



# Queen Bee Coaching

## Safeguarding Policy

Queen Bee Coaching is committed to ensuring that vulnerable people who use our services are not abused and that working practices minimise the risk of such abuse. The needs of vulnerable adults must be considered. Queen Bee will ensure the safety and protection of all vulnerable adults involved through adherence to following the Vulnerable Adults Protection Policy.

### Definition

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

We can think of the following groups of people as 'vulnerable adults':

- older people who are physically or mentally frail
- people with learning disabilities
- people with a mental health condition such as dementia or personality disorder
- people who are ill and need help to carry out normal daily functions
- people with physical disabilities
- people who, for whatever reason, are in abusive relationships or are homeless
- people who are seeking asylum or have refugee status
- people who speak little English

### Abuse can include:

- physical
- financial
- material
- sexual
- psychological
- discriminatory
- emotional abuse
- neglect

Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

### Policy aims

The aim of the Queen Bee Coaching Vulnerable Adults Protection Policy is to promote good practice:

- Providing vulnerable adults with appropriate safety and protection whilst in the care of Queen Bee Coaching

- Allow all staff /volunteers to make informed and confident responses to specific vulnerable adult protection issues.

### **Safeguarding Officer**

The Safeguarding Officer is Sue Lightup their contact details are [info@queenbeecoaching.org](mailto:info@queenbeecoaching.org). If you have immediate concerns please ring 999 or the local authority. If you have concerns which are not immediate in nature, you can make contact directly with the named officer.

If the concern involves the named officer, please contact Sarah Harness, Chair on 07718694874 or [infor@queenbeecoaching.org](mailto:infor@queenbeecoaching.org) or [sarah.hararness@gmail.com](mailto:sarah.hararness@gmail.com)

### **It is the committee's responsibility:**

- To ensure volunteers are aware of vulnerable adult's need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To DBS check staff and volunteers that will have regular unsupervised contact with vulnerable adults

### **Responsibilities of Queen Bee Coaching staff and volunteers:**

- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of Queen Bee Coaching
- To declare any existing or subsequent convictions

### **Support for those who report abuse:**

All those making a complaint or allegation or expressing concern, should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

### **The Vulnerable Adult has the right:**

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

### **Phone numbers of local services:**

As we cover all 12 boroughs of Greater Manchester please use the following telephone numbers. If you are not sure which is the most appropriate local authority please use Manchester Contact Centre

However, if you feel a person (child or adult) is at immediate risk of harm please phone the police on 999. Alternatively Greater Manchester Police can be contacted on 0161 872 5050

For general advice regarding children please contact NSPCC helpline on 0800 800 5000 or Childline 0800 1111

For general advice regarding older people contact SilverLine 0800 4 70 80 90

**Manchester** Safeguarding Concerns (Children and Adults) : Telephone: 0161 234 5001 or email: [socialcare@manchester.gov.uk](mailto:socialcare@manchester.gov.uk)

**Tameside** Children's Multi agency safeguarding hub 0161 342 4101 our out of hours 0161 342 222  
Tameside Community Gateway Team (for adults) 0161 922 4888 (option 1) out of hours 0161 342 2222

**Trafford** Children's First Response: 0161 912 5124 (Monday to Friday 8:30 to 4:30) or 0161 912 2020 out of hours.

For Adults please call 0161 912 5135 [AdultSafeguardinghub@trafford.gov.uk](mailto:AdultSafeguardinghub@trafford.gov.uk)

**Salford** Safeguarding Adults ring 0161 206 0604

Salford Children's Safeguarding 0161 603 4500 from 8:30 to 4:30pm out of hours ring 0161 794 888

**Stockport** Adults call 0161 212 6029 out of hours ring 0161 718 2118

Stockport Childrens call 0161 217 6028 select option 1

**Bury** Children's Safeguarding ring 0161 253 5678 or out of hours ring 0161 253 6606)

Bury Adult Safeguarding 0161 253 5151 from 8:30 to 4:30pm out of hours ring 0161 254 6606

email: [adultcareservices@bury.gov.uk](mailto:adultcareservices@bury.gov.uk)

**Rochdale** Children's Service ring Monday to Friday 8:30 to 4:30pm call 0300 303 0440 any other time 0300 303 8875

Rochdale Adult Emergency Social Work Team: 0300 303 8875

**Oldham** Adult Safeguarding: Between 8:40 and 5pm phone 0161 770 777. Out of hours 0161 770 6936

Oldham Children's Services (Multi Agency Safeguarding Hub-MASH) 0161 770 777

**Wigan** Council – report concerns of abuse or neglect of a vulnerable adult use this link:

<https://apps.wigan.gov.uk/adultsafeguardingreferrals/?ContensisTextOnly=true>

Wigan Council – Children 01942 01942 828300

**Bolton** adult safeguarding telephone 01204 337000 or [safeguardingadults@bolton.gov.uk](mailto:safeguardingadults@bolton.gov.uk)

Bolton Children's Integrated Front Door Team operates from 8:45 to 17:00 Monday to Friday on 01204 331500 or out of hours 01204 337777

We are also committed to reviewing our policy and good practice annually.

Chairman's Signature: \_\_\_\_\_ *Sarah Harness* \_\_\_\_\_

Date: \_\_\_\_21/07/2025

Print Name: \_\_\_\_\_ SARAH HARNESS

Adopted on: \_\_\_\_21st July 2025\_\_\_\_\_

Reviewed date: \_\_\_\_30 July 2026\_\_\_\_\_

## Definitions

Abuse can be defined as any behaviour towards a person that deliberately or unknowingly causes them harm or endangers their life or violates their rights. Types of abuse are (but not limited to):

- **Physical** – hitting, slapping, pushing, kicking, misuse of medication, inappropriate use of restraint, burning/scalding, cutting/wounding
- **Sexual** – including any sexual acts to which the person at risk has not consented or is not able to consent to or is undertaken in the context of exploitative relationships e.g. Child Sexual Exploitation, forced marriage, inappropriate access to images (whether moving or still) depicting acts from the span of sexual behaviour)
- **Psychological/Emotional** (for example being repeatedly made to feel unhappy, humiliated, afraid or devalued by others) – threats of harm or abandonment, isolation or withdrawal from support networks, withdrawal of affection, love and care and supporting a child's proper emotional development
- **Financial or material** (stealing from or denying access to money or possessions) – fraud, exploitation, coercion into lending money, misuse or misappropriation of property
- **Neglect and acts of omission** – ignoring medical or physical care needs, access to social care or education, withholding the necessities of life, medication, nutrition food and heating
- **Discriminatory abuse** - usually motivated by discriminatory and oppressive attitudes towards race gender, culture background, religion physical and/ or sensory impairment, sexual orientation and age
- **Domestic violence** - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship
- **Institutional abuse** - mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation i.e. in supported/sheltered accommodation
- **Organisational abuse** - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern slavery** - encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.