

Resinaro — Safeguarding Policy (2025)

Owner: Safeguarding Lead, Resinaro

Contact: help@resinaro.com

1. Purpose

Resinaro is committed to protecting the welfare of all people who use our services, volunteers and staff. This Safeguarding Policy explains our commitment, the principles we follow, roles and responsibilities, and the procedure to raise concerns about the welfare or safety of children, young people and vulnerable adults. The policy helps ensure that Resinaro acts promptly, consistently and lawfully when safeguarding concerns arise.

2. Scope

This policy applies to:

- All staff, trustees, volunteers and contractors working with Resinaro.
- All activities, events and services run by Resinaro including clinics, outreach, online support and events.
- Children (under 18), young people and adults who may be vulnerable because of age, disability, illness, trauma, immigration status or other circumstances.

3. Principles

Resinaro will:

- Put the welfare and safety of individuals first.
- Act in a timely way when concerns are raised.
- Respect confidentiality while sharing information appropriately to protect people.
- Work within UK safeguarding and data protection laws and guidance.
- Take allegations seriously and ensure independent and fair investigation where appropriate.
- Support anyone who has raised a concern and anyone who is the subject of a report.

4. Key responsibilities

Safeguarding Lead

- Overall owner of this policy and first point of contact for safeguarding concerns.
- Coordinates responses and ensures accurate record-keeping.
- Contact: help@resinaro.com (mark “Safeguarding” in the subject)

All staff and volunteers

- Must read and comply with this policy.
- Must report concerns promptly to the Safeguarding Lead or to emergency services if immediate danger exists.

Board / oversight

- Ensures appropriate safeguarding arrangements are in place.
- Reviews safeguarding practice and incident summaries at board meetings.

5. Safer recruitment & volunteer checks

Resinaro will:

- Use basic checks (references, identity verification) for all people we appoint to regulated roles or roles involving sustained contact with vulnerable people.
- Require Disclosure and Barring Service (**DBS**) checks where roles meet statutory criteria; where not required, consider alternative safeguards such as supervision and restricted duties.
- Provide an induction that includes safeguarding expectations and reporting channels.

6. Training & awareness

Resinaro will:

- Provide basic safeguarding awareness training for staff and volunteers.
- Ensure those with safeguarding responsibilities receive further role-appropriate training.
- Review training needs annually and provide refresher training.

7. Reporting safeguarding concerns (summary process)

If a person is in immediate danger or there is a risk to life: **call 999**.

For other concerns:

1. **Record** the concern factually (what you saw, said or was disclosed, with date/time and names). Use the incident-report template in Appendix A.
2. **Report** to the Safeguarding Lead (help@resinaro.com) as soon as possible and within 24 hours. If the Safeguarding Lead is unavailable, report to a senior staff member or, for children, to the Local Authority Children's Services.
3. The Safeguarding Lead will **assess** the concern and, if appropriate, make a safeguarding referral to local statutory services (Children's Social Care or Adult Social Care) or contact the police.
4. **Communicate** outcomes to the reporter where appropriate, respecting confidentiality and data protection.

5. **Record** all actions taken and retain records securely as described in section 9.

Timescales (target):

- Acknowledgement of receipt of any report: within 6 working days.
- Initial assessment & next steps: within 10 working days where feasible.

8. Confidentiality & information sharing

- Resinero will treat information confidentially but will share relevant information with statutory agencies when necessary to protect a person from harm.
- Sharing of personal data will follow UK data protection law. Where possible, the Safeguarding Lead will seek consent to share information, but consent is not required where sharing is necessary to protect life or prevent serious harm.
- Records will be stored securely and access limited to those who need to know.

9. Record keeping

- Keep factual, dated records of concerns, decisions and actions. Avoid opinions.
- Keep records securely for a minimum period consistent with legal/contractual obligations and then dispose of them securely.
- Redact or pseudonymise information where possible for any broader reporting.

10. Complaints & investigations

- Complaints relating to safeguarding will be handled separately from other complaints and may involve statutory authorities.
- Where an allegation concerns a staff member or volunteer, Resinero will act promptly, consider suspension (with pay where relevant), and seek advice from statutory agencies and HR/legal advisors before taking disciplinary action.

11. Whistleblowing

- Staff and volunteers who have concerns about poor practice or potential wrongdoing are encouraged to raise them in good faith. Reports should be made to the Safeguarding Lead or, if the report concerns that person, to a senior board member.
- Resinero will **not** tolerate victimisation of anyone who raises a genuine concern.

12. Risk assessment & safeguarding in events and online activities

- For events and workshops, conduct a basic safeguarding risk assessment including venue safety, lone-worker arrangements, check-in/check-out, and a plan for any vulnerable attendees.
- For online activities, use secure meeting platforms, moderate sessions where appropriate, and keep private information off public streams.

13. External contacts and guidance

- Emergency services (police/ambulance): **999**
- Local Authority Children's Social Care: contact via your local council website (search "your area children's social care")
- Local Adult Social Care: contact via your local council website
- NSPCC (advice & helpline): <https://www.nspcc.org.uk/> (for children's safeguarding)
- Disclosure and Barring Service (DBS):
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Resinero encourages staff to consult these resources when needed.

14. Policy review

This policy will be reviewed at least annually or earlier if legal/regulatory guidance changes or if an incident indicates the policy requires update. The review will be led by the Safeguarding Lead with oversight by the board.