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Bromley Mencap Safeguarding Children, Young People and Adults Policy

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Safeguarding Children, Young People and Adults Policy

Policy Statement

We recognise that the welfare of all children, young people and adults at risk, is paramount and that *all* have equal rights of protection. We have a duty of care when they are in our charge and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

Equal Opportunities Statement

We recognise that anyone can become subject to discrimination, harassment or victimisation because of:

- age
- culture
- disability
- gender reassignment
- marriage and civil partnerships
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Comments and actions that contribute to discrimination, harassment or victimisation are not acceptable and will be challenged. Such incidents will be recorded and shared with parents and carers, and the relevant agencies when necessary and appropriate.

We will:

- ✓ treat everyone with respect and celebrate their achievements,
- ✓ carefully recruit and select all staff whether paid or unpaid,
- ✓ respond to concerns and allegations appropriately.

When there are concerns about the welfare of any, child, young person or adult at risk, all responsible adults in our organisation are expected to share those concerns, without delay, with the Lead for Safeguarding (or a Manager from the Senior Management Team, if the Lead is unavailable).

Our policy is approved by our Council of Management and will be reviewed and updated annually. We will publish and promote this policy to all staff, paid or unpaid, through induction, training and supervision. We endeavour to disseminate, as appropriate, this policy to all who come into contact with our (organisation/group) e.g., the children, young people, adults at risk, their parents, carers and others such as partners and fundraisers.

Policy Aim

As members of SAFE, we aim at all times to attain the SAFE standards 1-5, as found in the SAFE toolkit, throughout all our activities with children, young people, adults at risk, their families and/or carers. We endeavour to provide a safe and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments. Our organisation holds current Public Liability Insurance which covers all our activities.

Lead and Deputies for Safeguarding

The responsibility of managing the safeguarding of children, young people and adults at risk can be both demanding and challenging, and therefore must be appointed at managerial level to personnel who are available whenever operational, which includes cover for sickness and holidays.

Our Lead for Safeguarding is:

Name: Steve Barnes

Contact details: 020 8466 0790/07718 495640/steve.barnes@bromleymencap.org

Our Senior Management Team (SMT) are Deputy Leads

Name: Eddie Lynch, Caroline Stone and Matt Catchpole

Contact details:

020 8466 0790

07392 063414 /Caroline.Stone@BromleyMencap.org

07891 968784/Eddie.Lynch@BromleyMencap.org

07718 495639/Matt.Catchpole@BromleyMencap.org

Their role is to oversee and ensure that our safeguarding policy, which includes eSafety, is fully implemented and that we attain SAFE standards.

Their responsibilities are:

- ✓ monitoring and recording concerns
- ✓ making referrals to social care, or police, as relevant, without delay
- ✓ liaison with other agencies
- ✓ arranging training for all staff

The SMT should be available to support or cover for the Lead. They will also handle any complaints or allegations against the Lead if appropriate.

An annual audit of safeguarding concerns raised will be presented to the Council of Management and presented to the staff meeting to encourage dissemination of learning from incidents.

Additional Senior Lead

A Senior Member of the organisation at Board, Trustee, Governor or similar level should be appointed to take leadership responsibility for the organisation's safeguarding arrangements. This person should have up to date and relevant training and the ability to develop knowledge, skills and expertise in safeguarding.

Additional Senior Lead Is: Bromley Mencap's Vice-Chairman

Name: Ann Kean

Contact details: 07719043633/annkean1411@gmail.com

Why do we need a Safeguarding Policy?

All organisations that work or come into contact with children young adults and/or adults at risk need to have safeguarding policies and procedures in place.

Government guidance is clear that all organisations working with children, young people, adults at risk, families, parents and carers have responsibilities for safeguarding. It is important to remember that children, young people and adults at risk can also abuse and that such incidents fall into the remit of this policy.

To undertake these responsibilities we:

- have (senior managers, board members and/or trustees) committed to safeguarding
- are clear about people's responsibilities and accountability
- have a culture of listening to children, young people and adults at risk
- undertake safer recruitment practices for all staff and volunteers working with children & young people
- have procedures for safeguarding children and young people and adults at risk
- have procedures for dealing with allegations against, and concerns about any staff
- make sure staff, paid and unpaid, have mandatory induction and further safeguarding training, supervision, reviews and support
- have agreements about working with other organisations and agencies

Definition of a child/young person

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier" (Article 1, Convention on the Rights of the Child, 1989).

A child is anyone who has not yet reached their 18th birthday (16th in Scotland).

Definition of an adult at risk

There is no single law that defines an adult at risk across the UK. In general terms, an adult at risk is a person over the age of 18 years (16 in Scotland) and is:

- having needs for care and support, and;
- experiencing, or is at risk of, abuse and neglect and;
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Data Protection

We will treat any personal information by which an individual can be identified (i.e. name, address, email etc.) in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) and will not share information with any third party, except where required by law.

Confidentiality

This policy is in line with government guidance about confidentiality and these details will be made available to all staff, children, young children, adults at risk, parents and carers.

We fully endorse the principal that the welfare of children, young people and adults at risk, override any obligations of confidence we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a “need to know” basis.

Whistleblowing

Whistleblowing is when someone raises a concern externally about a person or practice within the organisation, which will affect others in an illegal and or harmful way.

Our organisation promotes the sharing of any concerns regarding the safeguarding of children, young people, and adults at risk as soon as possible with the Lead or Deputy for Safeguarding.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to social care services, the police, and /or the relevant Regulatory Authority.

All media enquiries will be handled by Eddie Lynch, Chief Executive.

Information Sharing

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered, are suffering or at significant risk of suffering harm. It is important that records are shared at the appropriate time with necessary. Within our organisation the decision to share written information, and with whom, will be undertaken by the Lead or the relevant SMT lead.

Safer Recruitment

Our organisation is committed to safe recruitment in line with the relevant legislation and guidance from government and Regulatory Authorities for recruiting all staff, paid or unpaid. We do this by:

- advertising vacancies with a clear commitment required to safeguarding.
- assigning all posts detailed job descriptions.
- obtaining full personal details including fitness to work with children, young people and adults at risk by application form (not CVs) with particular relevance to previous work with children, young people and adults at risk.
- when a candidate is selected for interview the relevant criminal declaration form will be sent for completion as set out by the Rehabilitation of Offenders Act 1974.
- always taking up two written references, one from the most recent employer.
- undertaking all interviews face to face, based on the job description.
- ensuring at least one person on each interview panel will have undertaken Safer Recruitment Training, in line with the relevant Regulatory Authority's safe recruitment guidelines.
- having sound procedures and recording for interviewing to ensure we are satisfied, and can evidence that the applicant is appropriate and suitable.

Any appointment will only be confirmed subject to:

- ✓ satisfactory criminal records check at the appropriate level.
- ✓ a follow up of written references by telephone if relevant to vacant post.
- ✓ a check of essential qualifications.
- ✓ confirmation of the right to work in the UK if relevant.
- ✓ fitness to work as relevant.

Induction and Training

We have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff, paid and unpaid, will receive induction training as soon as possible and sign to record they have:

- received and understood this policy.
- been given any relevant resources
- understood the commitment to safeguarding training

We also agree a probationary period of 3 or 6 months (depending on the role) with clear goals and then provide supervision/mentoring/appraisals at regular intervals of 3 or 6 months with the line manager.

Staff and volunteers will receive safeguarding training, at the appropriate level, within their first three months.

Update training is required every two years for online training and every three years for training carried out face to face. The policy will be uploaded to the BrightHR system, and a read receipt requested from all staff to confirm that they have read the policy.

Staff will also undertake the free online government training for PREVENT/Channel and FGM where deemed to be appropriate to the role.

Working Practices

Consent

When consent is required for any care, activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding.

Where relevant, we will ensure we fulfil our obligations under Child Care Law in terms of parental responsibility and Mental Capacity Legislation on supporting where possible the individual's right to make their own decisions. Any decisions made should be the least restrictive and recorded.

Staff Ratios to Children, Young People and Adults at Risk

There must always be a minimum of two responsible adults present for any activities.

Lone and One to One Working

We will avoid lone working and one to one working whenever possible to protect both individuals. A risk assessment will always be undertaken to ensure:

- ✓ the care or activity provided is suitable for one to one working,
- ✓ the lone worker has been recruited, trained and supervised to undertake this particular role,
- ✓ that health and safety issues have been identified and recommendations followed,
- ✓ safeguards are in place to protect individuals rights to safe working practice,
- ✓ safeguards are in place in relation to strategies for emergency situations,
- ✓ relevant business insurance is in place for use of personal vehicles, and
- ✓ accurate and relevant written recording is maintained following any care and activity, signed and dated.

Home Visits

Home visits will only be made when necessary and booked by the organisation.

Each home visit will be carefully planned and recorded and include:

- who is being visited
- the purpose of the visit
- who will carry out the visit
- the time expected to carry out the visit
- who will also be present during the visit
- members of staff paid or unpaid, and others
- any physical contact which may be required and will be undertaken in line with the code of conduct within this policy.

All home visits will be made in a polite and friendly manner. Personal relationships or showing favouritism must not happen.

Any safeguarding concerns raised and any untoward incidences, such as no access or a child being at home alone, should be followed up, recorded and managed in line with this safeguarding policy.

Young People who work in our Organisation

All young people who are undertaking volunteer work, apprenticeships or work experience within our organisation/group are to be included within this policy and their safeguarding as individuals given the same importance as all young people we come into contact with. Any disclosures, observations of possible harm or disturbing behaviour must be reported to the Lead or Senior Manager immediately.

They will also require an induction program that includes their commitment to safeguarding within the remit of the safeguarding policy and in line with all staff induction.

In addition, information on the young person's contacts recorded as relevant e.g. parents, carers, school representatives and any supervisors, with emergency contact numbers.

Codes of Conduct

We aim to provide a safe environment free from discrimination, upholding and promoting equality, diversity and inclusion. We undertake to:

- ✓ treat all children and young people and adults at risk with respect and dignity
- ✓ ensure that their welfare and safety is paramount at all times
- ✓ maintain professional boundaries both face to face and when using technology
- ✓ ensure any intimate touch required, to carry out care, treatment or training is within relevant guidelines and is safe and appropriate. Intimate touch and care will always be part of a plan, agreed with the individual concerned, their parents or carers.
- ✓ always listen to individuals and take account of their wishes and feeling
- ✓ always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- ✓ liaise openly with parents and carers
- ✓ only use physical contact if absolutely necessary
- ✓ avoid being alone with children, young people and adults at risk whenever possible
- ✓ listen to, and act upon, any disclosures, allegations, or concerns of abuse
- ✓ participate in approved safeguarding training at appropriate levels
- ✓ ensure restraint is only used as part of an agreed plan by staff trained in the use of the particular restraint or as an emergency action to protect from harm. All use of restraint will be reported and recorded by the member of staff concerned to the Lead for safeguarding or Senior Manager.
- ✓ follow our safeguarding policy at all times
- ✓ make activities FUN and enjoyable

Recognising Abuse in Children Young People and Adults at Risk

The following list is for guidance only. It is important to be observant, listen to what is being said and record. e.g. is what you are observing and being told about an injury consistent with the injury?

- Abuse related to faith or belief
- Alcohol and Substance misuse
- Breast Ironing

- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and upskirting
- Concealed pregnancy
- Criminal exploitation
- Discriminatory
- Domestic violence, including "honour" based abuse
- Emotional
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage
- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding
- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional
- Psychological
- Physical
- Radicalisation
- Self-neglect
- Sexual
- Sexual Exploitation
- Trafficking

Young Carers

When assessing the needs of a young carer, the professional(s) responsible must consider whether any of the caring responsibilities the young carer is undertaking are inappropriate, taking into account the child's own needs. The assessment should take into account the impact of the child's caring role on their health and development. For example considering:

- whether the child's caring role limits their educational opportunities, perhaps because it means there are reasons why they are absent from school; or
- whether caring prevents the child from building relationships and friendships; or how caring affects the child's physical and emotional wellbeing.

The assessment must also reach a view about whether any of the child's caring tasks are "inappropriate", in view of child's personal circumstances.

Inappropriate tasks could include:

- personal care such as bathing and toileting;
- carrying out strenuous physical tasks such as lifting;
- administering medication;
- maintaining the family budget;
- or offering, precociously mature, emotional support to the adult e.g. if, in effect, the child is “parenting their parent”.

Safeguarding children must always be a priority for every service coming into contact with young carers. However, local arrangements to support young carers and their families should not be presented in a way that could discourage young carers and their families from seeking information, advice or requesting an assessment.

Handling Disclosures

When a disclosure is made by a child, young person or adult at risk it is important to remember to:

- take what you are being told seriously
- stay calm and reassure
- do not investigate
- do not delay

and always

- seek advice from the Lead for Safeguarding or Senior Manager
- make a careful recording of anything you are told or observe, date and sign.

A disclosure may come from someone telling you:

- they have or are being abused
- they have concerns about someone else
- they are themselves abusing or likely to abuse someone else

Responding to Concerns

We ensure and emphasise that everyone in our organisation understands and knows how to share any concerns immediately with the Lead for Safeguarding or Senior Manager. Everyone including both the Lead for Safeguarding or Senior Manager will deal with concerns using the following:

Step One:

If you are worried a child, young person or adult at risk has been abused because:

- you have seen something
- someone says they have been abused
- somebody else has told you they are concerned
- there has been an allegation against a colleague
- there has been an anonymous allegation
- an adult has disclosed that they were abused as a child
- a child, young person or adult say they are abusing someone else.

Step Two:

Check this safeguarding policy for guidance. Talk to the Lead or Deputy for Safeguarding without delay. If they are implicated, then talk to your Additional Senior Lead

Step Three:

The Lead, Deputy or Additional Senior Lead should refer the concern to the relevant adult's or children's social care service and/or the Police and follow up the referral in writing within 24 hours.

For England and Wales, in cases of allegations against a "person of trust" with a "duty of care" towards a child, the Local Authority Designated Officer (LADO) will co-ordinate the next procedural steps.

Under "whistle blowing", anyone can refer directly to the Police, social care services, LADO, the Charity Commission, Protect or the NSPCC (child concerns only) when they are concerned the organisation is not managing safeguarding concerns appropriately.

CONSULT,
MONITOR
AND RECORD
Sign/Date/Time
*Include name and
job role*

When the concern is about the welfare of a child or adult at risk from schools, colleges, health providers, GP practices, prisons or social care settings, you should refer to that organisation's Lead for Safeguarding in the first instance. Inform the Lead or Deputy of your organisation that you have referred a concern.

Any consultations should not delay a referral.
In an emergency do not delay: dial 999

Record Keeping

At all times when required, and especially where there is a safeguarding concern, we are committed to keeping records which are:

- recorded on a safeguarding incident form
- of sufficient details of child, young person or adult at risk to identify individual who is subject of concern and any significant others
- accurate and factual/based on fact, as a true record of:
 - what has been monitored/observed
 - what has been said and by whom
 - what has given cause for concern
 - what action has and/or will be taken including the reason for those actions
 - the reason stated for no action being taken and by whom
- non judgmental
- timely within 24 hours
- signed and dated by the writer and co- signed by the Lead or Senior Manager
- shared as appropriate by the Lead for Safeguarding or Senior Manager
- stored safely and securely by the Lead for Safeguarding or Senior Manager

Handling Allegations / Dealing with Complaints / Disciplinary & Grievance

Procedures

Our policies and procedures are in line with the statutory guidance, the relevant Regulatory Authority guidelines, our disciplinary, complaints and grievance procedures. These will be made available to everyone.

Where a complaint or allegation has been made with regards to any inappropriate behaviour or poor practice, the Lead or Senior Manager will, in all cases, discuss the situation with social care services (the LADO in England) and / or the police before making an open decision about the best way forward.

In the case where the Lead is implicated, a Senior Manager should be informed. In the exceptional circumstances that both are involved, the person concerned will inform an alternative Senior Manager. If there is a belief that the concern has not been taken seriously or acted upon then any one can “Whistle blow”

With regards to disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a strategy with social care services and / or the police, (the LADO, with regards to children in England only). Any investigation will override the need to implement any such procedures. Our management are responsible for making referrals to the relevant:

- criminal records service
- Regulatory Authority (CQC)
- professional body.

Bullying and Harassment

Bullying and harassment can take many forms and include:

- physical violence including threats, verbal assaults and taunts, the destruction of property, extortion, unwanted sexual interest or contact.

- indirect forms of bullying including ignoring a person and the withdrawal of friendship, malicious gossip and spreading rumours, abusive or oppressive graffiti, the use of social media, electronic messages and websites.
- it is often motivated by prejudice against certain groups for example on the grounds of race, religion, gender and disability

Whether directed at children, young people, adults at risk, staff, volunteers, parent and carers, bullying and harassment, physical and/or emotional abuse will not be tolerated. All such behaviour will be treated as a safeguarding concern when aimed at children, young people and or adults at risk.

We will:

- provide a culture of equality and respect for all with zero tolerance to any form of bullying or harassment
- report all incidents of bullying or harassment observed or disclosed, to the Lead or Senior Manager
- take immediate steps to stop the behaviour and mitigate the affects of bullying and harassment
- record all incidents with observations and witness statements, and action taken, signed, timed and dated

eSafety

Why do we need to include eSafety?

Recent advances of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. This is especially so for those who cannot always go out to socialise and rely on websites for social networking, watching films, downloading music, buying lottery tickets, shopping etc. Government guidance is clear, that all organisations working with children, young people adults at risk, families, parents and carers have responsibilities. It is also important to remember, children, young people and adults at risk can also abuse and such incidents fall into the remit of this policy

eSafety Code of Conduct:

We expect everyone in our organisation to agree and sign up to our eSafety code of conduct to:

1. use the internet and other forms of communication in a sensible and polite way.
2. only access websites, send messages or access and use other resources that will not hurt or upset anybody.
3. seek permission if I want to use personal information or take photographs of other people.
4. report any concerns to the Lead or Senior Manager
5. be clear that we cannot maintain confidentiality if there is a concern about the welfare of a child, young person or adult at risk.

What are the Risks?

There are many potential risks including:

- accessing inappropriate or illegal websites.
- receiving unwanted or upsetting texts, e-mail messages or images.

- being “groomed” by another with a view to meeting the child, young person or adult at risk for their own illegal purposes including sex, drugs or crime.
- viewing or receiving socially unacceptable material such as inciting hatred or violence.
- sending bullying messages or posting malicious details about others.
- ignoring copyright law by downloading e.g. music, videos, homework cheat materials etc.
- overspending on shopping and gambling sites.
- being at risk of identity fraud for money transactions.
- inappropriate relationships or prostitution.

What else might be of concern?

A child, young person or adult at risk who:

- is becoming secretive about where they are going to or who they are meeting.
- will not let you see what they are accessing online.
- is using a webcam in a closed area, away from other people.
- is accessing the web or using a mobile for long periods and at all hours
- clears the computer history every time they use it.
- receives unexpected money or gifts from people you don't know.
- does not appear to have the money they should have.

A person who:

- befriends a child, young person or adult at risk on the internet or by text messaging.
- has links to children, young people and/or adults at risk on their social media pages especially if they work in a position of care such as a sports coach or care worker.
- is secretive about what they are doing and who they are meeting.

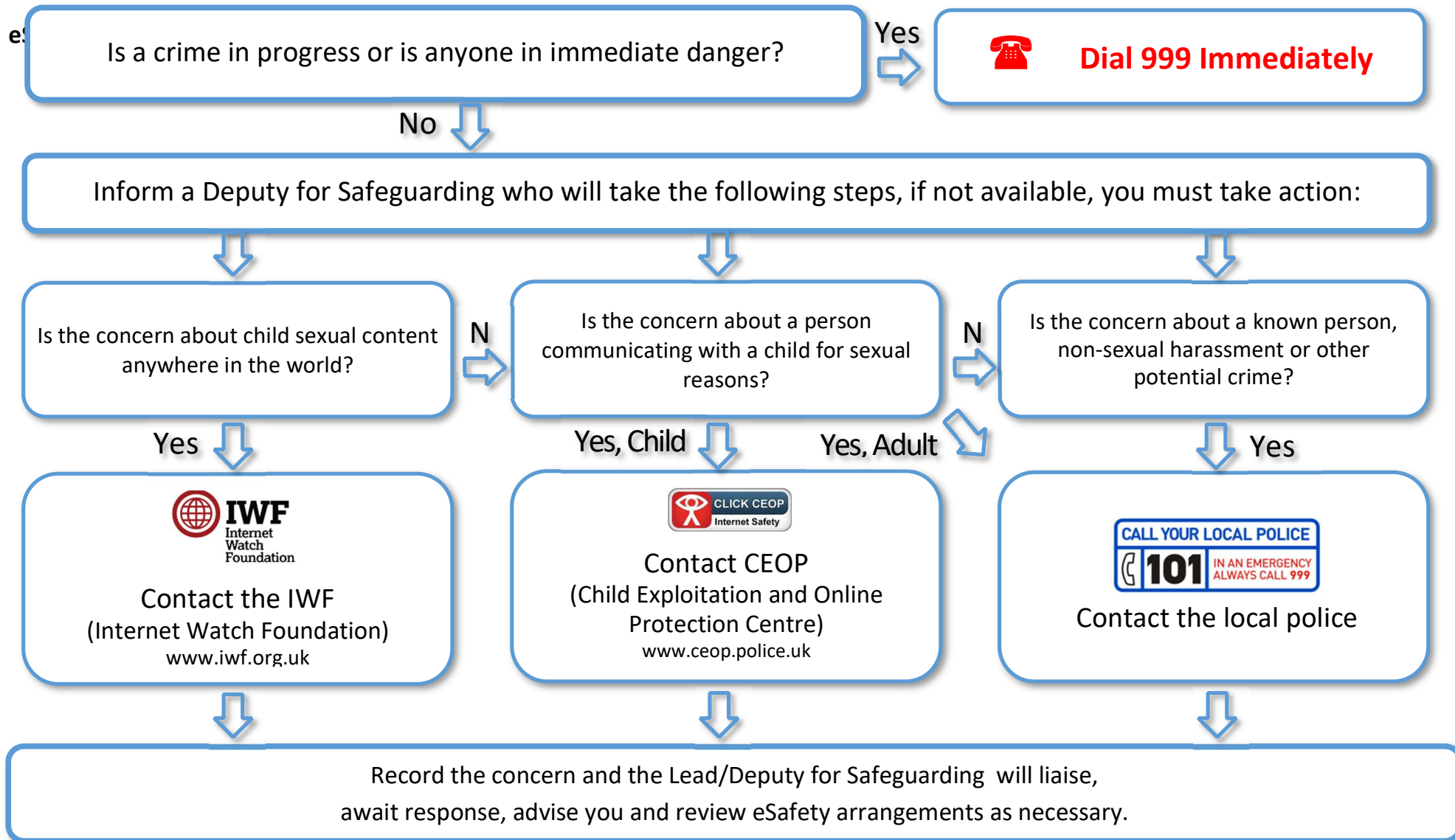
What do I do if I am concerned?

If you have any concerns, speak to the Lead for Safeguarding or Senior Manager.

Remember:

- do not delay.
- do not investigate.
- seek advice from the Lead or Senior Manager
- make careful recording of anything you observe or are told

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Minimising the Risks

We will:

- talk to children, adults and adults at risk about what they are accessing online.
- ensure everyone uses PCs, iPads and other technology in a general space where we can monitor what is going on.
- explain the risks of giving out personal details online.
- talk about how people can be anyone they want to be online, e.g. by using misleading eMails, photographs of other people, telling lies about their age, hobbies, school.
- encourage children, young people and adults at risk to think carefully about what photographs or videos they use online. They can be used and tampered with by other people, or they may not be appropriate.
- advise children, young people and adults at risk to only text, chat or webcam to people they know in real life.
- talk about how to identify SPAM messages or junk mail and how to delete them. This also applies to messages from people they do not know, or opening attachments.
- discuss how people hide their identities online and the importance of never meeting new online “friends” in real life.
- make sure children, young people and adults at risk understand they can always talk to us, or their parents and/or carers, about anything that makes them feel uncomfortable.
- look on the internet together for information about how to deal with or report problems.
- talk about how/when information or images get on to the internet, they can never be erased.

Safeguarding Practical Guidance

Photography & Filming Guidance

The use of photography is really important to record the successes and achievements of children, young people and adults at risk in their lives and activities. However, it is vital to remember that photography can be used and distributed inappropriately including on the Internet.

It is therefore important to be clear about:

- explaining to parents and carers why caution is necessary
- the purpose of photos e.g. parent’s and carer’s own record, media and publicity etc
- the content required when using a professional photographer
- informing parents and seeking their consent for any publication or media use
- publishing only limited details alongside individuals photos in newspapers etc
- taking photographs openly and away from changing areas
- the suitability of clothing e.g. swimsuits

- any group photos being taken only during the activity or on the premises
- all those taking photos signing a registration form, which includes the reason, use and storage of all photographs and films

The above guidance applies to any photographic and filming equipment including camera phones, digital or video cameras, which and whose equipment is used should also be recorded on the registration form

Activities, Events and Visiting Speakers/Activity Leaders

We will always ensure visitors and activities undertaken are risk assessed and we are committed to:

- ensuring that those who run activities have the expertise, knowledge and skills to do so properly
- completing a risk assessment which involves identifying risks and the means of reducing or eliminating those risks for all activities or events
- risk assessing any changes being made to activities or events involving children, young people and adults at risk
- having a written plan in place if the event or activity has to be cancelled
- having a written plan in place in case of emergency including contact numbers
- implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis

The Late Pick Up of a Child, Young Person or Adult at Risk

If attempts to contact the parent and nominated emergency contact fail, then the supervising adult should wait with the child, young person or adult at risk with other staff, volunteers or parents wherever possible.

Staff paid and unpaid should avoid:

- taking the child or adult home or to another location;
- waiting alone with the child or adult in a vehicle or at the venue;
- sending the child or adult home with another person, without parental consent;
- leaving the child or adult alone.

If all attempts to make contact fail, it may be advisable to contact the police for advice.

Child, Young Person or Adult goes Missing

If a child, young person or adult at risk goes missing from the group or organisation it should be reported to the police. Use 999 where there is a concern that they cannot be found or are vulnerable.

A missing person may be assessed as 'at risk' if they fit one or more of the following categories.

- is under 16

- has expressed feelings of suicide
- has dementia
- has been acting totally out of character
- has mental health issues
- is under increased stress
- has an illness or a physical disability
- has a learning disability
- is in need of regular medication/care

The Lead or Senior Manager should be informed as soon as possible, and all details and actions recorded dated timed and signed.

First Aid

Our First Aiders have completed specific training as set out by the Health and Safety Executive (HSE). They hold valid and up to date certificates of competence issued by an organisation whose training and qualifications are approved by the HSE.

The duties of a First Aider are:

- to give immediate First Aid to children, young people, adults at risk, staff or visitors when needed
- to ensure that an ambulance or other professional medical help is called when necessary

Our organisation undertakes to ensure there is always a trained first aider on site at our venues or, if other venues used such as schools, that they have appropriate first aid cover.

We also provide training and guidance on dealing with hazardous materials such as blood, other bodily fluids and chemicals. We ensure sufficient equipment is available to deal with accidents or spillage.

All incidents will be reported and recorded in the First Aid and Incident Accident Books

Buildings and venues

Safeguarding risk assessments will be carried out on all buildings and venues used by our organisation or by the host's venue management, such as schools

The safeguarding risk assessment should cover

- access especially how people enter and leave the building
- signing in protocol
- use of keys
- toilets and changing rooms
- any outside space
- car parks
- any other relevant issues

SAFEcic Recommendations

In order to attain the highest standards of safeguarding practice, everybody needs to be vigilant in adhering to this policy and also assessing the risks of their own work and activities. These risk assessments will be carried out annually by the Lead and/or Deputy. However, it is the responsibility of everyone to draw attention to practices and procedures that they are unhappy or uncomfortable with.

It is only through adopting SAFEcic policies and practices that we can all be confident we have done everything we can to safeguard the children, young people and adults at risk in our care.

Local Authority and Regulatory Authorities Contacts

Children's Safeguarding Reporting

https://www.bromley.gov.uk/info/200127/safeguarding_children/163/reporting_child_abuse

Email: mash@bromley.gov.uk or mash@bromley.gcsx.gov.uk

Tel: 020 8461 7373 / 7379 / 7026

Out of Hours - Emergency Duty Team:

Tel: 0208 464 4848

Adult Safeguarding reporting

https://www.bromley.gov.uk/info/731/safeguarding_adults/280/safeguarding_adults_at_risk/2

Email: Adult.Early.Intervention@bromley.gov.uk

Tel: 020 8461 7777

Out of Hours – Emergency team

Tel: 0300 303 8671.

Safeguarding Prompt Sheet for Front Line Workers

When informed of a potential Safeguarding situation, it is important to

Step 1: Observe

Note down observations you have made in as much detail as possible:

- If contacted by phone, ask for the name of the caller and the contact number you can get them on in case the call fails.
- Remember if people are distressed or panicking their immediate reaction might be to give as much information as quickly as possible. Do not stop them but actively listen, picking out key points to refer to later.
- Log the date and time you received the call.
- Take down as much basic information as possible:
 - The full name of the person raising the concern.
 - Their role – member of staff/volunteer/service user/other.
 - The project they are linked to.
 - If their call relates to a child/adult service user.
 - The full name of the service user.
 - The age, date of birth and address of the service user (if known by the caller).
 - If the call is about a safeguarding allegation against a worker or volunteer, you do need to ensure you have the correct name and role of the person the allegation is about.
 - If the incident relates to the potential harm of a child by an adult service user/volunteer/member of staff, you need the name, age, date of birth and address of the child if possible.

Step Two: Assess Urgency

Ask “Is the service user at risk of serious or immediate harm or are they seriously injured?” or “Is there a threat to the health and safety of someone else?”

If the answer is yes to either of these questions:

- You must instruct the caller to dial 999 immediately to request the police or ambulance as appropriate if they have not already done so.
- Ask them to phone you back when the emergency services are on the scene and dealing with the situation and they are able to update you.
- In this case your first priority must be to reassure the caller and support them before seeking further information.
- You need to know if the next of kin or the person with parental responsibility or emergency contact is aware of the situation and if they have been/will be informed of what has happened by emergency services (unless they are the perpetrators or pose the threat).

- Try to establish if the incident needs immediate action or if there is no or minimum risk if it is left so that more information can be obtained.

Step Three: Report

- You should report your concerns to the Bromley Mencap Safeguarding Lead immediately (the Deputy Chief Executive or the Employment Service Manager, if the Deputy Chief Executive is absent/unavailable). Discuss the matter at hand with them in depth and comply with their instruction.
- In an emergency always call 999.

Change Log

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2021 update:

- added section on Young Carers, updated training requirements to include annual refresher on local procedure and equalise length of time training is valid whether online or face to face, and updated contact details.

2022 update:

- changed frequency of training requirement to reflect renewed availability of face-to-face training. Update training is required every two years for online training and every three years for training carried out face to face. The policy will be uploaded to the BrightHR system and a read receipt requested from all staff to confirm that they have read the policy.

2023 update

- commitment to presentation of an annual audit of safeguarding concerns to the Council of Management and staff meeting to encourage dissemination of learning from incidents.
- amendments to contact details.
- minor amendments to the policy as updated by SafeCIC