

## Microtia UK Safeguarding Policy

Policy Lead	Tina Rycroft
Version No.	1.1
Date of issue	January 2019
Date to be reviewed	January 2027

# Microtia UK Safeguarding Policy

## Policy Statement

Microtia UK is committed to creating a safe, inclusive, respectful, and supportive environment for all children, young people, and adults who engage with the charity.

We recognise our responsibility to safeguard and promote the welfare of everyone involved in our activities, including:

- Children and young people
- Adults
- Families and carers
- Volunteers
- Trustees
- Staff
- Speakers, partners, and external organisations

Microtia UK believes that everyone has the right to participate in charity activities free from harm, abuse, neglect, exploitation, bullying, discrimination, or intimidation.

This policy outlines the charity's safeguarding responsibilities and procedures across all activities, including:

- Family events and fun days
  - Conferences and awareness events
  - Online meetings and support groups
  - Social media and digital communication
  - Fundraising activities
  - Volunteer-led activities
  - Partnerships and collaborative working with other organisations
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## 1. Purpose of this Policy

The purpose of this policy is to:

- Protect children, young people, and adults who engage with Microtia UK
- Provide trustees, volunteers, staff, and representatives with clear safeguarding guidance

- Promote safe practices across all charity activities
  - Ensure safeguarding concerns are identified, responded to, and recorded appropriately
  - Support a culture of respect, inclusion, dignity, and safety
  - Clarify expectations when working alongside other organisations and professionals
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## 2. Scope of this Policy

This policy applies to:

- Trustees
- Volunteers
- Staff members
- Freelancers or contractors working on behalf of the charity
- Event facilitators and speakers
- Partner organisations participating in charity activities
- Anyone representing Microtia UK

The policy applies to:

- In-person activities
  - Online and virtual activities
  - UK-based and international activities organised by the charity
  - Events involving children, families, and adults
  - Joint events with other organisations
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## 3. Safeguarding Principles

Microtia UK will:

- Put the welfare and safety of children and adults first
- Treat everyone with dignity and respect
- Listen to concerns and take them seriously
- Promote equality, diversity, and inclusion
- Work in partnership with families and other organisations where appropriate
- Act promptly when safeguarding concerns arise
- Maintain confidentiality appropriately

- Ensure safeguarding responsibilities are understood by all representatives of the charity
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## 4. Definitions

### Child

A child is anyone under the age of 18.

### Adult

An adult aged 18 or over.

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## 5. Types of Abuse

Abuse may include, but is not limited to:

- Physical abuse
  - Emotional abuse
  - Sexual abuse
  - Neglect
  - Bullying or cyberbullying
  - Grooming
  - Financial exploitation
  - Discriminatory abuse
  - Online abuse
  - Organisational abuse
  - Domestic abuse
  - Online abuse
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## 6. Roles and Responsibilities

### Trustees

The trustees are responsible for ensuring:

- Appropriate safeguarding arrangements are in place
- Safeguarding is regularly reviewed

- Concerns are responded to appropriately
- Risk assessments are undertaken for events and activities
- Safer recruitment practices are followed where applicable

## Designated Safeguarding Lead (DSL)

Microtia UK will appoint a Designated Safeguarding Lead (DSL).

The DSL is responsible for:

- Acting as the main safeguarding contact
- Receiving safeguarding concerns and disclosures
- Maintaining safeguarding records
- Making referrals where necessary
- Supporting volunteers and trustees with safeguarding matters
- Reviewing safeguarding procedures

## Safeguarding Contact Details

Name: Tina Rycroft

Role: Designated Safeguarding Lead

Email: tina@microtiauk.org

Phone: 0300 102 1754

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## 7. Code of Conduct

All representatives of Microtia UK must:

- Treat everyone respectfully and fairly
- Maintain appropriate professional boundaries
- Avoid favouritism or inappropriate relationships
- Use appropriate language and behaviour
- Never engage in abusive, discriminatory, intimidating, or harmful behaviour
- Respect privacy and consent
- Follow event supervision procedures
- Report safeguarding concerns promptly

Representatives must not:

- Be alone with a child unnecessarily

- Exchange personal contact details with children without parental knowledge
  - Communicate privately with children through personal social media accounts
  - Share inappropriate images or messages
  - Use physical contact unless appropriate, necessary, and consented to
  - Consume illegal substances during charity activities
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## 8. Safeguarding Events

Microtia UK organises events that may involve:

- Children and families
- Adults
- Medical professionals
- Volunteers
- External organisations

### Event Safety Measures

The charity will:

- Carry out appropriate risk assessments
- Ensure adequate supervision arrangements
- Clearly communicate responsibilities to attendees and volunteers
- Provide safeguarding reporting procedures at events
- Ensure emergency contact procedures are in place
- Consider accessibility and inclusion needs
- Take reasonable steps to ensure venues are safe and suitable

### Parents and Carers

Parents and carers remain responsible for supervising their children unless a formally supervised activity has been arranged.

Where activities are specifically organised for children:

- Appropriate staffing ratios will be considered
- Consent arrangements will be used where necessary
- Clear supervision arrangements will be communicated

### Photography and Filming

Microtia UK recognises the importance of privacy and consent.

The charity will:

- Obtain appropriate consent for photography or filming where required
  - Respect requests not to be photographed
  - Ensure images are used appropriately and safely
  - Avoid identifying children by full name alongside images unless explicit consent is provided
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## 9. Online Safety

Microtia UK provides online support groups, meetings, and digital engagement opportunities.

To support online safety, the charity will:

- Use reputable online platforms where possible
- Monitor online sessions appropriately
- Promote respectful behaviour in online spaces
- Remove inappropriate or harmful content where necessary
- Respond appropriately to online safeguarding concerns

Representatives of the charity must:

- Use professional and appropriate communication
  - Not private messaging children
  - Maintain confidentiality appropriately
  - Report concerns arising from online activity
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## 10. Working with Other Organisations

Microtia UK may work alongside:

- Hospitals and healthcare providers
- Schools and education providers
- Other charities and support groups
- Event venues
- Community organisations
- Professional speakers and facilitators

When working with partner organisations, Microtia UK will:

- Seek assurance that appropriate safeguarding procedures are in place
- Clarify safeguarding responsibilities before joint activities
- Share safeguarding concerns appropriately and lawfully where necessary
- Cooperate with external safeguarding investigations where required

Where another organisation is leading an event or activity, their safeguarding procedures may also apply alongside this policy.

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## 11. Disclosure and Reporting Procedures

Anyone who receives a safeguarding concern or disclosure should:

1. Stay calm and listen carefully
2. Take the concern seriously
3. Avoid asking leading questions
4. Reassure the person they have done the right thing by speaking up
5. Avoid promising confidentiality
6. Record the information accurately
7. Report the concern to the Designated Safeguarding Lead as soon as possible

### Immediate Risk

If someone is in immediate danger or requires urgent medical attention:

- Contact emergency services by calling 999
- Inform the Designated Safeguarding Lead as soon as possible

### Recording Concerns

Safeguarding concerns should include:

- Date and time
- Name of the person raising the concern
- Factual details of the concern or disclosure
- Any action taken
- Name of the person completing the record

Records should be stored securely and confidentially.

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## 12. Confidentiality and Information Sharing

Microtia UK will:

- Handle safeguarding information sensitively
- Share information only when necessary and appropriate
- Follow relevant data protection legislation
- Maintain secure safeguarding records

Confidentiality cannot be guaranteed where:

- Someone is at risk of harm
  - A crime may have been committed
  - Information must be shared to protect a child or adult at risk
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## 13. Insurance and Liability

Microtia UK will maintain appropriate insurance arrangements relevant to its activities, which may include:

- Public liability insurance
- Employer's liability insurance where applicable
- Trustee indemnity insurance
- Event insurance where required

The charity will take reasonable steps to ensure that activities, events, venues, and partnerships are appropriately risk assessed and covered by suitable insurance arrangements.

Partner organisations and external providers involved in charity activities may also be asked to confirm that they hold appropriate safeguarding and liability insurance where relevant.

Insurance arrangements do not replace safeguarding responsibilities, and all representatives of the charity are expected to follow this policy and associated safety procedures at all times.

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## 14. Recruitment and Training

Where appropriate to the role, Microtia UK may:

- Obtain references
- Conduct interviews or suitability discussions
- Request DBS checks in line with legal requirements
- Provide safeguarding guidance and training

All trustees, staff, and volunteers involved in charity activities should:

- Read and understand this policy
  - Know how to report concerns
  - Act in accordance with safeguarding expectations
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## 15. Managing Concerns About Representatives

Concerns regarding the behaviour of a trustee, volunteer, staff member, or representative of the charity should be reported to the Designated Safeguarding Lead or Chair of Trustees.

Appropriate action may include:

- Internal review
  - Temporary suspension from activities
  - Referral to statutory agencies
  - Termination of volunteering or involvement
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## 16. Social Media and Communications

Microtia UK is committed to promoting respectful and safe communication online.

The charity will not tolerate:

- Bullying
- Harassment
- Discrimination
- Hate speech
- Exploitative behaviour
- Sharing of harmful or inappropriate content

Moderators may remove content or restrict participation where necessary to protect members of the community.

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## 17. Equality, Diversity and Inclusion

Microtia UK values diversity and inclusion and is committed to ensuring safeguarding practices are fair, accessible, and inclusive.

Safeguarding procedures will be applied without discrimination based on:

- Disability
  - Deafness or hearing differences
  - Age
  - Race or ethnicity
  - Religion or belief
  - Gender
  - Sexual orientation
  - Family background
  - Socioeconomic status
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## 18. Policy Review

This policy will be reviewed:

- Annually
  - Following significant safeguarding incidents
  - Following changes in legislation or guidance
  - As organisational activities develop
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## 19. Approval

Policy approved by: Tina Rycroft

Role: Non-executive advisor

Date approved: 01.01.2019

Review date: 01.01.2026

Signature: T.Rycroft

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