

Paws For Support



PAWS FOR SUPPORT CHILD AND VULNERABLE ADULTS PROTECTION AND SAFEGUARDING POLICY

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Signed by	

Links to other policies:

<https://foundation.gg/uploads/documents/inline/pdf/raise-a-concern-form.pdf>

<https://foundation.gg/uploads/documents/inline/pdf/vulnerable-adult-risk-management-guidance.pdf>

PAWS FOR SUPPORT CHILD AND VULNERABLE ADULTS PROTECTION AND SAFEGUARDING POLICY

POLICY STATEMENT

This policy is written to show how Paws for Support protects its members/volunteers and individuals and the community we serve, from abuse or harm in line with its legal requirements and best safeguarding practice guidance. It should be read and used in association with other policies designed to make sure that members/volunteers and individuals and the community we serve and our dogs are safe and the risks of their coming to harm are kept to the minimum and well managed. These include operational policies and Risk Assessments for the service provided and also the training received by those who take our dogs into the areas where our services are requested.

Paws For Support are committed to:

- Building a 'culture of safety' in which children and vulnerable adults are protected from abuse and harm whilst engaged in any activity involving Paws For Support
- Responding appropriately and promptly to all incidents or concerns
- Promoting awareness of child and vulnerable adult abuse issues through training and learning programmes for all trainers, volunteers and members of Paws For Support
- Maintaining confidentiality

AIMS

The central aim of this safeguarding policy is to set out for all relevant parties the:

- a. principles and values underlying this charities approach to the safeguarding of the individuals and the community we serve.
- b. ways in which the Charity achieves this
- c. steps taken to avoid abuse/harm taking place by your members/volunteers and dogs and also to them.
- d. actions taken to deal with abuse/harm if it occurs to manage any member/volunteer from accusations of abuse by individuals and community we serve.

by:

- Creating an environment that encourages all persons (child or adult) engaged with Paws For Support to develop positive self-image, which may include their different heritage.
- Supporting both children and vulnerable adults working with Paws For Support to develop a sense of autonomy and independence

- Enabling both children and vulnerable adults engaged with Paws For Support to have self-confidence and a 'voice'
- Helping all parties to sustain and build relationships with others.
- Working with trainers and members/volunteers to build their understanding of and commitment to the principles of safeguarding all parties.

Safeguarding children and vulnerable adults is the responsibility of all trainers, volunteers and members of Paws For Support.

This charity believes that members/volunteers must be safeguarded from all forms of abuse/harm and that the services they offer cannot create any form of abuse/harm. It recognises that it must at all times protect its individual dogs and members/volunteers and identify and deal with specific instances of abuse/harm if they occur.

Paws for Support is always aiming for the very best quality of service and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.

Legislation

Paws for Support seeks to work in line with local safeguarding adults' authority. It recognises the importance of government and national guidance and seeks to comply in all respects with current safeguarding legislation and regulations.

Paws for Support recognises that individuals and community we serve who lack mental capacity or are children are particularly vulnerable to abuse/harm and exploitation.

Defining Abuse

Paws for Support recognises that abuse/harm of individuals may take the following forms: This list is not exhaustive and at time individuals may speak you about abuse to themselves or others.

a. physical abuse/harm

- Examples: Hitting, punching, slapping, pinching, burning, scalding, rough handling, excess or incorrect medication, inappropriate restraint
- Recognised by: Unexplained injuries, broken bones or teeth, hair loss, frequent falls, unexpected reactions to medication.

b. financial or material abuse/harm

- Examples: Stealing of money or possessions, fraud, interfering with financial documents, holding back or confiscating allowances, bringing pressure over inheritance

b. Recognised by: The disappearance of valuable possessions, sudden withdrawal of money from account, sudden shortage of resources, and loss of financial documents.

c. psychological abuse/harm

- a. Examples: Threatening behavior, shouting, bullying, taunting, mocking, blaming, belittling or intimidation
- b. Recognised by: Service user may have fear of specific individuals, depression, withdrawal, hesitancy in explaining how they feel, changes in sleep or appetite.

d. sexual abuse/harm

- a. Examples: Rape, indecent assault, inappropriate touching or groping, stalking, offensive teasing or other sexual act.
- b. Recognised by: Bruises or bleeding from genital area or breasts, reluctance to be alone with a specific person, damaged underclothes, over-casual behaviour when helping with intimate functions.

e. neglect

- a. Examples: Failure to provide what is needed. I.e. adequate water, food, head, medication, exercise, social stimulation. Paying inadequate attention to an illness or disability and not getting help when needed.
- b. Recognised by: Poor personal hygiene, complaining of hunger or thirst, pressure sores, weight loss, inappropriate dress, low resistance to disease.

f. discriminatory abuse/harm

- a. Examples: Usually around race, gender, sexual orientation or disability
- b. Recognised by: Complaint from family members or friends, lack of appropriate celebration of other faith events, discomfort in relations to certain foods, practices or activities, isolation from other residents.

g. inhuman or degrading treatment

- a. Examples: Leaving people on the toilet with the door open, inappropriate dress i.e. buttons open or see through clothing, laughing when they are dirty or spill food.
- b. Recognised by: Embarrassment of the resident, unwillingness to eat or drink, looking for a blanket, fear of specific staff, unwillingness to be in public areas.

h. Inappropriate or excessive restraint and other forms of organisational abuse/harm.

- a. Examples: Poor practice embedded into the organisation i.e. over use of restraint, lack of options at meal times, over sedation

b. Recognised by: Presence of restraining mechanisms, signs of fear of being left in places with certain people, injuries or chaffing to limbs, high levels of sedation, frequent restraint.

Defining a Vulnerable adult - Who is an adult at risk?

Some adults, because of illness or disability, may be unable to protect themselves from abuse. These adults, with care and support needs, may be:

- older people;
- people with learning disabilities;
- people with physical disabilities;
- people with mental health conditions;
- or people with short, or long-term illnesses.

The Committee for Health & Social Care (HSC) Safeguarding Unit will make enquiries, or ask other services or organisations to make enquiries, whenever it is reported that an adult with care and support needs may be at risk of abuse or neglect in Guernsey or Alderney.

Bullying as a form of abuse or harm

All individuals and members/volunteers have the right to be treated with dignity and respect. Bullying of any child or vulnerable adult is harmful; it causes distress and can lead to accidents, illness, non-participation and low achievements. Bullying is a form of abuse, although since much of it is the result of peer behaviour it has to be treated in many cases on its merits.

Bullying is defined as any unsolicited or unwelcome act that humiliates, intimidates or undermines the individual involved.

Safeguarding Procedures when visiting individuals and community.

1. Paws for Support will undertake visits to businesses, schools, residential homes, Court and other care and community settings during their charity work and will come into contact with both vulnerable adults and children.
2. When working with children in schools or other official locations the safeguarding procedures which are in place in these locations will take precedence over this procedure and should be requested as part of the initial agreement to attend.
3. When working with vulnerable people and children it is essential for the member/volunteer to ensure they are accompanied by a staff member with suitable authority at all times and that they ensure they check in and check out of the building.
4. It is essential that the dogs are trained to be handled by people with unpredictable behaviours, such as autistic, dementia or anxiety and that the member/volunteer is trained to identify the needs of the individuals and community we serve. Staff

members who are accompanying the member/volunteer will be responsible for advising which individuals are risks to the member/volunteer and the dog, which will need to be watched closely or avoided if necessary.

5. It needs to be noted that all dogs will have a fight or flight reaction when they are threatened, despite any training they may have had. Therefore harm can be caused to the individual and community we serve, from a frightened dog and also to the dog if they are restrained against their will. It is the members/volunteers responsibility to prevent this from happening by keeping a close watch on the interaction between the dog and the individuals and community we serve.
6. All dogs must have up to date vaccinations and have been suitably trained and both the dog and the member/volunteer must be in good health during visits to reduce the risk of harm to the vulnerable people they visit.
7. If the dog is showing signs of pain, anxiety or illness they must not be taken into areas where there are children or vulnerable adults.
8. If there is a suspicion of abuse or if a vulnerable person tells a member/volunteer there is a concern then the member/volunteer has the right to obtain further advice from one of the sources listed at the end of this policy or with the senior person in charge of the venue you are attending.
9. No member/volunteer is permitted to take photographs or videos of any vulnerable person or child without verbal consent of the organisation and these must never be posted on social media without verbal approval. All members give written consent for their images to be used.

Recruitment Practices

Paws for Support will take great care in the recruitment of its members/volunteers and carry out all possible checks on recruits to ensure that they are of a high standard. Thorough vetting is required to ensure that a member/volunteer can attend places where Children and Vulnerable adults are present. Only our more experienced handlers and dogs will work within the court system.

Record Keeping

RECORDING SUSPICIONS OF ABUSE OR DISCLOSURES

After a disclosure of abuse the trainer or member/volunteer concerned will need to immediately inform the Child Protection Office (CPO) or Health and Social Care Office for Vulnerable Adults in order for the appropriate action to be undertaken.

The trainer or member/volunteer will make a record of:

- The child's or Vulnerable Adults name, age, address
- Details of the school or place the child or vulnerable adult attends or is at risk
- Any languages used by the child or vulnerable adult – non-English, sign language etc
- The date and time of the observation/disclosure

- An objective record of the observation/disclosure
- The exact words spoken by the child or Vulnerable Adult as far as possible
- The names of any other person involved or present at the time

All verbal referrals require a written follow up within 48hrs.

These records are signed and dated and kept in a confidential protection file. Held by the CPO.

Paws for Support ensures that all details associated with allegations of abuse/harm are recorded clearly and accurately and securely.

INFORMING PARENTS AND OTHER PAWS FOR SUPPORT TRAINERS, MEMBERS OR VOLUNTEERS

Parents/carers are informed by either the CPO or other designated person when a child or vulnerable adult discloses information to a trainer, volunteer or member of Paws For Support. Following contact with the parents/carers to inform them of this disclosure, the CPO contacts the Duty Social Worker (Services for Children and Young People), or the Health and Social Care Office for vulnerable adults.

In light of the new Children Law (2008), it will be possible for anyone to refer a child who has a perceived need or is at risk directly to the Convenors Office.

DOCUMENTATION PROCEDURES

Paws For Support has the responsibility to prove identity and qualifications prior to any appointment. All candidates require an 'enhanced disclosure' with the Criminal Records Bureau before a role within Paws For Support can be confirmed.

A central record of Paws For Support trainers, volunteers and members are kept at the charity Office. Members are requested to keep a copy of their CRB/Police checks and provide a copy when requested by either PFS or an organisation that PFS is working with e.g. states schools etc. Paws For Support holds a file detailing key information for each trainer, volunteer and member including address, next of kin, contact numbers and date of birth.

CONFIDENTIALITY

All suspicions and disclosures will be kept confidential and shared only with those who need to know.

REPORTING AND DESIGNATED PERSONS

Paws For Support designated person (named Child and Vulnerable Adult Protection

Officer) is Sara Sarre.

Children safe guarding emergency

Should either of these named people be unavailable then the Paws For Support committee members, trustees, or members/volunteers should contact the HSC Adult Safeguarding Manager, HSC Safeguarding Team lead, HSC Named Nurse for safeguarding or in their absence, a duty social worker, directly. See below for contact details between 08:45-17:00 Mon-Fri.

If you believe a child is being mistreated and is at risk of harm, please contact the MASH team as soon as possible on 01481 723182. If the matter is urgent and outside of office hours you can contact the duty social worker on 01481 725241. *If you think a child is in immediate danger, please call the police.*

In the event of an emergency (where a child or vulnerable adult may be at risk of significant harm outside of the above hours), the Guernsey & Alderney Police should be contacted.

Vulnerable adult emergency

In Guernsey or Alderney who has concerns about an adult with care and support needs, experiencing, or at risk of, abuse or neglect, you should contact the Adult Safeguarding Manager as soon as possible on the contact details below:

Telephone Perruque House on **01481 226923**

If it is an emergency, please call the police on 999 or 112. If you believe someone is being abused and they are in immediate danger you should contact the police without delay.

The Adult Safeguarding Unit opening hours are:

- Monday till Thursday 8:45am till 5pm
- Friday 8:45am till 4.45pm

If you work with adults with care and support needs and believe that someone you work with is experiencing, or is at risk of, abuse or neglect, you should discuss this with your manager. You or your manager must escalate your safeguarding concerns by contacting the Adult Safeguarding Manager on **01481 226923** and raise a safeguarding alert by using the 'Raising a Concern' form here: gov.gg.doc.live.com

Training

All members/volunteers are encouraged to undertake training in recognising abuse/harm and carrying out their responsibilities under this policy as part of their training programme and further training as required. All members/volunteers are made aware of the PFS Safe Guarding Policy and are encouraged to familiarise themselves with it.

ALLEGATIONS INVOLVING A MEMBER OF PAWS FOR SUPPORT

Paws For Support is committed to having effective recruitment and human resources procedures of all volunteers, trainers and members, including checking all to ensure they are safe to work with children and vulnerable adults.

However, there may still be occasions when there is an allegation against a member, trainer or member/volunteer. Allegations against those who work with children and vulnerable adults cover a wide range of circumstances.

All allegations of abuse by those who are engaged with children or vulnerable adults must be taken seriously. All reports of allegations must be submitted within one working day to The Child Protection Officer.

The following procedure should be applied in all situations where it is alleged that a person who works with children or vulnerable adults has:

- ✓ Behaved in a way which has harmed a child or vulnerable adult, or may have harmed a child or vulnerable adult;
- ✓ Possibly committed a criminal offence against or related to a child or vulnerable adult;
- ✓ Behaved towards a child or vulnerable adult in a way which indicates that he/she is unsuitable to work with children or vulnerable adults.

The allegations may relate to the person's behaviour at work, at home, whilst engaged with their role within Paws For Support or in any other setting.

The Child and Vulnerable Adult Protection Officer will discuss the matter to determine what steps should be taken and where necessary obtain further details of the allegation and the circumstances in which it was made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded, whether a referral is required and/or whether disciplinary action is appropriate.

Some allegations will be so serious as to require immediate referral and reporting the matter to the Police, but common sense and judgement must be applied in reaching a decision about what action to take.

If the allegation is not patently false and there is cause to suspect that a child or vulnerable adult is suffering or is likely to suffer Significant Harm, the Child and Vulnerable Adult Protection Officer will immediately refer the matter to the relevant office and ask for a Strategy Discussion/Meeting to be convened straight away.

Where such allegations are made, consideration must be given to the following three strands:

- 1) The police investigation of a possible criminal offence;
- 2) Enquiries and assessment by Children's Social Care Services or Vulnerable Adults Health and Social Care Office as to whether the child or vulnerable adult is need of protection or in need of services;
- 3) Consideration by Paws For Support of disciplinary action in respect of the individual.

SCOPE OF THE POLICY

This policy applies to all parties involved or engaged with Paws For Support. All new trainers, volunteers and members will be made aware of the policy during application and training. The successful implementation of the policy depends upon a whole Paws For Support charity approach.

Contacts and sources of assistance

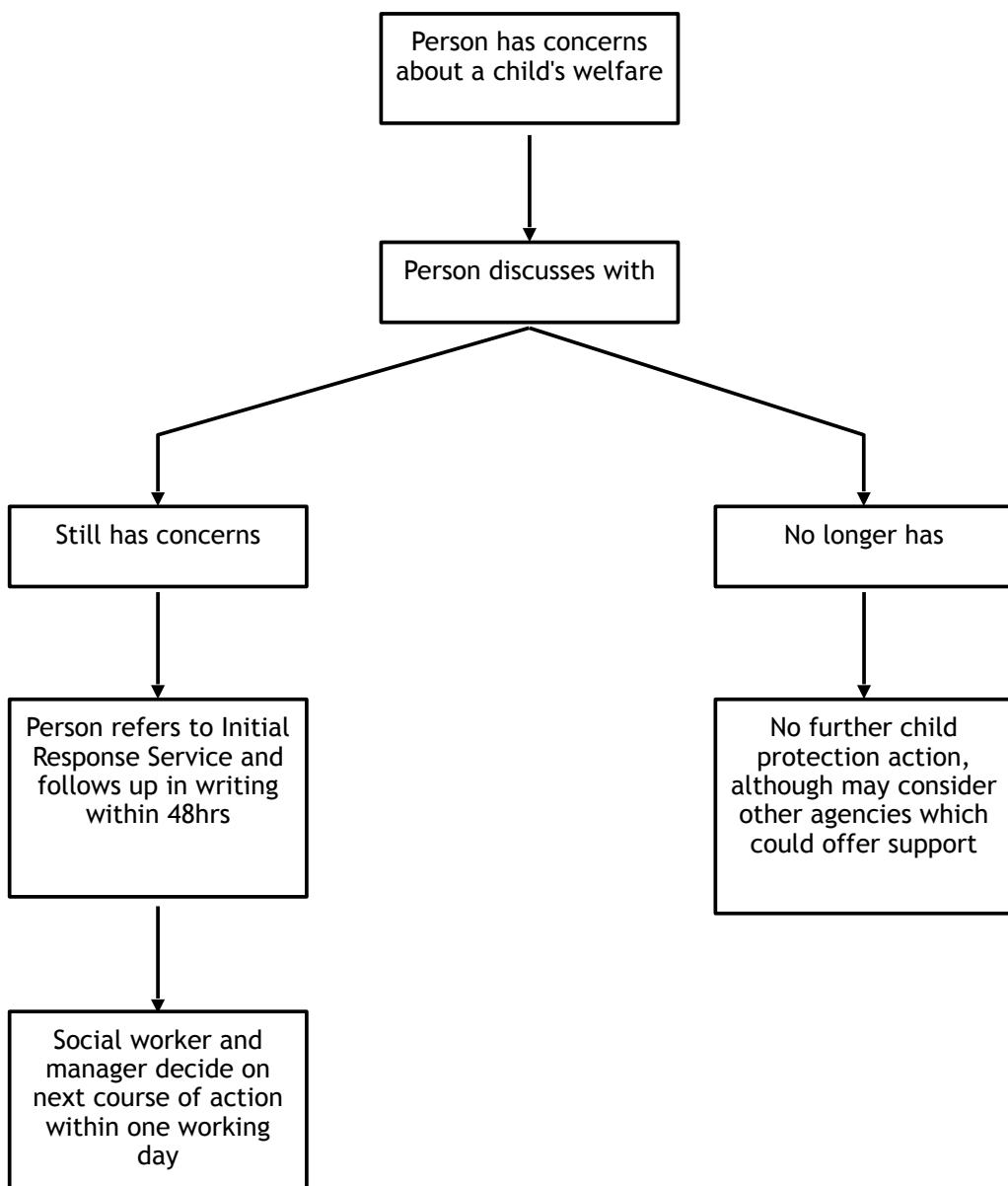
- The Adult Safeguarding Team operates between 08:45am - 17:00pm Open Monday to Friday. A duty worker is assigned to each day.
Phone: 01481 225960 or via PEH Switchboard 725241 (24 hours a day) Fax: 01481 251548
Tel:
Email: AdultSafeguardingTeam@gov.gg
If you are able, please complete the Adult Safeguarding Referral form and send via email to AdultSafeguardingTeam@gov.gg with the Subject line - REFERRAL
If there are any signs of physical harm, please complete a [bodymap document](#)
- Guernsey Police (including Adult Protection Team details if known) Phone: 01481 222222
(ask for Public Protection Unit)
- Guernsey Age Concern Tel: 267660
- Medical practitioners who might be needed – 24 hours a day
Practice Numbers: Rohais: 723322, Grande Maison Road – 245915, Queens Road Medical Practice - 724184
- Guernsey Disability Alliance Tel: 07781 467316
- Guernsey Alzheimer's Association Tel: 245121
- Guernsey Hard of Hearing Association Tel: 07911 728414
- Guernsey Blind Association Tel: 236933
- Samaritans Guernsey Tel: 711030 – 24 hours a day Child Assessment and Intervention Team Phone: 723182 (Out of hours PEH No: 725241) or 116123
- Alderney Police - Phone: 824999 or 222222

REVIEWING THE POLICY AND PROCEDURE

This policy and procedure will be reviewed annually, this will include checking telephone numbers, accuracy of personnel details and any updates required by a change in local or national policy.

Process Chart Where There Are Concerns

About A Child's Welfare



Change Record

Date of Change:	Changed By:	Comments:
18/09/2019	Sharon Bunce	Policy approved by the PFS Committee
17/3/2020	Sara Sarre	Policy approved by the PFS Committee
30/8/2021	Sara Sarre	Policy approved by PFS Committee
7/1/2023	Sara Sarre	Policy approved by PFS Committee
21/10/25	Sara Sarre + Beki Le Cheminant	Policy approved by PFS Committee