

Weeke Community Centre

Safeguarding Children & Young People and Adults at Risk

Policy & Procedures

*A set of agreed policies and procedures
for ensuring a safe environment for
children and young people and adults at risk
whilst using the Centre.*

Revised October 2018

INTRODUCTION

Weeke Community Centre (WCC) provides a facility and service to the people of North Winchester. This policy and its procedures has been designed to ensure the welfare and protection of any adult or child who accesses groups or services on the premises of Weeke Community Centre.

This policy recognises the fact that abuse can be a difficult subject. WCC trustees and staff are committed to the belief that the protection of children and vulnerable adults from harm and abuse is everybody's responsibility.

The aim of this policy and its procedures is to ensure that all trustees, staff, committee members and users of the Centre act appropriately in response to any concern of abuse

This safeguarding policy, procedures and best practice has been compiled with guidance from a number of organisations including North Winchester Community Church (NWCC), one of the Centre's core users, who receive national guidance and best practice on their policy and procedures through the Baptist Union of Great Britain.

It is divided into four sections:

- 1) **Safeguarding Policy Statement**
- 2) **Safeguarding Procedures** – these sections provide a clear outline of the reporting procedures needed at Weeke Community Centre (hereafter referred to as “the Centre” or WCC”).
- 3) **Best Practice Guidelines** – these guidelines provide detailed information on key areas of safeguarding in the normal functioning of the Centre.
- 4) **Useful Contacts**

Annual Review

WCC is committed to reviewing its safeguarding policies, procedures and practices on an annual basis. This process will be completed by the Designated Person for Safeguarding (DPS) and/or the Safeguarding Trustee, reporting back to the WCC Board of Trustees.

DEFINITIONS OF TERMS

For the purpose of this guide, the term ‘child’ refers to anyone under the age of 18 years.

There is no standard single definition for an adult at risk, so for our policy we are using the following simple definition taken from CCPAS (Churches' Child Protection Advisory Service):

‘Any adult aged 18 or over who due to disability, mental function, age, illness or traumatic circumstances may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation’.

The Charity Commission places a Safeguarding duty on any charity working with people over the age of 18 who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or is at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

An adult at risk of abuse may:

- have an illness affecting their mental or physical health

- have a learning disability
- suffer from drug or alcohol problems
- be frail

SECTION 1 – SAFEGUARDING POLICY STATEMENT

This policy enables Weeke Community Centre to demonstrate its commitment to keeping safe the children and vulnerable adults who may use the services and facilities of the Centre. Weeke Community Centre acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that trustees, staff, volunteers, and the service users of the Centre, can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable Weeke Community Centre to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- stop abuse occurring.

Our safeguarding responsibilities

The Centre recognises its responsibilities in safeguarding all children, young people and adults at risk, regardless of gender, ethnicity or ability. In pursuit of this, we are committed to the development of sound procedures to ensure we implement our policy well.

- **Prevention and reporting of abuse**

It is the duty of each trustee, staff member, volunteer or user of the Centre to help prevent the abuse of children and adults at risk, and the duty of each person to respond to concerns about the well-being of children and adults at risk. Any abuse disclosed, discovered or suspected will be reported in accordance with our procedures. The Centre will fully co-operate with any statutory investigation into any suspected abuse linked with the Centre.

- **Safer recruitment, support and supervision of workers**

The Centre will exercise proper care in the selection and appointment of those working with children and adults at risk, whether paid or voluntary. All workers will be provided with appropriate training, support and supervision to promote the safekeeping of children and adults at risk.

- **Respecting children and adults at risk**

The Centre will adopt a code of behaviour for all who are appointed to work with children and adults at risk so that all children and adults are shown the respect that is due to them.

- **Safer working practices**

The Centre is committed to providing an environment that is as safe as possible for children and adults at risk and will adopt ways of working with them that promote their safety and well-being.

- **A safer community**

The Centre is committed to the prevention of bullying. Trustees will seek to ensure that the behaviour of any individuals who may pose a risk to children, young people and adults at risk in the Centre are managed appropriately.

Safeguarding contact points within the Centre

The Centre has appointed the following individuals to form part of the Weeke Community Centre safeguarding team:

GEMMA NORTH, Designated Person for Safeguarding (DPS)

Gemma will advise the Trustees and staff on any matters related to the safeguarding of children and adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Phone number: 07921 676688 Email address: gemma.north22@me.com

NEIL PITTMAN, Deputy Designated Person for Safeguarding (DDPS)

Neil will assist the Designated Person for Safeguarding (DPS) in helping the Centre on any matters related to the safeguarding of children and adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected, and will act in her stead in the event of a perceived conflict of interest.

Phone number: 07342 986765 Email address: wanpittman@dsl.pipex.com

DAVID SIMPKIN, Safeguarding Trustee

David will raise the profile of safeguarding within the Centre and oversee and monitor the implementation of the safeguarding policy and procedures on behalf of all trustees.

Phone number: 07708 562650 Email address: davidlsimpkin@gmail.com

Where possible, the Centre Safeguarding Team will work together if and when issues arise. However, each person has a responsibility to report allegations of abuse as soon as they are raised.

Putting our policy into practice

- A copy of the safeguarding policy statement will be displayed permanently in the Centre office and is available on our Centre website.
- Each staff member or volunteer worker with children and/or adults at risk will be given a full copy of the safeguarding policy and procedures and will be asked to sign to confirm that they will follow them.
- The Safeguarding Policy Statement will be included in the Contract for Hire. A full copy of the policy and procedures will be made available on request to any user of the Centre.
- The policy and procedures will be monitored and reviewed annually by the Trustees, and any necessary revisions adopted into the policy and implemented through our procedures.

SECTION 2 - SAFEGUARDING PROCEDURES

INTRODUCTION

The Centre's safeguarding procedures will set out how the safeguarding policy is to be implemented.

Over the following pages you will find information on how to recognise and report abuse and how to respond to concerns raised within the Centre. It is vitally important that these procedures are well known to staff, volunteers, and user groups so that all those in contact with children and/or adults at risk in the Centre have the information and training needed to work with these procedures.

2.1 PROCEDURE FOR RECOGNISING, RESPONDING TO AND REPORTING ABUSE

2.1.1 What to do if Abuse is Suspected or Disclosed

Abuse and neglect are forms of maltreatment of a child or adult at risk. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children and adults at risk may be abused in a range of settings, by those known to them or, more rarely, by a stranger. There are many ways in which people suffer abuse. For more information, please see Appendix 1.

Everyone has his or her part to play in helping to safeguard children and adults at risk within the Centre:

- If the behaviour of a child or adult at risk gives any cause for concern
- If an allegation is made in any context about a child or adult at risk being harmed
- If the behaviour of any individual towards children or adults at risk causes concern

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none"> • Listen to and acknowledge what is being said. • Try to be reassuring & remain calm. • Explain clearly what you will do and what will happen next. • Try to give them a timescale for when and how you / the DPS will contact them again. • Take action – don't ignore the situation. • Be supportive. • Tell them that: <ul style="list-style-type: none"> They were right to tell you; You are taking what they have said seriously; It was not their fault; That you would like to pass this information on to the appropriate people, with their permission; • Be open and honest. • Give contact details for them to report any further details or ask any questions that may arise. 	<ul style="list-style-type: none"> • Do not promise confidentiality. • Do not show shock, alarm, disbelief or disapproval. • Do not minimise what is being said. • Do not ask probing or leading questions, or push for more information. • Do not offer false reassurance. • Do not delay in contacting the DPS. • Do not contact the alleged abuser. • Do not investigate the incident any further. • Never leave a child or adult at risk waiting to hear from someone without any idea of when or where that may be. • Do not pass on information to those who don't need to know.

2.1.2 Responding to Concerns

When there are concerns that a child, young person or adult is being abused, the process must be followed as set out in full in Appendix 2.

A hand-written record must be made of the concern using a standard incident form (see Appendix 2), and the concern must be passed on to the DPS within 24 hours.

If the DPS is not available, or is implicated in the situation, any reports or concerns should be passed to another member of the Centre Safeguarding Team.

If you think that anyone is in imminent danger of harm, a report should be made immediately to the police by calling 999.

2.1.3 Responding to Concerns Raised about Adults at Risk

When a concern is raised about an adult it should be treated in the same way as a concern about a child ie the Centre worker (paid or voluntary) should:

- 1) **Recognise** that abuse may be taking place
- 2) **Respond** to the concern
- 3) **Record** all the information they have received
- 4) **Report** the concern to the DPS who may, in turn, report it to the statutory authorities

It is not your role to decide whether someone has mental capacity, and is therefore able to make decisions that impact on their safety and well-being. Decisions on mental capacity are best made by professionals with the relevant background information to hand. Always share your concerns with the DPS even if you do not have the consent of the adult to do so – in this instance, make sure the DPS knows that the person concerned has not given consent for the information to be passed on.

The Care Act 2014 provides helpful guidance on these situations:

“If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not preclude the sharing of information with relevant professional colleagues. This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options. This will also enable professionals to check the safety and validity of decisions made. It is good practice to inform the adult that this action is being taken unless doing so would increase the risk of harm”.

The DPS will consider all the information to hand and decide whether it is appropriate for the information to be reported to the statutory authorities (see appendix 2 for further information). If there are any concerns about an adult's mental capacity, the DPS will contact the Local Authority Adult Safeguarding Team for advice.

2.1.4 Allegations Against Centre Workers and Trustees

If you see someone else acting in ways which concern you or might be misconstrued, speak to the DPS about your concerns as soon as you can. This includes the actions or behaviours of those in leadership positions within the Centre.

The Centre should encourage an atmosphere of mutual accountability, holding each other to the highest standards of safeguarding practice. The following procedure should be followed:

- 1) When an allegation of abuse has been made do not approach the alleged perpetrator about it
- 2) Follow the usual safeguarding procedure: **Recognise, Respond, Record, Report**
- 3) Once the allegation has been reported to the DPS they can liaise with the relevant statutory authority
- 4) Whilst waiting for an outcome from the statutory authorities, the worker about whom concerns have been raised will be supervised as closely as possible, without raising suspicion
- 5) Once the statutory authorities are involved, the Centre will follow their advice with regard to the next steps to take (for example, suspension of worker, putting a contract in place)
- 6) A written record of all discussions with statutory authorities or other parties should be maintained by the DPS and stored securely and confidentially, where only those directly involved in safeguarding (DPS, Safeguarding Trustee) can access them.
- 7) No information about the allegation will be shared with people in the Centre other than those directly involved in safeguarding.

The suspension of a Centre employee or volunteer following an allegation is, by definition, a neutral act. Our priority as a Centre is to protect children and adults at risk from possible further abuse or from being influenced in any way by the alleged perpetrator.

When concerns are expressed about the Association DPS / Safeguarding Trustee

Any safeguarding concerns involving the DPS or Safeguarding Trustee should be raised with the Chair of Trustees. Do not tell the DPS / Safeguarding Trustee that a concern has been raised about them.

2.1.5 Abuse of Trust

Relationships between children and adults at risk and the Centre employees or volunteers can be described as 'relationships of trust'. This is someone in whom the child or adult at risk has placed a degree of trust. This may be because they have an educational role, are a provider of activities, or even a significant adult friend. It is not acceptable for a Centre employee or trustee or volunteer to form a romantic relationship with a child or adult at risk with whom they have a relationship of trust.

2.1.6 Allegations Made Against Children and Adults at Risk

Children and young people are by nature curious about the opposite sex. However, where a child is in a position of power, has responsibility over another child (as in a babysitting arrangement) and abuses that trust through some sexual activity, then this is abusive. Where one child introduces another child to age-inappropriate sexual activity or forces themselves onto a child, this is abusive. Such situations will be taken as seriously as if an adult were involved, because the effects on the child victim can be as great.

When such an instance occurs, they are investigated by the statutory authorities in the same way as if an adult were involved, though it is likely that the perpetrator would also be regarded as a victim in their own right, as they may have also been abused. It cannot be assumed that young people will grow out of this type of behaviour, as most adult sex offenders started abusing in their teens or even younger.

Allegations against adults at risk will be investigated by the statutory authorities. If the alleged perpetrator is unable to understand the significance of questions put to them or their replies, they can access support from an 'appropriate' adult whilst they are being questioned. This role can be filled by a range of people, such as a family member, carer, social worker, etc. In court, adults at risk may be allowed to be assisted by an intermediary or give evidence through a live link.

When an allegation is made against a child or adult at risk the following procedure should be followed:

- 1) Do not approach the person about whom the allegation has been made or their parents / carers
- 2) Follow the Centre's safeguarding procedure: **Recognise, Respond, Record, Report**
- 3) Seek advice from the DPS, who will speak to the police or social services about when to inform a parent. The DPS will also seek advice about what steps need to be taken to ensure the needs of both the victim and alleged perpetrator are met; this may include placing the child or adult at risk on a Safeguarding Contract or equivalent (see section 3.4: Safer Community / Working with Alleged or Known Offenders)
- 4) Make sure there is appropriate support in place for the child or adult at risk throughout the process involved.

It may be necessary to signpost individuals to specialist support. The DPS has a list of relevant local information and contacts, ready for anyone who may need it.

2.2 SAFER RECRUITMENT

As a Charitable Incorporated Organisation (CIO), we are committed to safer recruitment practices. When recruiting both paid and volunteer Centre workers, the following process will be applied:

- 1) We will develop a clear role profile, person specification and application form;
- 2) When advertising a role which involves working with children or adults at risk we will make it clear that any appointment is subject to a DBS check;
- 3) All applicants will be asked to complete an application form and include the names of two referees;
- 4) Shortlisting and interviewing of applicants will be carried out by at least two people
- 5) References, a Self-Disclosure Form and (when required) an enhanced DBS check must be completed satisfactorily before the appointed person starts in their role.

Note: Under the Criminal Justice and Court Services Act 2000, it is an offence for anyone disqualified from working with children or adults at risk to knowingly apply, accept or offer to work with children or adults at risk. It is also a criminal offence to knowingly offer work with children or adults at risk to an individual who is so disqualified or to knowingly allow such an individual to continue to work with children or adults at risk.

Additional checks for paid workers

In addition to the above checks which should be completed for both paid and volunteer Centre workers, an applicant's UK residency status and/ or right to work in the UK will be checked when recruiting for a paid role.

Appointment and Supervision

The Centre's Safeguarding Policy and procedures will be discussed with the applicant and they will be required to sign their agreement to adhere to them. All workers will have a role description and clear lines of accountability

It is important that all workers understand the Centre's agreed Safeguarding procedures. Additional specialist training will also be arranged where needed, for example, in First Aid.

Young leaders under 18 years of age

In law, young leaders under the age of 18 are children and cannot be treated as adult members of a team. Training and mentoring will be given to ensure that they are helped to develop and hone their skills, attitudes and experience. Young leaders must always be closely supervised by an adult leader and never given sole responsibility for a group of children. When considering ratios of staff to children, young leaders need to be counted as children, not leaders. The safeguarding procedures apply to a young leader just as they do to any other person. Parent / carer permission needs to be sought for young leaders just as you would for any other person under 18 years of age.

2.3 SAFER BEHAVIOUR

The Centre has a code of behaviour for all those working with children and/or adults at risk so that everyone is shown the respect that is due to them:

- Treat everyone with dignity and respect.
- Use age and ability appropriate language and tone of voice. Be aware of your body language and the effect you are having on the child or adult at risk.

- Listen well to everyone. Be careful not to assume you know what a child or adult at risk is thinking or feeling. Listen to what is being spoken and how it is said. At the same time, observe the individual's body language to better understand what is being said.
- Be aware of any physical contact you may have with a child or adult at risk and record it when necessary. For instance, if you need to stop a fight, administer First Aid, give a hug to someone in distress, or protect yourself or others from danger.
- Do not make sexually suggestive comments about or to a child or adult at risk, even in 'fun'.
- Do not scapegoat, belittle, ridicule or reject a child or adult at risk.
- Keep a record of any significant incidents or concerns on a Safeguarding Incident Form (see Appendix 3). Enter the names of all those present and anything of note which you observe, e.g. details of any fights broken up by the workers, allegations made, etc. All workers who witnessed the incident, overheard it or responded in any way should record the details and sign and date the form.

Specific considerations when working with children:

- Do not invade the privacy of children when they are using the toilet or showering
- The level of assistance with personal care (eg. toileting) must be appropriate and related to the age of the child, whilst also accepting that some children have special needs.
- Avoid rough games involving physical contact between a worker and a child
- Avoid sexually provocative games
- When it is necessary to discipline children, this should be done without using physical punishment. There may, however, on the rare occasion be circumstances where a child needs to be restrained in order to protect them or a third person.
- Do not invite children and young people to your home.
- Notify the DPS of any children's trips which take place in the name of the Centre. Parental permission must always be sought. Trips must only be organised in groups, with appropriate ratios of adult leaders. When transporting children, no adult should be alone in a vehicle with any child.
- Do not give lifts to children or young people on your own. Ensure that if transporting children as part of your Centre role, you have the correct insurance cover in place as well as parental permission.
- No person under 18 years of age should be left in sole charge of any children of any age. Nor should children or young people attending a group be left alone at any time.

No one should normally be left working alone with children, young people or adults at risk, but should instead work as part of a team. If there are insufficient leaders for groups:

- Internal doors should be left open.
- At least two people should be present before external doors are opened for an event.
- Consider whether you could combine groups together or rearrange planned activities.
- Reconsider whether you can run the group safely, carrying out a Risk Assessment to record your findings.

If workers do find themselves on their own with children or adults at risk, they should:

- Assess the risk of sending the child or adult at risk home.
- Phone another team member and let them know the situation.
- Train additional leaders as soon as possible.

If a child or adult at risk wants to talk on a one-to-one basis you should make sure that:

- You try to hold the conversation in a corner of a room where other people are present.
- You leave the door open if you are in a room on your own.
- Another team member knows where you are.

Consideration should be given to how many workers should be involved with the group and whether they should be male or female workers, or both. See section 3.11 for recommended ratios. The only adults allowed to participate in children's and adult at risk activities are those safely appointed and appropriately trained. The leader of the activity should be aware of any other adults who are in the building whilst the activity is running.

SECTION 3 - BEST PRACTICE GUIDELINES

These best practice guidelines are in place to help those working on behalf of the Centre to do it well, prioritising the safety and well-being of those they are working with. Whilst this section is divided into adults and children, some aspects of good practice will overlap.

3.1 – WORKING WITH CHILDREN

3.1.1 Ratios

When working with children the following recommended minimum ratios of workers to children apply:

Age range	Recommended minimum ratio for INDOOR activities	Recommended minimum ratio for OUTDOOR activities
0 – 2 years	1:3 (minimum 2)	1:3 (minimum 2)
3 years	1:4 (minimum 2)	1:4 (minimum 2)
4 – 7 years	1:5 (minimum 2)	1:6 (minimum 2)
8 – 12 years	1 for the first 8, then one for every additional ten children (preferably one of each gender) with an extra adult for every 10 additional children (minimum 2)	2 adults for up to 15 children (preferably one of each gender) with an extra adult for every 8 additional children
13 years and over	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children

This does not take into account special circumstances such as behavioural issues, developmental issues, disability and so on, which may mean an increase to the recommended ratios. In calculating the ratios of workers to children, young leaders who are under the age of 18 should be counted as one of the children, not one of the workers.

3.1.2 Children with Special Needs

Children and young people who have a disability can be at greater risk of abuse. They will often require more help with personal care, such as washing, dressing, toileting, feeding, mobility, etc, and may have limited understanding and behave in a non-age-appropriate way. It is good practice to speak with the parents/carers of children/young people with special needs and find out from them how best to assist the child or young person.

3.1.3 Children with no adult supervision

When children turn up to and want to join in with Centre activities without the knowledge of their parents/carers, the person with overall responsibility for the event will:

- Welcome the child and try to establish their name, age, address and telephone number. Write this information down.
- Ask the child if a parent/carer is aware of where they are. Where possible, phone and make contact.
- Without interrogating the child, find out as soon as possible whether they have any specific needs (eg. medication) so that you can respond appropriately in an emergency.

3.1.4 Peer Group Activities for Young People

All youth activities will be overseen by named adults who have been selected in accordance with safer recruitment procedures. It is accepted that groups aged 16+ may benefit from being led and run by peers. In this situation, adult leaders will contribute to programme planning and reviews and will always be present to oversee any peer-led activities taking place.

3.1.5 Physical Contact

- Keep everything public. A hug within a group context is very different from one behind closed doors.
- Touch should be related to the child's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the child rather than the worker.
- Workers should avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children are entitled to privacy to ensure their personal dignity.
- Children have the right to decide how much physical contact they have with others, except in exceptional circumstances such as when they need medical attention.
- When giving first aid (or applying sun cream, etc), workers should encourage the child to do what they can manage themselves, but consider the child's best interests and give appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should help each other by constructively challenging anything which could be misunderstood or misconstrued.

3.1.6 Electronic Communications - Cyber Safety

Modern Technologies and Safe Communication

It is not appropriate for Centre staff and volunteers to communicate directly with children aged 16 years and younger – these should be directed to parents/carers. For those aged 16-18 it is only permissible where a parent/carer is copied into the communication.

Email

Email should be limited to sharing generic information, for example, to remind young people about meetings. If email is being used, leaders will ensure that they are accountable by copying each message to a designated email address. It is important leaders use clear and unambiguous language to reduce the risk of misinterpretation, for example, avoiding inappropriate terms such as 'love' when ending an email.

Communicating using Instant Messaging (eg. Snapchat, Whatsapp, Instagram)

Instant messaging should be kept to an absolute minimum. Group leaders should save significant conversations and keep a log stating with whom and when they communicated.

Mobile Phones

Group leaders need to take care in using mobile phones to communicate with young people:

- Mobile phone use should primarily be for the purposes of information sharing.
- Leaders should keep a log of significant conversations/texts.
- Any texts or conversations that raise concerns should be passed on to the worker's supervisor.
- Leaders should use clear language and should not use abbreviations like 'lol' which could be taken to mean 'laugh out loud' or 'lots of love'.
- Leaders should not take photos of children, young people or adults at risk unless permission is sought in advance and should not store such photos on personal phones.

Social Networking

- Leaders should have a site that is used solely for children's / youth work communications and is totally separate from their own personal site. This is to ensure that all communication with children and young people is kept within public domains.
- Leaders should not send nor receive private messages to or from children on social networks. Leaders should ensure that all communications are transparent and open to scrutiny.
- Leaders should not accept 'friend' or 'following' requests from children on their personal site, nor seek to be 'friends' or a 'follower' of any child known to them in a Centre context.

Taking Videos and Photographs of Children

Since the introduction of the Data Protection Act in 1998, organisations must be very careful if they use still or moving images of clearly identifiable people. There are several issues to be aware of:

- Permission must be obtained, via the consent form, of all children who will appear in a photograph or video before the photograph is taken or footage recorded.
- It must be made clear why that person's image is being used, what you will be using it for, and who might want to look at the pictures.
- If images are being taken at an event attended by large crowds, such as a sports event, this is regarded as a public area and permission from a crowd is not necessary.
- Many uses of photographs are not covered by the Data Protection Act 1998, including all photographs and video recordings made for personal use, such as a parent/carer taking photographs at school sports days or videoing a Centre play.
- Children and young people under the age of 18 should not be identified by surname or other personal details, including email, postal address or telephone number.
- When using photographs of children and young people, it is preferable to use group pictures.

3.2 WORKING WITH ADULTS AT RISK

3.2.1 Premises

The Centre building will be made as accessible as possible to all people. Any restrictions to access, visibility, audibility, toilet facilities, lighting or heating will be addressed wherever possible, and where necessary, aids and adaptations put in place.

3.2.2 Language

Every effort will be taken to use appropriate language and suitable vocabulary, enabling the greatest level of inclusivity and accessibility. We will be mindful of the language used to describe people (such as derogatory words focusing on aspects of someone's disability, race or sexuality rather than the person themselves).

3.2.3 Insurance

We will take reasonable steps to safeguard adults at risk and will follow any specific safeguarding requirements as laid out by our insurance company.

3.2.4 Photographs

Workers should make sure that they have the person's permission to take a picture, and that the subject is happy with the intended use of the pictures. When taking group pictures, workers should remember to get permission from everyone who will be photographed.

3.2.5 Computers

All Centre computers will have suitable parental controls and blocks put on. Although this is not failsafe, it will make using the computers for inappropriate behaviour more difficult, whilst also protecting any vulnerable users. We will create a policy specifically for Centre computer use, including terms and conditions for use as well as what will happen if someone breaches these conditions.

3.2.6 Record keeping

It is good practice to record meetings, noting the date, time, location, subject and any actions which are to be taken. The record of these meetings should stick to facts and try to avoid opinion. Any records of safeguarding allegations, concerns or disclosures should be passed on to the DPS and stored in a safe and secure manner for at least 75 years.

3.3 HEALTH AND SAFETY - Safe Practice and Safe Premises

3.3.1 Use of Centre Premises

The responsible adult for an activity held at the Centre must show that they have read this policy, and that they have in place safeguarding procedures of their own specific to the activity for which they are using the Centre's premises.

3.4 SAFER COMMUNITY

3.4.1 Bullying

Bullying is another form of abuse, and it can be verbal or physical. Bullying doesn't just happen to children, often adults can be victims too. There is no legal definition of bullying, but it is usually defined as a repeated pattern of behaviour intended to cause emotional or physical harm to another person, or exert power over them. The effect of bullying on the victim can be profound, both emotionally and physically, regardless of their age, ability or status.

Anyone in the Centre can be a victim of bullying, just as anyone in the Centre can be the bully, including those in management.

Some examples of bullying that could arise are:

- Being verbally or physically abusive towards another person
- Isolating or deliberately ignoring someone, or excluding them from group activities
- Spreading rumours and malicious untruths about another person in the Centre
- Use of email, phone or social media to publicly challenge or undermine someone
- Name calling and personal insults
- Making false accusations
- Sending abusive messages or degrading images via phone, email or social media

Bullying will always cause a great deal of pain and harm for those on the receiving end. Many people affected by bullying, both children and adults, believe they have nowhere to turn. They are scared to speak out and often blame themselves. They can become fearful and reclusive. It is important that we recognise when bullying is occurring and are prepared to take action to resolve the situation.

Some signs that can indicate a person is being bullied are as follows:

- Withdrawal from user group or Centre activities; appearing anxious, tearful or more reticent than usual, particularly in a certain context; development of mental health difficulties, such as depression or anxiety disorders; drop in performance relating to any Centre roles; physical injuries.

In order to help prevent bullying, the following procedures will be adopted:

- The Centre will display signs stating the importance of valuing and respecting each other even in disagreements. Everyone who uses the Centre should know how they can report any incidents of bullying.
- All allegations of bullying will be treated seriously, and details will be carefully checked before action is taken.
- The alleged bullying behaviour will be investigated, and bullying will be stopped as quickly as possible.
- An attempt will be made to help bullies change their behaviour.

- All allegations and incidents of bullying will be recorded, together with the actions that are taken.
- Incidents of bullying may be reported to the statutory authorities in line with the Centre's Safeguarding procedures.

It is important to distinguish bullying from other behaviour, such as respectfully challenging or disagreeing with someone else's beliefs or behaviours, setting reasonable expectations with regard to work deadlines and activities or taking legitimate disciplinary action.

3.4.2 Working with Alleged or Known Offenders

When someone attending the Centre is known to have abused children or adults at risk, or a serious allegation has been made, the Centre safeguarding team will supervise the individual concerned, but in its commitment to protect vulnerable groups, will set boundaries for that person which they shall be expected to keep.

When it is known that a person who has been convicted of abusing children, young people or adults is attending the Centre, it is important that their behaviour within the community is properly managed and that a contract is put in place. There are also times when it will be appropriate to take such measures with a person who has faced allegations of abuse but hasn't been convicted.

In determining the details of the contract:

- The DPS will inform and take advice from the appropriate authorities.
- There will be a discussion about who should be informed about the nature of the offence and the details of the contract.
- The rights of the offender to re-build their life without people knowing the details of their past offence should be balanced against the need to protect children, young people and adults at risk.
- The members of the Centre Safeguarding Team will always be informed.
- The DPS should determine whether the person is subject to supervision or is on the Sex Offenders' Register. If so, the DPS should make contact with the offender's specialist probation officer (SPO) who will inform the Centre of any relevant information or restrictions that they should be aware of.

An open discussion will be held with the person concerned in which clear boundaries are established for their involvement in the life of the Centre. A written contract will be drawn up which identifies appropriate behaviour. The person will be required to sign the contract and it will be monitored and enforced.

SECTION 4 - USEFUL CONTACTS

Local Authority Designated Officer (LADO)

Hampshire County Council.....
01962 876364.....
child.protection@hants.gov.uk.....

Police

Contact 101, or 999 in an emergency

Adult Social Services

8.45am—5pm0300 555 1386.....
Out of hours0300 555 1386.....

Children's Social Services

8.45am—5pm 0300 555 1384.....
Out of hours 0300 555 1373.....

APPENDIX 1 - DEFINITIONS OF ABUSE

Understanding, Recognising and Responding to Abuse

Abuse and neglect are forms of maltreatment of a child or adult at risk. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children and adults at risk may be abused in a family, or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or a child or children. There are many different ways in which people suffer abuse. The list below is, sadly, not exhaustive.

Type of abuse	Child	Adult at risk
<i>Physical</i>	Actual or likely physical injury to a child, or failure to prevent physical injury to a child.	To inflict pain, physical injury or suffering to an adult at risk.
<i>Emotional</i>	The persistent, emotional, ill treatment of a child that affects their emotional and behavioural development. It may involve conveying to the child that they are worthless and unloved, inadequate, or that they are given responsibilities beyond their years.	The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes. Such behaviour can create very real emotional and psychological distress. All forms of abuse have an emotional component.
<i>Sexual</i>	Involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This includes non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.	Any non-consenting sexual act or behaviour. No one should enter into a sexual relationship with someone for whom they have care responsibility or hold a position of trust.
<i>Neglect</i>	Where adults fail to care for children and protect them from danger, seriously impairing health and development.	A person's wellbeing is impaired, and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.
<i>Type of Abuse</i>	Additional Definitions	
<i>Financial</i>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	
<i>Spiritual</i>	The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position of spiritual authority (e.g. minister). The person experiences spiritual abuse as a deeply emotional personal attack.	

<i>Discrimination</i>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.
<i>Institutional</i>	The mistreatment or abuse of a person by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment. The Association as an institution is not exempt from perpetrating institutional abuse.
<i>Domestic Abuse</i>	Domestic abuse is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality or social status. Domestic abuse can be physical, sexual or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.
<i>Cyber Abuse</i>	The use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate manner.
<i>Self-harm</i>	Self-Harm is the intentional damage or injury to a person's own body. It is used as a way of coping with or expressing overwhelming emotional distress. An individual may also be neglecting themselves, which can result in harm to themselves.
<i>Mate crime</i>	'Mate crime' is when people (particularly those with learning disabilities) are befriended by members of the community, who go on to exploit and take advantage of them.
<i>Modern Slavery</i>	Modern slavery is the practice of treating people as property; it includes bonded labour, child labour, sex slavery and trafficking. It is illegal in every country of the world.
<i>Human Trafficking</i>	Human trafficking is when people are bought and sold for financial gain and/or abuse. Men, women and children can be trafficked, both within their own countries and over international borders. The traffickers will trick, coerce, lure or force these vulnerable individuals into sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice.

<i>Radicalisation</i>	The radicalisation of individuals is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some individuals are more vulnerable to the risk of being groomed into terrorism than others.
<i>Honour / Forced Marriage</i>	An honour marriage / forced marriage is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.
<i>Female Genital Mutilation</i>	Female genital mutilation (FGM) comprises all procedures involving partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons as defined by the World Health Organisation (WHO). FGM is a cultural practice common around the world and is largely performed on girls aged between 10 and 18. Performing acts of FGM is illegal in the UK, as is arranging for a child to travel abroad for FGM to be carried out.
<i>Historic Abuse</i>	Historic abuse is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.

Whilst it is not possible to be prescriptive about the signs and symptoms of abuse and neglect, the following list sets out some of the indicators which might be suggestive of abuse:

- unexplained injuries on areas of the body not usually prone to such injuries
- an injury that has not been treated/received medical attention
- an injury for which the explanation seems inconsistent
- a child or adult at risk discloses behaviour that is harmful to them
- unexplained changes in behaviour or mood (e.g. becoming very quiet, withdrawn or displaying sudden bursts of temper)
- inappropriate sexual awareness in children
- signs of neglect, such as under-nourished, untreated illnesses, inadequate care.

It should be recognised that this list is not exhaustive and the presence of one or more indicators is not in itself proof that abuse is actually taking place. It is also important to remember that there might be other reasons why most of the above are occurring

APPENDIX 2 – DETAILED GUIDANCE ON REPORTING REQUIREMENTS

STAGE 1 – THE WORKER

The duty of the person who receives information or who has a concern about the welfare of a child, young person or adult at risk is to RECOGNISE the concerns, make a RECORD in writing and RESPOND by passing on their concerns to the DPS. If he/she is not contactable, or they are implicated in the situation, another member of the Centre Safeguarding Team should be contacted instead.

Concerns should be passed on to the DPS within 24 hours of the concern being raised. If anyone is considered to be in imminent danger of harm, a report should be made immediately to the police by calling 999. If such a report is made without reference to the DPS, they should be informed as soon as possible afterwards.

A written record using the standard incident report form should be made as soon as possible after a child or adult at risk tells you about harmful behaviour, or an incident takes place that gives cause for concern.

The record should:

- be hand-written as soon as possible after the event
- be legible and state the facts accurately (when hand-written notes are typed up later the original hand-written notes should be retained)
- include the child or adult at risk's name, address, date of birth (or age if the date of birth is not known)
- include the nature of the concerns/allegation/disclosure
- include a description of any bruising or other injuries that you may have noticed
- include an exact record of what the child or adult at risk has said, using their own words where possible
- include what was said by the person to whom the concerns were reported
- include any action taken as a result of the concerns
- be signed and dated
- be kept secure and confidential and made available only to the Centre Safeguarding Team and representatives of any statutory authorities involved.

If concerns arise in the context of children's or adult at risk work, the worker who has the concern may in the first instance wish to talk it through with their group leader, where appropriate. However, such conversations should not delay concerns being passed on to the DPS. It should be clear that the duty remains with the worker to record and pass on their concerns to the DPS.

If an issue concerns an adult at risk who does not give permission to pass on the information to anyone else, the worker should explain that they will need to speak with the DPS, who will have greater expertise in dealing with the issue at hand.

If a concern is brought to the attention of a group leader by one of the workers, the leader should remind the worker of their duty to record and report, and will also themselves have a duty to pass on the concern to the DPS.

STAGE 2 – THE DESIGNATED PERSON FOR SAFEGUARDING (DPS)

The duty of the DPS on receiving a report is to REVIEW the concern that they have received and REPORT the concern on to the appropriate people, where necessary.

The duty to REVIEW

In reviewing the report that is received, the DPS:

- should take into account their level of experience and expertise in assessing risk to children or adults at risk.
- must take into account any other reports that have been received concerning the same individual or family.
- may speak with others in the Centre where appropriate (including Centre Safeguarding Team, unless allegations involve them) who may have relevant information and knowledge that would impact on any decision being made. Such conversations should not lead to undue delay in taking any necessary action.
- may consult with other agencies to seek guidance and advice in knowing how to respond appropriately to the concerns that have been raised.

The duty to REPORT

The DPS will decide who the report should be referred on to, working in conjunction with the Centre Safeguarding Team where appropriate. They may:

- refer back to the worker who made the initial report if there is little evidence that a child or adult at risk is being harmed, asking for appropriate continued observation.
- refer the concern to others who work with the child or adult at risk in question, asking for continued observation where appropriate.
- Inform parents / carers under certain circumstances, where doing so would not present any further risk of harm.
- Make a formal referral to the police or local Social Services team. With adults at risk, confidentiality means that someone's personal business is not discussed with others, except with their permission. This is not always possible when considering passing relevant information about abuse or concerns to the statutory authorities, however, it is possible to keep the information confidential to the relevant parties. This means not telling or hinting to others what has been disclosed. For adults at risk, concerns will only be referred to the police or Social Services without consent where:
 - the person lacks the mental capacity to make such a choice
 - there is a risk of harm to others
 - in order to prevent a crime
- If an allegation is made against someone who works with children* the allegation should be reported to the Local Authority Designated Officer (LADO) or equivalent. The LADO is located within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has:
 - behaved in a way that has harmed, or may have harmed, a child
 - possibly committed a criminal offence against children, or related to a child
 - behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

- If an allegation is made against someone who works with adults at risk*, it should be reported to the police or Adult Social Services.
 - **If a worker has an allegation made against them, they should step down from all Centre duties until the incident has been investigated by the statutory authorities. It may also be appropriate to put a Safeguarding Contract in place.*
- Whenever a formal referral is made to the police, Social Services or LADO, the DPS should report the referral to:
 - The Safeguarding Trustee
 - The Chair of Trustees of the Centre CIO Board
- A record should be kept of all safeguarding incidents and should be considered in the annual review of the Association's safeguarding policy. All original reports should be retained safely and securely by the DPS and a written record should be made of the actions taken.

STAGE 3 – THE NEXT STEPS

Responsibilities to **REPORT** and **SUPPORT** in stage 3 of the process are shared by the Centre Safeguarding Team.

The duty to SUPPORT

Once concerns, suspicions and disclosures of abuse have been addressed, the Centre continues to have a responsibility to offer support to all those who have been affected, including:

Victims; Alleged perpetrators; Children; Adults at risk; Other family members; Centre workers; Centre Safeguarding Team; and Trustees.

The duty to REPORT

If a Centre employee, trustee or volunteer has been accused of causing harm to children, young people or adults at risk this would be classed as a serious incident that should be reported to the Charity Commission by those organisations that are registered with the Charity Commission.

If a Centre employee has been removed from their post or would have been removed from their post because of the risk of harm that they pose to children, young people or adults at risk, there is also a statutory duty to report the incident to the Disclosure and Barring Service (DBS).

APPENDIX 3 – SAFEGUARDING INCIDENT FORM

This form should be completed by the Designated Person for Safeguarding

INDIVIDUAL OF CONCERN - CONTACT DETAILS

Name of Organisation	
Contact details of Organisation	

Name of Designated Person for Safeguarding (DPS)	
Contact details of Designated Person for Safeguarding	

Name of concerned person or to whom disclosure was given	
Contact details of concerned person or whom disclosure was given	

Name	
Date of birth	
Address	
Phone number / Email address	

THE INCIDENT

What happened? (Nature of concern / disclosure made - use the person's own words if known)

When did it happen? (date, time)

Where did it happen? (specific location)

Who was allegedly involved and in what way? (includes witnesses)

ANY ACTION THAT HAS BEEN TAKEN

Have the carers or parents / guardians been informed? (Please tick)

If so, when and by whom?

Have the statutory authorities been informed?

If so, please complete the table:

]
]

Example:

Authority	Police				
Name	Bobby				
Position	Child abuse officer				
Email contact	bobby@police.com				
Phone contact	077999				
Contacted by	Centre Manager				
Date & time of contact	1.30pm 1/4/15				

Any other action taken:

FUTURE ACTION TO BE TAKEN

What action needs to be taken?

Who is responsible for this?

SIGNATURES

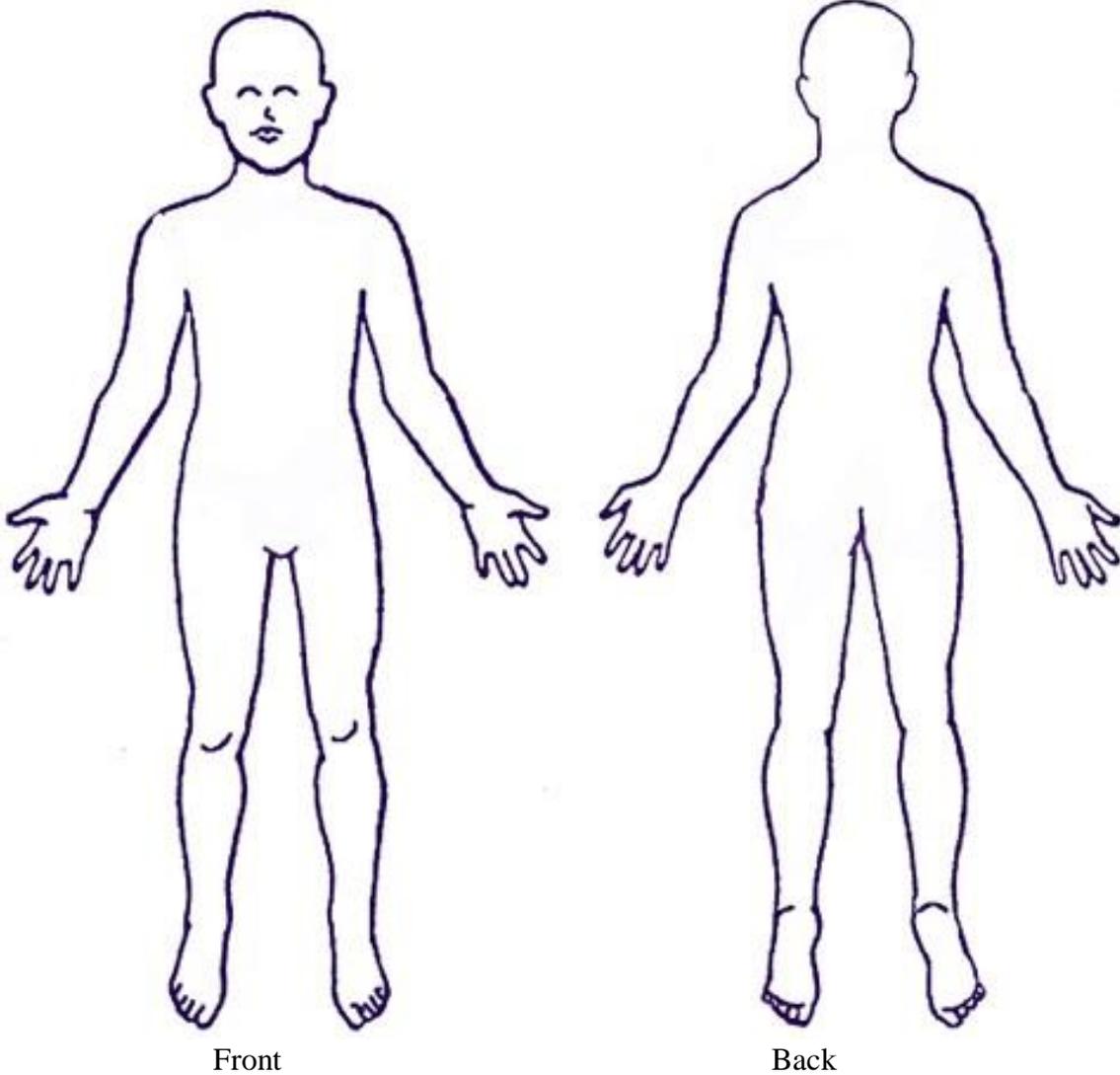
Signature of Designated Safeguarding Person		Signature of Centre Safeguarding Team member	
Date & time		Date & time	

BODY MAP

Name of Individual of Concern _____

Name of person completing this form _____

These diagrams are designed for the recording of any observable bodily injuries that may appear on the person. Where bruises, burns, cuts, or other injuries occur, shade and label them clearly on the diagram. **Remember it's not your job to investigate or to decide if an injury or mark is non-accidental. Listen, observe and pass it on.**



Signature _____

Date and time _____

In an emergency:

If you find yourself facing an emergency situation, where you believe that someone attending your Centre is being harmed or is at imminent risk of harm, please ring the police on 999 and ask to speak to an officer in the child or adult protection teams. Always keep records and let your DPS know that you have made this call.