

# BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

## SAFEGUARDING

Safeguarding refers to the range of measures in place to protect people from harm, abuse, neglect and mistreatment of any kind. It includes a wide range of issues relating to an individual's welfare and their health and safety. Safeguarding is everybody's responsibility. Within the context of the coaching programme, we want to maintain a safe working environment for coaches and jobseekers.

As a coach, you are not expected to be an expert on human behaviour or an expert on how to respond. You do need to be observant, to be alert to any signs or behaviours that concern you and know how to report them if you do. Please note these incidents are rare, however a speedy and thorough response is essential.

### About safeguarding concerns

A safeguarding concern could be anything relating to an individual's safety or welfare, or it could be about the risk a person poses. It may be where:

- Someone tells you something (sometimes called a disclosure)
- You see a sign or symptom which makes you concerned (this can happen in a face-to-face environment or online)
- You observe or become aware of another person's behaviour which makes you concerned

### Recognising and responding to safeguarding concerns

Information relating to someone experiencing abuse, neglect or harm can be presented in a variety of ways, including:

- directly – making specific verbal statements about what's happened to them or another person
- indirectly – making ambiguous verbal statements which suggest something is wrong
- behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- non-verbally – writing letters, drawing pictures or trying to communicate in other ways
- in a digital environment – you may notice something in the background that is concerning e.g. you may witness an argument or you may notice something in their surrounding environment



Signs you should be concerned about:

- Inappropriate or concerning behaviour e.g. acknowledging excessive use of alcohol or tobacco products
- May have said something that indicates self-neglect e.g. no desire to prepare/eat food, go outside at all
- Has become unwell e.g. physically or mentally
- Expresses suicidal thoughts e.g. talks about ending it, states there is no point in going on
- Has an instance of relapse e.g. mental health, drug/alcohol abuse
- Shares an incident where someone has mistreated them physically, mentally
- Mentions online abuse, receipt of inappropriate, illegal digital content

If someone shares information ie makes a disclosure to you, you should remain calm, listen and reassure them that it will be taken seriously. Write down what they say and make a note of the date and time. Don't promise confidentiality, do let the individual know you will speak to a limited number of people to address the concerns raised.

We ask that you ALWAYS report, to the BITC Safeguarding Lead, concerns related to protecting, safeguarding and promoting the welfare of anyone experiencing or at risk of abuse, harm or neglect as soon as possible within 24 hours

Your **BITC Safeguarding leads** are:

**Elsbeth Hendry** – 07715 612 164, [Elsbeth.Hendry@bitc.org.uk](mailto:Elsbeth.Hendry@bitc.org.uk)

**Andreea Tudor** - 07713 620 642, [Andreea.Tudor@bitc.org.uk](mailto:Andreea.Tudor@bitc.org.uk)

**Secondary contact – Nicola Burton** – 07713985086, [Nicola.Burton@bitc.org.uk](mailto:Nicola.Burton@bitc.org.uk)

Be assured you will always be supported by your company and BITC. BITC will keep a confidential record of any incidents that occur and follow up with the relevant authorities if necessary.

Protecting people and meeting our safeguarding responsibilities is a governance priority for BITC. It is a fundamental part of operating as a charity for the public benefit.

## **What if it is not a safeguarding concern?**

Many concerns that we come across in our work at BITC will be recognised as welfare concerns where we have a general worry about someone's welfare. You can use these procedures to share these concerns, so you get support from those involved in safeguarding. If you are unsure, we would encourage you to speak to one of our safeguarding officers for support in making the decision.

