



Safeguarding Policy

Why it is important that you read this document.

If we are a radio station with community at its heart, we need to be aware of the implications this policy has for **each of us**.

This policy is designed to assist INTUNE RADIO volunteers in the area of safeguarding and has implications for you as a volunteer for INTUNE RADIO in the following ways:

- It makes clear that, 'Safeguarding is **everyone's business** and means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.'
- The procedures set out in the policy apply to all **children and adults at risk or in need** regardless of gender, ethnicity, disability, sexuality or religion and need to be remembered.

This means that potentially every interaction **each of us** has at INTUNE RADIO, whether it be with guests or other volunteers, safeguarding is a key consideration.

It tells you what the types of abuse are, what your responsibilities are and the Code of Practice you need to follow if you ever face a Safeguarding issue.

If you are ever in a situation where you have to apply the Safeguarding Code of Practice and you don't know what it is, there could be important ramifications for you and the person/persons involved.

Quick Safeguarding Guide

Safeguarding is everyone's business and means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

In respect to all children, young people, vulnerable adults and all other adults, safeguarding at INTUNE RADIO means all our volunteers,

- Are DBS checked.
- have signed to say that they are aware of this Policy and will abide by the regulatory requirements.
- when working in an open environment, avoid private or unobserved situations and always encourage open interaction, i.e. no secrets.
- treat all with respect and dignity.
- always put the welfare of others first, before winning or achieving goals.
- are aware of maintaining an appropriate, respectful distance when interacting with others within the studio and at outside broadcasts.
- build balanced relationships based on mutual trust which help others feel valued and able to share relevant experiences.
- keep up-to-date with the INTUNE RADIO policies, procedures, and guidelines.
- report any disclosed or suspected abuse as soon as possible to the Safeguarding Manager and/or the Station Manager.
- if they experience any disclosure of abuse, they **must not** promise confidentiality but reassure the persons concerned that they will be supported.

The Safeguarding Manager, Christine Heath, or Station Manager, Wayne Flynn, as the Designated Persons will report any disclosed or suspected abuse.

They will contact Shropshire's FPOC on **0345 678 9021** as soon as possible.

**Contact Safeguarding Manager, Christine Heath, 07582 573896 or
Station Manager, Wayne Flynn, 07970 702691**

Introduction

INTUNE RADIO is a voluntary organisation whose volunteers donate their time and skills.

Our volunteers are expected to adhere to all governance related policies which are based on statutory requirements and general good practice. In writing this policy we have referred to the information and advice given by the main statutory organisations.

Throughout the body of this policy 'relevant persons' refers to all children and all adults whether they be at risk, in need or neither.

What is Safeguarding?

Safeguarding is everyone's business and means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. INTUNE RADIO will report to, and/or seek advice from, the appropriate statutory organisations if a safeguarding issue is raised or suspected.

There are six principles of safeguarding as defined by the Care Act 2014:

- **Prevention**

The act of organisations working to stop abuse before it happens, raising awareness, training staff and making information easily accessible are all ways that they can demonstrate prevention measures and encourage individuals to ask for help.

- **Empowerment**

Ensuring people are supported and confident in making their own decisions and giving informed consent.

- **Protection**

Organisations put measures in place to help stop abuse from occurring and offer help and support to those at risk.

- **Proportionality**

Ensures that services take each person into account when dealing with abuse, respecting each individual and assessing any risks presented, taking a proportionate and least intrusive response to the issue presented.

- **Partnership**

Forming partnerships with local communities and other appropriate organisations

provides the opportunity to work together, to create solutions, so as they can assist in preventing and detecting risk and abuse.

- **Accountability**

Safeguarding is everyone's responsibility and accountability and having complete transparency in delivering safeguarding practice makes sure that everyone plays their part when it comes to safeguarding children.

As well as this all INTUNE RADIO volunteers need to understand

Section 11 of the Children Act 2004 places duties on a range of organisations, agencies and individuals to ensure their functions, and any services that they contract out to others, are fulfilled acknowledging the need to safeguard and promote the welfare of children.

Part of our ethos is to welcome all age groups to be volunteers, guests or visitors and that they are welcomed to a safe, threat-free environment that promotes the welfare of all.

What Means What?

This policy is concerned with the protection of all relevant persons.

These are:

- Children and young people being less than eighteen years of age.
- Adults that are vulnerable because of illness, disability or condition. They may be unable to protect themselves from abuse. They may be older people, people with learning disabilities, physically disabled people, people with mental ill-health or those with a short or long-term illness.
- All other adults.

Remember safeguarding children and promoting their welfare includes:

- Protecting them from maltreatment or things that are detrimental for their health or development.
- Making sure they experience safe practice with INTUNE RADIO.

Remember safeguarding adults includes:

- Protecting their rights to live in safety, free from emotional and sexual abuse and neglect.
- People and organisations working together to prevent the risk of abuse or neglect, and to stop them from happening.
- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account.

This policy is designed to assist INTUNE RADIO volunteers:

- To prevent abuse of any kind to any person involved with INTUNE RADIO.

- To respond to disclosure or observation of potential cases of abuse.
- To give guidance on protecting relevant person's while with INTUNE RADIO.
- To support our volunteers to ensure the regulations are adhered to.

It will:

- Provide guidance on how to help safeguard all relevant person from abuse and/or exploitation whilst on the premises that houses the INTUNE RADIO studio or taking part in outside broadcasting or interviewing.
- Provide guidance on how to respond quickly and sensitively to suspicions or disclosed incidents of abuse.
- Provide a process for volunteers who have issues of concern in respect to suspected, disclosed or observed abuse.
- Increase awareness of issues concerning the abuse of children, young people and vulnerable adults within the sphere of INTUNE RADIO broadcasting.
- Publish information that volunteers need to ensure they are conforming to the requirements.

NB: Non-adherence to this Policy could lead to the volunteer being asked to leave INTUNE RADIO and, if necessary, being reported to the relevant authority.

Our Aim

INTUNE RADIO aims to ensure the safety of all children, young people, vulnerable adults and all other adults, visiting or volunteering for INTUNE RADIO either while on the host premises or at an outside broadcast in relation to their safety.

Definitions of abuse include all, many or one of the following:

- physical
- emotional
- neglect
- sexual
- institutional
- verbal
- bullying, including cyberbullying

INTUNE RADIO is not tolerant of behaviour defined as abuse of any people of any age, group, gender, ethnicity, disability, sexuality or religion.

Abuse isn't always obvious, and a victim might not feel able to tell anyone what's happening to them. Sometimes, they don't even realise that what's happening to them is abuse.

There are different types of abuse and the signs that a person is being abused may depend on the type. For example, the signs of neglect may be different from the signs of emotional or sexual abuse. People of different ages may also show different signs of abuse. For example, a young person will show different signs of sexual abuse than an older victim teenager.

Common signs of abuse

Some common signs that there may be something concerning happening in a someone's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- running away or going missing
- always choosing to wear clothes which cover their body

Particularly for young people:

- A poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age

These signs will not always mean that the person is being abused, there could be other things happening in their life which are affecting their behaviour.

The Scope of the policy

- All adult volunteers will receive a copy of the Policy which will form part of their induction and training.
- The Policy will also be posted on our website: www.intune-radio.org.uk.
- All volunteers will also be required to sign to accept the terms and conditions for volunteering for INTUNE RADIO before commencing activities with us.

The Policy applies across the range of voluntary work for INTUNE RADIO and our guests. All INTUNE RADIO volunteers will be required to be assessed by the Disclosure and Barring Service (DBS) check as soon as possible when commencing volunteering. Each volunteer will be required to contribute fifteen pounds and eighty five pence (£15.85) to allow this to be done. Continuation for volunteering will depend on the results of the DBS check.

Our Responsibilities

INTUNE RADIO values its volunteer presenters and their guests and expects them to be treated in a respectful manner. Accordingly, all have a responsibility to treat others with dignity and respect.

INTUNE RADIO recognises and supports the Shrewsbury Town Council, Shropshire County Council, and West Midlands requirements and guidance in relation to safeguarding children, young people and vulnerable adults.

The INTUNE RADIO Manager and the INTUNE RADIO Safeguarding Manager are responsible for providing advice and guidance on safeguarding and to ensure the Policy document is kept up-to-date. Their contact details are above.

Part of the induction to INTUNE RADIO of all relevant persons, will take into account the access to the internet whilst broadcasting, and where phone-ins, emails or other social media contacts are part of the programme, agreed safeguards with their responsible adult or carer will be agreed on a one-to-one basis.

As part of the 'Volunteering Agreement', all volunteering/broadcasting children, young people or vulnerable adults must, unless their responsible adult is with them all the time at the INTUNE RADIO studio, have a signed agreement and two sets of contact details recorded.

In relation to photos, when a child, young person or vulnerable adult becomes a volunteer, and pictures are taken for social media, a consent form should be signed. (Appendix)

INTUNE RADIO is a licence holder of 34b, The Darwin Centre, Raven Meadows, Shrewsbury SY1 1PL. INTUNE RADIO is required to comply with the Shropshire County Council and their checklist. This includes a duty of care that no child nor vulnerable adult can be left unattended. A 'responsible adult' must accompany them. These requirements are to be adhered to at all times. This is now seen as good practice for all organisations.

All reported actual or suspected abuse will be reported to Shropshire County Council's FPOC on **0345 678 9021** as soon as possible.

Our Codes of Practice

Our Code of Conduct requires all volunteers to:

- Treat all children, young people and vulnerable adults with respect.
- To be an example of good conduct.
- Ensure that whenever possible there is more than one adult present during activities with children, young people and vulnerable adults, or at least that you are within sight or hearing of others when you are alone with a child, young person or vulnerable adults.
- Respect individual rights to personal privacy and encourage everyone involved with INTUNE RADIO to feel secure enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret your actions, no matter how well intentioned they are.
- Be aware that physical contact with a child, young person or vulnerable adult may not be appropriate or open to misinterpretation.
- Recognise that special caution is required when you are discussing sensitive issues with children, young people and vulnerable adults.
- Operate within INTUNE RADIO principles, guidance and its procedures.
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse or bullying.

An INTUNE RADIO Volunteer must not:

- Have inappropriate physical or verbal contact with children or young people or vulnerable adults.
- Allow themselves to be drawn into inappropriate attention-seeking behaviour or make suggestive or derogatory remarks or gestures in front of children or young people or vulnerable adults.
- Jump to conclusions about others without checking facts.
- Either exaggerate or trivialise child or vulnerable adult abuse issues.
- Show favouritism to any individual.
- Rely on your good name or that of INTUNE RADIO to protect you.
- Take a chance when common sense, policy or practice suggests another more prudent approach.

Supervision of children, young people and vulnerable adults

- Adult supervisors and or responsible adults/carers must be satisfied that those volunteers and adults who undertake studio supervision are fully competent to do so.
Confirmation of this will be available.
- Children, young people and vulnerable adults must be supervised at all times, preferably by two or more adults.
- Adult supervisors should know at all times where children, young people and vulnerable adults are and what they are doing.
- Any activity involving potentially dangerous equipment should have constant responsible adult supervision.
- Apparent dangerous behaviour by children, young people and vulnerable adults, is not tolerated, and their lawful responsible adult must be informed immediately.
- INTUNE RADIO will not ask volunteers to give lifts to children, young people and vulnerable adults as part of its business unless permission has been granted by their responsible adult.

Responding to an Allegation of Abuse

- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that the information will need to be shared with relevant others.
- Allow the child, young person, vulnerable adult or other adult, to continue at her/his own pace.
- Do not ask leading questions, do not promise to keep secrets and definitely do not attempt to initiate your own investigation.
- Reassure the person that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.

- Record in writing what was said, using their own words as soon as possible after the disclosure. Note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
- Immediately report to one of INTUNE RADIO's designated persons INTUNE RADIO Safeguarding Manager, Christine Heath or Station Manager, Wayne Flynn, who will contact the Shropshire County Council's FPOC on 0345 678 9021 as soon as possible.

INTUNE RADIO Statement

All INTUNE RADIO volunteers need to accept and recognise that it is each of our duty to understand and report problems which could lead to such people being harmed, and must therefore report any disclosed potential abuse and/or witnessed abuse, to the Safeguarding Manager or the Station Manager. A signature will be required to demonstrate that this is understood.

The Safeguarding Manager will hold confidential records of any verbal or written reports from volunteers and the referral to the appropriate bodies, including the report of the abuse. These will be made available to the responsible statutory body if required. This will comply with General Data Protection Regulation (GDPR) and any previous and future requirements.

REMEMBER: It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is NOT responsible for deciding whether abuse has occurred. That is a task for the professional agency responsible for child, young person and vulnerable adult protection.

NOTE: confidentiality cannot be preserved in circumstances where there is an allegation of abuse or other criminal investigation proceedings. This must not deter reporting to the INTUNE RADIO designated persons.

Protection When Using INTUNE RADIO Social Media

The best safeguard in protecting children, young people and vulnerable adults online and during phone-ins, emails and other INTUNE RADIO related social media is adult supervision. INTUNE RADIO will monitor and supervise children's, young people's and vulnerable adults' use of the Internet. Filters and mechanisms to block access, such as setting different levels of access, have been explored and agreed.

INTUNE RADIO will provide relevant persons with tips for safeguarding themselves when using the Internet and INTUNE RADIO social media as follows:

- Never give out any personal information such as surname, address, telephone number or email address.
- Understand that people can lie over the Internet and may not be who they say they are.
- Never post photographs on the Internet that could identify a young or vulnerable person.

- Immediately exit any chat room or shut down from a site that has obscene or suggestive messages and report it to a supervisor immediately.
- No material should be privately downloaded from the Internet.
- Any incident needs to be reported to either, the Safeguarding Manager or the Station Manager.
- If, as a result of an incident, any changes that need to be made to our social media sites the Social Media Manager will need to be informed of relevant details only.

INTUNE RADIO Statement

In developing its programmes, INTUNE RADIO will seek to ensure access for its presenters wherever practicable. Specific access arrangements for children, young people and vulnerable adults, people with disabilities or learning difficulties, or any other protected characteristic will be made.

INTUNE RADIO will attempt to ensure that none of its policies discriminate directly or indirectly against children, young people, vulnerable adults or any other person.

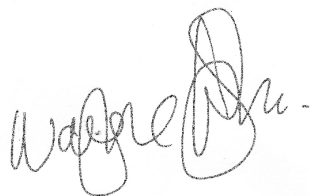
INTUNE RADIO Safeguarding Policy (01 January 2026).

Our Data Collection

INTUNE RADIO complies with the requirement of the Data Protection Act 1998 and the May 2018 General Data Protection Regulation. (Regulation (EU) 2016/679) and will be updated to encompass further legislation.

The INTUNE RADIO Safeguarding Policy will be reviewed on an ongoing basis and amended in line with new developments in safeguarding practice.

Date:16/01/2026.....



Station Manager:

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(Wayne Flynn)



Safeguarding Manager:

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(Christine Heath)

Appendix

Relevant organisations.

- Shropshire County Council's FPOC (First Point Of Contact),
- and West Midlands Safeguarding Policy for Adults with Care and Support Needs, Version 2, September 2017.

Both OFCOM Guidance Notes Section One: 'Protecting Under 18s' and the BBC's Child Protection and Safeguarding Policy (2017) have been used as references.

Relevant Laws and Guidance

- [Children Act 1989](#)
- [Female Genital Mutilation Act 2003](#)
- [Children Act 2004](#)
- [Children and Young Persons Act 2008](#)
- [Children and Families Act 2014](#)
- [Children and Social Work Act 2017](#)
- [Working Together to Safeguard Children](#)

Disclosure & Barring Service (DBS)

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

This was set up in 2012.

The INTUNE RADIO Safeguarding Manager uses **Care Check** an online service that you complete yourself at a cost of **£15.85**. If you have any queries, please speak to Christine Heath, Safeguarding Manager or Wayne Flynn, Station Manager.

Consent Form Information

Safeguarding Children and Vulnerable Adults Who Are Involved With Volunteering or Taking Part in INTUNE RADIO Activities or Events

As our Safeguarding policy states, INTUNE RADIO takes the welfare and safety of children and vulnerable adults very seriously. Therefore, anyone who is a member of these groups must have gained permission from their designated 'Responsible Adult' for taking part in any broadcast, volunteering for other roles or being photographed for personal or public use.

In accordance with the Data Protection Act 1998, and General Data Protection Regulation. (Regulation (EU) 2016/679 (May 2018) images and voice recordings may be used on our website or broadcasted recordings may be stored in perpetuity if consent is obtained from 'the' responsible adult.

1. If children or vulnerable adults are to be volunteers, written permission is required.
2. Children and vulnerable adults may take part in broadcasts if permission has been acquired from their responsible adult, including storing recordings as required by Ofcom.
3. Written permission must be sort for any photos of children and vulnerable adults for the use by INTUNE RADIO on any of our social media.

Consent Form

Volunteering

I as designated 'Responsible Adult' give permission for (see below) to volunteer for INTUNE RADIO and I understand that said person will abide by any rules and guidance established by INTUNE RADIO.

Print Name of Child/Vulnerable Adult Date:

Print Name of Parent or Responsible Adult Date:

Signature of Parent or Responsible Adult Date:

Signature of Safeguarding Manager Date:

Broadcasting

I as designated 'Responsible Adult' give permission for (see below) to broadcast for INTUNE RADIO and I understand that said person will abide by any rules and guidance set out by INTUNE RADIO.

Print Name of Child/Vulnerable Adult Date:

Print Name of Parent or Responsible Adult Date:

Signature of Parent or Responsible Adult Date:

Signature of Safeguarding Manager Date:

Photos/Social Media

I as designated 'Responsible Adult' give permission for (see below) to be photographed or filmed for INTUNE RADIO and I understand that said person will abide by any rules and guidance set out by INTUNE RADIO.

Print Name of Child/Vulnerable Adult Date:

Print Name of Parent or Responsible Adult Date:

Signature of Parent or Responsible Adult Date:

Signature of Safeguarding Manager Date:

Bibliography and References:

- Care Act 2014
- Children Act 2004
- Safeguarding Policy for Adults with Care and Support Needs, Version 2, September 2017.
- OFCOM Guidance Notes Section One: 'Protecting Under 18s'.
- BBC's Child Protection and Safeguarding Policy, 2017.
- Care Quality Commission Safeguarding Regulations.
- National Council for Voluntary Organisations.
- INTUNE RADIO, Equality and Diversity Policy, 2022.
- Office of the Public Guardian Safeguarding Policy SD8: (web version) www.gov.uk (Updated 4 July 2017)
- Community Radio Toolkit updated 2016.
- Radio Society of Great Britain: Safeguarding Children and Vulnerable Adults, Issue 3, 2016.

Document History

Version Number.....	Author.....	Purpose/Change	Date:
01	Wayne Flynn	Draft for discussion	14/01/2026
02	Christine Heath	Approved draft	15/01/2026
03	Wayne Flynn	Completed for circulation	16/01/2026