# Bury Drop In Safeguarding Policy 2026

**Safeguard Lead contact details:**
**Email: safeguarding@burydropin.org**
**Mobile: 07747 696 335**

## Introduction

The nature of the work of the Bury Drop In is to be a watchful, friendly, helpful and caring presence. It is to provide support and assistance which seems appropriate during the Bury Drop In session. The key safeguards are contained within the Bury Drop In Core Values, Code of Practice and Protocol.
This policy defines how Bury Drop In operates to safeguard adults at risk of abuse or neglect. We have a duty of care and are committed to the protection and safety of adults at risk.

## Key Commitments

- We are committed to respectful ministry to all adults with whom we come into contact.
- We are committed to the safeguarding and protection of all people at risk of abuse or neglect.
- We will carefully select and train all those who are applying to be volunteers for the Bury Drop In, including the use of Disclosure and Barring Service disclosures.
- We will provide statements of Bury Drop In Core Values, Code of Practice and Protocol.
- We will respond as quickly as possible to any complaint that a person has been harmed while in contact with one or more of our Bury Drop In volunteers. We will co-operate with police and the local authorities in any investigation.
- We will seek to offer informed pastoral care to anyone who has suffered abuse, pointing them to appropriate agencies. We will challenge any abuse of power by anyone in a position of trust.
- We will develop effective working relationships with other agencies involved in safeguarding.
- We will review our safeguarding policies and procedures on an annual basis and update them as required.

## Safeguarding Procedures

Bury Drop In volunteers must act in the best interests of those with whom they come into contact. It is therefore imperative that the volunteers know how to safeguard guests by protecting them from harm and acting responsibly if harm is discovered or disclosed.
It is also important that all volunteers agree to the Volunteer's Code of Conduct (see Appendix 1),
which ensures that both volunteers and guests who come to the BDI are kept safe and protected from abuse of various kinds.

## The Safeguarding Lead on the Management Team

The Safeguarding Lead on the Management Team is Jackie Burnett (email: **safeguarding@burydropin.org**) and is responsible for the following:

- Being the first point of contact for any Bury Drop In volunteer as well as Suffolk Multi-Agency Safeguarding Hub (MASH), Customer First, Suffolk Adult Safeguarding Board, and other designated agents in the local area.
- Ensuring that all Bury Drop In volunteers are aware of where the Safeguarding and Incident forms are stored and the safeguarding procedures.
- Undertaking appropriate training as provided by a professional body such as Community Action Suffolk.
- Ensuring that detailed and accurate written Safeguarding and Incident forms are kept about any adult or volunteer, even if it is felt there is no immediate need to make a referral.
- Ensuring all Safeguarding and Incident forms are kept confidentially and securely.
- Liaising with other agencies, including such service providers as Suffolk Social Care services, Suffolk Police, Suffolk Adult Safeguarding Board, Customer First and Suffolk Multi-Agency Safeguarding Hub (MASH).
- Ensuring that all Bury Drop In volunteers attend appropriate safeguarding training.
- Ensuring that appropriate links are established between the Bury Drop In Safeguarding Policy and other Bury Drop In policies.

**The Designated Lead on duty at the Drop In session**

The Designated Safeguarding Lead on duty at a BDI session will be identified to the volunteers by the Team Leader at the beginning of each BDI session and will also be noted on the Agency and Duty Board.

The Designated Safeguarding Lead is responsible for:

- Being the first point of contact for any Bury Drop In volunteer as well as Suffolk Multi---Agency Safeguarding Hub (MASH), Customer First, Suffolk Adult Safeguarding Board, and other designated agents in the local area.
- Ensuring that all Bury Drop In volunteers are aware of where the Safeguarding and Incident forms are stored and the safeguarding procedures.
- Undertaking appropriate training as provided by a professional body such as Community Action Suffolk.
- Ensuring that detailed and accurate written Safeguarding and Incident forms are kept about any adult or volunteer, even if it is felt there is no immediate need to make a referral.
- Ensuring all Safeguarding and Incident forms are kept confidentially and securely.
- Liaising with other agencies, including such service providers as Suffolk Social Care services, Suffolk Police, Suffolk Adult Safeguarding Board, Customer First and Suffolk Multi-Agency Safeguarding Hub (MASH).

## Confidentiality

- We recognise that all matters relating to safeguarding are confidential unless passing relevant information about abuse or concerns to the designated Safeguarding Lead, other agencies or the statutory authorities. This means not telling or hinting to others what someone has disclosed.
- The designated Safeguarding Lead will disclose personal information about an on a 'need to know' basis only. However, all Bury Drop In volunteers must be aware that they have a professional responsibility to share information with the designated Safeguarding Lead and other agencies to safeguard adults at risk.
- Bury Drop In volunteers must be aware that they cannot promise an 'adult at risk' that the Bury Drop In will keep secrets which may compromise the person's safety and well-being, or that of another person.

## Commitment

Bury Drop In volunteers undertake to:

- Treat everyone with respect and dignity.
- Recognise that they have a full and active role to play in protecting adults at risk from harm or neglect and to ensure that their welfare and safety are always paramount.
- Always act in a professional way and not accept bullying.
- Be aware of the Bury Drop In Designated Safeguarding Lead(s) and how to contact them.
- Contribute as necessary to all stages of the safeguarding process.
- Only use physical contact in an entirely appropriate manner, as outlined in the Bury Drop In Volunteers Code of Conduct and Bury Drop In basic training.
- Take care not to place themselves in a vulnerable position with an adult at risk.
- Be alert to the risks that individual abusers, or potential abusers, may pose to adults at risk of harm or neglect.
- Be alert to the potential indicators of abuse and neglect.
- Listen to any disclosures/allegations/concerns of abuse against adults at risk, and act without delay.

**Further Guidelines**

- Physical contact with a guest may be misconstrued by that individual or an observer. Touching young people, including well intended informal and formal gestures such as putting a hand on the shoulder or arm can, if repeated regularly, lead to serious questions being raised. As a general principle, Bury Drop In volunteers should avoid instigating physical contact with adults. Physical contact should only be used if necessary. It is considered unwise to attribute touching to a working style or as a way of relating to a guest.
- However, there may be times where a distressed guest appears to need comfort and reassurance, which may include physical comforting such as a caring parent may give. Bury Drop In volunteers should use strict discretion in such cases to ensure what is done, and what is seen to be done by others present is appropriate and respectful.
- At times, Bury Drop In volunteers may be approached by guests for advice. In such cases, Bury Drop In volunteers must judge carefully whether it is appropriate for them to offer such counsel and advice, or whether it would be wiser to refer the guest to another source or agency.

- As with physical contact, comments made by Bury Drop In volunteers to adults, either individually or in groups, can be misinterpreted. As a general principle, therefore, Bury Drop In volunteers must not make unnecessary comments which could be construed as having abusive or sexualised connotations. At the same time, it should be recognised that a topic raised by a guest is best addressed rather than ignored.
- Following any event where a Bury Drop In volunteer feels that their actions have, or may have been misconstrued, they should discuss the matter with the designated Safeguarding Lead. The volunteer should also prepare a written report on the incident.

## Responding to Concerns

A Bury Drop In volunteer who receives any information about the alleged abuse or neglect of an adult at risk (either in the present or in the past), whether directly or from a third party, should follow the procedure in:
Appendix 2: The flow chart of good practice
Appendix 3: Guidelines for responding when someone tells you they have been abused.

The designated Safeguarding Lead will normally decide with regard to what action should follow. This may involve a referral to Customer First or the police in an emergency.

The Safeguarding Lead, in coordination with the Team Leader, can get advice and support from the Suffolk Multi---Agency Safeguarding Hub (MASH) Professional Consultation Line (0345 6061499) about whether making a referral is appropriate.

## Responding to Concerns about Adults at Risk of Abuse or Neglect (age 18 and above)

See:
Appendix 1 and 2: procedures to follow for reporting concerns relating to adults at risk.
Appendix 3: Guidelines for responding when someone tells you they have been abused.
Appendix 4: Adults at Risk
Appendix 5: Safeguarding and Incident Report Forms

Appendix 1 and 2 show the procedure to follow for reporting concerns relating to 'adults at risk'.
Appendix 5 shows the forms that need to be completed when a safeguarding incident has occurred.

## Responding to Allegations of Abuse or Malpractice against a Staff Member or Volunteer

If an allegation is made against a Bury Drop In member of staff or volunteer, the allegation must be reported to the Safeguarding Lead and Team Leader. If the allegation is against the Safeguarding Lead, it must be reported to the Team Leader or a Trustee.

**Confidentiality in line with GDPR**

The General Data Protection Regulations (GDPR) allows Bury Drop In to share special information about clients without their consent in some limited circumstances.
They are:

- To protect the vital interests of an individual – the vital interests also extend to any other individual who might be impacted by the abuse.
- Where the individual lacks capacity to give meaningful consent.
- Where the use of information is for the provision of social care, treatment, system and services.

**Data protection and retention**
Please refer to the data protection policy which is currently under review.

**APPENDIX 1**

**VOLUNTEER CODE OF CONDUCT FOR**
**BURY DROP IN**

This Code of Conduct is to ensure that both volunteers and guests who come to Bury Drop In are kept safe and protected from abuse of various kinds.

Whilst we are a Christian organization, we do not expect our guests to conform to our beliefs. We welcome everyone, people of faith and none.

**All volunteers must agree to the following Code of Conduct:**

- Volunteers should respect the decisions of the Team Leader.
- Treat guests and volunteers equally, fairly and with respect and dignity**.**
- Always act in a friendly, welcoming, and professional manner.
- Do not judge or discriminate against guests.
- Protect guests and volunteers from any form of abuse as far as is reasonable.
- Confidential information concerning our guests is not shared beyond Bury Drop In.
- Do not make or encourage suggestive remarks or gestures.
- Do not initiate hugging or kissing guests; it can be misunderstood.
- Any bullying or abusive behaviour must be reported to the Team Leader and Safeguarding Lead and a form completed.
- Any disclosures or concerns that a guest has been harmed must be reported to the Safeguarding Lead and a form completed.
- Do not give money or personal gifts to guests - or accept them.
- All conversations about faith and prayer must respect the feelings of the guests.
- Avoid being alone with guests.
- Do not exchange any personal contact details with guests: address, email, telephone or other computer contact details.
- Do not invite guests to help. Bury Drop has an induction process that must be followed.
- Keep any belongings either locked away or at home to prevent any problems.

| | |
|---|---|
| Name<br>Please<br>print | |
| Signed | |
| Date | |

**APPENDIX 2**

**THE FLOW CHARTS OF GOOD PRACTICE**

## BURY DROP IN VOLUNTEER PROCEDURES FOR SAFEGUARDING AN ADULT AT RISK

**1)** CONCERNS

Suspicion or allegation of abuse raised by observation, adult self-disclosure, abuser disclosure, report by another person, anonymous communication.

Notify Safeguarding Lead and Team Leader and complete a Safeguarding form in detail and accurately.

**2)** CONSULT

**Do not investigate**

Discuss possible options with the adult at risk, including reporting the alleged abuse to the police or contacting Customer First if required. For advice with the referral criteria for alleged abuse, contact MASH Professionals Consultation Line on 03456 606 1499.

It is preferable that the person at risk reports the concern. Members of the public should contact the **Police immediately by dialing 999** if at risk of immediate harm or call **Customer First on 08008917 1109 (The phone line is open Monday to Thursday, 8am to 5:20pm, and Friday, 8am to 4:20pm).**

Adults at risk have the right to determine, whenever possible, their own outcomes and how they might be achieved. If there are any concerns about an adult's welfare or an adult discloses abuse, they have the right to not to pass it on. Exceptions to these rights can be where an adult does not have the capacity to understand the risks involved, or where their involvement might put others at risk.

**3)** REPORT

Report concerns to the designated Safeguarding Lead:

- when an adult at risk gives consent
- when an adult at risk does not have the capacity to give consent
- when there is an overriding public interest or vital interest, others are at risk from the alleged abuser, it is necessary to prevent a crime or there is a high risk to the health and safety to the adult at risk of abuse.

Contact the Safeguarding Lead on the Management Team within 24 hours. The Safeguarding Lead's contact details are on page 1 of this policy.

**4)** REPORT

Do not investigate

Referrals must be made in writing using the online form on the Suffolk Safeguarding Adults Board website (www.suffolkas.org) within 24 hours.

The Safeguarding Lead will normally make the written referral.

Only make a referral if the Safeguarding Lead cannot be contacted and a delay would put an adult at risk. Notify the Safeguarding Lead as soon as possible of any referral.

If the person making the referral has difficulties, or if a referral has been made and the person making the referral has not been contacted within 48 hours, please telephone **Customer First on 0800 917 1109**

If the adult is at risk of immediate harm, the Police should be contacted immediately by dialing 999.

Send copy of notes/referral to the Safeguarding Lead on the Management Team within 24 hours.

**5)** FURTHER COMMITMENT

Further information may be required.
Remember all reports are disclosable should a formal or criminal investigation occur.
Make sure the report is dated, signed, accurate, detailed, separates opinion from fact and uses the same words used in the disclosure.

**6)** PREVENT: VULNERABLE TO RADICALISATION (VTR) OR INFLUENCED BY EXTREMISM

Bury Drop In volunteers may notice a change in a guest's behaviour that may suggest they are vulnerable to violent extremism.
Unlike safeguarding, Bury Drop In volunteers MUST NOT DISCUSS CONCERNS WITH THE INDIVIDUAL PRIOR TO REFERRAL.

Speak with the Safeguarding Lead, Team Leader or a Trustee.

After having discussed concerns with appropriate colleagues, being mindful of confidentiality, where the Bury Drop In volunteer still has concerns that the individual may be vulnerable to violent extremism, a Vulnerable to Radicalisation (VTR) referral form is to be completed by the Safeguarding Lead and sent to the Suffolk Multi Agency Safeguarding Hub (MASH) and relevant Children and Young Peoples Services team if under 18. The MASH will notify Special Branch to carry out appropriate checks and an initial assessment of the VTR prior to any further information gathering on the individual.
For urgent safeguarding concerns call **Customer First 0800 917 1109**

## Appendix 3

Guidelines for responding when a guest discloses, they have been abused:

**DO:**

1. Believe the person.
2. Stay calm.
3. Listen patiently.
4. Reassure the person that disclosing the abuse is the right thing to do.
5. Only ask open questions aimed at getting enough information to be clear about what the basis of the allegation is.
6. Explain what will happen with the disclosure:
    - If necessary, get emergency medical treatment.
    - Explain that you will treat the information seriously.
    - Discuss options with an adult.
7. Report the disclosure to the Safeguarding Lead or Team Leader as soon as you can.
8. Write a factual account of the conversation within 24 hours. As far as possible, try to use the individual's own words. This may be used as part of legal action.

**DON'T:**

1. Investigate or press the individual for details.
2. Do nothing.
3. Appear shocked, horrified, disgusted or angry.
4. Make judgments – only show empathy and concern.
5. Contaminate any evidence. If the incident happened very recently it may still be possible for the police to obtain forensic evidence.
6. Promise to keep secrets.
7. Make promises you can't keep, such as "now you've told me, this will never happen to you again".
8. Confront the alleged abuser.

**Appendix 4** **Adults at Risk**

For the purposes of this policy, an adult at risk refers to someone over 18 years old who, according to section 42 of the Care Act 2014 (14.2 in The Department of Health 'Care and support statutory guidance' updated 24 February 2017):

- 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 those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

The following definitions and information are taken from The Department of Health 'Care and support statutory guidance' updated 24 February 2017:

14.5
Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements.

14.6
**Physical Abuse**
Including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic Violence**
Including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.

**Sexual Abuse**
Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological Abuse**
Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or Material Abuse**
Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

**Modern Slavery**
Encompasses slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory Abuse**
Including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, religion.

**Organisational Abuse**
Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and Acts of Omission**
Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self-neglect**
This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect him/herself by controlling his/her own behaviour. There may come a point when he/she is no longer able to do this, without external support.

14.18 Incidents of abuse may be one-off or multiple and affect one person or more.

14.19 Patterns of abuse vary and include:

- **serial abuse**, in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- **long-term abuse,** in the context of an on-going family relationship such as domestic violence between spouses or generations or persistent psychological abuse
- **opportunistic abuse**, such as theft occurring because money or jewellery has been left lying around

14.20

**Domestic Abuse**
The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, sexual, financial and emotional.

The cross-government definition of domestic violence and abuse outlines controlling, or coercive behaviour as follows:

- **Controlling behaviour is**: a range of acts designed to make a person subordinate and/or dependent by isolating him/her from sources of support, exploiting him/her resources and capacities for personal gain, depriving him/her of the means needed for independence, resistance and escape and regulating him/her everyday behaviour.
- **Coercive behaviour is** a continuing act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim

(The Home Office 'Controlling or Coercive Behaviour in an Intimate or Family Relationship' Statutory Guidance Framework December 2015).

**It is also important to remember that:**
14.10 Anyone can carry out abuse or neglect, including, for example, partners, other family members, neighbours, friends, acquaintances, and local residents, organised gangs, paid staff or professionals, volunteers and strangers. For example, a stranger may carry out targeted fraud or an internet scam but more often, the person responsible for the abuse is in a position of trust and power.
(The Department of Health 'Care and Support Statutory Guidance', Issued under the Care Act 2014)

**Appendix 5**

# INCIDENT REPORT FORM

**Please fill in all fields accurately and in detail.**

| 1. Details of the guest involved in the incident | | |
|---|---|---|
| Name of person involved in the incident: | | |
| Address (if known): | | |
| Telephone number: | | |
| Age: | DOB: | |
| Are they aware of this report? | YES: | NO: |
| Have they agreed to this report? | YES | NO: |

| 2. Details of the incident | |
|---|---|
| Does the guest continue to be at risk of harm? | Yes:<br>No: |
| Are there other guests who may be at risk of harm? | Yes:<br>No: |
| If the answer to either above is yes, please describe the risk that remains and the names of any others potentially at risk: (please only refer to the identified risk that relates directly to the concern) | |

| 3. Details of the incident continued |
| --- |
| Date of incident: |
| Time of incident: |
| Location of incident: |
| Brief factual details of the incident:<br>This should include a clear factual outline of the concern being raised with details of dates, times, people and places where appropriate. (please continue on separate sheet if required) |
| If injuries are present, please give a brief, accurate description: |
| Details of medical attention sought: |
| Actions taken to date to safeguard the guest: |

| 4. Details of the person completing the report form: |
|---|
| Date: |
| Name: |
| Address: |
| Telephone number: |
| Mobile: |
| Email: |

| 5. Action taken for the guest: | |
|---|---|
| Has this been reported to the Team Leader? | Yes:<br>No: |
| Has this been reported to the Safeguarding Lead? * | Yes:<br>No: |
| Has the report been shared with an appropriate agency? | Yes:<br>No: |
| If yes, which agency? | |
| Has this been reported to the police? | Yes:<br>No: |
| If yes, the crime number: | |

| **Name of the person completing the report form:**<br>(Please print) |
|---|
| **Signature:** |
| **Date:** |

***Safeguarding Lead: safeguarding@burydropin.org**

BURY DROP IN

**Appendix 5**

# SAFEGUARDING REPORT FORM

**Please fill in all fields accurately and in detail.**

| **6. Details of the guest involved in the incident** | |
|---|---|
| Name of person involved in the incident: | |
| Address (if known): | |
| Telephone number: | |
| Age: | DOB: |
| Are they aware of this report? | YES: NO: |
| Have they agreed to this report? | YES: NO: |

| **7. Details of the incident** | |
|---|---|
| Does the guest continue to be at risk of harm? | Yes:<br>No: |
| Are there other guests who may be at risk of harm? | Yes:<br>No: |
| If the answer to either above is yes, please describe the risk that remains and the names of any others potentially at risk: (please only refer to the identified risk that relates directly to the concern) | |

| 2a. Details of the incident continued |
| --- |
| Date of incident: |
| Time of incident: |
| Location of incident: |
| Brief factual details of the incident:<br>This should include a clear factual outline of the concern being raised with details of dates, times, people and places where appropriate. (please continue on separate sheet if required) |
| If injuries are present, please give a brief, accurate description: |
| Details of medical attention sought: |
| Actions taken to date to safeguard the guest: |

| 2b. Details of alleged perpetrator(s) involved if abuse is suspected (please complete as much of this as is known) |
|---|
| Name: |
| Address: |
| DOB: |
| What is the relationship between the alleged perpetrator and the person who is the subject of this concern? |

| 8. Details of the person completing the report form: |
|---|
| Date: |
| Name: |
| Address: |
| Telephone number: |
| Mobile: |
| Email: |

| 9. Please tick which form of abuse you suspect: |
|---|
| Physical ☐<br>Sexual ☐<br>Emotional ☐<br>Financial or material ☐<br>Neglect ☐<br>Discriminatory ☐<br>Institutional ☐<br>Other, please identify ☐ |

| 10.Action taken for the guest: | |
|---|---|
| Has this been reported to the Team Leader? | Yes:<br>No: |
| Has this been reported to the Safeguarding Lead? | Yes:<br>No: |
| Has the report been shared with an appropriate agency? | Yes:<br>No: |
| If yes, which agency? | |
| Has this been reported to the police? | Yes:<br>No: |
| If yes, the crime number: | |

| **Name of the person completing the report form:**<br>(please print) |
|---|
| **Signature:** |
| **Date:** |

| | |
|---|---|
| **Document owner:** | **BDI SG Lead** |
| **Created by:** | **Jackie Burnett (trustee and SG lead)** |
| **Date last reviewed:** | **March 2026** |
| **Reviewed by:** | **Sabine Dornbusch (General Manager)** |
| **Confirmed by trustees:** | **2026** |
| **Review date:** | **March 2027 or following a serious incident** |