



The Friends of Trowbridge Bandstand

Safeguarding Policy

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1 DOCUMENT CONTROL

1.1 Document Status

DRAFT

1.2 Document Revision History

Version	Date	Author:	Revision Detail	Next Review Due:
0.1	12/06/2026	Stephen Cooper	Initial document creation	25/11/2026



2 DOCUMENT PURPOSE

Our activities may from time to time involve working with vulnerable people.

The purpose of this policy is to protect children and vulnerable adults and to provide stakeholders and the public with the overarching principles that guide our approach in doing so.

3 DEFINITIONS

In this Policy Document:

“the Trust” means The Friends of Trowbridge Bandstand;

“the Commission” means the Charity Commission for England and Wales;



4 SAFEGUARDING PRINCIPLES

The Trust believes that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all of our beneficiaries, trustees/members, associate members and volunteers, to keep them safe and to work in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up, if they have any concerns.

5 SAFEGUARDING POLICY APPLICABILITY

This safeguarding policy applies to anyone working on our behalf, including our charity trustees and other volunteers.

Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work. These may, but are not limited to:

- Other UK regulators, if applicable, such as [Ofsted](#) or [CQC](#).
- Other authorities, such as the [DfES](#) or [NHS](#).

We do not anticipate any circumstance where a trustee, member, associate member or volunteer will be expected to represent the Trust outside the UK; but in the unlikely event that there is an identified need, there may be other requirements or frameworks that would apply.

- Charity Commission guidance - [working overseas](#).
- The [International Child Safeguarding Standards](#).
- Keeping children safe [online assessment tool](#).



Safeguarding should always be appropriately reflected in other relevant policies and procedures.

6 TYPES OF ABUSE

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation.

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

These main categories can then be broken down into specific types of abuse and their indicators.

A more comprehensive listing of types of abuse and their indicators can be found at Appendix 1 of this document.

Further information on these specific types of abuse and their indicators can be found at:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

When dealing with children and vulnerable adults there is a duty of care placed upon us to be aware of the indicators and, if spotted, to act upon them without undue delay.



7 REPORTING SAFEGUARDING CONCERNS

If a crime is in progress, or an individual in immediate danger, call the police, as you would in any other circumstances.

If you are a beneficiary, or member of the public, make your concerns known to a member of our team, who will alert a senior member of the charity.

For members of the charity, make your concerns known to your supervisor. If you feel unable to do so, speak to a trustee.

The trustees are mindful of their reporting obligations to the Charity Commission in respect of [Serious Incident Reporting](#) and, if applicable, other regulator. They are aware of the Government [guidance on handling safeguarding allegations](#).

Further information and useful contact details relating to reporting of suspected abuse can be found at Appendix 2 in this document.

8 TRUSTEE SAFEGUARDING RESPONSIBILITIES

Responsibilities should be made clear and individuals provided with any necessary training and resources to enable them to carry out their role. It should be reflected in Committee ToRs, job descriptions, annual plan and appraisal objectives, reporting to the Trustee Board and other procedures, as necessary. .

Trustees. This safeguarding policy will be reviewed and approved by the Trust annually.

Trustees are aware of and will comply with the Charity Commission guidance on [safeguarding and protecting people](#) and also the [10 actions trustee boards need to take](#) to ensure good safeguarding governance.

A lead trustee/committee will be given responsibility for the oversight of all aspects of safety, including whistleblowing and H&SW. This will include:

Creating a culture of respect, in which everyone feel safe and able to speak up.

An annual review of safety, with recommendations to the Board.

Receiving regular reports, to ensure this and related policies are being applied consistently.

Providing oversight of any lapses in safeguarding.



And ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and any reporting to the Police/statutory authorities is carried out.

Leading the organisation in way that makes everyone feels safe and able to speak up.

Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.

Ensuring that all relevant checks are carried out in recruiting staff and volunteers.

Planning programmes/activities to take into account potential safeguarding risks, to ensure these are adequately mitigated.

Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.

Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up-to-date.

Ensuring that safeguarding requirements (eg DBS) and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.

Listening and engaging, beneficiaries, staff, volunteers and others and involving them as appropriate.

Responding to any concerns sensitively and acting quickly to address these.

Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.

Making staff, volunteers and others aware of:

Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.

The signs of potential abuse and how to report these.

Everyone. To be aware of our procedures, undertake any necessary training, be aware of the risks and signs of potential abuse and, if you have concerns, to report these immediately (see above).



9 SAFEGUARDING AND FUNDRAISING

The Trust will ensure that:

- We comply with the [Code of Fundraising Practice](#), including [fundraising that involves children](#).
- Staff and volunteers are made aware of the Institute of Fundraising guidance on [keeping fundraising safe](#) and the NCVO Guidance on [vulnerable people and fundraising](#).
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.
- We do not either solicit nor accept donations from anyone whom we know or think may not be competent to make their own decisions.
- We are sensitive to any particular need that a donor may have.

10 CHARITY COMMISSION - ONLINE SAFEGUARDING PROCEDURES

We will identify and manage online risks by ensuring:

- Volunteers, staff and trustees understand how to keep themselves safe online. You could use high privacy settings and password access to meetings to support this
- The online services you provide are suitable for your users. For example, use age restrictions and offer password protection to help keep people safe
- The services we use and/or provide are safe and in line with our code of conduct.
- Protect people's personal data and follow [GDPR legislation](#).
- We have permission to display any images on our website or social media accounts, including consent from an individual, parent, etc.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their



reporting process. If you are unsure, you can contact one of [these organisations](#), who will help you.



11 APPENDIX 1 – TYPES OF ABUSE AND THEIR INDICATORS

11.1 Ten Main Types of Abuse

The UK government's Department of Health and Social Care lists ten types of abuse. These are::

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

These ten main types of abuse can be further broken down into different forms of abuse and their indicators.

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert practitioners to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time.

11.2 Physical Abuse

Physical Abuse can take many forms, these may include, but are not necessarily limited to:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning



- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

The signs and indicators of Physical Abuse may include (but not be limited to):

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

11.3 Domestic Violence or Abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse relating to:

- Psychological abuse
- Physical abuse
- Sexual abuse



- Financial abuse
- Emotional abuse

The signs and indicators of Domestic Violence or Abuse may include (but not be limited to):

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.



11.4 Sexual Abuse

Sexual Abuse can take many forms, these may include, but are not necessarily limited to:

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

The signs and indicators of Sexual Abuse may include (but not be limited to):

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming



- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

11.5 Psychological or Emotional Abuse

Psychological or Emotional Abuse can take many forms, these may include, but are not necessarily limited to:

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

The signs and indicators of Psychological or Emotional Abuse may include (but not be limited to):

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem



- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

11.6 Financial or Material Abuse

Financial or Material Abuse can take many forms, these may include, but are not necessarily limited to:

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority



- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

The signs and indicators of Financial or Material Abuse may include (but not be limited to):

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

11.7 Modern Slavery

Examples of Modern Slavery will include, but are not necessarily limited to:

- Human trafficking
- Forced labour



- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

GOV.UK has more information on identifying and reporting modern slavery

The signs and indicators of Modern Slavery may include (but not be limited to):

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

11.8 Discriminatory Abuse

Discriminatory Abuse can take many forms, these may include, but are not necessarily limited to:

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader



- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

The signs and indicators of Discriminatory Abuse may include (but not be limited to):

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

11.9 Organisational or Institutional Abuse

Organisational or Institutional Abuse can take many forms, these may include, but are not necessarily limited to:

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication



- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

The signs and indicators of Organisational or Institutional Abuse may include (but not be limited to):

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

11.10 Neglect and Acts of Omission

Neglect and Acts of Omission can take many forms, these may include, but are not necessarily limited to:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care



- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

The signs and indicators of Neglect and Acts of Omission may include (but not be limited to):

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

11.11 Self-Neglect

Self neglect should be regarded as an abuse, albeit one perpetrated by the victim on themselves. Awareness of Self neglect is therefore a safeguarding issue and should always be treated as such.

Self neglect can manifest itself in:

- Lack of self-care to an extent that it threatens personal health and safety



- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

The signs and indicators of Self Neglect may include (but not be limited to):

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

12 APPENDIX 2 – WHERE TO GO TO REPORT ABUSE

If you have evidence of abuse taking place, or you have evidence of suspect that it may be taking place, you can contact any of the organisations listed below for advice and guidance.

If in any doubt, you should contact:

- In an **emergency** when you believe someone is in immediate danger; contact the Police by dialling 999 and asking for the Police;
- In a **non-emergency** situation, contact your local council's Safeguarding Team (for Wiltshire, their contact details are:



<https://crimestoppers-uk.org/keeping-safe/child-neglect> or by telephone on 0300 456 0111 (Monday to Thursday between 8:30am and 5:20pm (Friday 4:20pm))

Advice on reporting specific types of suspected abuse can be found by following the links below.

Domestic violence or abuse

<https://crimestoppers-uk.org/keeping-safe/personal-safety/domestic-abuse>

Child abuse

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/>

<https://www.gov.uk/report-child-abuse>

<https://crimestoppers-uk.org/keeping-safe/child-neglect>

Modern slavery

If you suspect modern slavery, report it to the Modern Slavery Helpline on 08000 121 700 or the police on 101. In an emergency always call 999.

<https://crimestoppers-uk.org/keeping-safe/community-family/modern-slavery>

Discriminatory abuse

https://www.report-it.org.uk/your_police_force

Self-neglect

As self-neglect is a recognised safeguarding issue you should report your concerns to Adult Social Services in your area. They will have a duty line for safeguarding concerns during office hours and an out of hours emergency duty officer.



END OF DOCUMENT

Document Version 0.1

DRAFT

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