear what is factual, and what is opinion.
- vi. Make a detailed record of what was said and what you have done as a result.
- vii. **DO NOT** promise the individual concerned that you will keep information confidential
- viii. You should seek consent from the individual prior to reporting the situation where possible, however you do not need consent to make a report.

If an allegation concerns a branch volunteer or a Headway UK member of staff, the report should be made to the Designated Safeguarding Lead or Director of Services of Chief Executive and no other person connected to Headway. They will then refer the matter directly to adult social care, safeguarding, or the police if it is appropriate to do so.

On receipt of a referral, the Designated Safeguarding Lead, or one of the above contacts, will limit their enquiries to those necessary to undertake a risk assessment and:

- i. Address any serious and immediate risk to the adult at risk, child, or any other party – for example, check emergency services have been contacted, ensuring other members and volunteers are not at immediate risk of harm, checking the environment is safe.
- ii. Preserve any evidence likely to be lost before external agencies can respond – this may include asking any involved parties / witnesses to document the events.
- iii. Determine the need for referral to adult social care, safeguarding or the police (if not already undertaken), and provide sufficient information to the relevant agency to enable an effective response – for example, location, name and address of affected person, or others at risk.
- iv. Determine any further actions required.

This assessment of the incident may be carried out in conjunction with appropriate colleagues e.g. branch volunteer, Network Support Coordinator.

The Designated Safeguarding Lead will be responsible for ensuring that a full record is kept of the risk assessment process and of any subsequent action taken. This will be done in accordance with Headway UK's Data Protection Policy and current legislation.



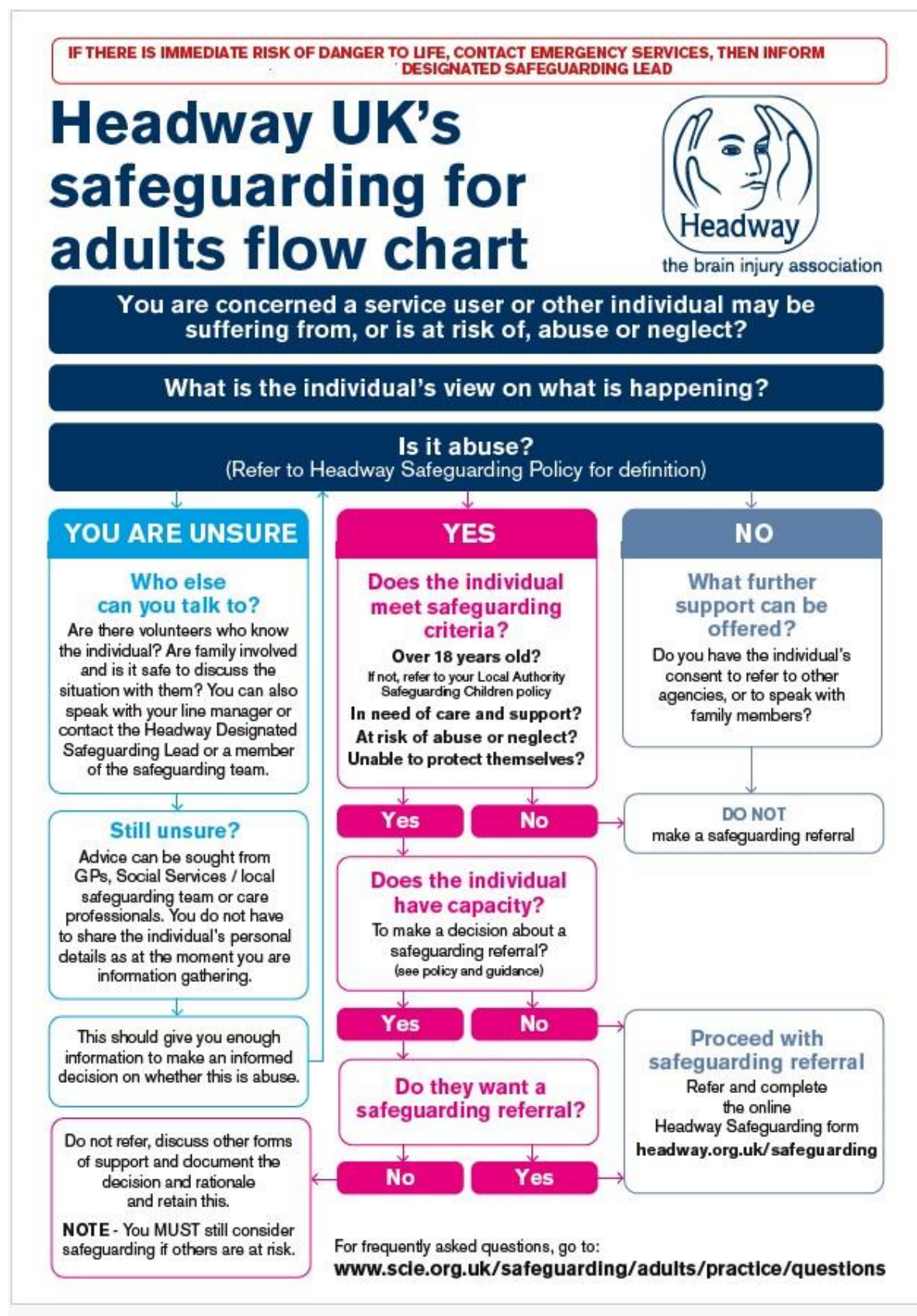
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8. Training

From October 2024, Headway UK is bringing in safeguarding training for branch volunteers. It is essential that a minimum of one volunteer per branch, attends the safeguarding training. This training must be completed once every two years, or if the volunteer attending the training leaves. Attendance will be recorded by Headway UK and reminders will be sent to branch volunteers.

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Appendix 1



Appendix 2

<i>England (Care Act 2014)</i>	<i>Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)</i>
<p>An adult at risk is an individual aged 18 years and over who:</p> <ul style="list-style-type: none"> (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND; (b) is experiencing, or at risk of, abuse or neglect, AND; (c) 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. 	<p>An adult at risk of harm is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect <u>may</u> be increased by their a) personal characteristics and/or b) life circumstances.</p> <ul style="list-style-type: none"> a) Personal characteristics may include, but are not limited to age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. b) Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.
<i>Scotland (Adult Support and Protection Act 2007)</i>	<p>An adult in need of protection is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect <u>may</u> be increased by their:</p> <p>Personal characteristics <i>AND/OR</i> Life circumstances <i>AND</i>;</p> <ul style="list-style-type: none"> c) who is unable to protect their own well-being, property, assets, rights or other interests; <i>AND</i> d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed. <p>In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c), and (d)</p>
<p>An adult at risk is an individual aged 16 years and over who:</p> <ul style="list-style-type: none"> a) is unable to safeguard their own well-being, property, rights or other interests, b) is at risk of harm, and c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected. 	
Wales (Social Services and Well Being Act 2014)	
<p>An adult at risk is an individual aged 18 years and over who:</p> <ul style="list-style-type: none"> a) is experiencing or is at risk of abuse or neglect, AND; b) has needs for care and support (whether or not the authority is meeting any of those needs) AND; c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. 	



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Appendix 3 – Sources of Information and Support

Headway Helpline –

0808 800 2244

helpline@headway.org.uk

Find your nearest Adult Social Care service:

England: <https://www.nhs.uk/service-search/other-health-services/local-authority-adult-social-care>

Wales: <https://111.wales.nhs.uk/?locale=en&term=A>

Scotland: <https://www.mygov.scot/social-services>

N. Ireland: <https://online.hscni.net/access-health-social-care/#CAP>

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

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Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)



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Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 8392 1839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

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Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

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