



Shildon Railway Institute

Safeguarding and

Vulnerable Persons Policy

Version 1.2 (Revised Adopted): 12 Aug 2024

Reviewed and Revalidated: 26 Sep 2025

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Safeguarding sits under the protection of children from harm section and the public safety sections, and we have a legal obligation to protect children and vulnerable adults from harm. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect and is an important shared priority of businesses, local authorities, and the police.

As a business, we want to ensure that all of our customers enjoy our facilities free from harm, and we are committed to protecting the most vulnerable in society by ensuring that if we are worried about someone's safety, our staff are equipped to deal with it.

The following section appears in our premises license in relation to the safeguarding of children and young people:

Protection of Children from Harm

Children are only allowed on the premises within the parameters of licensing law and also on the following basis:

a) when attending private family bookings or special organised functions (Christmas or other seasonal parties, Easter, Halloween, etc) or formally run activities in the main hall or lounge, or;

b) in the lounge, but only between the hours of 12:00hrs and 18:00hrs at weekends and on bank holidays

They must be accompanied at all times by parents / family members and are not allowed in other areas of the premises excepting the toilets, nor can they purchase drinks of any description.

The organisation has and operates an agreed Safeguarding policy which includes coverage of the safeguarding of children and is reviewed annually by the management committee.

All bar staff should challenge as under 18's are allowed in for private bookings and in the lounge. Safeguards to be in place to see that alcohol is not served to or purchased on behalf of under age children.

A 'Challenge25' age verification policy is operated which requires anyone looking under the age of 25 to produce photographic evidence of proof of age from a passport, driving licence or PASS accredited scheme before any alcohol is supplied.

The actions of staff operating the policy to be regularly monitored.

Where a sale of alcohol is refused if a person appears intoxicated or appears to be under 18, a refusal register / log to be updated. The register to be made available to the police on request.

All staff responsible for selling age restricted goods to be trained to implement the age verification policy.

Staff training to include the risk from proxy sales. Training records for staff to be maintained and refresher training to be provided annually.

What to look out for?

Alcohol can often make people more vulnerable, particularly those who might be at risk from child sexual exploitation, domestic abuse, or people taking advantage of a physical or mental disability.

These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, licensed businesses must work together to identify people at risk, and put steps in place to help prevent abuse or neglect.

Abuse and neglect take many forms. These are the recognised forms of adult and child abuse:

- **Physical Abuse:** Non-accidental harm to the body. It can range from physical injuries such as hitting, pushing, wounding etc. to things such as misuse of medication, inappropriate use of restraint and dehydration/malnutrition.
- **Domestic Violence:** Physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and forms a pattern of cohesive and controlling behaviour'. People should be aware that domestic violence is not always physical and also includes forced marriage and so-called 'honour crimes'. Many people think that Domestic Abuse perpetrators are male, however it is estimated that over 25% of Domestic Abuse victims are male. Domestic Abuse also takes place in same-sex relationships, so be open-minded as to who could be a victim.
- **Sexual Abuse:** Includes sexual assault or sexual acts which have not been consented to. Also, encompasses rape and non-contact abuse such as sexual harassment or pornography.
- **Child Sexual Exploitation:** This could be a combination of a number of categories of abuse. It can take place anywhere, but often Licensed Premises may be used as a lure for vulnerable children. They may be plied with alcohol and other intoxicants then groomed for the sexual gratification of a number of adults. Things to look out for are the same adult coming to the bar with different children, or the same child coming to the bar with different adults. Inappropriate touching or language, the child looking uncomfortable or nervous in the presence of the adult.
- **Psychological/Emotional Abuse:** Mental abuse such as threats, abandonment, intimidation, humiliation, deprivation of physical or emotional contact and cultural needs. Can also include verbal abuse. Psychological abuse can be harder to spot as it is often done in private and has no physical signs.
- **Financial or Material Abuse:** Can encompass internet scams, fraud or theft of property but also alludes to control over financial ownership such as wills, inheritance or property.

- **Discriminatory Abuse:** Unequal treatment of a person due to their race, gender, age, disability, sexual orientation or religion.
- **Organisational Abuse:** The mistreatment, abuse or neglect of a person in a setting where the person lives or a service that they use.
- **Modern Slavery:** Modern slavery is a hidden crime and targets people living in poverty or with a lack of education or unstable social conditions. Modern Slavery encompasses slavery, domestic servitude, human trafficking and forced labour. It is an international crime and can include victims that have been brought over from overseas and vulnerable people within the UK who are forced to work illegally against their will, often in illegal establishments.
- **Neglect and Acts of Omission:** Includes all aspects of neglect such as deprivation of food, shelter, clothing or heating. Abusers can also harm victims by ignoring their medical or physical needs, which is mostly applicable in a care situation where abuse can occur through failing to provide medication to a person, banning visitors or ignoring/isolating the person.
- **Self-Neglect:** Self-Neglect is a little different to the other types of abuse as this is inflicted from an individual to themselves and focuses on a lack of self-care so much that it affects personal health and safety. Self-Neglect also encompasses self-harm, failing to care for one's personal hygiene, surroundings or health.

When to step in and what to do

All staff performing a public facing service should receive appropriate basic training to understand vulnerability and how to support vulnerable customers.

Free training materials can be sourced from a number of organisations such as **National Pubwatch 'Supporting Vulnerable Persons' film** or **Metropolitan Police 'Welfare and Vulnerability Engagement (WAVE) presentation and videos**.

Links here: [National Pubwatch - Supporting Vulnerable People \(youtube.com\)](https://www.youtube.com/watch?v=...)
[Welfare and Vulnerability Engagement \(WAVE\) Resources \(nbcc.police.uk\)](https://www.nbcc.police.uk/)

Ask for Angela

Consider using the "Ask for Angela" campaign (or similar). Posters can be placed in strategic locations encouraging vulnerable people to "Ask for Angela" to ask for help from the venue staff to extricate them from a situation. If you do use this campaign, please ensure that **ALL** members of staff who are likely to interact with customers in any way, are fully conversant with the campaign and what to do if someone "Asks for Angela"

Have a means of contacting the members of any scheme, such as the Pubwatch team and the Police, which deal with people who are barred from entering licensed premises as well as vulnerable people

Bar staff and management will maintain the existing dialogue with Pubwatch and will attend meetings when they can. CCTV footage can be used to assist the Police when necessary.

Identification of a “Safe Area” inside the venue where vulnerable people can remain and be cared for until their safety has been ensured.

The upstairs ‘McNay Room’ has been identified as a safe area, however, the ‘Hackworth Lounge’ or committee office may also be used if the situation is not too serious.

Have a nominated member of staff who will be responsible for dealing with any vulnerable people associated with the venue.

The Stewardess will be the responsible person for ensuring the continued welfare of vulnerable people, he/she may delegate such responsibility as appropriate to other staff working at the premises.

Have a register documenting the incidents where vulnerable people have been identified and the actions taken by the venue to ensure their safety.

Any incidents where vulnerable people have been identified will be fully reported in an incident reporting register. This will include the issues that caused the vulnerability in the first place, staff members involved in the care of the vulnerable person, the final result/disposal. Any such reports must be signed off by the Stewardess.

Have a list of local taxi company details to be provided to customers upon request and when required arrange a taxi on behalf of a customer.

Local Taxi firm numbers will be displayed in the foyer / bar area of the premises. Staff members will always call (free of charge) a taxi for any vulnerable person upon request.

Reporting vulnerable adults

- Assess the situation, i.e. are the emergency services required? If the person is in immediate danger, or fear for their safety, wellbeing or life then yes, call the emergency services either on 999 or the Police on 101, dependent upon the circumstances
- Ensure the safety and wellbeing of the individual this may mean separating them from their abuser or taking them to the “Safe Area” (see above).
- Establish what the individual’s views and wishes are about the safeguarding issue and procedure – remember any investigations will always be ‘victim led’ so they cannot be forced into a certain course of action, but should be encouraged to report it to either the Police or other support groups to assist them in breaking the cycle of abuse.
- Maintain any evidence (for example CCTV, if they consent record on your phone what they say)
- Follow local procedures for reporting incidents/risks (ask your local licensing / Pubwatch scheme or safeguarding team from Durham County Council)
- Remain calm and try not to show any shock or disbelief
- Remember do not ask leading questions stick to :
 1. What happened?

2. When did it happen?
 3. Where did it happen?
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened, repeating what has been told to you serves two purposes; it demonstrates to the victim that you are listening and also ensures that accuracy is maintained.
 - Inform the person that you are required to share the information, explaining what information will be shared and why
 - The information you need to collect is
 - Name
 - Date of Birth
 - Address
 - Contact details
 - Make a written record of what the person has told you, using their words, what you have seen and your actions.

For more information locally go to: [Policies, procedures and forms - Durham Safeguarding Adults \(safeguardingdurhamadults.info\)](http://safeguardingdurhamadults.info)

Reporting vulnerable children

Take the steps as detailed above, however some further steps can be taken:

- **If the child is not in immediate danger**
 - Work with the child to establish if a responsible adult can come and pick them up / look after them
 - Report it to your local authority's children's social care (find your local authority contact information on www.Directgov.co.uk)
- **If the child is in immediate danger**
 - Report it to your local police.
 - If you aren't sure, contact the NSPCC's helpline, which you can reach at 0808 800 5000 or via their website

REMEMBER – Doing nothing is not an option. You wouldn't want any of the above forms of abuse happening to a member of your family. You could be the person that helps the victim break the cycle of abuse that they may have been subject to for months or even years.

For more information locally, visit: Report a concern about a child - Durham County Council