

Safeguarding Policy

1. Policy Statement

Translate UK is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff members, freelance interpreters/translators, clients, and service users have a duty to act in the best interests of those who may be at risk of harm and report any potential safeguarding concerns

We are dedicated to creating a safe environment where everyone is treated with dignity and respect, regardless of age, gender, ethnicity, disability, sexual orientation, religion, or belief.

2. Purpose and Scope

This policy applies to:

- All MoJ registered interpreters.
- All employed staff members of Translate UK.
- Clients and service users, including those receiving interpreting/translation services.

It covers:

- Interpreting (face-to-face, remote, telephone, video).
- Translation and transcription services.
- Any other language support services provided by the agency.

3. Definitions

3.1 Staff – In the context of this policy, staff means any employee, whether directly employed or otherwise, involved in the delivery of the services. For the avoidance of doubt, this includes non-operational roles such as administration and includes officers, consultants, contractors, casual workers, volunteers, and agency staff.

3.2 Child – For the purposes of this policy, a child is someone who has not yet reached their eighteenth birthday. Once they turn 18, they are legally an adult.

3.3 Young people – For the purposes of this policy, this term refers broadly to older children and adolescents under the age of 18. In safeguarding law and guidance, a young person under 18 is still legally considered a child.

3.4 Vulnerable adult – For the purposes of this policy, a vulnerable adult is someone aged 18 or over who may be in need of services or support by reason of mental or other



disability, age, or illness, and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.

3.5 Freelance Interpreter – For the purposes of this policy, a freelance interpreter is a self-employed individual engaged by Translate UK to provide interpreting services on an assignment-by-assignment basis. Freelance interpreters are not employees of Translate UK but are considered staff for the purposes of this policy and are required to comply with all safeguarding, conduct, confidentiality, and reporting obligations set out herein.

4. Legal Framework

This policy is informed by, and should be read alongside:

- [Children Act 1989](#)
- [Children Act 2004](#)
- [Care Act 2014](#)
- [Working Together to Safeguard Children 2026](#)
- [Keeping Children Safe in Education 2025](#) (where relevant)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Modern Slavery Act 2015](#)
- [Equality Act 2010](#)
- [Human Rights Act 1998](#)
- [UK GDPR](#)
- [Data Protection Act 2018](#)

5. Roles and Responsibilities

Designated Safeguarding Lead (DSL)

- Responsible for managing safeguarding concerns received by staff, freelancers, and clients/service users.
- Ensures policies and proper reporting procedures are always in place.
- Reviews and updates policies and procedures as and when necessary.
- Maintains records of safeguarding incidents.

Staff and Freelancers

- Must read, understand, and comply with safeguarding policies and procedures that Translate UK has in place.
- Must report any concerns or disclosures to the DSL promptly.



- Must act professionally and ethically, especially when working with vulnerable individuals.

6. Code of Conduct

All interpreters and translators must:

- Maintain confidentiality unless a safeguarding concern arises (see section 10).
- Respect professional boundaries.
- Avoid inappropriate physical or verbal contact.
- Never share personal contact details with service users.
- Immediately report any safeguarding concern or risk.

7. Recruitment and Vetting

- All interpreters working with children/vulnerable adults must have an Enhanced DBS check or an equivalent security clearance.

8. Types of Abuse, Neglect and Possible Indicators

Staff and freelancers should be aware that abuse and neglect can take many forms and may involve a single incident or a pattern of behaviour. Concerns should always be taken seriously and reported in accordance with this policy and the organisation's safeguarding procedures.

Physical Abuse

Physical abuse involves the intentional use of force that causes harm, injury, pain, or impairment. Examples may include hitting, slapping, punching, kicking, shaking, misuse of medication, inappropriate restraint or physical intervention, or deliberately causing illness or injury.

Possible indicators may include unexplained injuries, frequent bruising, burns, fractures, fear of certain individuals, or reluctance to discuss injuries.

Emotional or Psychological Abuse

Emotional or psychological abuse involves behaviour that causes mental distress, fear, humiliation, or loss of self-worth. Examples may include threats, intimidation, bullying, harassment, coercion, verbal abuse, humiliation, persistent criticism, isolation from family, friends, or support networks, and controlling or manipulative behaviour.



Possible indicators may include anxiety, depression, low self-esteem, withdrawal, sudden changes in behaviour, or fearfulness.

Sexual Abuse

Sexual abuse involves any sexual activity to which a person has not consented, is unable to consent, or has been pressured or coerced into. Examples may include sexual assault, rape, inappropriate touching, exposure to sexual acts or materials, sexual exploitation, or grooming.

Possible indicators may include unexplained injuries, distress around certain individuals, significant changes in behaviour, sexually inappropriate behaviour, or reluctance to be alone with specific people.

Financial or Material Abuse

Financial or material abuse involves the misuse of an individual's money, property, or assets. Examples may include theft, fraud, misuse of bank accounts or benefits, pressure in relation to wills, property, or finances, or unauthorised use of possessions.

Possible indicators may include unexplained financial difficulties, missing possessions, unusual financial transactions, or sudden changes to financial arrangements.

Neglect and Acts of Omission

Neglect occurs when an individual's basic needs are not met, whether deliberately or through a failure to provide appropriate care or support. Examples may include lack of food, water, heating, or suitable clothing, failure to provide medical care or medication, inadequate supervision or support, or poor personal hygiene or living conditions.

Possible indicators may include malnutrition, dehydration, untreated medical conditions, poor hygiene, inappropriate clothing, or unsafe living environments.

Discriminatory Abuse

Discriminatory abuse involves unfair, inappropriate, or abusive treatment based on a protected characteristic or personal circumstance, including race, ethnicity, nationality, religion, disability, age, sex, sexual orientation, or gender reassignment. It may include harassment, exclusion, or hate-related incidents.

Possible indicators may include derogatory language, unequal treatment, social isolation, or evidence of prejudice-based behaviour.

Domestic Abuse



Domestic abuse may include physical, emotional, psychological, sexual, or financial abuse, as well as coercive or controlling behaviour between family members, partners, or former partners.

Possible indicators may include unexplained injuries, isolation from others, anxiety, fear of a partner or family member, or signs of a controlling relationship.

Modern Slavery and Exploitation

Modern slavery includes slavery, servitude, forced or compulsory labour, and human trafficking. Individuals may be exploited for labour, criminal activity, domestic servitude, or sexual purposes.

Possible indicators may include fearfulness, restricted freedom of movement, poor living conditions, signs of coercion, or evidence that the individual is being controlled by another person.

Self-Neglect

Self-neglect occurs when an individual is unable or unwilling to care for their own health, wellbeing, or living conditions.

Possible indicators may include poor personal hygiene, untreated health issues, hoarding, unsafe living conditions, or refusal of necessary care and support.

Key Principle

Staff and freelancers are not expected to determine whether abuse has occurred. Their responsibility is to recognise potential signs, make an accurate and factual record, and report concerns promptly in accordance with this policy and the organisation's safeguarding procedures.

9. Reporting Concerns

If you are concerned that a child or vulnerable adult is at risk of harm:

1. **Respond** – Listen carefully, stay calm, and take the concern seriously. Do not promise absolute confidentiality and do not ask leading questions.
2. **Report** – Contact the DSL immediately. If the DSL is unavailable, contact the Deputy DSL (DDSL) without delay.
3. **Record** – Make a written record as soon as possible, using the individual's own words where relevant, and record dates, times, location, who was present, what was seen/heard, and what action was taken.
4. **Refer** – The DSL or DDSL may refer the case to local authority safeguarding teams, police, or emergency services where required.



All safeguarding concerns must be reported to the DSL or DDSL **within 24 hours**, or immediately in urgent situations. Staff should record as much factual information as possible and seek consent to share information where it is safe and appropriate to do so; however, a lack of consent must not prevent information being shared if there is a risk of significant harm or an immediate safeguarding concern. Staff and freelancers must not investigate concerns themselves or attempt to verify the allegation beyond clarifying the basic facts necessary to make a report.

If neither the DSL nor the DDSL can be contacted and there is an immediate risk of harm or the situation is urgent, staff must contact the police, children's social care, or adult social care directly without delay, and then inform the DSL/DDSL as soon as possible afterwards. The emergency instruction to contact police or social services directly should therefore also be followed where both safeguarding leads are unavailable and urgent action is needed.

External reporting contacts:

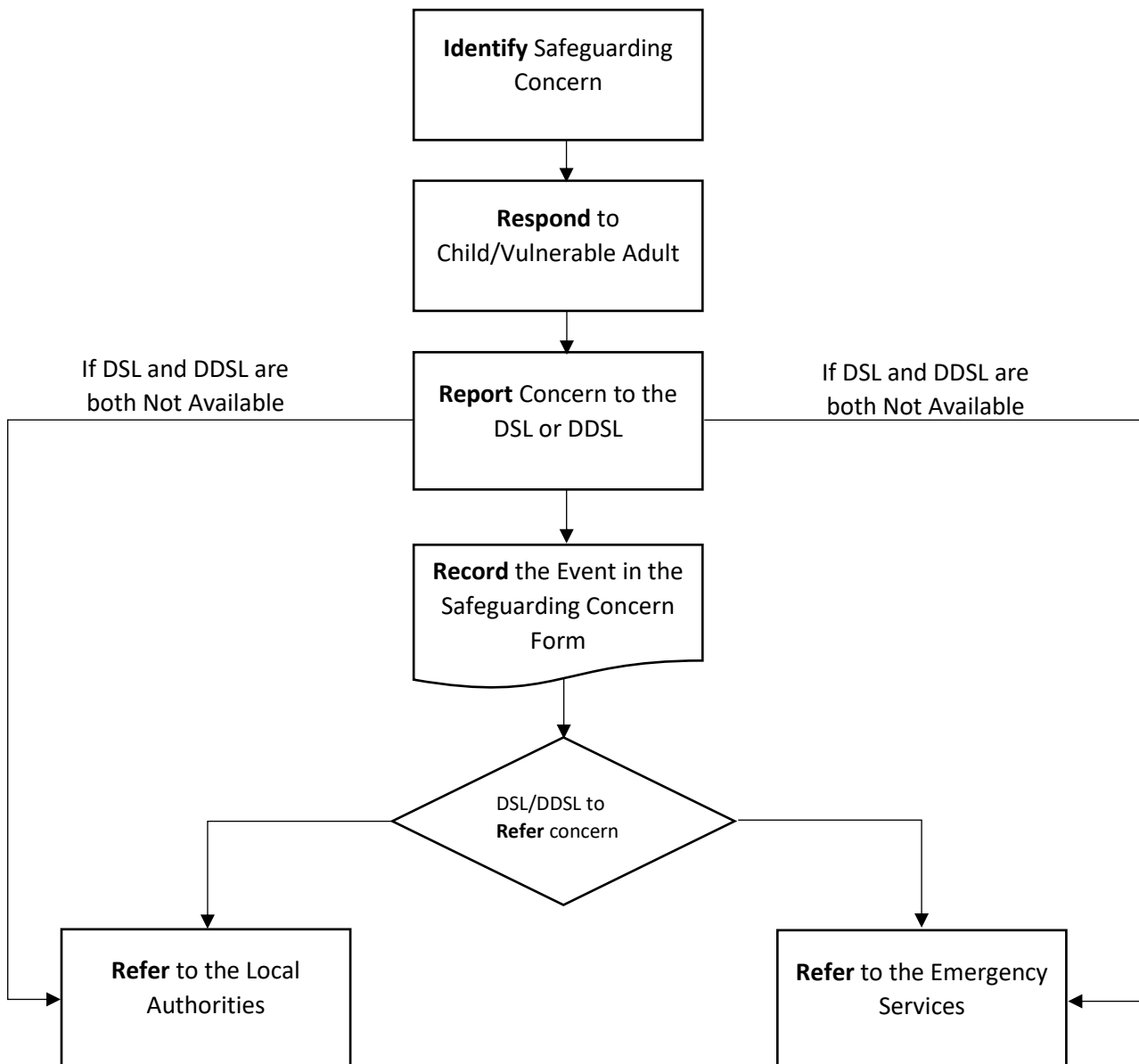
Local Authority Safeguarding Team:

NSPCC Helpline: 0808 800 5000

Emergency Services: 999



Reporting Visual Workflow



10. Confidentiality, Information Sharing and Record Keeping

Safeguarding concerns override usual confidentiality protocols. Information will only be shared on a need-to-know basis with appropriate authorities to protect individuals from harm.

Record keeping must be accurate, factual, timely, and secure. Records should distinguish clearly between facts, observations, and professional opinion; include dates, times, names, and actions taken; and be signed or otherwise attributable to the person making the record. Safeguarding records should be stored securely with restricted access, retained in line with legal and organisational requirements, and only shared with those who need the information for safeguarding purposes. Records must not include unnecessary personal information, but they should contain enough detail to support decision-making and any referral or investigation by the appropriate authority.

Contact Details

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