

WINEGB

WINES OF GREAT BRITAIN



A TOOLKIT FOR SAFE AND RESPECTFUL WORKPLACES

October 2024

A series of thank yous.

Hello stranger, friend, ally,



Our first thank you is to you. Whoever you are, by taking the time to read this toolkit you are seeking to empower yourself to ensure that you, a friend or your team is safer. We work so that our sector fosters an inclusive and equitable environment for all and we hope that this proves a useful addition. While the tools here apply most usefully to the UK wine sector, there is much that can be applicable to other alcohol categories, hospitality and farming. We hope that it will prove to be a useful introduction.

We are grateful to work with our Legal Partner Paris Smith LLP in the production of this toolkit. They share our values and have been kind enough to provide their review of our materials to ensure that our general safeguarding resources highlight where wider employer obligations are also engaged and where additional policies and procedures may be required. This gives us the confidence to gift this material to the wider sector. Considerable thanks to Charlotte Farrell and Tabytha Cunningham, Employment Partners at Paris Smith LLP.

We would also like to thank the voluntary members of the WineGB Sustainable People Group: Rebecca Apley, Beck Cedar, Zoë Driver, Simon Laver, Eliza Parkes, Shaun Parry-Jones, Helen Power, Madeleine Stark and Chris Unger for supporting the work and providing the insight that greatly improves the content. With Anne Jones and Emma Rix, they are driving forward our work to ensure that the English and Welsh wine industry fosters an equitable, diverse, inclusive, and safe environment for all. By providing practical toolkits and resources, we empower individuals and businesses to create positive change and support one another in building a more welcoming and responsible industry.

In that vein, we walk in the path created by many others. Within UK wine an especial thank you is owed to Sam Linter, Chair of WineGB, Director of Wine at Plumpton College, and the driver of equality work for our organisation and the previous incarnation of the group. From then we also thank Joana Albogas, Greg Dunn, Tommy Grimshaw, Kirsten Macleod, Tamara Roberts, Kristina Studzinski, Simon Thorpe, and Lynsey Verrillo. Equally, our board is 50% women, which is representative of the overall UK wine sector. I think that this raises the salience of creating welcoming environments for all, and the roles that we can play to widen and deepen the pathway.

Thank you to the many organisations and individuals who are involved in wine, as well as other sectors, for bringing together initiatives to drive forward the Diversity, Inclusion and Equity agenda. Many have shared material with us, or will be valuable to disseminate this further.



Without a shadow of a doubt, we have benefited from the focus and dedication of Emma Rix, WineGB's Sustainability Lead, in producing this toolkit. She is a true leading light and champion for our work.

We started this project as we found it hard to find a one-stop-shop to support the first need of any industry, which is the protection of its people. We hope that this is useful and will prove beneficial beyond our members, which is why we provide this as free and open access.

Best wishes

Nicola

Nicola Bates
CEO, WineGB

WineGB – A Toolkit for Safe and Respectful Workplaces

Contents

This Document	4
What is Safeguarding	5
Why Companies Need a Safeguarding Policy	6
Legal Acts and Laws	9
Policy Guidance	12
1. Safeguarding policy statement template A (basic)	13
2. Safeguarding policy template B (comprehensive)	15
Training and Support Options	18
Top Tips for Handling Safety Concerns	23
Action list for Your Team Culture	24
Action list for Winery and Vineyard	25
Action list for Cellar Door/Hospitality	27
Predatory Behaviour: Spotting it, Addressing it, Preventing it	28
Code of Conduct for Events	31
Encouraging Self-Care at Work and During Work Events	34
Safeguarding Risk Assessment	35
Imagery Templates	40
Moderate Drinking	43
Looking After Your Staff and Your Wine Industry Peers	46
The Small Print	48

This Document

Whether you're a small business with just one or two employees or a larger company with hundreds, ensuring safety and well-being at work is everyone's responsibility. From top management to individual staff members, creating a safe and supportive workplace is a shared commitment.

Content Warning:

This document discusses sensitive topics, including sexual harassment, workplace exploitation, abuse, safeguarding, and inappropriate behaviour. It also covers issues related to the safety and well-being of employees, especially in vulnerable situations, such as working with temporary staff and during unsupervised tasks in rural or isolated environments.

Please take care when reading and seek support if you find any of the information distressing. Resources for help and further support are provided throughout the document.

What is Safeguarding?

Safeguarding involves implementing measures to protect the health, well-being, and rights of individuals, ensuring that everyone can live free from abuse, harm, and neglect. At its core, safeguarding is about creating a safe and respectful environment where everyone feels valued. This means running your organisation in a way that actively prevents harm, harassment, bullying, abuse, and neglect, and being prepared to respond appropriately if issues arise. Safeguarding is a collective responsibility, integral to everyday activities within the organisation.

Why Safeguarding Matters in the Alcohol Industry

Safeguarding matters in the alcohol industry, where unique risks can arise due to the nature of the business. Whether dealing with customers, staff, or partners, ensuring a safe environment is critical to preventing situations of vulnerability that may lead to abuse or harm. For instance, excessive alcohol consumption may increase the risk of harassment, violence, and exploitation, making proactive safeguarding measures essential to protect everyone involved.

Understanding Safeguarding Concerns

It's important to remember that signs of abuse or neglect aren't always obvious and may be difficult to spot. It can be hard to imagine that abuse or neglect could happen in your workplace. If someone shares a safeguarding concern with you, it is crucial to understand that it may have taken them a lot of courage to speak up. Fear of not being believed is a common reason many people hesitate to come forward. Your response can make all the difference.

Abuse and neglect can take many forms. Organisations and individuals should not be constrained in their view of what constitutes abuse or neglect and should always consider the circumstances of the individual case. Some examples of abuse that can occur include:

1. Physical abuse
2. Sexual abuse
3. Psychological abuse
4. Financial or material abuse
5. Neglect and acts of omission
6. Self – Neglect
7. Discriminatory abuse
8. Organisational abuse

Reasons to Prioritise Safeguarding

1. **Preventing Harm:** Abuse, harassment, and harm can happen to anyone - employees, volunteers, or customers. These issues are often hidden and unspoken but need to be addressed proactively.
2. **Moral Responsibility:** Abuse, harm, and neglect are fundamentally wrong. As an organisation, there is a duty to take action against these issues.
3. **Empowering Individuals:** By embedding safeguarding practices, individuals feel safer and more supported, ensuring those with no other recourse are protected.
4. **Building Trust:** Organisations that prioritise safeguarding build trust with their employees, clients, and the wider community, demonstrating a commitment to creating a safe environment.

Why Companies Need a Safeguarding Policy

A safeguarding policy is crucial for any company, particularly those in sensitive industries such as alcohol where we potentially work with 'adults at risk'. Safeguarding is a responsibility of the employer under the Safeguarding Vulnerable Groups Act 2006. It is a vital framework that protects individuals, supports staff, and strengthens the integrity of companies. By defining responsibilities, establishing protective measures, and fostering a culture of safety, a safeguarding policy ensures companies operate with respect and care for the welfare of all stakeholders.

Staff should be trained to recognise signs of abuse or exploitation and should know how to respond if they spot concerning behaviour. Key examples include guests who appear to be under the influence of drugs or alcohol and visitors or members of staff who are accompanied by individuals who seem to be controlling or manipulating them.

We recommend that Wine GB members introduce a Safeguarding Policy and regularly review and update all their policies in this area, as it enables a business to pull together in one place the different protective processes they follow to comply with best practice and protect workers in our industry.

Why safeguarding policies are necessary, what they achieve, how they function:

1. Protects Individuals from Harm



Purpose: The primary aim of a safeguarding policy is to protect individuals - whether employees, clients, or other stakeholders - from abuse, neglect, exploitation, or harm.



How It Works: It sets clear guidelines on how to identify, report, and respond to safeguarding concerns, prioritising the welfare of all individuals involved.

2. Promotes a Safe and Supportive Environment



Purpose: A safeguarding policy creates a safe environment where everyone feels secure and supported, knowing that their welfare is taken seriously.



How It Works: The policy establishes standards of behaviours, promotes respect and inclusion, and outlines measures to prevent harm, such as staff training and recruitment checks.

3. Provides Clear Reporting and Response Procedures



Purpose: A structured approach to reporting and addressing safeguarding concerns ensures that issues are managed promptly and appropriately.



How It Works: The policy includes procedures for reporting incidents, conducting investigations, and responding, with designated individuals (e.g., a safeguarding or welfare lead) overseeing these processes to ensure proper handling of sensitive situations.

4. Ensures Legal Compliance



Purpose: Safeguarding policies help companies comply with legal obligations, including the UK's safeguarding laws, data protection regulations, and industry-specific requirements.



How It Works: By aligning with current legislation, the policy helps the company meet its legal duties to protect individuals, mitigating the risk of legal action, penalties, or reputational harm.

5. Protects the Company's Reputation



Purpose: Companies with strong safeguarding practices are seen as responsible and trustworthy, enhancing their reputation and public image.



How It Works: A clear safeguarding policy demonstrates the company's commitment to ethical practices and accountability, building trust with clients, partners, and the broader community.

6. Supports Staff and Volunteers



Purpose: Safeguarding policies guide and support staff and volunteers, helping them understand their responsibilities and act in the best interest of those they work with.



How It Works: The policy offers training, resources, and a framework for recognising signs of abuse or harm, empowering staff to take appropriate action without fear of repercussions.

7. Minimises Risk and Liability



Purpose: A safeguarding policy helps minimise the risk of harm and reduces the likelihood of incidents escalating into significant issues.



How It Works: It addresses potential risks proactively through preventive measures like background checks, ongoing monitoring, and regular policy reviews, ensuring safeguarding practices adapt to emerging challenges.

8. Promotes Consistency and Accountability



Purpose: The policy ensures consistent safeguarding practices across the organisation, regardless of location or team.



How It Works: By outlining clear standards and procedures, the policy holds everyone accountable, ensuring all safeguarding concerns are treated seriously and urgently.

9. Importance in the Alcohol Industry



Purpose: In the alcohol industry, safeguarding is critical due to the increased risk factors, such as exposure to vulnerable individuals, and possible excessive drinking and resulting inappropriate behaviour at events and in hospitality settings.



How It Works: The policy helps protect individuals who may be at higher risk due to excessive alcohol consumption, such as ensuring responsible service, preventing abuse, and maintaining a safe environment for all. It reinforces the industry's commitment to ethical conduct and community



safety, helping to prevent incidents that could damage both individuals and the company's reputation.

To ensure that safeguarding measures are effective and vulnerable individuals are protected, alongside a Safeguarding Policy, companies should also have in place the following procedures: Grievance Policy and Procedure, Disciplinary Policy and Procedure, Equality and Diversity Policy, Anti-harassment and Bullying Policy (including details on the new Sexual Harassment Duty introduced in October 2024) and a Whistleblowing Policy and Procedure.

Legal Acts and Laws

The Law: Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012

By law, any business that works with children or vulnerable adults must have safeguarding policies and procedures in place, along with appropriate training for staff. This applies to alcohol and hospitality industries.

Safeguarding policies and training should be tailored to reflect the unique interactions that occur in these sectors, ensuring the safety and well-being of everyone involved.

The Safeguarding Vulnerable Groups Act (SVGA) 2006 was passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work. The Independent Safeguarding Authority was established as a result of this Act. On 1 December 2012 the Criminal Records Bureau and Independent Safeguarding Authority merged to become the [Disclosure and Barring Service](#) (DBS). Organisations with responsibility for providing services or personnel to vulnerable groups have a legal obligation to refer relevant information to the service.

The Protection of Freedoms Act 2012 (Chapter 1 of Part 5) amends the SGVA 2006, retaining the national barring function whilst abolishing registration and monitoring requirements. For further information see the [Protection of Freedoms Bill Home Office Fact Sheet](#) which supports the provisions in the Act.

Equality Act 2010

The Equality Act 2010 is the main piece of legislation which protects both individuals at work and the general public against discrimination of any form.

The Equality Act 2010 sets out 9 protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. An individual with one of these protected characteristics should be protected from discrimination. Individuals are also protected in some situations if they are connected to someone with a protected characteristic, or if someone mistakenly believes they have the protected characteristic when they don't.

There are several different types of discrimination which a business must protect its employees and service users from. These include direct discrimination, indirect discrimination, harassment and victimisation. There are also two additional types of discrimination which can apply when an individual has a disability: discrimination arising from a disability and a positive duty to make reasonable adjustments to accommodate a disability.



Businesses are required to show that they actively prevent discrimination in the workplace. If this is not done and an individual suffers discrimination as a result, they can bring a tribunal claim. This applies to employees and workers and to service users, i.e. those using a service provided by your business or visiting premises on your site.

Organisations are also required to comply with the new duty to prevent Sexual Harassment in the workplace which is in force from 26 October 2024. This requires businesses to carefully consider the potential risks of sexual harassment occurring in the workplace and take reasonable steps to prevent it from happening. The guidance makes it very clear that what is reasonable will vary depending on the circumstances of the employer and specific advice should be taken by businesses to ensure they are complying effectively with this duty. The guidance has confirmed that reasonable steps will be judged looking at the size and resources of the business, the sector, the third parties in contact with the business, the risks from the working environment, the costs of taking a step versus the benefit it could achieve and how effective particular steps may be.

The Gangmasters (Licensing) Act 2004, the Modern Slavery Act 2015 and the Immigration Act 2016.

As employers, businesses in the alcohol and hospitality industry play a pivotal role in protecting non-UK nationals working in the industry from abuse and exploitation.

Whether employees or workers are employed directly by the business, provided through an intermediary or come to the UK using the sponsored Seasonal Worker Scheme, they must be treated fairly.

The Gangmasters Licensing Authority was set up to protect vulnerable workers and prevent exploitation in specific sectors, including the agriculture sector. Employers in the sector must make sure they comply with all normal employment laws and regulations as well as the laws on modern slavery. This includes providing an employment contract paying the national minimum wage, complying with the Working Time Regulations, providing appropriate equipment and tools, providing appropriate training to do the job, and treating workers fairly whilst at work. Where accommodation is provided it must be appropriate, hygienic and in a good state of repair.

Employers must carry out right to work checks on all new employees before they commence work, not just non-UK nationals. Appropriate records should be kept, and any concerns notified promptly in the correct way.

Health and safety legislation

All businesses must also comply with the Health and Safety at Work Act 1974. It requires all business to provide a safe working environment and minimise risks to a person's health and safety in the workplace. It also extends to those visiting the



premises, so the duties apply equally to protect members of the public visiting a vineyard, shop, restaurant or Cellar Door. Its main requirements are to carry out risk assessments, provide safe equipment, train staff, provide proper facilities and proactively manage health and safety at all times.

General employment laws and regulations

As a baseline, all employers should also ensure they keep up to date with current employment law and HR best practice. This includes providing up to date and Good Work Plan compliant contracts, paying the national minimum wage, complying with the Working Time Regulations and providing fair treatment.

To ensure that safeguarding measures are effective and vulnerable individuals are protected, alongside a Safeguarding Policy, businesses should also have in place as a minimum the following general procedures:

- Grievance Policy and Procedure, Disciplinary Policy and Procedure,
- Health and Safety Policy, Equality and Diversity Policy,
- Anti-harassment and Bullying Policy (including details on the new Sexual Harassment Duty introduced in October 2024),
- Whistleblowing Policy and Procedure

Policies on data protection and Privacy Notices setting out personal data is processed are also important documents for businesses to have in place. There are several other practical policies a business may wish to put in place to which do not have a safeguarding focus but which help businesses manage employment issues more effectively.

Safeguarding and Welfare Policy Template

These templates provide a framework to develop a safeguarding policy tailored to your company's needs. Replace the highlighted bracketed sections with your relevant information to create a clear and concise safeguarding policy.

Template A (basic) provides a basic outline of a safeguarding policy statement, while **Template B (comprehensive)** includes a more detailed policy with information on training requirements and how the company will meet the requirements of the safeguarding regime.

If you select Template B, you are taking your safeguarding commitment further by incorporating training for your team, which strengthens the policy's impact. **If your policy references specific training, it is essential that these training programmes are in place and actively implemented to ensure the policy's effectiveness.**

We would always recommend that businesses take as many steps as reasonable to meet their obligations in this area and Template B is the preferred approach for companies to adopt. While this requires an investment, there are opportunities to participate in safeguarding training through WineGB or to arrange your own sessions. For more information, please contact emma@winegb.co.uk.

It's essential to inform all beneficiaries that this policy is in place, encourage internal discussions about safeguarding, and provide clear signposting to the policy. Make sure that your policy is easily accessible and is reviewed at least annually.

Regardless of whether you choose Template A or B, you can schedule a conversation with Emma Rix, WineGB's Sustainability Lead, to discuss how best to personalise, implement, and keep your safeguarding policy up to date (https://calendly.com/emma-winegb/swgb_call).

Our legal partners, Paris Smith LLP, would also be happy to arrange a 15-minute free call to discuss any other policies you require to support your safeguarding arrangements, including how your business complies with the new duty to prevent Sexual Harassment which was introduced in October 2024.

Safeguarding and Welfare Policy Statement Template A (basic)

Purpose

- [Company] is committed to preventing abuse and harm, ensuring the welfare of everyone we engage with.
- We protect all 'beneficiaries' - employees, members, partners, clients, and their families, including vulnerable individuals we encounter.
- This policy aligns with safeguarding laws in England, Wales, and Scotland; current laws take precedence over policy content.
- For queries, contact [Responsible Person's Name, Job Role, Email].

Scope

- This policy guides [company]'s safeguarding approach across all activities, particularly staff and public events.
- It applies to all representatives, including employees, consultants, members, and volunteers.
- This policy is not contractual and may be updated at [company]'s discretion.

Beliefs and Commitments

- Everyone has an equal right to protection from harm, regardless of personal characteristics.
- We commit to:
 - Protecting all service users, including vulnerable groups, from harm.
 - Safeguarding everyone working for or on behalf of [company].
 - Ensuring all activities adhere to safeguarding principles with appropriate checks and ongoing commitment.

Safeguarding Definition

- Safeguarding involves practices to prevent or respond to harm, promoting overall welfare.
- Abuse and neglect can take many forms. Organisations and individuals should not be constrained in their view of what constitutes abuse or neglect and should always consider the circumstances of the individual case. Some examples of abuse that can occur include: physical abuse, sexual abuse, psychological abuse, financial or material abuse, neglect and acts of omission, self – neglect, discriminatory abuse, and organisational abuse.
- This policy protects against harm caused by [company] activities or known external risks.
- A "safeguarding concern" is any risk to these commitments.

Recognising Vulnerabilities

- Some beneficiaries are more vulnerable due to past experiences or dependencies, making their welfare our priority.
- Partnering with beneficiaries and agencies is crucial in protecting against abuse.

Staff Responsibilities

- All staff must follow safeguarding policies and laws, actively ensuring beneficiary safety.
- Safeguarding training is mandatory; report concerns to [Responsible Person's Name, Job Role, Email].
- Report safeguarding concerns immediately, especially if involving serious harm or conflicts of interest.

Reporting and Investigation

- Report concerns to [Responsible Person's Name, Job Role, Email], or use a reasonable alternative if necessary.
- Reports will be promptly investigated under the appropriate policies, with appropriate actions taken.
- Reporters will be updated on progress, although some details may remain confidential and full responses may not be provided.
- Breaches may result in disciplinary action being taken. Serious safeguarding concerns may amount to gross misconduct and may potentially lead to dismissal.
- External agencies will be contacted only when required and lawful.

Safeguarding and Welfare Policy Template B (comprehensive)

Purpose

- [company] is committed to ensuring that no one experiences abuse or harm of any kind. We believe in our responsibility to promote the welfare and best interests of all individuals we engage with, ensuring their safety in all our activities.
- We are dedicated to protecting all 'beneficiaries' including employees, members, partners, clients, and their families, from any type of abuse or harm. This also extends to any vulnerable individuals we encounter in our work.
- This policy is grounded in the safeguarding laws of England, Wales, and Scotland. In case of any inconsistencies, current laws will take precedence.
- For any questions, please contact [name of individual responsible for process – ideally most senior person in organisation] [their job role] [email]

Scope

- This policy outlines [company]'s approach to safeguarding and welfare during all activities, particularly member and public events, to protect our beneficiaries from harm.
- It applies to all [company] representatives, including employees, consultants, members, and volunteers.
- This policy is not part of any employment contract and may be updated at [company]'s discretion.

Safeguarding and Welfare Beliefs and Commitments

- We believe that everyone has an equal right to protection from harm, regardless of race, colour, ethnic origin, age, sex, sexual orientation, gender identity, marital status, disability, religion, or belief.
- We are committed to:
 - Protecting all service users, including children, young people, and vulnerable adults, from abuse or harm.
 - Protecting everyone working for or on behalf of [company] from any type of abuse or harm.
 - Ensuring that all our activities follow protective principles, with appropriate checks for those working with us and ongoing adherence to safeguarding and welfare commitments.

Safeguarding Definition

- Safeguarding involves practices that prevent harm or respond to risks to vulnerable individuals, promoting their overall welfare.
- Abuse and neglect can take many forms. Organisations and individuals should not be constrained in their view of what constitutes abuse or neglect and should always consider the circumstances of the individual

case. Some examples of abuse that can occur include: physical abuse, sexual abuse, psychological abuse, financial or material abuse, neglect and acts of omission, self – neglect, discriminatory abuse, and organisational abuse.

- This policy aims to protect beneficiaries from harm caused by [company]'s activities or external factors, when such risks are known or suspected by [company] staff.
- A "safeguarding/welfare concern" is any situation or behaviour that risks violating these commitments.

Recognising Vulnerabilities

- We recognise that some beneficiaries may be more vulnerable due to previous experiences, dependency, communication needs, or other factors. Their welfare is paramount in all our decisions.
- We believe in working in partnership with beneficiaries and other agencies to protect against abuse or harm.

Key Measures

- [company] ensures staff are internally trained to identify, report, and respond to safeguarding/welfare concerns through clear procedures.
- Reported concerns will be addressed promptly and fairly by the appropriate personnel, following established procedures.
- [name of individual responsible for process – ideally most senior person in organisation] [their job role], is responsible for managing and overseeing safeguarding and welfare policies.
- Recruitment processes include appropriate checks (e.g., DBS and references from previous employers [add any other checks done in your company]) and mandatory safeguarding training for new staff. [list training]
- Staff will be advised of their obligations to report any changes in their personal circumstances to the company which may affect their position within the business or have affected the checks undertaken when they commenced employment.
- Regular and relevant safeguarding and welfare training will be provided to all staff, tailored to their roles.
- [company] communicates its approach to safeguarding and protection from harassment to third parties it engages with in the course of business.
- [company] displays clear signs showing its commitment to safeguarding and preventing harassment in the workplace.
- [add any other steps the company takes]
- Safeguarding-related information will be handled securely, in line with UK data protection laws.
- Beneficiaries will be informed about our safeguarding and welfare procedures, and staff will be kept updated on relevant laws and responsibilities. All policies and procedures relating to safeguarding and employee protection will be accessible by [company] website [website URL].



- This policy will be regularly reviewed to ensure compliance with current laws and relevance to [company]'s operations.

Staff Responsibilities

- All staff must uphold [company]'s safeguarding and welfare policies and UK laws, actively contributing to the safety and well-being of beneficiaries.
- Participation in safeguarding training is mandatory, and staff must report any concerns to [name of individual responsible for process – ideally most senior person in organisation] [their job role] [email]
- Safeguarding and welfare concerns should be reported immediately, especially if they involve risks of serious harm or conflicts of interest.

Reporting and Investigation

- Safeguarding and welfare concerns should be reported to [name of individual responsible for process – ideally most senior person in organisation] [their job role] [email]. If this is not possible, an alternative, reasonable method should be used. [insert 'next best option' for your team]
- Reports will be investigated promptly, with appropriate action taken in line with [company] procedures. The appropriate procedure will depend on the nature of the concern raised. It may be addressed through an independent investigation, under the grievance process or whistleblowing procedures, or as a disciplinary issue.
- Staff who report concerns will be informed of the investigation's progress, though some details may remain confidential.

Breaches of this policy or safeguarding laws may result in disciplinary action being taken. Serious safeguarding and welfare concerns may amount to gross misconduct and may potentially lead to dismissal.

External agencies such as local authorities or Police will only be contacted if the person is at serious risk of harm, otherwise confidentiality will be maintained.

Training and Support Options

Below is a list of organisations that provide training and support for you and your employees. Many of these charities and companies can assist with policy development, offer training on preventing and addressing workplace bullying, and provide resources for dealing with other safeguarding and welfare issues. They also offer support for individuals who have experienced harassment, sexual assault, or other welfare concerns. Each organisation has its own area of expertise, so this is not an exhaustive list, but a helpful guide to explore the available options and find the support you need.

Training and Support

It Stops With Me

It Stops With Me is a campaign aimed at combating bullying and harassment in the workplace. They provide resources, training, and support to create safer and more respectful work environments.



Resources:

- Advice on handling workplace bullying and harassment.
- Educational materials related to workplace bullying and harassment.
- Toolkits for businesses
- Resources for reporting bullying and harassment.

Useful Links:

- [Online resources | IT Stop with me \(itstopswithme.net\)](https://itstopswithme.net)
- [Download Assets | IT Stop with me \(itstopswithme.net\)](https://itstopswithme.net)
- [PowerPoint Presentation \(itstopswithme.net\)](https://itstopswithme.net)

Mind

Provides support for mental health issues, including workplace stress, bullying, and harassment.



Resources:

- Types of mental health problems, A-Z mental health, drugs and treatments, and tips for everyday living
- Online peer support, support and services, helping someone else, helplines
- Introduction to mental health, how to get help and support, understanding your rights
- Helplines – support and info

Useful Links:

- [A-Z of mental health – Mind](#)
- [Helping someone with a mental health problem – Mind](#)
- [Disability discrimination at work - overview – Mind](#)
- [Guide 9: Safeguarding and mental health – Mind](#)

Women's Aid

Supports women facing domestic abuse, which can affect their employment. They provide resources and advocacy for women dealing with harassment and discrimination at work.

women's aid
until women & children are safe

Resources:

- Facilitator training
- Paid for courses
 - understanding coercive and controlling behaviour,
 - understanding domestic abuse: a survivor-centred response
- Signposting to support

Useful Links:

- [The Survivor's Handbook – Women's Aid \(womensaid.org.uk\)](#)
- [Training – Women's Aid \(womensaid.org.uk\)](#)
- [Live Chat Safeguarding and Confidentiality – Women's Aid \(womensaid.org.uk\)](#)

Training

The Fawcett Society

The Fawcett Society is the UK's leading membership charity campaigning for gender equality and women's rights at work, at home and in public life

Fawcett ▶
Equality. It's about time.

Resources:

- Sexual harassment policy and support for employers
- Training on best practices and preventing workplace sexual harassment, policies, reporting processes, and response handling that enable that change.

Useful Links:

- [Tackling Sexual Harassment in the Workplace \(fawcettsociety.org.uk\)](#)
- [Tackling Sexual Harassment in the Workplace Toolkit \(fawcettsociety.org.uk\)](#)

Pubwatch

Pubwatch is a voluntary organisation that helps pub owners and operators create safer environments. They promote best practices, share information, and work with local authorities to reduce crime and antisocial behaviour.



Resources:

- Good practice guide, Drinkaware's publican training guide (for businesses)
- Evaluation toolkit, guide to set up a Pubwatch, managing safety guide
- Posters, window stickers for establishments
- Policy docs, reporting mechanism (Crimestoppers anonymous line)
- Drinkaware vulnerability training (30 mins e-learning course for all staff), drink spiking information

Useful Links:

- [National Pubwatch Resources – Resources – National Pubwatch](#)

Support

Royal Agricultural Benevolent Institution

The Farming Community Network (FCN) is a UK-based charity that offers support to farmers and their families facing challenging times.



Resources:

- Counselling, online chat support, mental health training, information advice and guidance.
- Private and confidential chat support with farming informed counsellors.

Useful Links:

- [RABI Click & Chat: Online mental well-being service for farmers](#)

The Drinks Trust

The Drinks Trust is a charity dedicated to supporting individuals who work in the drinks industry, including those in the wine, spirits, and broader beverage sectors. It provides a range of support services aimed at improving the well-being and welfare of people within the industry.



Resources:

- Text for support - Whatsapp "Hi" to 07418 360 780
- Support phone line: 08009154610
- Practical advice sessions, 1-1 therapy

- Well-being Business Advisory Programme, support for businesses in designing and executing a meaningful well-being strategy.

Useful Links:

- [Get Help | The Drinks Trust](#)
- [Restore | The Drinks Trust](#)
- [Well-being Business Advisory Programme | The Drinks Trust](#)

Citizens Advice

Citizens Advice is the national body for bureaux and is a registered charity. They are here to help everyone who needs it with practical advice. Their national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.



Resources:

- Provides free, confidential advice on a wide range of issues, including work disputes, employment rights, and bullying and harassment in the workplace.
- They offer support for minority groups facing discrimination.

Useful Links:

- [Get help if you've experienced a hate crime or hate incident – Citizens Advice](#)
- [Check if a business has discriminated against you because you're transgender – Citizens Advice](#)
- [Domestic violence and abuse – getting help – Citizens Advice](#)
- [Rape and sexual assault – Citizens Advice](#)
- [Discrimination by a business or service because of pregnancy or maternity – Citizens Advice](#)

Information

Government Website

The best place to find government services and information



Resources:

- Signposts to location specific safeguarding reporting and support mechanisms
- Specific guidance for people in customer services

Useful Links:

- [Customer Services safeguarding strategy \(accessible version\) – GOV.UK \(www.gov.uk\)](#)
- [District Provision Tool – Safeguarding – Guidance – GOV.UK \(www.gov.uk\)](#)

NCVO

A membership organisation for charities, voluntary organisations and community groups – full of useful resources available to everyone.



Resources:

- Overview on what safeguarding is, examples, and signpost to resources

Useful Links:

- [What is safeguarding? | NCVO](#)

Information and Training

The Access Group

The Access Group provides business management software solutions as well as training for the hospitality industry.



Resources:

- Examples of who needs safeguarding protection, why, and what abuse can look like.

Useful Links:

- [Safeguarding in the workplace | Blog | The Access Group](#)

Acas

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. They also offer training and help to resolve disputes.



Resources:

- Free advice on employment rights, rules and best practice
- Templates for forms and policy documents to adapt
- Dispute resolution services
- Training courses, events, tailored support

Useful Links:

- [Work and employment law advice | Acas](#)
- [Template letters, forms and HR documents | Acas](#)
- [Dispute resolution | Acas](#)
- [Training | Acas](#)

Top Tips for Handling Welfare Concerns

1. Listen and Believe



- If someone confides in you, take their concerns seriously.
- Acknowledge their bravery in coming forward and never dismiss their feelings.
- Use active listening.

• Stay Calm and Collected



- Do not react with shock or anger.
- Your response should be composed and supportive.

• Document Clearly



- Write down any information shared with you, including details about the situation, names, dates, and what was said.

• Do Not Promise Confidentiality



- Be honest about the need to report the issue to appropriate authorities or safeguarding/welfare leads.

• Take Action Promptly



- Delays in addressing welfare concerns can put individuals at further risk.
- Act swiftly to report to the relevant people or authorities.

• Educate Your Team



- Regularly train staff to spot signs of abuse and know how to respond appropriately.
- Your team should be knowledgeable on any relevant policies and procedures you have in place.

• Provide Clear Signposting



- Make sure your team knows where to access help, both within and outside your business.

• Create a Supportive Environment



- Encourage an open culture where individuals feel safe to raise concerns without fear of repercussions.
- Check in with your team.
- Protect those raising concerns from any adverse treatment as a result of raising concerns.
- Support your team have difficult conversations.

Action List for a Safe and Respectful Workplace

Team Culture	Tick
Recruit and build teams that foster a positive and supportive work culture.	
Ensure no one is working on their own, especially during closing times, to support safety and team cohesion.	
Set working hours that avoid late finishes to prioritise staff well-being.	
Ensure you understand the needs of your staff, for example: disability, neurodiversity, caring responsibilities, in order to provide an inclusive work environment.	
Publicly display and enforce a strict no-tolerance policy for inappropriate or abusive behaviour to maintain a safe and respectful team environment.	
Ensure that uniforms are practical and comfortable for all staff members, promoting inclusivity.	
Ensure staff are regularly trained on safeguarding and welfare related policies and conflict resolution, promoting a culture of awareness and responsibility.	
Provide additional training and support for younger, part-time, or temporary staff to ensure they feel secure and valued.	
Ensure that all staff, including those on zero-hour or temporary contracts, have equal access to safeguarding and welfare support and are treated fairly.	
Offer staff access to mental health services and support programmes to promote emotional well-being.	
Regularly check in with staff, particularly after incidents, and provide ongoing support to foster a caring and responsive team culture.	
Ensure supervising team members understand how to intervene in challenging situations and encourage safe communication between team members.	
Encourage breaks and recharging time for staff to maintain their energy and well-being during events and busy times of year (such as harvest).	
Share industry stories and changes openly with staff, fostering a culture of growth and continuous learning.	
Encourage an open-door policy where staff feel comfortable sharing concerns or suggestions with management without fear of repercussions.	
Provide ongoing diversity and inclusion training to foster awareness and acceptance of different backgrounds, identities, and perspectives within the team.	
Promote a work-life balance by offering flexible work schedules or time-off policies, ensuring staff can maintain a healthy personal and professional life.	
Ensure there's a well-defined process for resolving interpersonal conflicts, with mediators or trained personnel available to assist, fostering a respectful and harmonious workplace.	

Action List for Safe and Respectful Wineries and Vineyards

Workplace Conduct Policies	Tick
Establish a zero-tolerance policy for any form of harassment, bullying, or discrimination in the workplace. Ensure that this policy is clearly communicated to all employees during induction and through regular reminders.	
Make sure staff are aware of what constitutes inappropriate behaviour, including verbal, physical, and emotional harassment.	
Put up signs to highlight the venue's zero-tolerance approach to harassment, bullying or discrimination and to encourage individuals to report any safeguarding and welfare concerns.	
Send information to suppliers and third parties involved in the event highlighting your process and policies on safeguarding and staff welfare, and a zero-tolerance approach to harassment, including sexual harassment.	
Train supervisors and managers on how to identify and prevent harassment or abusive behaviour within the workforce, particularly in isolated or rural settings.	
Ensure there are clear consequences for anyone engaging in harmful behaviour, and make sure all staff are aware of these policies.	
Rights Awareness	
Ensure all workers, including migrant and seasonal staff, are fully informed about their rights and protections under UK law. This includes clear communication in multiple languages if needed, especially for non-native English speakers.	
Provide documentation and induction sessions to explain what safeguarding is and how to report any concerns related to abuse, harassment, or exploitation.	
Training for Identifying and Reporting Issues	
Train staff to recognise signs of abuse, exploitation, or unsafe working conditions in the factory or warehouse. This could include bullying between colleagues or inappropriate behaviour from supervisors. Ensure this is repeated regularly.	



Set up an accessible, confidential reporting system that allows workers to report concerns about abuse, bullying, unsafe conditions, or exploitation without fear of retaliation.	
Appoint a designated safeguarding/welfare officer to handle cases impartially and effectively.	
Support Systems	
Ensure that staff know where to access support, such as mental health services, helplines, or local charities, if they have experienced abuse, bullying, or distressing situations. The Drinks Trust support is a good first step for anyone in the sector looking for initial support.	
Establish an Employee Assistance Programme (EAP) to provide mental health and well-being support, particularly for workers dealing with stressful or dangerous working conditions.	
Protection for Vulnerable Employees	
Provide extra support for workers who may be vulnerable due to language barriers, temporary contracts, or a lack of familiarity with UK labour laws. Make information about their rights easily accessible and signpost them to organisations that provide workers with assistance, such as housing advice, health services, or legal aid.	
Provide special training for staff who may be at higher risk of harassment or exploitation, such as younger workers, part-time staff, or those new to the industry. This could include advice on how to recognise inappropriate behaviour and where to seek help.	
Ensure that any vulnerable workers, including those on temporary contracts or zero-hour contracts, have the same protections as full-time employees and are aware of how to access safeguarding and welfare support.	
Set up buddy systems or mentorship programmes for new or vulnerable employees, to ensure they are supported and aware of company welfare measures.	

Action List for Safe and Respectful Cellar Doors/ Hospitality/ Events

Preparing for success	Tick
Actively seek attendees of events to agree to a code of conduct, sample below.	
Put up signs to highlight the venue's zero-tolerance approach to harassment, bullying or discrimination and to encourage individuals to report any safeguarding and welfare concerns.	
Develop venue-specific approaches to reduce the likelihood of problems occurring within teams or with attendees. These may vary throughout the day, including ensuring that members of the team are paired, that there are never lone members of staff for closing a venue, that supervising members of the team understand how to intervene, to have safe words for team members to flag concerns and others.	
Send information to suppliers and third parties involved in the event highlighting your process and policies on safeguarding and a zero-tolerance approach to harassment, including sexual harassment.	
During tastings ensure that there is the inclusion and encouragement to have soft drinks and ensure that food is also available. Always supervise free pour areas. During receptions consider the using material to encourage zebra drinking (see below).	
Dealing with Intoxicated Customers	
Train staff in conflict resolution techniques and how to manage difficult or intoxicated customers, while ensuring the safety of both the employee and other patrons.	
Provide specific safeguarding and welfare training on how to handle situations where customers are behaving inappropriately, such as sexual harassment or aggressive behaviour, and ensure staff know how to report such incidents.	
Support for Staff Well-Being after a Specific Event	
If an incident has been identified at a particular event, ensure that any follow up action is taken after the event and the individual affected is provided with ongoing support where necessary.	

Predatory Behaviour: Spotting, Addressing, and Preventing

What is Predatory Behaviour?

Predatory behaviour refers to actions where one person exploits another's vulnerability, often in a manipulative or coercive manner, for personal gain or satisfaction. In the workplace, this behaviour can involve unwanted advances, manipulation, intimidation, or sexual harassment, often carried out by someone in a position of power. Predators may target individuals they perceive as weaker or less able to defend themselves.

In male-dominated environments, predatory behaviour often manifests as inappropriate comments, unwanted physical contact, persistent advances despite refusal, or creating an uncomfortable or hostile work atmosphere for others.

How to Spot Predatory Behaviour

- Overly Familiar Interactions
 - Someone constantly pushing personal boundaries, making inappropriate jokes, or overly familiar gestures, like unwanted touching or invading personal space.
- Power Imbalance Exploitation
 - Individuals using their authority or influence to manipulate or coerce others into doing something against their will, often under the guise of work responsibilities.
- Targeting Vulnerability
 - Predators often seek out those who are new, young, or otherwise vulnerable (e.g., temporary staff or junior employees).
- Persistent Advances
 - Despite clear indications of discomfort or refusal, predators may persist in their inappropriate behaviour, such as continuing to flirt or proposition someone after they've been told "no."
- Isolation Attempts
 - Predators may try to isolate their target from the rest of the team, such as trying to arrange meetings alone, encouraging late-night work, or seeking out situations where they are unsupervised.
- Dismissive of Boundaries
 - When someone disregards clear personal, professional, or physical boundaries, making others feel uncomfortable or unsafe.

How to Call It Out

- Be Direct
 - If you witness predatory behaviour, address it immediately. A simple, firm statement like, "that's inappropriate," or "stop that," can be effective in shutting it down.

- Support the Victim
 - Approach the victim privately to express your concern and offer your support. Reassure them that the behaviour they experienced is unacceptable and they don't have to tolerate it.
- Speak Up in Groups
 - If the behaviour is occurring in a group setting, saying something in front of others can help prevent further escalation. Group dynamics often dissuade predators when others hold them accountable.
- Use Your Authority
 - If you're in a leadership position, make it clear that such behaviour will not be tolerated and remind everyone of the company's code of conduct or policies on harassment.
- Encourage Reporting
 - Let the individual affected know they have options and can report the incident confidentially if they feel comfortable.

How to Report Predatory Behaviour

- Follow Company Protocol
 - Most companies have a clear process for reporting harassment or inappropriate behaviour. Familiarise yourself with these steps and use them to report the incident formally.
- Speak to HR
 - If your workplace has a Human Resources (HR) department, report the behaviour directly to them. Ensure you provide as much detail as possible, including dates, times, and witnesses if possible.
- Use Anonymous Reporting
 - If you're uncomfortable reporting the behaviour openly, check if your workplace has an anonymous reporting system.
- Escalate if Needed
 - If the behaviour is not addressed after reporting it internally, consider escalating the situation by contacting external regulatory bodies or legal authorities, especially if the behaviour is of a criminal nature.
- Document Everything
 - Keep a written record of inappropriate incidents, including dates, times, what happened, and any witnesses. This will help in making a formal complaint if necessary.

How to Prevent Predatory Behaviour

- Set Clear Boundaries and Policies
 - Have explicit workplace policies on behaviour, harassment, and inappropriate conduct, and ensure all staff are aware of these.
- Provide Training
 - Regularly offer training on harassment, consent, and predatory behaviour to help staff recognise the signs and feel empowered to speak up.



- Foster an Inclusive Culture
 - Cultivate a workplace culture that emphasises respect, inclusion, and equality. Encourage open communication and make sure employees feel safe to raise concerns.
- Supervise Isolated Work
 - Avoid putting employees in situations where they are working alone with others, particularly late at night or in remote areas. Always supervise temporary staff and ensure new hires are properly vetted.
- Encourage Team Accountability
 - Create an environment where coworkers hold each other accountable. When inappropriate behaviour is addressed by peers, it becomes harder for predators to operate unnoticed.
- Support Reporting Mechanisms
 - Make sure employees know how to report inappropriate behaviour confidentially and ensure there is no fear of retaliation for doing so.

Code of Conduct for Events

An Events Code of Conduct is a set of guidelines designed to promote a safe, respectful, and inclusive environment for all participants, including staff, attendees, and partners. It outlines the expected behaviours and provides clear consequences for any actions that could harm or endanger others.

In industries like alcohol and hospitality with the potential for excessive drinking inhibiting normal standards of behaviour, safeguarding is especially important. This can protect staff from harassment, discrimination, and unsafe behaviours, ensuring that everyone feels secure and supported. A strong Code of Conduct helps prevent harm, creates accountability, and fosters a culture of respect at every event.

This template provides a framework to develop a code of conduct for events put on by/at/with your company. Replace the highlighted bracketed sections with your relevant information to create a clear, concise, and effective code of conduct.

Ensure all your staff and any workers or volunteers have read and understand this code of conduct before the start of all events. We would recommend that all event attendees must actively acknowledge that they have read the Code of Conduct, or agree to the principles, before being permitted and can use the below with a tick box to confirm that they agree to the principle.

As a minimum this could look to be the following statement coupled with a compulsory tick box:

By attending this event, I agree to adhere to the Code of Conduct outlined. I commit to upholding a safe, respectful, and inclusive environment for everyone. I accept that the organisers of the event will be the arbiters for acceptable standards and have the right to act as appropriate to ensure the safety of all.

Code of Conduct for Events – Template

By attending this event, you agree to adhere to the Code of Conduct outlined. All attendees are expected to review the policy in advance, and participation signifies your commitment to upholding a safe, respectful, and inclusive environment for everyone.

Our Commitment:

We are dedicated to fostering a welcoming, inclusive, and safe environment at all our events. This code of conduct defines the expected behaviours and consequences for any actions that could harm the well-being or safety of attendees.

Who This Applies To:

This code of conduct applies to everyone involved in our events, including but not limited to:

- Sponsors
- Speakers
- Attendees
- Media
- Contractors
- Exhibitors

Our Principles:

1. All participants are expected to behave professionally and respectfully during the event and in any pre- or post-event interactions. Everyone has a responsibility to look after their own safety and the safety of others.
2. We do not tolerate discrimination, harassment, or unsafe behaviour in any form. Examples of unacceptable behaviour include:
 - a. Discrimination: Offensive comments or jokes based on age, disability, gender identity, race, religion, sex, sexual orientation, or any other characteristic protected by law. For instance, making derogatory remarks about someone's religion or mocking someone for a disability.
 - b. Harassment: Unwanted physical contact, inappropriate sexual advances, suggestive comments, or intimidation. This includes behaviour such as catcalling, touching without consent, or making sexually charged jokes.
 - c. Disruptive Behaviour: Actions that interfere with the event, such as shouting over speakers, interrupting presentations, or staging protests in a manner that disrupts proceedings.
3. Illegal Substance Use: Possession or consumption of illegal drugs or substances at the event.
4. Excessive Alcohol Consumption: Consuming alcohol in a way that leads to unsafe or inappropriate behaviour, such as becoming belligerent, overly intoxicated, or engaging in physical altercations.
5. Health & Safety Violations: Failure to follow venue-specific rules, including smoking in non-designated areas, or ignoring event health and safety guidelines such as fire safety procedures.

Consequences for Breaching the Code:

If any individual is found breaching the code of conduct, they will be asked to stop immediately. Depending on the severity of the situation, responses may include:

- Directly addressing the behaviour with the individual or their company representative.
- Involving venue security for immediate action.
- Removal from the event without prior warning or refund.
- Referral to law enforcement authorities for serious infractions.
- A ban from attending future events hosted by our organisation.
- The decision on whether behaviour violates the code will be made at the sole discretion of event organisers, and their decision will be final.

How to Report Unacceptable Behaviour:

If you witness or experience harassment, discrimination, or behaviour that makes you feel unsafe, we encourage you to report it to the event team on-site. Event staff will be available to assist and have been trained on the code of conduct and how to respond to such situations.

For incidents that happen after the event, you can report them by emailing [\[contact details\]](#) with details of the incident. All reports will be handled professionally and confidentially.

Support for Those Affected:

If you experience unacceptable behaviour, we are committed to ensuring you receive appropriate support, which may include:

- Providing a private, confidential space to discuss the incident.
- Arranging medical or mental health support on-site or through referral.
- Offering information on available external support services.
- Follow-up contact from a dedicated representative of the organisation to ensure your well-being.

We are here to ensure your safety and comfort at all times during our events. If you need help, don't hesitate to reach out to a member of the event team or contact us at [\[contact details\]](#).

Encouraging Self-Care at Work and During Work Events

6 tips for your staff to utilise to ensure they're looking after themselves at work and work-related events:

1. Take breaks



- Step outside for fresh air or do something relaxing to recharge during breaks.

4. Monitor your energy



- Conferences and events can be tiring, so keep an eye on your energy levels and pace yourself.

2. Find quiet spaces



- Take time to rest and gather your thoughts when needed.

5. Stay connected



- If attending with a group, check in with each other regularly for support.

3. Pause when necessary



- If things feel overwhelming, step away and rejoin when you're ready.

6. Seek support



- If feeling anxious or overwhelmed, reach out to available mental health support staff or take a break.

Risk Assessments

This document, adapted from various safeguarding resources, provides a tool to assist practitioners in making casework decisions related to adult safeguarding. It outlines examples of abuse, potential risks, and severity levels. The tool is designed to promote consistent responses, but professional judgement should be applied in each individual case.

Care Act Compliance:

In line with the Care Act (2014), this tool emphasises prevention, proportionate responses, and person-centred risk management.

Why Use This Tool:

The tool supports decision-making in managing risks, responding to welfare concerns, and triaging adult safeguarding referrals. It aims to ensure proportionate responses based on the individual's needs and case complexity, while using a Red/Amber/Green (RAG) system to assess urgency. It provides clarity for the Safeguarding or Welfare Lead when formal safeguarding/welfare enquiries are needed.

Use this grid to help you make decisions on how to deal with safeguarding reports and to support what you decide to do.

Factors		Guidance and considerations	
1. Vulnerability of adult at risk	Less vulnerable	more vulnerable	
The abusive act	Less serious	More serious	
2. Seriousness of abuse	Low	Significant	Critical
3. Patterns of abuse	Isolated incident	Recent abuse in an ongoing relationship	Repeated abuse
4. Impact of abuse on person	No impact	Some impact but not long lasting	Serious long-lasting impact
5. Impact on others	No one else affected	Others Indirectly affected	Others Directly affected
6. Intent of alleged harmer	Unintended /ill-informed	Opportunistic	Deliberate/ targeted
7. Illegality of actions	Bad practice – not illegal	Criminal act	Serious criminal act
8. Risk of repeated abuse on person	Unlikely to recur	Possible to recur	Likely to recur
9. Risk of repeated abuse on others	Others not at risk	Possibly at risk	Others at risk

Types of abuse and seriousness	Low	Significant	Critical
<p>Types of abuse and seriousness</p>	<p>Concerns are likely to be managed at triage stage only and / or be managed via routine case management. You should always seek advice from a SAM or your supervisor. Professional judgement or concerns of repeated low level harm may progress to a safeguarding enquiry.</p>	<p>Concerns of a significant nature will receive additional scrutiny and are likely to require safeguarding triage and may progress to a safeguarding enquiry. Some examples of significant harm may include criminal offences which will need to be referred to the Police.</p>	<p>Concerns of a critical nature will receive additional scrutiny, and progress urgently to a safeguarding enquiry. The Police will need to be contacted where there are concerns that a crime has been committed.</p>
<p>Physical</p>	<ul style="list-style-type: none"> Staff error causing no /little harm e.g. friction mark on skin due to ill-fitting hoist sling Minor events that still meet the criteria for incident reporting accidents Isolated incident involving service on service user Inexplicable minor marking found on one occasion Minor event where users lack capacity 	<ul style="list-style-type: none"> Inexplicable marking or lesions, cuts or grip marks on a number of occasions. Accumulations of minor incidents Inappropriate restraint Withholding of food, drinks or aids to independence Inexplicable fractures/ Injuries Assault 	<ul style="list-style-type: none"> Grievous bodily harm / assault with a weapon leading to irreversible damage or death
<p>Sexual (including Sexual exploitation)</p>	<ul style="list-style-type: none"> Isolated incident of teasing or low-level unwanted sexualised attention (verbal or touching) directed at one adult by another whether or not capacity exists 	<ul style="list-style-type: none"> Recurring sexualised touching or isolated or recurring masturbation without consent Voyeurism without consent Being subject to indecent exposure 	<ul style="list-style-type: none"> Sex in a relationship characterised by authority inequality or exploitation e.g. receiving something in return for carrying out a sexual act
<p>Psychological/ Emotional</p>	<ul style="list-style-type: none"> Isolated incident where adult is spoken to in a rude or inappropriate way – respect is undermined but no/little distress caused 	<ul style="list-style-type: none"> Treatment that undermines dignity and esteem Denying or failing to recognise adult's choice or opinion 	<ul style="list-style-type: none"> Denial of basic human rights / civil liberties, overriding advance directive

Types of abuse and seriousness	Concerns are likely to be managed at triage stage only and / or be managed via routine case management. You should always seek advice from a SAM or your supervisor. Professional judgement or concerns of repeated low level harm may progress to a safeguarding enquiry.	Concerns of a significant nature will receive additional scrutiny and are likely to require safeguarding triage and may progress to a safeguarding enquiry. Some examples of significant harm may include criminal offences which will need to be referred to the Police.	Concerns of a critical nature will receive additional scrutiny, and progress urgently to a safeguarding enquiry. The Police will need to be contacted where there are concerns that a crime has been committed.
<p>Financial</p>	<p>Low</p> <ul style="list-style-type: none"> Staff personally benefit from user funds e.g. accrue 'reward' points on their own store loyalty cards when shopping Money not recorded safely and properly Adult not routinely involved in decisions about how their money is spent or kept safe – capacity in this respect is not assessed Non-payment of care fees not impacting on care 	<p>Significant</p> <ul style="list-style-type: none"> Adult's monies kept in joint bank account – unclear arrangements Adult denied access to own funds or possessions Ongoing non-payment of care fees putting a person's care at risk Misuse/Misappropriation of property or possessions of benefits by a person in a position of trust or control Personal finance removed from adult's control 	<p>Critical</p> <ul style="list-style-type: none"> Fraud / exploitation relating to benefits, other criminal activity e.g. theft, robbery, financial scams, mass marketing fraud Failure to arrange access to lifesaving services or medical care Failure to intervene in dangerous situations where the adult lacks the capacity to assess risk On-going lack of care or inaction which leads to serious injury or death Legislation breaches e.g. health and safety, environmental health leading to serious injury or death.
<p>Neglect / acts of omission</p> <p>(see also Physical abuse re medication)</p>	<ul style="list-style-type: none"> Isolated missed home care visit where no harm occurs Adult is not assisted with a meal/drink on one occasion and no harm occurs Adult not bathed as often as would like – possible complaint Inadequacies in care provision that lead to discomfort or inconvenience – no harm occurs e.g. being left wet occasionally Not having access to aids to independence 	<ul style="list-style-type: none"> Recent missed home care visits where risk of harm escalates, or one miss where harm occurs Hospital discharge without adequate planning and where harm occurs Ongoing lack of care to the extent that health and wellbeing deteriorate significantly e.g. pressure wounds, dehydration, malnutrition, loss of independence / confidence 	<ul style="list-style-type: none"> Failure to seek lifesaving services or medical care where required Immediate risk, person likely to come to harm without intervention in the near/ immediate future Unable to leave the house, not seen for some time, evidence of day to day struggling (food, hygiene, mobility, community access etc) No engagement Significant denial and little insight into the risks or fluctuating capacity to understand risks Potentially combined risks with other areas such as mate crime, Anti-social behaviour, rogue traders, scams Environmental factors (vermin, fire risk, poor/ no toilet facilities) Hoarding which causes risk to life – fire, crushing, exit blocked
<p>Self-Neglect</p> <p><i>Self-neglect will not necessarily prompt a section 42 enquiry. Only serious, critical self neglect needs to be managed under formal safeguarding procedures. Decisions to be made on a case-by-case basis</i></p>	<ul style="list-style-type: none"> Incontinence leading to health concerns Some insight and willingness to change, likely to accept help Network of kin who can help support/ monitor The client functions day to day in terms of food, hygiene, community access Poor management of finances leading to health, wellbeing or property risks Isolated / occasional reports about unkempt personal appearance or property which is out of character or unusual for the person Some evidence of hoarding but no major impact on health / safety No immediate risk Low risk to health (such as no vermin, no fire risk, won't be crushed by a hoard pile, no infection risk) 	<ul style="list-style-type: none"> Lack of care or behaviour to extent that health and wellbeing deteriorate significantly eg pressure sores, wounds, dehydration, Behaviour which poses fire risk to self and other Chaotic / problematic substance misuse Neighbours / others affected by self-neglect High level of clutter / hoarding Concerns from multiple agencies Environment injurious to health / wellbeing Reluctance to engage/ commit to the process/ change, not taking all the required steps. A degree of denial Has limited daily function re activities of daily living (food, hygiene, accessing community, mobility etc) Lack of essential amenities, insalubrious conditions in the property 	<ul style="list-style-type: none"> Failure to seek lifesaving services or medical care where required Immediate risk, person likely to come to harm without intervention in the near/ immediate future Unable to leave the house, not seen for some time, evidence of day to day struggling (food, hygiene, mobility, community access etc) No engagement Significant denial and little insight into the risks or fluctuating capacity to understand risks Potentially combined risks with other areas such as mate crime, Anti-social behaviour, rogue traders, scams Environmental factors (vermin, fire risk, poor/ no toilet facilities) Hoarding which causes risk to life – fire, crushing, exit blocked

Types of abuse and seriousness	Concerns are likely to be managed at triage stage only and / or be managed via routine case management. You should always seek advice from a SAM or your supervisor. Professional judgement or concerns of repeated low level harm may progress to a safeguarding enquiry.	Concerns of a significant nature will receive additional scrutiny and are likely to require safeguarding triage and may progress to a significant harm may include criminal offences which will need to be referred to the Police.	Concerns of a critical nature will receive additional scrutiny, and progress urgently to a safeguarding enquiry. The Police will need to be contacted where there are concerns that a crime has been committed.
Discriminatory	<ul style="list-style-type: none"> One-off incident of teasing or taunts motivated by prejudicial attitudes towards an adult's individual differences 	<ul style="list-style-type: none"> Inequitable access to service provision as a result of a diversity issue Recurring failure to meet specific care/support needs linked to diversity 	<ul style="list-style-type: none"> Hate crime resulting in injury / emergency medical treatment /fear for life Hate crime resulting in serious injury or attempted murder / honour-based violence Humiliation or threats on a regular basis
Organisational (involving one or combination of the other forms of abuse)	<ul style="list-style-type: none"> Lack of stimulation /opportunities for people to engage in social activities Service users not given sufficient voice or involved in the running of the service 	<ul style="list-style-type: none"> Rigid/inflexible routines Service user's dignity is undermined e.g. lack of privacy during support with intimate care needs, sharing under-clothing 	<ul style="list-style-type: none"> Staff misusing their position of power over service users Over-medication and/or inappropriate restraint used to manage behaviour Widespread consistent ill-treatment Failure to meet legislative responsibilities leading to injury, death or unacceptable / restrictive practice
Modern Slavery	All concerns about modern slavery are deemed to be of a significant / critical level	<ul style="list-style-type: none"> Limited freedom of movement Being forced to work for little or no payment Limited or no access to medical and dental care No access to appropriate benefits 	<ul style="list-style-type: none"> Sexual exploitation Starvation Organ harvesting No control over movement / Imprisonment Forced marriage
Domestic Abuse	<ul style="list-style-type: none"> Isolated incident of abusive nature 	<ul style="list-style-type: none"> Inexplicable marking or lesions, cuts or grip marks on a number of occasions Alleged perpetrator exhibits controlling behaviour Limited access to medical and dental care 	<ul style="list-style-type: none"> Threats to kill, attempts to strangle, choke or suffocate Sex without consent (rape) Forced marriage Female Genital Mutilation (FGM) Honour based violence

The CAADA DASH Risk Assessment Checklist should be used to determine the level of risk in domestic abuse cases and a referral made into MARAC where appropriate

Imagery

We have created the following standalone visual material to encourage people to understand welfare and safeguarding concerns. They can be printed as posters and displayed in communal areas, appear on the team section of websites, or in joining information for new starters. Ultimately you want to ensure they are clearly visible to everyone across the business.

Feel free to use these as set or amend the examples and fill in the name and contact details of your safeguarding or welfare lead.

Make sure to update the posters if your safeguarding or welfare lead changes.

If you wish to create your own posters, feel free to use the copy from these posters or make your own from scratch. We encourage content to include:

What is safeguarding/ are welfare concerns

- Define safeguarding/inappropriate behaviours
- Name/details of safeguarding/welfare contact for reporting

Documenting and reporting

- How to report
- What to report

SAFEGUARDING AND WELFARE PROTECTION

DOCUMENTING AND REPORTING



Safeguarding is protecting individuals' health, well-being, and rights by creating a safe environment, preventing harm and abuse.

TAKE NOTE

1. **Who?** Describe the person(s) involved
2. **What?** Note down what happened
3. **When and where?** Record the time, date, and specific location
4. **Report it** to your nominated safeguarding lead.

Your Safeguarding/Welfare Lead

Name:

Contact Email:

IF YOU WITNESS A SAFEGUARDING OR WELFARE CONCERN...



IF YOU NEED SUPPORT WITH A WELFARE CONCERN



Scan to access our support page



RECOGNISING AND PREVENTING PREDATORY BEHAVIOR AT WORK

Your Safeguarding/
Welfare Lead

Name:

Contact Email:



SPOT THE SIGNS

Look out for inappropriate comments, unwanted physical contact, or attempts to isolate others.



REPORT IT

Use your company's reporting system, contact HR, or report anonymously if needed.



FOSTER A SAFE ENVIRONMENT

Encourage open communication, provide regular training, and ensure no one works alone in vulnerable situations.



SPEAK UP

Call out inappropriate behavior directly, and support colleagues who may be targeted.



SET BOUNDARIES

Know and enforce workplace policies on harassment and inappropriate conduct.



Scan to
access our
support
page



Encouraging Moderate Drinking

Zebra-Drinking:

Zebra-striping is a new trend where drinkers **alternate between alcoholic and no/low-alcohol beverages throughout the night**. This method helps control alcohol intake, offering a more balanced approach to social drinking.

Print off the information on Zebra-striping (on the next couple of pages) onto A5 sized card (double-sided) and lay them on tables for people to look at when they are having a sit down meal or tasting.

Bookending:

Bookending involves **starting and finishing the night with a no/low-alcohol drink**, while enjoying alcoholic options in between. This method allows people to pace themselves and still enjoy the social experience.

Activity-Led Socialising:

The UK is shifting **away from traditional, alcohol-centric socialising in favour of activity-based outings like bowling, mini-golf, or interactive experiences**.

Have a look at Wine in Moderation for some useful tips: [Home | Wine In moderation](#)



Zebra Drinking - Alternate between alcoholic and non-alcoholic drinks!

Follow the Guidelines

The Chief Medical Officers' low risk guidelines are not to drink more than 14 units a week on a regular basis.

Try Something New

Nearly 1 in 4 UK adults already use zebra-stripping to enjoy a more mindful night out.

No Regrets

Lower blood alcohol levels = less risk of impaired judgement, and so reduced anxiety.

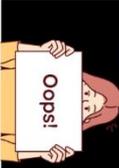
Stay Hydrated

It combats dehydration, reducing hangover symptoms.

Pace Yourself

Gives your body more time to process each drink, keeps you in control.

For more information on low risk drinking scan the QR code.



Look After Your Staff and Your Wine Industry Peers

In the wine industry, it's important to promote responsible drinking not just for our customers, but for our teams as well. At work events, staff often have access to free or discounted wine, making it easy to overindulge. While we take pride in the quality of our products, moderation is key to ensuring everyone's safety and well-being.

Below are some things to consider and tips for you and your staff when drinking at work events:

1. Encouraging Moderation at Work Events

- Monitor alcohol intake.
 - Encourage colleagues to be mindful of how much they are drinking during work events. Consider offering gentle reminders about **responsible consumption**.
- Alternative drink options
 - Always **provide non-alcoholic alternatives** (e.g., sparkling water, soft drinks, or no/low-alcohol beverages) to give people the option to pace themselves or abstain from drinking.
- Pacing strategies
 - Promote strategies like **zebra-striping** (alternating between alcoholic and non-alcoholic drinks) to moderate consumption and stay hydrated.

2. Safe Transportation and Travel

- Avoid drinking and driving
 - Ensure employees and guests know that **driving after drinking is never an option**. Reinforce the importance of responsible travel arrangements.
- Taxis and public transport
 - Encourage attendees to **use public transport or taxis** when attending work events. Consider providing taxi vouchers or a designated pick-up point for ride-sharing services.
- Check-ins
 - If people take taxis, **check that they arrive home safely**. This can be done via a group chat or a designated safety contact person.
- Lift sharing
 - If appropriate, arrange lift-sharing options **with designated drivers** or ensure those sharing a ride are not impaired.

3. Health and Well-being

- Monitoring weekly alcohol intake
 - Educate employees on how **to track their alcohol intake**, making sure they understand the recommended guidelines for weekly units of alcohol (no more than 14 units per week).

- Regular check-ins
 - Create a culture where it's normal to discuss health and well-being, **encouraging open conversation about alcohol habits** and their impact on overall health.

4. Workplace Safety and Support

- Ensure a safe environment
 - Make sure that all events are inclusive and safe, where everyone is comfortable, and **no one feels pressured to drink alcohol.**
- Designated support
 - Have a **designated person** at work events who can **discreetly support anyone who feels unsafe**, uncomfortable, or who may have had too much to drink.

Prioritise Staff Safety During Harvest:

Your staff's safety is paramount – especially during harvest when temporary workers join the team. Ensuring everyone feels secure and supported should be a top priority. Here are some crucial questions to consider:

- **Are you actively checking in with all staff members, including temporary workers, or is this task being overlooked due to time constraints?** If time is an issue, who on your team is responsible for ensuring staff well-being?
- **Do you conduct any background or reference checks for temporary workers, or are they hired with no verification?** Could this oversight put your permanent staff at risk?
- **How do you ensure a safe environment when temporary staff and permanent workers are out in isolated, rural areas?**
- **What measures are in place to protect workers from potential harm or misconduct in unsupervised locations?**

Vineyards should be places of collaboration and safety – don't let a lack of checks jeopardise that. Ensure that all team members, both temporary and permanent, are secure, supervised, and supported.

The Small Print

The information in this document is accurate as of October 2024. It will be reviewed annually, and any necessary updates will be made to ensure its continued accuracy. If you identify material that would be beneficial to add we would be grateful for you to share, and we can improve the advice. Email emma@winegb.co.uk.

You should ensure you review your own policies at least annually.

Resources:

[Safeguarding – Victim Support, Free Legal Documents & Affordable Advice |](#)

[Rocket Lawyer UK](#)

[What is safeguarding? | NCVO](#)

[Safeguarding in the workplace | Blog | The Access Group](#)

[Legislation relating to safeguarding adults – SCIE](#)

[safeguarding-risk-assessment-guidance-tool-v7-05-03-18.pdf \(proceduresonline.com\)](#)

[Codes of conduct and welfare – The Labour Party](#)