

**Kew Neighbourhood Association (CIO 1196093)  
Safeguarding Policy and Procedures.****Edition 4.3, October 2025****How to report a safeguarding concern****In an emergency, or if someone is at immediate risk of harm, call 999 and ask for the police.**

In all other circumstances you should make your concerns known to our designated safeguarding lead, Abi Palmer (Director).

If the designated safeguarding lead cannot be reached, or it is not appropriate to contact them, you should make your concerns known to KNA's lead trustee for safeguarding, Kirsty Gillan-Thomas (Chair of Trustees).

Contact details are at the end of this document.

**1. Kew Neighbourhood Association (KNA) and safeguarding**

Safeguarding is a legal requirement for all organisations working with people. It is about protecting an adult's right to live in safety, free from abuse and neglect. To address Safeguarding, KNA trustees and staff, informed by the core values of responsibility, accountability and transparency, have developed policy and procedures for the charity as well as specific guidance for KNA volunteers.

These documents are available on the KNA web site, together with the Age UK Fact Sheet no.78 (December 2024) - *Safeguarding Older People from Abuse and Neglect* (referred to throughout this document as Age UK<sup>1</sup>).

KNA does not work with children and young people as clients; and children and young people do not provide voluntary support directly to our clients. There are limited circumstances where we may interact with organisations (such as schools) who work with young people, or where young people under the age of 18 years may volunteer for KNA to undertake admin or support at events. Our approach in these circumstances is described below at section 11.

**All volunteers, staff and trustees commit to reading and understanding these documents.**

<sup>1</sup> Age UK (2024). Factsheet 78: [Safeguarding order people from abuse and neglect](#)

## 2. What is adult safeguarding?

**“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.”**  
(DHSC, *Care and support statutory guidance*)<sup>2</sup>

The word ‘safeguarding’ was first used in relation to children who were at risk of harm – violence, sexual abuse, neglect, emotional abuse – from adults responsible for their care – notably parents and residential carers. During the 1970s, scandals in some residential settings, including hospitals, for older people and adults with learning disabilities, led to greater concern about the safeguarding of ‘vulnerable adults.’ Since then, further scandals have resulted in far greater awareness of the dangers and threats to both children and adults. It has been increasingly recognised that although care and support needs may increase a person’s vulnerability, they can be **at risk** because of the people they are in contact with.

## 3. What do we mean by abuse and neglect?

The abuse, or mistreatment, of adults, can occur in many different ways and there is no exhaustive list of the different types of abuse. While sexual and physical abuse invariably make the headlines, the more common forms of abuse for adults are emotional/psychological abuse (bullying, shouting, harassing, ignoring, coercing), neglect (failing to address basic needs of care) and financial exploitation (where someone takes advantage of another person to steal their money or belongings). Abuse may also include domestic abuse, modern slavery, and discriminatory abuse. The locality served by KNA is generally affluent, and financial exploitation may be a particular risk, especially for isolated older people without much social contact. Self-neglect (where someone fails seriously to look after themselves) is also included in the legislation.

“Abuse and neglect do not occur in isolation and an older person may be experiencing, or be at risk of, more than one kind of abuse or neglect. For example, financial abuse may include an element of physical abuse, or neglect may be a feature of coercive control. Perpetrators of abuse or neglect are often people who are trusted and relied on by an older person, such as family members or care staff. Safeguarding is not limited to situations where there is a breach of trust, as it includes situations such as risk of exposure to scams. It is important to be aware that anyone can commit abuse or neglect. Official reports show that, compared to other age groups, people aged 85 and above are much more likely to be the subject of a safeguarding enquiry.” (Age UK, p.8).

## 4. What is our Responsibility?

Our responsibility is to make sure that:

1. our staff, trustees and volunteers are reliable and trustworthy;

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<sup>2</sup> Department of Health and Social Care (2025) ‘Care and Support Statutory Guidance’. [Care and support statutory guidance - GOV.UK](#)

2. our staff, trustees and volunteers understand about safeguarding, and the necessity of being aware that **abuse can and does happen**, and of reporting any concerns;
3. a member of staff is our Designated Safeguarding Lead (DSL) and one of our trustees is our lead trustee for safeguarding (lead trustee).
4. we establish (and understand fully) the procedures for following up any concerns (see section 7, initial response and section 8, notifying the local authority);
5. we have, and, without fail, use careful and thorough methods of recording any concerns;
6. safeguarding is a routine agenda item at our quarterly trustee meetings even if there is nothing to report;
7. trustees and staff review all our safeguarding documents annually and revise them if necessary.

## **5. Recruitment of staff, trustees and volunteers (for further details, see relevant policies)**

All potential staff, trustees and volunteers are interviewed and assessed for suitability to fulfil the role. This includes a question on any past convictions, cautions, reprimands and final warnings as well as any pending cases. Applicants are asked if they have ever had any complaints of abuse against them. In addition, all are required to have two references and a Disclosure and Barring Check (DBS) before appointment. All are required to have a new DBS check after five years.

## **6. Understanding safeguarding**

1. all staff are required to do appropriate safeguarding training;
2. all trustees are responsible for being appropriately informed, through reading or training, or both, about safeguarding and our duties of responsibility, accountability and transparency;
3. all volunteers are appropriately informed about safeguarding, and understand their responsibilities to be aware and to share any concerns with our DSL and /or lead trustee.
4. our clients, staff and volunteers understand that they should share any concerns about their safety, or anyone else's safety, with our designated safeguarding lead (DSL).

## **7. Initial response in the event of a concern being expressed about a KNA client / service user or volunteer**

In the event of any concern being reported about one of our service users, the designated safeguarding lead (DSL) (Abi Palmer) will undertake the following procedures within 48 hours of the report being received, unless there is reason to suppose this is a criminal matter and must be reported to the police. We will follow the same procedure if a service user or fellow volunteer raises concerns about a volunteer. The DSL will:

1. Arrange to make contact with the person expressing the concern;
2. Assure the person that they have done the right thing in sharing this concern;
3. Listen very carefully to what is being said;

4. Complete our record form, making sure there are answers to the following questions:
  - a.** What is the day and time you are making the report?
  - b.** Who is reporting the concern? (e.g. Humphrey Jones, volunteer driver)
  - c.** Who is the concern about? (e.g. Susan Smith, aged 85)
  - d.** Who may be abusing, or mistreating, the person concerned? (e.g. her husband)
  - e.** What actually is the concern? (e.g. her son is taking money from her purse).
  - f.** Is it a concern in the person's own home?
  - g.** Is this a 'one-off' event, or on-going? (e.g. heard horrible shouting and bullying when calling at the house last Tuesday 20 July).
  - h.** What has made the person share their concern with you? (e.g. they were worried).
  - i.** How serious does it seem to you from what they have said, and how they have said it? (from very serious indeed to probably not very serious).
  - j.** Do they have anything further they want to say?
5. stay calm and concentrate on getting the 'facts' without probing for details, and empathise without jumping to conclusions;
6. assure the person reporting the concern that they remain anonymous, unless and until the matter has to be reported to the local authority or to the police;
7. check against our digital records whether any previous concerns have been raised about this service user or volunteer;
8. inform the lead trustee (Kirsty Gillan-Thomas) and talk over confidentially whether to consult the local authority.
9. If there is an immediate risk then action should be taken to put safeguarding measures in place, for example the suspension of the individual that this concerns.

## **8. Notifying the local authority**

The law and guidance are clear that the role of KNA is to share their concern with the local authority, **not** to investigate. If there is any on-going concern, our duty, in law, is to contact the Richmond Council Adult Access Team (contact details at the end of this document) and then to co-operate fully with them. The DSL (Abi Palmer) will be responsible for making that contact.

*“Once you notify the local authority, they have a duty to respond appropriately, taking into account the views of the person concerned. They may initiate a safeguarding enquiry, or they may provide social care services or information and advice to help resolve the issue. The local authority can require partner organisations to take action or provide further information. They may have to respond urgently, notify the police who could then become the lead agency for the case, or liaise with another responsible body such as the CQC.”* (Age UK, page 10)

The DSL will record details of all telephone calls, emails and conversations should be recorded with dates. All records are kept securely digitally and treated confidentially.

## 9. The role of the local authority.

The Age UK Fact Sheet contains full details of the local authority's duties and how these duties are to be carried out in practice. There are three specific ones which cover both any enquiry (Age UK, page 14) and the actual safeguarding process:

1. A local authority has a **duty to 'make enquiries'** where there is '**reasonable cause to suspect** an adult with care and support needs is being abused or neglected or is at risk of being abused or neglected and as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it (Care Act 2014, section 42).

In the event of such an enquiry, KNA will co-operate fully with the local authority, and will consult with them on any on-going role of KNA with the person who is the subject of the enquiry. Throughout, we will keep detailed records as noted above (section 7).

2. Each local authority must set up a '**Safeguarding Adults Board**', which is a multi-agency body to help and protect adults in its area (Care Act 2014. section 43).
3. Safeguarding Adult Boards have a duty to arrange for a **Safeguarding Adults Review** where there has been a serious safeguarding incident (Care Act, section 44).

For KNA Richmond Borough is the relevant local authority. Concerns will be reported to the Richmond Adult Social Care Team.

## 10. Reporting to the Charity Commission

The Charity Commission requires any registered charity to report 'serious incidents'. KNA must report to the Charity Commission if any safeguarding concerns have resulted or could have resulted in harm. This includes some situations where our own policies or procedures have not been followed properly. If those breaches have put people who come into contact with the charity through its work at significant risk of harm, KNA must report them even if no actual harm occurred.

The responsibility for reporting serious incidents rests with the charity's trustees. In practice, this will be delegated to the Director / DSL. The trustees should authorise the report.

## 11. Volunteers who are aged under 18 years, and working with organisations that engage with children or young people

There may be circumstances where KNA's work intersects with other organisations who engage or work with young people (e.g. local schools for a harvest festival collection). In these circumstances, the safeguarding policy for the relevant organisation will be followed. Specifically, KNA representatives (whether staff or volunteers) should never be alone with a child or young person and should always be accompanied by a representative of the relevant organisation. The KNA code of conduct should be adhered to at all times.

KNA does not use volunteers under the age of 18 to provide services directly to our clients, and all KNA clients are aged over 18 years. There are limited circumstances where we may work with volunteers under the age of 18.

These are:

- **Volunteers at public or organisation events such as client parties, the AGM or in community fundraising (e.g. stalls at local fairs).**

Volunteers between the ages of 13 and 17 (inclusive) may support KNA at organisational or public events unaccompanied by a parent or guardian. In these circumstances the young person and their parent or guardian will be given a named contact at KNA (usually the Director) to agree the activities and discuss any concerns in advance. During the event the Director, or another nominated staff member, must be available to be contacted by the young person and parent or guardian in case of any issues or concerns. KNA representatives (e.g. staff or volunteers) should never be alone in a closed space with the child / young person.

Volunteers under the age of 13 may only support KNA at these events where accompanied by a parent, guardian or other appropriate adult that has been designated by the parent or guardian. During the event the Director, or another nominated representative, must be available to the child and parent / guardian in case of any issues or concerns. This will normally be a member of staff, where one is available. KNA representatives (e.g. staff or volunteers) should never be alone in a closed space with the child / young person.

Any issues or concerns raised by the child / young person, parent / guardian or others present should be reported to the designated safeguarding lead who will take appropriate action.

#### **- Admin volunteers, aged between 13 and 17 years (inclusive)**

Volunteers between the ages of 13 and 17 (inclusive) may volunteer for KNA to undertake administrative tasks (for example, writing Christmas cards, thank you notes or drafting copy for the website). Clear instructions must be provided by the relevant staff member and agreed with the child / young person and their parent / guardian. These tasks should normally be undertaken independently and remotely (i.e. at the young person's home), and if they need to take place on KNA premises appropriate arrangements should be agreed in advance between the KNA staff member (normally the Director), the young person and their parent /guardian.

During their time on KNA premises the Director, or another nominated staff member, must be present and available to the young person and parent or guardian in case of any issues or concerns. Any issues or concerns raised by the young person, parent / guardian or others present should be reported to the designated safeguarding lead. KNA representatives (e.g. staff or volunteers) should never be alone in a closed space with the child / young person.

Children / Young people will not be asked to handle any money or sensitive personal data in this admin volunteering.

Any issues or concerns raised by the child / young person, parent / guardian or others present should be reported to the designated safeguarding lead who will take appropriate action.

#### **KNA's Safeguarding and child protection approach**

When working with volunteers under the age of 18, KNA representatives will be responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people, ensuring equipment is used safely and for its intended purpose, having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures including our policies and procedures for safeguarding and child protection and whistleblowing.
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to [Abi Palmer, designated safeguarding lead]

- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures. This includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age.

KNA representatives (staff, volunteers and clients) should adhere to the code of conduct in all circumstances, and avoid inappropriate behaviour. Specifically, when working with or supervising children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive including having any form of sexual contact with a child or young person, this includes making suggestive remarks or use of sexualised language.
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive, this includes discussing sensitive topics that are irrelevant to their work.
- patronise or belittle children and young people.
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

## **12. Online Safeguarding**

The majority of KNA business is conducted in person, however, we are aware that operating online carries specific safeguarding risks connected to protecting people from abuse and protecting sensitive information. In addition to this policy, KNA has separate policies relating to data protection and appropriate procedures and permission forms in place for the sharing of personal information (photos, videos, stories, names) online. In addition, the following steps are taken to mitigate risks:

### **- KNA's website**

The content manager for KNA's website is password protected. This password is only to be shared between staff members and key designated volunteers (e.g. trustees and/or communications volunteers). The Director maintains oversight of who has access to the website. The password should be changed if there are any concerns about appropriate usage.

### **- KNA's social media**

KNA's promotional social media channels (e.g. facebook, instagram) are password protected and the password is only to be shared between staff members and key designated volunteers. Those with the password should be clearly briefed on GDPR, data protection and safeguarding policies for the organisation. The account is monitored by the Director and the password must be changed if there are any concerns about appropriate usage.

KNA's operational social media channels (e.g. whatsapp) are available to volunteers to communicate and co-ordinate activities. These must be monitored by a staff member and

any concerns actioned appropriately (e.g. issues may be related to safeguarding or data protection).

- **Online meetings**

Online meetings will be held using only a reputable supplier (e.g. Zoom or Microsoft Teams) and passwords should be used to ensure only those invited are able to participate.

Any concerns about online safeguarding should be reported to the Designated Safeguarding Lead (Abi Palmer, Director).

### 13. Key contact details

***If you think an adult or a child is in immediate danger you should call 999.***

**Designated Safeguarding Lead (DSL):** Abi Palmer, KNA Director mail@kna.org.uk 07951 293 319

**Lead trustee for Safeguarding (Lead trustee):** Kirsty Gillan-Thomas, 07513 628 038

**Richmond Council Adult Access Team 020 8891 7971** (Emergency Outside Office Hours **020 8744 2442**) [https://richmond.gov.uk/report\\_adult\\_abuse](https://richmond.gov.uk/report_adult_abuse)

**For reporting concerns about a child / young person (under 18 years):** make a referral to the Single Point of Access (SPA) for Kingston and Richmond, through the [SPA referral form](#), or you can contact the Single Point of Access (SPA) team to request support, or to report a concern about a child or young person:

- From 8am to 5.15pm, Monday to Thursday, and 8am to 5pm on Friday call 020 8547 5008
- Out of hours, phone 020 8770 5000

Our safeguarding documents and the Age UK Factsheet are on the KNA web site. Abi and Kirsty are very happy to answer any questions that you may have. Please do not hesitate to contact us.

### Further reading and resources

**Age UK Factsheet 78 (December 2024)**, *Safeguarding older people from abuse and neglect.* [Safeguarding older people from abuse and neglect](#)

**Department of Health and Social Care (July 2025)**, [Care and support statutory guidance - GOV.UK](#)

**NCVO (no date, retrieved Oct 2025).** *Help and guidance: safeguarding.* [Safeguarding | NCVO](#)

**NSPCC (no date, retrieved Oct 2025)** *Guidance and support: Safeguarding and Child Protection.* [Safeguarding children and child protection | NSPCC Learning](#)

**The Charity Commission (November 2021).** *Guidance: Safeguarding for charities and trustees.* [Safeguarding for charities and trustees - GOV.UK](#)

**Please confirm that you have read and understood this document either by post, or by email to [mail@kna.org.uk](mailto:mail@kna.org.uk)**

*KNA Trustees. Revised October 2025*