

Safeguarding Policy

CAP is committed to the safeguarding, care and nurture of everyone including all our clients, members, supporters, staff, volunteers and their families and households. We fully adopt the UN Universal Declaration of Human Rights (<https://www.un.org/en/universal-declaration-human-rights/>) and the UN Conventions on the Rights of the Child (<https://www.unicef.org/child-rights-convention>)

To support this commitment CAP will:-

- Promote a safer environment and culture
- Safely recruit and support all those with any responsibility related to children and adults at risk within CAP
- Respond promptly to every safeguarding concern or allegation.
- Offer appropriate support to victims and survivors of abuse and other affected persons.
- Offer appropriate support to those who are the subject of concerns or allegations of abuse and other affected persons.
- Respond to those that may pose a present risk to others.
- Refer safeguarding concerns, where appropriate, to statutory authorities

Recognising safeguarding and the need to protect

CAP recognises that all children and adults are at risk of abuse or harm. We recognise that those who suffer or are at risk of suffering abuse or harm require protection from this and that they may require direct support from CAP in accessing such protection. CAP is committed to ensuring that our organisation, staff and volunteers are equipped to recognise safeguarding concerns and respond appropriately to them.

Commitment to safeguarding policies and practices

CAP has produced this Safeguarding Policy which outlines our ethos and commitment towards safeguarding. This policy will be reviewed annually by the Safeguarding Lead and the Safeguarding Working Group. CAP has also produced a Safeguarding Handbook which details the practices and procedures to be followed by CAP staff and volunteers in response to safeguarding concerns or incidents. This handbook also gives a range of advice including agencies and organisations that we may be able to signpost people to for more detailed information and support. The [Safeguarding Handbook](#) will be reviewed annually by the Safeguarding Lead and Safeguarding Working Group. CAP is committed to a comprehensive audit of its safeguarding policies and practices by an external organisation every three years.

Commitment to safeguarding staffing and representation

CAP demonstrates its commitment to safeguarding by the employment of a Safeguarding Lead. CAP also has a Safeguarding Working Group and a Health and Safety Board that the Safeguarding Lead reports to on a quarterly basis. The Safeguarding Lead is also able to report to the Executive Team and Trustees of CAP. CAP has established a system of Safeguarding Coordinators who can be contacted by all CAP staff about safeguarding concerns and incidents. There is a tiered approach to the Safeguarding Coordinators system with Safeguarding Coordinators advising and supporting staff and Senior Safeguarding Coordinators in turn supporting the Safeguarding Coordinators. All staff have access to an updated list of coordinators and their contact details.

Commitment to safeguarding training and development

Training and professional development is central to CAP's safeguarding commitment with the provision of an integrated and continuous system of training. All new employees complete safeguarding training as part of their induction. Prospective frontline staff also complete safeguarding training as part of their Equip course before they begin working with clients and members. Thereafter all Head Office and Frontline staff complete annual refresher safeguarding training. The safeguarding training is similar so that the information and advice to all staff is consistent. Additional safeguarding training on areas identified as key such as recording of safeguarding concerns, suicide prevention and domestic abuse is made available to staff and volunteers for whom it is relevant such as Debt Operations staff who have day to day direct contact with CAP clients and frontline workers. Knowledge and understanding of safeguarding is assessed via quizzes linked to the training and CAP has a rigorous system to ensure all staff successfully complete the safeguarding training. CAP is committed to the role of Safeguarding Coordinators and provides training at a higher level for these roles including external training as appropriate.

Recording and record keeping

CAP understands the importance of recording safeguarding incidents and concerns clearly and confidentially and this forms part of all staff's safeguarding training. CAP now uses CPOMS, a cloud base recording system used by many schools, colleges and other organisations in the UK. All debt operations staff and frontline debt centre staff are currently trained in recording on CPOMS. CAP recognises the need for confidential record keeping and only approved Safeguarding Coordinators have access to CPOMS records. No safeguarding details are stored on more open record systems. The Safeguarding Lead is immediately automatically notified to any new entry on the CAP CPOMS system and is responsible for quality assuring these and ensuring procedures have been followed. The CPOMS system is used to alert relevant frontline and head office staff to individual incidents as appropriate.

Safer Recruitment

CAP has a commitment to ensuring that unsuitable applicants are deterred from applying for posts within CAP and in ensuring that they are identified and rejected if they do so. CAP has approved a Safer Recruitment Policy that sets out all the key elements of safer recruitment. CAP also has a clear DBS policy which shows which roles/posts require DBS checks at which levels. CAP believes that Safer Recruitment Training is vital as part of our safeguarding. Human Resources staff have completed Safer Recruitment training and all staff involved in recruitment at CAP will be expected to complete training. The Safeguarding Lead is the designated Lead Recruiter with our DBS providers.

Support for all clients, members and their families

CAP is committed to providing appropriate support for all CAP clients, members and their families. Safeguarding training for all staff and advice/support from Safeguarding Coordinators ensures that CAP staff are equipped to do this. In addition CAP have produced a Safeguarding Handbook to assist all Head office and Frontline staff with safeguarding incidents and concerns and related issues. CAP understands the importance of people who have suffered abuse or are at risk of this receiving the best support and advice possible. CAP recognises that there are a range of statutory and voluntary agencies who specialise in supporting people with different issues. CAP aims to support people in accessing these services in order to meet their needs. The Safeguarding Handbook assists CAP staff in supporting clients, members and their families with this.

CAP recognises its statutory safeguarding duties and the priority that must be given to safeguarding concerns. CAP will always seek to work with clients, members and their families sensitively, respectfully and representative of our faith whilst ensuring that these statutory duties are met and that all adults and children who have suffered or are at risk of abuse are protected.

CAP recognises that it has a duty to respond to people who may pose a risk to children and/or adults at risk. CAP will always work professionally and sensitively with people who may pose a risk whilst ensuring that safeguarding policies and procedures are followed. CAP will liaise and work with statutory authorities in addressing risks that are identified in these situations.

Reviewed by Safeguarding Lead: August 2024

Approved by CAP Safeguarding Working Group: September 2024

To be reviewed by CAP Safeguarding Lead and Working Group: September 2025