

SAFEGUARDING VULNERABLE PERSONS PROCEDURES



**THE DONKEY
SANCTUARY**

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DEFINITIONS

Safeguarding means putting measures in place to protect the health, well-being and human rights of vulnerable persons, to enable them to live free from abuse, harm and neglect.

For the purpose of these procedures the terms '**vulnerable persons**' and '**vulnerable people**' are defined as:

- all **children and young people** under the age of 18 years
- **adults with care and support needs** who may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be adults who are usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

PURPOSE AND SCOPE

These procedures apply to all The Donkey Sanctuary trustees, staff and volunteers, including those of implementing partners whom it funds, and who we expect to work in accordance with our policies and procedures as a condition of their involvement with The Donkey Sanctuary. They provide guidance and information when dealing with safeguarding situations.

You may become concerned that a vulnerable person is at risk of harm or abuse when:

- observing a vulnerable person showing some discomfort when being handled by another person (family/staff member/volunteer)
- observing some behaviour in a vulnerable person which is unusual or quite out of character for them
- observing injuries on a vulnerable person which cannot be reasonably explained
- A vulnerable person tells you they have been abused or harmed directly (a disclosure)
- someone else (employee/volunteer/member of the public) tells you that they think a vulnerable person is being abused or they suspect they are or have been
- the behaviour or approach of a member of staff, volunteer or member of the public towards a vulnerable person makes you feel uncomfortable or concerned.

For details about the different types of abuse and other safeguarding issues see **Appendix 4**.

Supervision of Volunteer, Apprentice & Work Experience Placements for Vulnerable Persons guidance can be found at **Appendix 5**.

RESPONDING TO CONCERNS OF AN INCIDENT, ALLEGATION, OR SUSPICION OF ABUSE OR NEGLECT OF A VULNERABLE PERSON

Working as a member of staff or volunteer for The Donkey Sanctuary you may be in regular contact with vulnerable persons, possibly with complex needs, as well as being involved with donkeys. It is important that the safety and well-being of vulnerable persons is paramount, and any disclosures or observations of abuse or neglect, or potential abuse or neglect, must be

taken seriously at all times. Safeguarding Vulnerable Persons training will be provided for all trustees, staff and volunteers (see **Appendix 7**).

Responding to safeguarding concerns:

DO

- Stop any other activity you are involved in, if possible, and focus on what the vulnerable person is telling you or what you are observing
- Remain calm and listen without interrupting, allow extra time if the vulnerable person has communication difficulties or differences in language
- Where possible make sure you are in a private place away from others, but not in a closed room or a corridor which is secluded
- Reassure the vulnerable person that you are taking them seriously and that they are brave and they have done the right thing in telling you
- Keep questions to an absolute minimum to ensure that the vulnerable person has communicated in their own words, and avoid leading questions
- Explain to the vulnerable person that you need to discuss this with someone else in order to help them
- Inform the vulnerable person what will happen next, who has to be informed and why
- Seek consent from the vulnerable person, where appropriate, to share the information about your safeguarding concerns
- Consider whether immediate action is needed to protect the vulnerable person who may be at risk
- Report the matter in line with these procedures to the Designated Safeguarding Officer or a Deputy (see **Section 3**) and Flowchart (**Appendix 1**)
- Make a comprehensive and accurate record of what was said and/or what you saw using the incident form as soon as possible and within the timescales in **Appendix 3**. Include full name and date of birth of the vulnerable person about whom you are concerned. Ensure you clearly record the story relayed by the vulnerable person or your observations, sticking to the facts
- Do continue your relationship with the vulnerable person as before, but do not pursue the matter any further or refer to it again unless the vulnerable person initiates the discussion.

DON'T

- Show that you are shocked or upset about this information or what you have observed
- Panic – the vulnerable person needs you to listen to them in a calm and concerned manner as this may be the first time they have shared this information
- Probe or ask leading questions
- Enquire into the details of the abuse
- Make the vulnerable person repeat the story unnecessarily
- Promise to keep it a secret or confidential
- Make any negative comments about the alleged perpetrator
- Make assumptions or suggestions as to what might have happened, stick to listening to the facts of the story that the vulnerable person is describing to you
- Contact or discuss your concerns with the family or carer of the vulnerable person if it may place the vulnerable person at risk of greater harm, or place yourself or others at risk
- Let any person suspected of perpetrating abuse know what is happening
- Physically examine the vulnerable person or ask them to remove clothing, e.g. to show you a bruise or injury
- Act without seeking help from the Designated Safeguarding Officer (DSO) or their deputy (DDSO)
- Disclose the details of the allegation to anyone else, apart from the DSO or their DDSO and, if the allegation involves them, it must be passed to another listed DDSO (**see Appendix 2**).

Remember:

If you have any concerns about a vulnerable person, however minor, do talk to the DSO or a DDSO as soon as possible, but at least within 24 hours.

If you think a vulnerable person is at **immediate risk**, **follow these procedures and speak to your DSO** or their DDSO **without delay**.

If a vulnerable person requires urgent medical attention or they are in immediate danger contact the relevant emergency service.

Please be aware of cultural and legal differences when dealing with concerns of abuse or neglect. It may not be appropriate to contact the police or other authorities in countries where it might place the abused person at further risk (e.g. where a rape victim may be prosecuted for adultery). Additional guidance is available for safeguarding people in the international context.

The Donkey Sanctuary recognises that staff and volunteers may experience emotional and practical difficulties when faced with a situation of having to report abuse and take action. However, **you have an obligation to report** any disclosure, suspicion or observed incident of abuse or neglect, and maintain your responsibility to safeguard the vulnerable person.

DESIGNATED SAFEGUARDING OFFICER (DSO) AND DEPUTIES' (DDSO) ROLE AND RESPONSIBILITIES

The contact details for The Donkey Sanctuary Designated Safeguarding Officer and Deputies are in **Appendix 2**. This section of the procedures document focuses on the role and responsibility of the DSO/DDSOs.

The DSO/DDSOs are responsible for:

- providing information and advice to staff and volunteers concerned about the safeguarding of a vulnerable person
- ensuring that all the relevant and key information about alleged or suspected abuse and/or neglect of a vulnerable person is recorded appropriately on the incident form, and that consent has been obtained to share this where appropriate, following an adequate risk assessment to prevent further harm, disrespect or indignity to the victim/survivor or others who may be affected
- making a verbal referral to child/adult social care (Gateway services in Northern Ireland or other appropriate local agency outside the UK) in the first instance, following the local safeguarding children/adult procedures, followed up in writing within 48 hours
- liaising with child/adult social care (or other appropriate local organisation outside the UK) regarding the outcome of the safeguarding referral and any multi-agency actions required.

The role and responsibility of the DSO/DDSO is also detailed in the flowchart in **Appendix 1**.

Respecting confidentiality is most important between the staff member/volunteer and the DSO/DDSO at this stage in order to ensure that the vulnerable person is not placed at further risk of harm. The information should only be shared with the appropriate people responsible for taking action, e.g. children's/adults social care, police (or other appropriate local organisation outside the UK).

Should the DSO/DDSO have any issues about sharing information they should seek further advice from child/adult social care (or other appropriate local organisation outside the UK), and keep a record of why this information has been shared, and with whom.

Please be aware of cultural and legal differences when dealing with concerns of abuse or neglect. It may not be appropriate to contact the

police or other authorities in countries where it might place the abused person at further risk (e.g. where a rape victim may be prosecuted for adultery) or where it may cause further harm, disrespect or indignity to the victim/survivor or others who may be affected.

Any matters relating to confidentiality and information sharing will operate within the parameters of the 8 Data Protection Act (2018) principles (**Appendix 8**).

The DSO/DDSO will keep written records of all concerns relating to vulnerable persons, even when there is no need to refer the matter immediately.

Where a vulnerable person has made a disclosure and wherever possible/appropriate, the DSO/DDSO should obtain written/verbal consent from them before sharing this information with the relevant authorities. However, there are some situations where permission is not needed, e.g. if seeking permission should cause delay or increase risk.

The DDSO should inform the DSO (Global Safeguarding Manager) of any safeguarding vulnerable person incidents, and the course of action taken, immediately or at least within **24 hours**.

The DSO will report any significant safeguarding vulnerable person incidents to the Lead Executive Officer for Safeguarding, and the Lead Trustee for Safeguarding of The Donkey Sanctuary.

All records of safeguarding vulnerable persons' incidents and concerns will be kept centrally by the Designated Safeguarding Officer, and be processed and stored securely.

STAFF AND VOLUNTEERS' CODE OF CONDUCT

The Donkey Sanctuary expects all members of staff and volunteers, including those of its implementing partners whom we fund, to sign and adhere to the Staff and Volunteers' Code of Conduct at all times (see **Appendix 6**).

ALLEGATIONS AGAINST STAFF AND VOLUNTEERS

Abuse and neglect can take place within families but also outside, such as within organisations, usually those where there is easy access to vulnerable persons. This section relates to anyone who is working within The Donkey Sanctuary, whether in a paid or voluntary capacity, including those of its implementing partners whom we fund.

Where an allegation is made against a member of staff or volunteer The Donkey Sanctuary will follow the local safeguarding children or adult procedures and comply with The Donkey Sanctuary's Safeguarding Vulnerable Persons Policy and Procedures, and Complaints Policy.

Allegations by members of the public

If a member of the public has a safeguarding concern about a member of staff or volunteer's behaviour towards a vulnerable person, they should either ask to speak to a manager regarding their concerns, or alternatively make a complaint using The Donkey Sanctuary Complaints Policy which can be found on its website or accessed [here](#). Concerns made to a manager, or by using the Complaints Policy, will be forwarded to the Designated Safeguarding Officer for action.

If an allegation is made by a member of the public to you about yourself as a staff member or volunteer of The Donkey Sanctuary you must contact your line manager/supervisor and the DSO as soon as possible, providing details in writing of the allegation and your account of the matter. The DSO will then advise accordingly.

Allegations by staff or volunteers

If a staff member or volunteer within The Donkey Sanctuary is concerned about another member of staff or volunteers' behaviour towards a vulnerable person, they should discuss this with their line manager/supervisor in the first instance. If a member of staff or volunteer has concerns about a line manager/supervisor, then they should discuss this with a senior manager, who will then be responsible for the appropriate actions. You can also use The Donkey Sanctuary's Whistleblowing Policy (*available on the intranet*) to report concerns about a member of staff or volunteer.

The line manager/supervisor/senior manager should discuss the concerns with the DSO on the same day. Following this discussion, a decision will be reached, following the local safeguarding children or safeguarding adult procedures for managing allegations against members of staff, regarding what action needs to take place. The DSO will be responsible for initiating this action. For allegations regarding UK originating staff and volunteers this may involve a referral to child or adult social care, the police, and/or the Local Authority Designated Officer (LADO). In **Northern Ireland** contact will need to be made with the Health and Social Care Trust Gateway Service in the relevant Health and Social Care Trust. For allegations regarding staff and volunteers of international implementing partners, local procedures for the management of allegations of abuse will be followed as appropriate.

Where there is an allegation of abuse or concerns raised against a member of staff, the DSO will discuss the matter with the Director of People as a matter of urgency, and the internal Disciplinary Policy for the charity will be used. Where an allegation of a similar nature is made against a volunteer, the Volunteer Complaints Procedure (contained within the Volunteer Policy & Handbook), will be used. It is important that the member of staff or volunteer should not have contact with any vulnerable person during the investigation of the allegation.

Where a significant allegation or concern of abuse is raised against a member of staff or a volunteer the DSO will inform The Donkey Sanctuary's Lead Executive Officer for Safeguarding and the Lead Trustee for Safeguarding.

Management of allegations against staff or volunteers in the UK

It is important that all suspicions or allegations are taken seriously when they concern staff members or volunteers, and are acted upon in a timely manner.

The DSO will follow the local safeguarding children or adult procedures for managing allegations of abuse against staff.

There is an expectation that where allegations have been made, this should be recorded in writing within **24 hours**, with as much detail as possible.

Where the allegation is regarding a child at risk the DSO, following the local safeguarding children procedures, will make a decision regarding whether it should be forwarded to the Local Authority's Designated Officer (LADO) to coordinate the investigation.

Where the issue is in relation to an adult at risk, the DSO, following the local safeguarding adult procedures, will make a decision whether it should be forwarded to the police and the relevant adult social care department manager, and identify which agency will be leading on the investigation.

A discussion and agreement must be reached as to which agency will inform and update the family/parents/carers.

Any information regarding an allegation against a member of staff or volunteer will be kept confidential and stored securely by the DSO.

Should the member of staff or volunteer be found guilty of a criminal offence against a vulnerable person, or their behaviour contravenes good practice within The Donkey Sanctuary, then disciplinary action may be instigated which could lead to dismissal, and in the case of a volunteer it could lead to their volunteer's arrangement being ended.

Appendix 1: What to do if you are concerned about a vulnerable person

CONCERN ABOUT THE SAFEGUARDING OF A VULNERABLE PERSON, OR THE BEHAVIOUR OF A MEMBER OF STAFF/VOLUNTEER

Report concerns to the Designated Safeguarding Officer (DSO) or a deputy (DDSO) immediately. Complete the incident Form (Appendix 3) as soon as possible after the event, with as much detail as possible (**within 24 hours**)

The DSO (or DDSO) will refer the matter to Child/Adult Social Care, Gateway NI, or other organisation, in line with local safeguarding procedures if required, after considering all the information and prioritising the safety and dignity of the victim/survivor (following up in writing within 48 hours).

Social Care or other organisation decide
No Further Action required

DSO keeps record of the incident form and continues to monitor.

Social Care or other organisation undertake investigation

DSO (or DDSO) continues to be in touch with Statutory Agencies and awaits outcome of investigations.

Appendix 2: Contact details of Designated Safeguarding Officers (DSOs) or Deputy Designated Safeguarding Officers (DDSOs)

Designated Safeguarding Officer - Helen Wilson

Email: safeguarding@thedonkeysanctuary.org.uk

Tel: +44(0)1395209984 or Mobile/WhatsApp: +44(0)7966390926

Skype: [helen.wilson@thedonkeysanctuary.org.uk](https://www.skype.com/people/helen.wilson@thedonkeysanctuary.org.uk)

Working hours: Mon-Fri 08:30 – 16:30 GMT

Deputy Designated Safeguarding Officers

A list of Deputy Designated Safeguarding Officers can be found on The Donkey Sanctuary intranet

Appendix 3. Incident, Allegation & Suspicion of Abuse/Neglect Reporting Form

Details of person reporting incident
Date incident/concern reported:
Person recording the incident/concern:
Person reporting the incident/concern:
Name:
Job role:
Knowledge of and relationship to the vulnerable person:
Contact address:
Telephone number(s):
E-mail:

Details of the vulnerable person at risk
Full name of vulnerable person at risk:
Date of birth:
Contact address:
Telephone numbers(s):
Any special needs (if applicable): complete this as fully as you can

Details of the incident
Location of incident/concern (where did it take place, describe the actual location):
Date and time of incident/concern:
Detailed information (where applicable in the vulnerable person's own words if possible):

Details of any observations made by you or to you (e.g. description of visible bruising, other injuries, vulnerable person's emotional state). Make a clear distinction between what is fact and hearsay.

(Also use this form to include any concerns you have about an employee/volunteer's behaviour in relation to a vulnerable person)

Actions taken so far:

Have you reported it to the Designated Safeguarding Officer or a Deputy?

Did you say anything to the vulnerable person about what would happen next? Make clear notes about what you have done so far and whether the vulnerable person's consent has been given to share information

Details of the alleged abuser (if known)					
Name:					
Date of birth/age:					
Relationship with vulnerable person:					
Occupation or role within The Donkey Sanctuary (where relevant):					
Address:					
Telephone numbers(s):					
Any other information:					
External agencies contacted					
	Yes/No	Contact name	Contact number	Date	Time
Police					
	<i>Details of advice received in relation to the incident and any further action:</i>				

Children's services — state if the LADO (England only) or Gateway officer (Northern Ireland) has been contacted					
	<i>Details of advice received in relation to the incident and any further action:</i>				
Adult social care (if applicable)					
	<i>Details of advice received in relation to the incident and any further action:</i>				
Other statutory services (detail)					
	<i>Details of advice received in relation to the incident and any further action:</i>				
Other e.g. Health, GP, school etc.					
	<i>Details of advice received in relation to the incident and any further action:</i>				

Please continue on an additional sheet providing any other information that you have; any discussions that have taken place with the Designated Safeguarding Officer (DSO/DDSO), and any other actions by anyone at The Donkey Sanctuary or another organisation in relation to an incident or concern.

The DSO/DDSO should add any extra information either on this form or on an additional sheet, and all this information should be kept secure and confidential, and a copy sent to the Global Safeguarding Manager by DDSOs.

I confirm these details are accurate and will remain confidential, and information is only shared in order to safeguard vulnerable persons.

Name of person completing the form:

Signature and date:

Name of DSO/DDSO receiving and reporting on this form:

Signature and date:

Appendix 4. Types and definitions of abuse relating to safeguarding of vulnerable persons

The following definitions of abuse apply to all vulnerable persons, children and adults:

Physical abuse: May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a person. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces, illness in a vulnerable person.

Emotional/psychological abuse: The persistent emotional maltreatment of a vulnerable person such as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to a vulnerable person that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include not giving the vulnerable person opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on people. These may include interactions that are beyond a vulnerable person's development capacity, as well as overprotection from and limitation of exploration and learning, or prevention of the person from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing people to frequently feel frightened or in danger, or the exploitation or corruption of vulnerable people. Some level of emotional abuse is involved in all types of maltreatment of a vulnerable person, though it may occur alone.

Sexual abuse (including exploitation): Involves forcing or enticing a vulnerable person to take part in sexual activities, whether or not the vulnerable person is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving vulnerable people in looking at, or in the production of, sexual images, watching sexual activities, encouraging vulnerable people to behave in sexually inappropriate ways, or grooming a vulnerable person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other vulnerable people.

Neglect: The persistent failure to meet a person's basic physical and/or psychological needs, likely to result in the serious impairment of the person's health or development. Neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a vulnerable person from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a person's basic emotional needs.

The following types of abuse only apply to adults with care and support needs, and not children:

Financial abuse: includes property theft, fraud, exploitation, internet scamming, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discriminatory abuse: includes discriminatory and oppressive attitudes towards race, gender, cultural background, religion, physical and/or sensory impairment, sexual orientation and age.

Signs of discriminatory behaviour include:

- low self-esteem
- withdrawal
- depression
- fear or anger

Organisational abuse: can occur in any service provided to people with additional care and support needs. Indicators include:

- a culture of abusive behaviour
- a tolerance of abusive behaviour
- the repeated failure to prevent abuse or neglect within a service
- the incorrect use of restraint, isolation or unauthorised deprivations of liberty.

Repeated lower level or initially unsubstantiated concerns about a service may indicate possible organisational abuse or neglect.

Safeguarding concerns within a service relating solely to the behaviour of an individual staff member would not on their own usually be seen as organisational abuse, but where there are

wider concerns about the culture, practice or supervision within an organisation this can indicate organisational abuse.

Domestic abuse: Women's Aid defines domestic abuse as “physical, sexual, psychological, or financial violence that takes place within an intimate or family-type relationship and forms a pattern of cohesive and controlling behaviour. This can include forced marriage and so-called 'honour crimes'. Domestic violence and abuse may include a range of abusive behaviours that may not include physical violence”.

Domestic violence and abuse should only need to be addressed under Safeguarding Vulnerable Persons procedures and guidance if:

- the person has care and support needs and as a result of these needs is less able to protect himself or herself from abuse
- it is likely to be best for the person involved, taking into account their wishes.

Modern slavery: encompasses; slavery, human trafficking, child labour, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Self-neglect: There are many types of self-neglect, including hoarding, lack of self-care etc. There are many factors that can contribute to people neglecting themselves and putting themselves at risk. People who neglect themselves can often be at risk of other forms of abuse and exploitation.

Other safeguarding issues (apply to children and adults):

Bullying: The Anti-Bullying Alliance defines bullying as follows:

- bullying behaviour deliberately causing hurt (either physically or emotionally)
- bullying behaviour that is repetitive (though one-off incidents such as the posting of an image, or the sending of a text which is then forwarded to a group, can quickly become repetitive and spiral into bullying behaviour)
- bullying behaviour that involves an imbalance of power (the person on the receiving end feels like they cannot defend themselves).

Bullying can take the following forms:

- emotional – being unfriendly, ignoring someone, not involving them in activities, sending hurtful or tormenting texts, humiliating or ridiculing someone
- physical – pushing, kicking, hitting, punching or pinching or any use of violence

- racist – racial taunts, graffiti or gestures
- disability – bullying because of how somebody looks or presents related to their disabilities. People with disabilities are more likely than their non-disabled peers to be excluded from activities
- sexual – unwanted physical contact or sexually abusive comments. Sexual bullying can also relate to gender and gender identity and includes those who do not fit with the gender role prescribed to them
- homophobic – because of, or focussing on the issue of a young person's actual or perceived sexual orientation
- verbal – in the case of people with disabilities this can take place in sign language – name calling, sarcasm, spreading rumours or teasing.

Cyberbullying: According to Internet Matters, cyberbullying is a growing concern.

Cyberbullying is when someone bullies another person using social media and messaging services on the internet through a mobile phone, tablet or some gaming platform. It is repetitive and causes a lot of distress. It can consist of a range of methods such as threats, intimidation, harassment, rejection, taunting and manipulation. It is important to be aware of this since, like all bullying, it is very upsetting and many vulnerable people find it hard to discuss.

Radicalisation: is defined as the process by which an individual comes to support any form of extremism or terrorism. It has the potential to cause significant harm to the individuals and to others and is therefore aligned to safeguarding principles.

Prevent is part of the UK's counter terrorism strategy, aimed at reducing the risk of people (including patients and/or staff) becoming involved and know who to discuss our concerns with.

Appendix 5 – Supervision of volunteer, apprentice and work experience placements for vulnerable persons

The Donkey Sanctuary will have in place effective measures for the supervision of vulnerable persons to ensure they are safeguarded while in The Donkey Sanctuary's care. To adequately supervise vulnerable persons, The Donkey Sanctuary will ensure that:

- we request relevant information from placing organisations, carers and vulnerable individuals themselves to ensure they and other vulnerable people are adequately safeguarded
- a risk assessment is undertaken of all volunteer, apprentice, and work experience placements for vulnerable persons, and additional control measures put in place when required to meet their needs
- vulnerable persons are not left alone at any time at a property of The Donkey Sanctuary
- a member of staff is designated as the vulnerable person's supervisor for the duration of their shift
- managers have appropriate supervision arrangements in place which are clear and agreed in advance with anyone who supervises vulnerable persons
- if an activity is identified as 'high risk' in the risk assessment, this will have constant supervision from the nominated supervisor
- at least two members of staff, or a member of staff and the vulnerable person's enabler/carers will be on site when a vulnerable person is volunteering or working
- vulnerable persons will work alone with a member of staff only in exceptional circumstances, and managers should include this in their risk assessment, and are responsible for monitoring this
- The Donkey Sanctuary staff who regularly (defined as once a week or more often, or on four or more days in a 30-day period) supervise vulnerable persons will be subject to an Enhanced with Barred List Disclosure and Barring Service (DBS) check
- Staff who are supervising vulnerable persons abide by The Donkey Sanctuary's Staff and Volunteers' Code of Conduct, and in addition are aware that:
 - in the UK, sexual relations between a supervisor/staff member and a vulnerable person may constitute a criminal offence under the Sexual Offences Act (2003) due to the position of trust held. Sexual relations between a supervisor/member of staff and a young person under the age of 16 will always constitute a criminal offence. Where sexual relations between a supervisor/staff member and a vulnerable person is suspected or alleged, The Donkey Sanctuary will refer this to relevant statutory authorities for investigation (see Safeguarding Vulnerable Persons Policy and Procedures)
 - Outside the UK, The Donkey Sanctuary and all implementing partners which it funds will follow all local laws relating to the supervision of vulnerable persons where these are more stringent than those of the UK. The expectation is that the standards of supervision detailed above, applicable to the UK, are a minimum standard to be followed by all The Donkey Sanctuary locations and implementing partners which it funds globally.

Appendix 6: Staff and Volunteers' Code of Conduct

<p>General</p>	<p>The Donkey Sanctuary expects all members of staff and volunteers, including those of its implementing partners whom we fund, to adhere to the Staff and Volunteers' Code of Conduct at all times.</p> <p>The Staff and Volunteers' Code of Conduct provides standards and values for you to follow to protect against situations that may damage you or The Donkey Sanctuary. It also seeks to ensure that staff and volunteers avoid using possible unequal power relationships for their own benefit.</p> <p>The Staff and Volunteers' Code of Conduct is subject to relevant international human rights law, wherever the member of staff or volunteer is located.</p>
<p>Standards and values</p>	
<p>Professional and personal conduct</p>	<ul style="list-style-type: none"> ▪ Be accountable for the professional and personal actions you take and ensure you manage the power that comes with your position appropriately ▪ Be sensitive to and respectful of local customs and culture ▪ Do not work under the influence of or unlawfully use, distribute, manufacture, dispense or possess illegal substances or alcohol in any of The Donkey Sanctuary locations, or while working for The Donkey Sanctuary ▪ Promote the welfare and wellbeing of donkeys and other animals at all times ▪ Avoid any unnecessary risk to the safety, health and welfare of yourself and others ▪ Protect the natural environment and work in a sustainable way ▪ Adhere to all The Donkey Sanctuary policies, procedures and guidance ▪ Report any breaches of this code of conduct or any malpractice in the workplace by others to your line management or through recognised confidential reporting systems.
<p>Relationships with others</p>	<ul style="list-style-type: none"> ▪ Treat all people with respect and dignity, and challenge any form of harassment, discrimination, intimidation, exploitation or abuse ▪ Do not abuse your position of power or unequal power relationships in any way ▪ Do not engage in any form of sexual abuse or exploitation of any persons of any age.
<p>Conflicts of interest</p>	<ul style="list-style-type: none"> ▪ Perform your duties and conduct your private life in a manner that avoids possible conflicts of interest with the work of The Donkey Sanctuary ▪ Declare any financial, personal, family (or close intimate relationship) interest which may impact on the work of The Donkey Sanctuary ▪ Reject financial or inappropriate gifts from governments, beneficiaries, donors, suppliers and other persons which are offered to you as a result of your position with The Donkey Sanctuary. Where the giving and acceptance of gifts is normal cultural practice, you will report these to the

	<p>line management</p> <ul style="list-style-type: none"> ▪ Ensure that assistance by The Donkey Sanctuary is not provided in return for any service or favour from others.
Use of information and resources	<ul style="list-style-type: none"> ▪ Use your discretion when handling sensitive or confidential information ▪ Seek authorisation before communicating externally in The Donkey Sanctuary's name ▪ Appropriately account for all The Donkey Sanctuary's money and property, (e.g. vehicles, office equipment, provided accommodation, computers including the use of internet, email and intranet).
Criminal or unethical activities	<ul style="list-style-type: none"> ▪ Inform The Donkey Sanctuary of any relevant criminal convictions or charges you have had prior to your employment in which The Donkey Sanctuary may have a legitimate interest ▪ Notify The Donkey Sanctuary if you face any criminal charges during your employment that may affect your ability to perform your duties.
Conduct outside working hours	<p>Do not engage in any activity outside of working hours which:</p> <ul style="list-style-type: none"> ▪ could result in adverse publicity for the organisation ▪ might cause us to question your integrity ▪ prevents you from performing your role to our standards ▪ prevents us from meeting our legal obligations.
Non-Compliance with this Code	<p>Any breach of this Code of Conduct may result in disciplinary action and, in some cases, could lead to criminal prosecution.</p>
Acceptance	<p>I will adhere to this Code of Conduct.</p> <p>Signature: _____ Date: _____</p> <p>Name: _____</p>

Appendix 7 – Safeguarding vulnerable persons learning and development strategy

This strategy applies to all The Donkey Sanctuary trustees, staff and volunteers, including those of implementing partners whom it funds and who we expect to work according to our guidelines as a condition of their involvement with The Donkey Sanctuary.

The aim of this strategy is to provide guidance on the recommended:

- minimum requirements for safeguarding learning and development in relation to job roles
- learning outcomes expected at each level of learning and development.

It is the responsibility of each line manager to assess the level of safeguarding vulnerable persons training required by each role within their department, including staff, volunteers and those on work or volunteer placements. The job roles identified in this strategy are not an exhaustive list. Line managers are responsible for monitoring and reporting compliance with these learning and development requirements.

TRAINING LEVELS AND LEARNING OUTCOMES

Training level	Frequency of updates	Examples of job roles requiring level of training	Learning outcomes
<p>Level 1 – Induction/Basic</p> <p>Staff and volunteers with infrequent contact with vulnerable persons</p>	At least every two years	<p>All staff, volunteers and students</p> <p>No previous training required</p>	<ul style="list-style-type: none"> • Understanding the term ‘safeguarding vulnerable persons’ • Awareness of the Staff and Volunteers’ Code of Conduct • Awareness of possible abuse or neglect indicators • Knowledge of how to report concerns • Confidence to report

How are the learning outcomes achieved?

- Online course
- Can be delivered face to face for those unable to access online course

Training Level	Frequency of Updates	Examples of job roles requiring level of training	Learning Outcomes
<p>Level 2 – Intermediate</p> <p>Staff and volunteers who have frequent contact with vulnerable persons</p>	<p>At least every two years</p>	<p>Staff supervising vulnerable persons, DAT staff and volunteers, staff working with beneficiaries</p> <p>Must have completed training at Level 1</p>	<ul style="list-style-type: none"> • Understand and demonstrate what safeguarding is • Recognise children and adults in need of safeguarding and take appropriate action • Understand the procedures for reporting a safeguarding concern • Have knowledge of policy, procedures and legislation that supports safeguarding activity • Awareness of domestic abuse, sexual exploitation, radicalisation, modern slavery, female genital mutilation and honour based abuse

How are the learning outcomes achieved?

- Online or face to face ‘Awareness of Abuse and Neglect’ course
- Face to face role specific training

Training level	Frequency of updates	Examples of job roles requiring	Learning outcomes
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		level of training	
Level 3 – Deputy Designated Safeguarding Officers	At least every two years with ongoing regular opportunities for further learning and development	Staff identified as Deputy Designated Safeguarding Officers Must have completed training at Level 1 & 2	<ul style="list-style-type: none"> • Ensure information to safeguard vulnerable persons is shared appropriately and referrals made to statutory agencies where required or appropriate • Demonstrate skills and knowledge to contribute effectively to the safeguarding process • Awareness and application of legislation, local and national policy and procedural framework • Maintain accurate and complete records • Demonstrate appropriate responses to safeguarding vulnerable person concerns and allegations against staff or volunteers • Manage safeguarding vulnerable persons concerns and enquiries • Deliver Level 1 safeguarding vulnerable persons training as required
How are the learning outcomes achieved?			
<ul style="list-style-type: none"> • Face to face training • Designated Safeguarding Officer Forum 			
Training level	Frequency of updates	Examples of job roles requiring	Learning outcomes

		level of training	
Level 4 – Governance and Board Roles	At least every two years	Trustees and Charity Directors	<ul style="list-style-type: none"> • Awareness of statutory and regulatory responsibilities regarding the safeguarding of vulnerable persons • Lead the development of effective policy and procedures for safeguarding vulnerable persons • Ensure plans and targets for safeguarding vulnerable persons are embedded at a strategic level • Promote awareness of safeguarding vulnerable persons systems.
How are the learning outcomes achieved?			
<ul style="list-style-type: none"> • Face to face training • Development and implementation of safeguarding strategy 			

**SAFEGUARDING VULNERABLE PERSONS
TRAINING PROGRAMME**

Level	Course Title	Delivery Method	Delivered By	Course Dates
L1	Safeguarding Vulnerable Persons	Online	LMS	N/A
L1	Safeguarding Vulnerable Persons	Face to Face	Designated Safeguarding Officer & Deputies	As required
L1	Safeguarding Vulnerable Persons in the Animal Welfare Context (<i>for Animal Welfare Officers</i>)	Face to Face	Designated Safeguarding Officer	TBA
L2	Awareness of Abuse and Neglect	Face to Face	Designated Safeguarding Officer	As required
L2	Safeguarding Vulnerable Persons in the International Context (<i>for staff traveling internationally or based with international partners</i>)	Face to Face	Designated Safeguarding Officer/Keeping Children Safe Consultancy	TBA
L2	Safeguarding Vulnerable Sponsors/Donors (<i>for Fundraising staff and volunteers</i>)	Face to Face	Designated Safeguarding Officer	TBA
L3	Safeguarding Vulnerable Persons for Deputy Designated Safeguarding Officers	Face to Face	Designated Safeguarding Officer	TBA

L4	Safeguarding Vulnerable Persons for Trustees and Directors	Face to Face	Designated Safeguarding Officer	TBA
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Appendix 8: Principles of the Data Protection Act 2018

The Data Protection Act 2018 identifies eight principles for managing data. Data handled by The Donkey Sanctuary will be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept for longer than is necessary
- processed in line with your rights
- secure
- not transferred to other countries without adequate protection.



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THE DONKEY SANCTUARY

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The Donkey Sanctuary was founded by Dr Elisabeth Svendsen MBE in 1969.

The Donkey Sanctuary (registered charity number 264818) and its sole corporate trustee, The Donkey Sanctuary Trustee Limited (Company number 07328588), both have their registered office at Slade House Farm, Sidmouth, EX10 0NU.

Linked charities: The Elisabeth Svendsen Trust for Children and Donkeys (EST); The International Donkey Protection Trust (IDPT).

WORKING WORLDWIDE