



# Hale Community Centre

## Safeguarding Procedures

**Hale Community Centre has a duty of care and is committed to the protection and safety of everyone who enters our premises, including children, young people and adults at risk involved as visitors and/or as participants in all activities and events.**

We also have a duty to safeguard and support employees, consultants, contractors and volunteers by providing key guidance relating to safeguarding and ensure they know what individuals need to do if they have a concern about the safety and welfare of a child, young person or adult at risk, by: -

- Developing habits, practices, rules, and procedures which keep people safe
- Recognise and report abuse or harm affecting people the Community Centre has contact with
- Even if you do not interact with people directly, you will need to be aware and think about safeguarding responsibilities and how you respond to them

### 1. INTRODUCTION

- 1) These procedures are in line with the [Hale Community Centre Safeguarding Policy dated October 2023](#); defining how the Community Centre operates to safeguard children, young people, and adults at risk of abuse or neglect.
- 2) Trustees, consultants, contractors and/or volunteers need to be committed to the following principles:
  - The welfare of the child, young person or adult at risk is paramount.
  - All children, young people and adults at risk have the right to protection from abuse.
  - Safeguarding is everyone's responsibility: for services to be effective each professional and organisation need to play their full part; and
  - All suspicions and allegations of abuse must be properly reported to the relevant internal and external authorities and dealt with swiftly and appropriately.

## 2. CODE OF CONDUCT

**In keeping with our Vision, to create lasting positive change, Hale Community Centre provides a safe, welcoming and inspiring environment where the whole community is encouraged and enabled to thrive.**

We provide guidance and support with high standards of ethical behaviour and compliance being essential to protecting the reputation and long-term success of the Hale Community Centre charity.

The Hale Community Centre's Code of Conduct has been created to help staff, consultants, contractors and volunteers understand our core values and the practices expected to support them.'

## 3. LAWS, RULES & DUTIES

- 1) There can be no excuses for not taking all reasonable action to protect children, young people, and adults at risk from abuse or neglect. All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998.
- 2) People who are eligible to receive health and community care services may be additionally vulnerable to the violation of these rights by reason of disability, impairment, age, or illness.
- 3) Hale Community Centre:
  - has a zero-tolerance approach to abuse.
  - recognises that under the Care Act 2014, it has a duty for the care and protection of adults who are at risk of abuse. It also recognises its responsibilities for the safety and care of children under the Children Act 1989 and 2004.
  - is committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised.
  - is aware of the work of their local safeguarding Board/Partnership and other support organisations on the development and implementation of these procedures for the protection of children, young people, and adults at risk. The Community Centre's aim is about stopping abuse where it is happening and preventing abuse where there is a risk that it may occur.

## 4. RESPONSIBILITIES

- 1) The Board of Trustees has delegated to the Chairperson, the responsibility for implementing and monitoring safeguarding at Hale Community Centre. The Chairperson is responsible for ensuring that the Hale Community Centre's Safeguarding Policy is seen and has responsibility for reporting concerns that arise, as a matter of urgency, to the relevant safeguarding agency.

2) The Centre Manager as the Safeguarding Lead; the appointed person, responsible for the effective operational implementation of procedures and systems within the Community Centre will know who to contact and where to go for support and advice in relation to an allegation, a concern about the quality of care or practice or a complaint.

3) **Contact Information:** -

Speak to the **Hale Community Centre's Designated Safeguarding Lead**  
[**Centre Manager** - ☎ 07471 180958 / ✉ manager@halecommunitycentre.org.uk]  
to report your concerns without delay.

If you have concerns that they are implicated or may not act, appropriately  
contact the **Chair of the Board of Trustee**  
[**Norma Corkish** - ☎ 07764613393 / ✉ norma.corkish@gmail.com]

## 5. MAIN AGENCY INFORMATION FOR REFRRALS

- **Children & young people** - Surrey Children's Single Point of Access (C-SPA)  
<https://www.surreyscp.org.uk/professionals/information-on-c-spa/>
- **Adults** - [Multi Agency Safeguarding Hub \(MASH\)](https://www.surreysab.org.uk/concerned-about-an-adult):  
<https://www.surreysab.org.uk/concerned-about-an-adult>

## 6. DEFINITION

1) **Children and young people** are defined as those people aged under 18 years old. Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- enabling all children to have the best outcomes.

2) **Adults are at risk of abuse or neglect.** An adult at risk - for the purposes of these procedures, refers to someone over 18 years old who, according to Section 42 of the Care Act 2014:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- because of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it
- If someone has care and support needs but is not currently receiving care or support from a health or care service, they may still be an adult at risk.

### 3) Persons affected

- All trustees, employees, consultants, contractors, and volunteers
- All those attending any activity or service that is being delivered from the Community Centre's property.
- All visitors and/or contractors undertaking work at the Community Centre.

## 7. PROCEDURES

- 1) All members of the Board of Trustees, employees, consultants, contractors, and volunteers adhere to: -
  - a) follow the charity's governing document and the law in declaring that they have no convictions in relation to abuse;
  - b) familiarise themselves with safeguarding responsibilities, undertake training where proper on safeguarding issues including whistleblowing where it is available and offered by their local safeguarding board/partnership or other local support organisation and ensure that they understand the principles set out above;
  - c) work together to promote a culture that enables issues about safeguarding and promoting welfare to be addressed;
  - d) not have unsupervised access to children, young people or adults at risk unless appropriately vetted
- 2) Follow safe recruitment practices.
- 3) Ensure all hirers of the Hale Community Centre have agreed to the Booking Terms & Conditions of Hire. This will require all hirers who wish to use the Community Centre for activities which include children, young people and adults at risk, other than for hire for private parties arranged for invited friends and family, to either produce a copy of their Safeguarding Policy and evidence that they have carried out relevant checks through the Disclosure and Barring Service (DBS) when requested to do so or, confirm that they have understood and will adhere to the Community Centre's principles and procedures with regard to safeguarding.
- 4) The Centre Manager will conduct an annual review of these procedures and the [Hale Community Centre Safeguarding Policy](#) in October 2024.

## 8. SUSPICIONS OR ALLEGATIONS

- 1) Ensure all suspicions or allegations of abuse against a child, young person or adult at risk are taken seriously and dealt with speedily and appropriately.

- 2) An allegation may relate to a person who works with children, young people or adults at risk who has:
  - Behaved in a way that has harmed a child, young person or adult at risk or may have harmed a child, young person, or adult at risk
  - Possibly committed a criminal offence against, or related to, a child, young person, or adult at risk; or
  - Behaved towards a child (or children), young person or adult at risk in a way that shows they may pose a risk of harm to children, young people, or adults at risk.
- 3) **Types of abuse and harm.** Be aware of several types of harm (*this list is by no means exhaustive, but it covers the main areas*) – Physical; Sexual; Emotional; Psychological; Neglect, including self-neglect; Radicalisation; Discriminatory; Financial or Material; Organisational Abuse; Domestic Violence and Modern Slavery.
- 4) **Empowerment and self-determination.**
  - Every adult has the right to make decisions for themselves.
  - Your safeguarding approach should put the child or adult at the centre of the system
  - They should be respected, their views heard.

## 9. REPORTING SAFEGUARDING CONCERNS

### 1) Reporting Concerns About Yourself

***If you are experiencing harm within Hale Community Centre contact the Safeguarding Lead who is the Centre Manager***

[📞 07471 180958 / ✉ manager@halecommunitycentre.org.uk]

- a) If you are in immediate danger or need immediate medical aid, contact the emergency services 999.
- b) If you would prefer, please speak to your line manager who will help you raise the issue to the Safeguarding Lead.
- c) If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Norma Corkish, Chair of the Board of Trustees – refer to para. 4.3 for contact information.
- d) You can also contact the Police, Social Services, your doctor, or other organisations that can supply information and give help and support.

- e) Hale Community Centre will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chair of the Board of Trustees Norma Corkish or a member of Board of Trustees (Contact List available to view in Office).
- f) At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

**It is of utmost importance to Hale Community Centre that you can take part in our activities safely and we will take every step to support you to do that.**

## **2) Reporting Concerns About Others<sup>(1)</sup> – see Flowchart - Appendix 1**

- a) You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.
- b) You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice, or wider welfare issues you must contact the Safeguarding Lead who is the Centre Manager as soon as you can
- c) If the Safeguarding is implicated or you think has a conflict of interest, then report to Norma Corkish, Chair of the Board of Trustees.

## **3) If you are concerned about harm being caused to someone else<sup>(1)</sup>, please follow the guidance below.**

- a) It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is, however, everyone's responsibility to respond to and report concerns they have.
- b) If someone has a need for **immediate medical attention** call an ambulance on 999.
- c) If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- d) Remember to be **person centered/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you must pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out

**Remember not to confront the person thought to be causing the harm.**

#### 4) Responding to a Direct Disclosure<sup>(1)</sup>

- a) If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:
- b) Take it seriously.
- c) Stay calm.
- d) Listen carefully to what is said, allowing the adult to continue at their own pace,
- e) Reassure the person that they have done the right thing in revealing the information.
- f) Ask them what they would like to happen next.
- g) Be sensitive.
- h) Keep questions to a minimum, only ask questions if you need to identify/clarify what the person is telling you.
- i) Explain what you would like to do next.
- j) Explain that you will have to share the information with the Hale Community Centre's Safeguarding Lead.
- k) Ask for their consent for the information to be shared outside the organisation.
- l) Arrange as to how you/the Safeguarding Lead can contact them safely.
- m) Help them to contact other organisations for advice and support (e.g., Police, Domestic Abuse helpline, Victim Support -see Appendix 6).
- n) Act swiftly to report and conduct any relevant actions
- o) Record in writing what was said using the adult's own words as soon as possible.

#### **IT IS IMPORTANT NOT TO:**

- a) Dismiss or ignore the concern.
- b) Panic or allow shock or distaste to show.
- c) Make negative comments about the alleged perpetrator.
- d) Make assumptions or speculate.
- e) Come to your own conclusions.
- f) Probe for more information than is offered.
- g) Promise to keep the information secret.

- h) Make promises that cannot be kept.
- i) Investigate of the case.
- j) Confront the person thought to be causing harm.
- k) Take sole responsibility.
- l) Tell everyone.

***<sup>(1)</sup>IMPORTANT NOTE: Refer any concerns involving Children/Young People to the Youthlead – Tracy Yates – who will be able to provide the relevant guidance A copy of the ‘Youth Policies & Procedures Pack’ – Item 2. Child Safeguarding Policy is available to view in the Office.***

## **10. RECORD KEEPING**

- 1) Complete a Safeguarding Report Form ([see Appendix 2 of this document](#)) and submit to the Hale Community Centre’s Safeguarding Lead without delay.
- 2) Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- 3) It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- 4) Don’t promise to keep information confidential between you and them; ask for their consent to share the information – if they refuse and you are still worried that they or someone else is at risk of harm, you cannot wait for this consent.
- 5) If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

**Be mindful of the need to be confidential at all times. This information must only be shared with the Safeguarding Lead and others that have a need to know, e.g., to keep the person safe whilst waiting for action to be taken.**

## **11. RESPONDING TO SAFEGUARDING CONCERNS.**

- 1) What to do next depends on the type of harm, level of risk and whether you are talking with a child or an adult
- 2) Safeguarding is often not clear-cut. You must always respect and adhere to confidentiality during a safeguarding process. The Centre Manager will provide feedback to you on what actions are being taken to respond to the concern, but this information must be treated confidentially. Any discussion with other team members will be dealt with as a disciplinary offence.



## 12 DATA PROTECTION

In line with GDPR requirements personal data should be anonymised, should there be a need to disseminate investigation reports following any health and safety incident. Should it be necessary to share personal data as part of an investigation, recipients will be reminded to treat it appropriately and destroy it when no longer required.

## 13. HALE COMMUNITY CENTRE POLICY ON PUBLIC INTEREST DISCLOSURE - WHISTLE BLOWING POLICY

The Hale Community Centre Board of Trustees is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. The Hale Community Centre policy on Public Interest Disclosure - [Whistle Blowing Policy](#) demonstrates the Board of Trustees' commitment to recognise and act in respect of malpractice, illegal acts or omissions by trustees, staff, consultants, contractors, Community Centre users and/or volunteers.

All trustees, staff, consultants, contractors, Community Centre users and/or volunteers who believe they have concerns as described in the [Hale Community Centre Complaints Policy dated October 2023](#), are encouraged to discuss them with the person(s) involved.

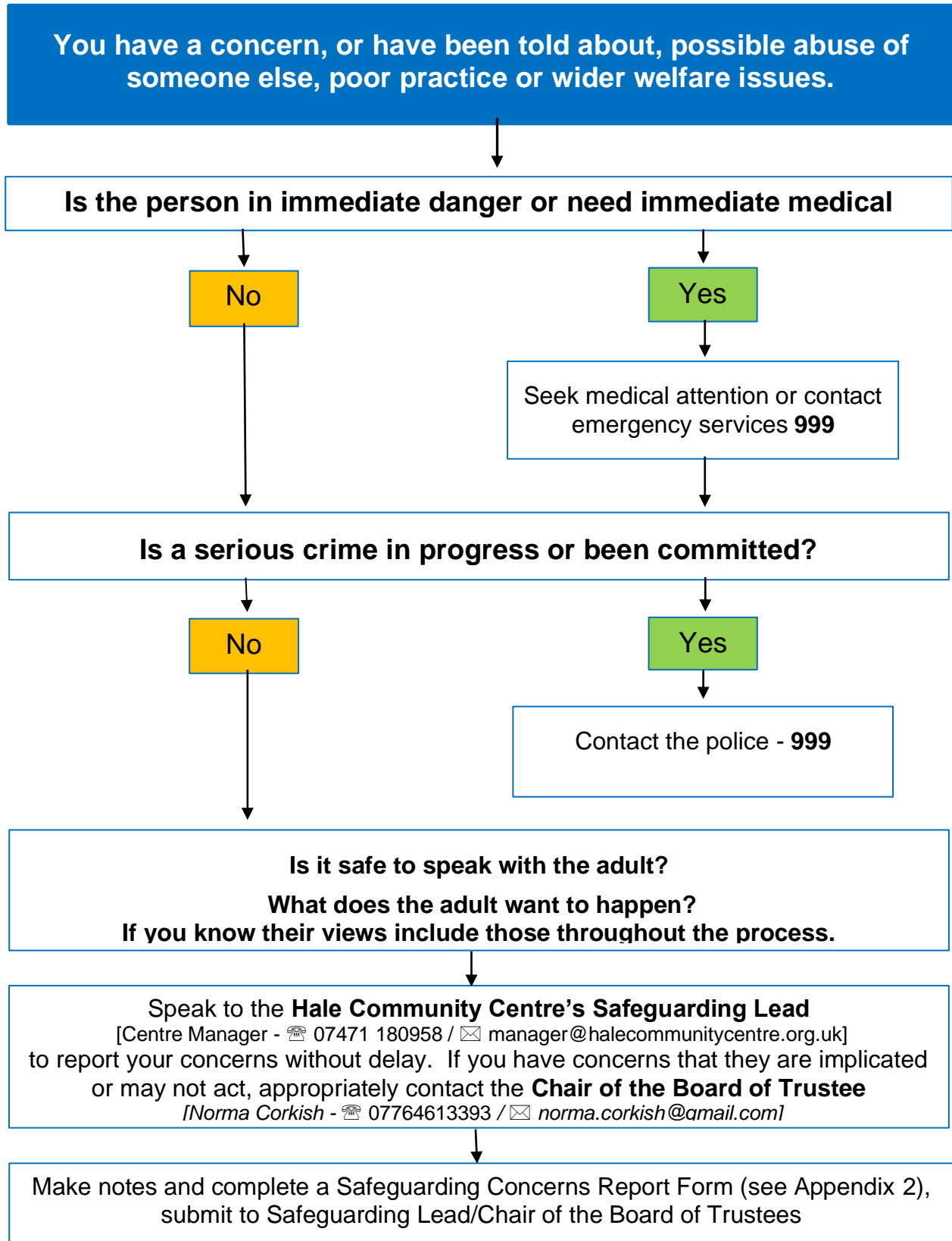
In certain cases, it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the Chair of the Board of Trustees.

### **Hale Community Centre Policies, referenced in these procedures: -**

- a) [Health & Safety Policy dated October 2023](#)
- b) [Complaints Policy incorporating Public Interest Disclosure - Whistle Blowing Policy dated October 2023](#)
- c) [Privacy/Data Protection Policy & Procedures dated October 2023](#)
- d) [Safeguarding dated October 2023](#)



# Appendix 1 – Reporting Concerns about Others (Flowchart)





## Appendix 2 - Safeguarding Reporting Form

- 1) This form should be used to record safeguarding concerns relating to children, young people and adults at risk. In an emergency please do not delay informing the police or social services.
- 2) All the information must be treated as confidential and reported to the designated Safeguarding Officer within one working day or the next working day if it's a weekend
- 3) The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. *Please complete the form as fully as possible.*

1 Your details – the person completing the form			
Name			
Address			
Telephone		Email	

2 Details of the person affected			
Name			
Address			
Telephone		Email	

3 Your details – the person completing the form			

*Please use a separate sheet if needed...*

<b>4</b> Other present or potential witness			
Name			
Address			
Telephone		Email	

**5** Your details – the person completing the form

*Please use a separate sheet if needed...*

I have completed this form and supplied information that is factual and does not have my own views or opinions on the matter.

<b>Print Name:</b>	<b>Signature:</b>
<b>Date:</b>	