



Safeguarding Adults and Children Policy

Protecting vulnerable people is everyone's responsibility

Policy Owner	Board of Trustees - FlyForward
Designated Safeguarding Lead	Robert Pegg robert.pegg@flyforward.co.uk 07500 475477
Safeguarding Coordinator	Timur Seniut timur.seniut@flyforward.co.uk 07552 206780
Safeguarding Email	safeguarding@flyforward.co.uk
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Applies To	All trustees, paid staff, volunteers, and contractors

1. Statement of Intent

FlyForward is committed to safeguarding the welfare of all children, young people, and adults at risk who come into contact with our organisation. We believe that the protection of vulnerable people is everyone's responsibility, from our board of trustees to every volunteer who gives their time.

This policy sets out our organisational commitment and the procedures all trustees, staff, and volunteers must follow. It applies in every setting where FlyForward delivers activities or services - whether in-person, online, or through third-party arrangements.

FlyForward will:

- ▶ Prioritise the welfare and best interests of children and adults at risk above all other considerations.
- ▶ Take all reasonable steps to protect vulnerable people from maltreatment, neglect, and exploitation.
- ▶ Respond promptly, professionally, and proportionately to any concern or allegation.
- ▶ Work in partnership with statutory agencies, including Children's Social Care and the police, to keep people safe.
- ▶ Foster a culture where concerns can be raised openly and without fear of reprisal.

2. Scope and Application

This policy applies to all trustees, paid employees, and volunteers; consultants, agency workers, and contractors engaged by FlyForward; and any individual acting on behalf of FlyForward in any capacity. It covers all activities, events, and programmes delivered by or on behalf of FlyForward, including digital and online provision.

3. Legal and Regulatory Framework

This policy is informed by and must be read alongside the following legislation and guidance.

3.1 Children's Legislation

- ▶ Children Act 1989
- ▶ Female Genital Mutilation Act 2003
- ▶ Sexual Offences Act 2003
- ▶ Children Act 2004
- ▶ Mental Capacity Act 2005
- ▶ Children and Young Persons Act 2008
- ▶ Children and Families Act 2014
- ▶ Children and Social Work Act 2017
- ▶ Working Together to Safeguard Children (HM Government, latest edition)
- ▶ Keeping Children Safe in Education (DfE, latest edition) - where applicable

3.2 Adult Safeguarding Legislation

- ▶ Care Act 2014
- ▶ Mental Health Act 2007
- ▶ Mental Capacity Act 2005 (revised 2008)
- ▶ Deprivation of Liberty Safeguards (DoLS) 2009
- ▶ Whistleblowing (Public Interest Disclosure Act) 1998 and 2008 amendment
- ▶ Health and Social Care Act 2008
- ▶ Equality Act 2010
- ▶ Human Rights Act 1998
- ▶ No Secrets (Department of Health, 2000)
- ▶ Care and Support Statutory Guidance (DHSC, latest edition)

3.3 Charity Regulatory Requirements

As a registered charity, FlyForward must comply with the Charity Commission's guidance on safeguarding, including the requirement to report serious incidents to the Commission. Trustees have a legal duty of care and must ensure that safeguarding is embedded in all aspects of governance and operations.

3.4 United Nations Convention on the Rights of the Child (UNCRC)

The UK ratified the UNCRC in 1991. FlyForward upholds every child's right to survival, development, participation, and protection from all forms of violence, abuse, and neglect, regardless of race, religion, ability, or family background.

4. Key Definitions

Abuse	Behaviour that causes harm or distress to another person. It can be carried out deliberately or as a result of ignorance or incapacity.
Child / Young Person	Any person under the age of 18 years.
Adult at Risk	A person aged 18 or over who has care and support needs, and as a result of those needs is unable to protect themselves against abuse or neglect.
Safeguarding	Protecting a person's health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.
Designated Safeguarding Lead (DSL)	The named person within the organisation with responsibility for managing safeguarding concerns and referrals.
Disclosure	When a person tells you, directly or indirectly, that they are experiencing or have experienced abuse or neglect.

5. Categories of Abuse

Abuse can take many forms. The following categories apply to both children and adults unless otherwise stated.

5.1 Physical Abuse

Non-accidental harm to the body including hitting, shaking, throwing, burning, scalding, drowning, suffocating, misuse of medication, or inappropriate use of restraint. In children this may also include fabricated or induced illness (FII) and non-accidental head injuries (NAHI).

5.2 Emotional / Psychological Abuse

Persistent maltreatment that damages mental and emotional wellbeing. This includes name-calling, threats, humiliation, bullying, radicalisation, coercion, cyberbullying, isolation, and deliberately frightening or undermining someone. In children, it includes imposing inappropriate expectations or witnessing domestic abuse.

5.3 Sexual Abuse

Forcing or enticing any person to take part in sexual activities, whether or not they are aware of what is happening. This includes penetrative and non-penetrative acts, exposure to sexual images or activities, child sexual exploitation (CSE), and child trafficking. Sexual abuse is not confined to adult males; women and other young people can also be perpetrators.

5.4 Neglect

The persistent failure to meet a person's basic physical, emotional, medical, or educational needs. This includes failing to provide adequate food, clothing, shelter, supervision, healthcare, or education. In children, neglect is the most common form of abuse and can have severe long-term consequences.

5.5 Financial or Material Abuse

Includes theft, fraud, internet scamming, forcing someone to pay for others, withholding access to money, pressuring someone about their will or benefits, and coercion in relation to property or financial transactions.

5.6 Domestic Abuse

An incident or pattern of controlling, coercive, or threatening behaviour, violence or abuse by an intimate partner or family member, regardless of gender or sexuality.

5.7 Discriminatory Abuse / Hate Crime

Harassment, bullying, or victimisation based on disability, ethnic origin, sexuality, gender identity, race, religion, or faith. This includes 'mate crime' (befriending a vulnerable adult with intent to abuse) and institutional failure to respect cultural or religious needs.

5.8 Organisational / Institutional Abuse

Neglect and poor care practice within an institution or care setting, including hospitals, care homes, or care provided in a person's own home.

5.9 Modern Slavery

Encompasses slavery, human trafficking, forced labour, and domestic servitude. Children can also be trafficked - tricked, forced, or persuaded to leave their homes and then exploited, forced to work, or sold.

5.10 Self-Neglect

A wide range of behaviours where an individual fails to attend to their basic needs including personal hygiene, health, or living conditions.

5.11 Grooming

When someone builds a relationship, trust, and emotional connection with a child or young person - online, in person, or both - so they can manipulate, exploit, and abuse them. Groomers may also target a young person's family or friends to appear trustworthy.

5.12 Criminal Exploitation

Where children and young people are manipulated and coerced into committing crimes, including being pressured into carrying drugs or weapons.

6. Who Is at Risk

Abuse can happen to anyone. However, certain groups face heightened risk, including:

- ▶ Children and young people under 18.
- ▶ Elderly or frail adults.
- ▶ People with physical or learning disabilities, or mental health conditions.
- ▶ People living in residential or institutional care.
- ▶ Those in violent or controlling relationships.
- ▶ Adults who require help with day-to-day living.
- ▶ People who have experienced previous trauma or abuse.

7. Signs and Indicators of Abuse

Any single indicator on its own does not necessarily prove abuse. Concerns should always be considered in context.

Physical Indicators

- ▶ Unexplained bruises, burns, bite marks, or injuries inconsistent with the explanation given.
- ▶ Signs of malnutrition, dehydration, or poor hygiene.
- ▶ Weight loss or failure to thrive.

Behavioural / Emotional Indicators

- ▶ Sudden changes in behaviour, mood, or performance.
- ▶ Withdrawal, low self-esteem, or fearfulness.
- ▶ Inappropriate sexual behaviour or knowledge in a child.
- ▶ Reluctance to go home or be with a particular person.

Neglect Indicators

- ▶ Inappropriate clothing for the weather; persistent hunger or tiredness.
- ▶ Poor attendance at appointments or school.
- ▶ Unkempt living conditions.

Grooming / Exploitation Indicators

- ▶ Unexplained gifts, money, or new possessions.
- ▶ Older 'boyfriends' or 'girlfriends' or secretive online activity.
- ▶ Going missing or coming home late, dishevelled, or distressed.

8. Roles and Responsibilities

8.1 Board of Trustees

- ▶ Have overall legal responsibility for safeguarding within the organisation.
- ▶ Ensure safeguarding is a standing agenda item at every board meeting.
- ▶ Appoint a Designated Safeguarding Lead (DSL) and ensure they have adequate training, time, and resources.
- ▶ Ensure this policy is reviewed at least annually.
- ▶ Report serious safeguarding incidents to the Charity Commission.

8.2 Designated Safeguarding Lead (DSL)

Robert Pegg - DSL

robert.pegg@flyforward.co.uk | 07500 475477

- ▶ Act as the first point of contact for all safeguarding concerns.
- ▶ Make referrals to Children's Social Care, Adult Social Care, or the police as appropriate.
- ▶ Liaise with the Local Authority Designated Officer (LADO) on allegations against staff or volunteers.
- ▶ Maintain accurate, confidential records of all safeguarding concerns and actions.
- ▶ Ensure all staff and volunteers receive appropriate safeguarding training.
- ▶ Update the DSL role holder's training every two years (at minimum).

8.3 Safeguarding Coordinator (Deputy DSL)

Timur Seniut - Safeguarding Coordinator

timur.seniut@flyforward.co.uk | 07552 206780

Deputises for the DSL when unavailable, and supports the overall safeguarding function of the organisation.

8.4 All Staff and Volunteers

- ▶ Complete safeguarding induction training before working with beneficiaries.
- ▶ Refresh safeguarding awareness training annually.
- ▶ Report any concern, disclosure, or allegation to the DSL (or directly to statutory services in an emergency) without delay.
- ▶ Adhere to all safeguarding policies, procedures, and codes of conduct.
- ▶ Never agree to keep a disclosure secret.

9. Safer Recruitment

FlyForward is committed to safer recruitment practices, including:

- ▶ Disclosure and Barring Service (DBS) checks at the appropriate level for all roles involving contact with children or adults at risk.
- ▶ Fully completed application forms with no unexplained gaps in employment or volunteering history.
- ▶ At least one satisfactory reference for every individual joining the organisation.
- ▶ Identity verification and right to work checks.
- ▶ A safeguarding induction for all new starters, including reading and signing relevant policies.
- ▶ Regular DBS renewal in line with the organisation's DBS policy.

10. Procedures: What To Do If You Have a Concern

10.1 If Someone Discloses Abuse to You

If a child, young person, or adult at risk tells you they are being abused:

- ▶ Stay calm and do not show shock or disbelief.
- ▶ Listen carefully and take what is said seriously.
- ▶ Reassure them that they did the right thing to tell you.
- ▶ Tell them clearly that you cannot promise to keep what they have said secret - you have a duty to share it with someone who can help.
- ▶ Tell them it is not their fault.
- ▶ Do not ask leading or probing questions - use only open, clarifying questions if absolutely necessary.
- ▶ Do not contact the alleged abuser.
- ▶ Do not wash any person, clothing, or physical evidence.
- ▶ Do not touch or move anything that may be evidence.
- ▶ Record what you have heard or observed as soon as possible - use the person's own words.
- ▶ Report to the DSL immediately, or to the police on 999 if there is immediate risk to life.

10.2 If You Suspect Abuse

If you observe signs or indicators of abuse, or have any reason to be concerned, you must:

- ▶ Record your observations in writing as soon as possible, noting dates, times, and specific details.
- ▶ Report your concerns to the DSL without delay.
- ▶ Do not investigate the matter yourself.

If the DSL is unavailable, do not wait. Contact Children's Social Care, Adult Social Care, or the police directly.

10.3 Contacting the DSL

Safeguarding Contact

Email: safeguarding@flyforward.co.uk | DSL direct: 07500 475477 In the event of immediate danger, always call 999 first.

10.4 Referral to Statutory Agencies

The DSL will decide whether to make a referral to the appropriate statutory authority:

- ▶ Children's Social Care - where a child is at risk of, or is experiencing, significant harm.
- ▶ Adult Social Care - where an adult at risk is experiencing abuse or neglect.
- ▶ Police (999) - where there is immediate risk to life or a crime has been or is being committed.

Where a referral is made, all relevant information must be shared with the statutory agency, including records of previous concerns, correspondence, and notes of conversations with the person, their family, or staff. Children's Social Care may be contacted at any time for advice and consultation without necessarily making a formal referral.

10.5 Allegations Against Staff, Trustees, or Volunteers

If there is any allegation or suspicion that a member of staff, trustee, or volunteer has harmed a child or adult at risk, or poses a risk to them:

- ▶ The allegation must be reported to the DSL immediately.
- ▶ If the allegation is against the DSL, it must be reported directly to the Chair of Trustees or another senior trustee.
- ▶ The DSL will refer the allegation to the Local Authority Designated Officer (LADO) and Children's Social Care.
- ▶ The individual subject to the allegation may be suspended from their role pending investigation - this is a neutral act and does not imply guilt.

The LADO in Ealing can be contacted on: 020 8825 8930. Referral to the Disclosure and Barring Service will be made where appropriate.

11. Confidentiality and Information Sharing

All safeguarding information is treated with the highest level of confidentiality. Records are shared only on a 'need to know' basis and in accordance with the organisation's privacy and GDPR policy.

Confidentiality is never absolute: where there is a risk to the life or safety of a person, or where a child is at risk of significant harm, information must be shared with the appropriate statutory agencies regardless of consent.

Staff and volunteers must never promise confidentiality to someone who discloses abuse.

12. Record Keeping

Accurate and contemporaneous records are essential. All safeguarding concerns must be recorded:

- ▶ As soon as possible after the event - ideally within one hour.
- ▶ In writing, using factual and objective language. Use the person's own words where possible.
- ▶ With a legible date, time, and the recorder's name and signature.
- ▶ Records must be passed to the DSL (robert.pegg@flyforward.co.uk) without delay.
- ▶ All records are stored securely and confidentially in accordance with data protection law.
- ▶ Safeguarding records are retained for a minimum of seven years, or until a child turns 25 - whichever is later.

13. Online Safety

FlyForward recognises that online risks are an extension of real-world risks. Online safety is an integral part of our safeguarding responsibilities. The organisation will:

- ▶ Ensure all digital contact with beneficiaries is conducted through official, monitored channels.
- ▶ Never permit one-to-one online communication between a staff member or volunteer and a child without parental consent and appropriate safeguards.
- ▶ Report any online concerns (such as cyberbullying, grooming, or exposure to harmful content) to the DSL.
- ▶ Provide guidance to beneficiaries and families on online safety where appropriate.

14. Training and Awareness

All trustees, staff, and volunteers must complete safeguarding induction training before working with children or adults at risk, and must refresh safeguarding awareness training annually. The DSL must complete enhanced safeguarding training and update this at least every two years. Training records are maintained by the organisation and reviewed by the board of trustees.

15. Policy Review and Monitoring

This policy will be:

- ▶ Reviewed at least annually by the DSL and board of trustees.
- ▶ Updated whenever there are changes in legislation, statutory guidance, or organisational practice.
- ▶ Monitored through regular safeguarding reports to the board of trustees at every trustee meeting.
- ▶ Made available to all staff, volunteers, and beneficiaries.

16. Related Policies

This policy should be read in conjunction with the following FlyForward policies:

- ▶ Safer Recruitment Policy
- ▶ Code of Conduct (Adults)
- ▶ Behaviour Code for Children and Young People
- ▶ Whistleblowing Policy
- ▶ Confidentiality Policy
- ▶ Privacy and GDPR Policy
- ▶ Anti-Bullying and Harassment Policy
- ▶ Equality, Diversity and Inclusion Policy
- ▶ Health and Safety Policy
- ▶ Online Safety Policy
- ▶ Disciplinary and Grievance Procedures
- ▶ Code of Ethics
- ▶ Sexual Harassment Policy

17. Key Contacts

INTERNAL CONTACTS	
Designated Safeguarding Lead	Robert Pegg robert.pegg@flyforward.co.uk 07500 475477
Safeguarding Coordinator	Timur Seniut timur.seniut@flyforward.co.uk 07552 206780
Safeguarding Email	safeguarding@flyforward.co.uk
EXTERNAL STATUTORY CONTACTS	
Police (emergency)	999
Police (non-emergency)	101
LADO (Ealing)	020 8825 8930
NSPCC Helpline	0808 800 5000 help@nspcc.org.uk
Childline	0800 1111 (free, 24/7)
Charity Commission	0300 066 9197 www.gov.uk/charity-commission

18. Policy Sign-Off

Name	
Role	Chair of Trustees

Signature	
Date Approved	
Next Review Date	March 2027

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