



# Hale Community and Youth Centre

## Vulnerable Adult and Child Safeguarding Policy

### SAFEGUARDING POLICY STATEMENT

At Hale Community and Youth Centre, we are fully committed to safeguarding and promoting the welfare of all children, young people, and adults at risk. We recognise our duty of care and responsibility to create a safe and trusted environment, free from abuse, harm, and exploitation. This policy statement applies to all staff, trustees, volunteers, sessional workers, contractors, users of our facilities and any individuals representing or working on behalf of the Hale Community and Youth Centre.

External hirers must adhere to our [Booking Terms & Conditions of Hire Policy](#) which provides the hirers of our facilities with the terms around Safeguarding when using the facilities.

#### 1.10 COMMITMENT TO SAFEGUARDING

Hale Community and Youth Centre believes that:-

- 1) All children, young people, and adults at risk have an equal right to protection from harm, regardless of age, disability, gender reassignment, race, religion, belief, sex, or sexual orientation.
- 2) Safeguarding is everyone's responsibility, and all individuals involved with the Hale Community and Youth Centre have a duty of care to report concerns promptly and appropriately.
- 3) We are committed to fostering a culture of vigilance, transparency, and accountability where safeguarding practices are prioritised and embedded in all areas of our work.

This includes responding immediately and appropriately where there is a suspicion that any young person or vulnerable adult may be a victim of bullying, harassment, abuse including but not limited to physical, sexual, emotional or neglect.

*'Young Person' means those under 18 years old including all of those up to their 18<sup>th</sup> birthday - as designated a 'child' within the terms of the Children's Act 1989.*

The term 'Adults' refers to individuals for whom safeguarding processes may apply, as defined under Section 42 of the Care Act 2014. This includes people who are 18 years or older; have care and support needs, regardless of whether those needs are currently being met; be experiencing or at risk of abuse or neglect; and, due to their care and support needs, be unable to protect themselves from the abuse, neglect, or the risk of it.

Hale Community and Youth Centre encourages a culture of listening to and engaging in dialogue, with children seeking their views in ways that are appropriate to their age, culture and understanding.

We have a duty of care and are 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 our trustees, employees, consultants, contractors and volunteers.

## **2. SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

Hale Community and Youth Centre adheres to the principles outlined in our [Children and Young People Safeguarding Policy](#), in line with the Children Act 1989, Children Act 2004 and Working Together to Safeguard Children 2023 guidance. This includes:

- 1) *Protecting children and young people* from all forms of abuse and neglect, including physical, emotional, and sexual abuse, and exploitation.
- 2) *Creating safe spaces* where young people are respected, listened to, and feel able to share concerns.
- 3) *Reporting concerns* immediately to the designated Safeguarding Lead/Centre Manager or an appropriate safeguarding authority.
- 4) *Regular staff training* to ensure all team members are aware of safeguarding procedures and best practices.

## **3. SAFEGUARDING ADULTS AT RISK**

Hale Community and Youth Centre is equally committed to protecting adults at risk, as outlined in our [Adult Safeguarding Policy](#), in line with the *Care Act 2014* and *Surrey Safeguarding Adults Board* guidelines. This includes:

- 1) *Preventing harm and promoting well-being* by identifying and addressing risks of abuse, neglect, or exploitation.
- 2) *Empowering individuals* to make informed decisions while providing appropriate support to those who lack capacity.
- 3) *Acting on concerns promptly* and referring to relevant authorities where necessary.
- 4) *Promoting dignity, respect, and independence* in all interactions with adults at risk.

## **4. PROCEDURES AND ACCOUNTABILITY**

Hale Community and Youth Centre has clear procedures for responding to safeguarding concerns, including:

- 1) Immediate reporting to our designated Safeguarding Lead/Centre Manager or the Chair of Trustees.
- 2) Recording concerns accurately and confidentially.
- 3) Referring incidents to relevant safeguarding bodies such as Surrey Children's or Adult Services or the Local Authority Designated Officer (LADO) where appropriate.
- 4) Where appropriate to the role being undertaken, all new employees, consultants, contractors and volunteers shall have a DBS check before commencing work with vulnerable children and adults.

## 5. CONTINUOUS IMPROVEMENT

Hale Community and Youth Centre is committed to continuous improvement in safeguarding by regularly reviewing and updating policies and procedures, providing ongoing training and resources for employees, consultants, contractors, and volunteers, and ensuring compliance with statutory requirements and best practices.

## 6. CONTACT INFORMATION

For safeguarding concerns, please contact:

**Emergencies: Dial 999 for the police**

- **Designated Safeguarding Lead:** Centre Manager – Melissa Salisbury / 07471180958 / [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk)
- **Chair of Trustees:** John Lewis / 07768 789783 / [chair@halecommunitycentre.org.uk](mailto:chair@halecommunitycentre.org.uk)
- **Children's Single Point of Access (C-SPA):** 0300 470 9100 / [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)
- **Concerns for an adult:-**
  - Online: [Make a safeguarding referral](#)
  - Telephone: 0300 200 1005
  - Textphone (via Text Relay): 18001 0300 200 1005
  - SMS: 07527 182 861 (for the deaf or hard of hearing)
  - VRS: [Sign Language Video Relay Service](#)
- **Concerns for a child:-**
  - Telephone: [0300 470 9100](tel:03004709100)
  - Email: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk) (available 9am to 5pm, Monday to Friday)
  - Textphone (via Text Relay): 18001 0300 200 1005
  - SMS: 07527 182 861 (for the deaf or hard of hearing)
  - VRS: [Sign Language Video Relay Service](#)

- **For emergency situations outside standard phone lines hours:**

*Telephone:* 01483 517 898

*Email:* [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

*Textphone (via Relay UK):* 18001 01483 517898

*Text (SMS):* 07800000388 (for the deaf or hard of hearing)

- **Concerns of domestic abuse**

*Telephone:* [01483 776 822](tel:01483776822) (available 9am to 9pm, 7 days a week)

*Out of hours Telephone:* [01483 517 898](tel:01483517898)

*Textphone (via Text Relay):* 18001 0300 200 1005

*SMS:* 07527 182 861 (for the deaf or hard of hearing)

*VRS:* [Sign Language Video Relay Service](#)

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect Adults and Children in England including the Children's Act 2004 and "Working Together to Safeguard Children 2023", Section 42 of the Care Act 2014, Care and Support Statutory Guidance and Surrey Safeguarding Adults Board Guidance.

All procedures and policies pertaining to safeguarding will be regularly reviewed and updated, at least on an annual basis.

Signed: (on behalf of the Board of Trustees)



Name: Dr John Lewis

Position: Chair of the Board of Trustees

Date:



# **Section 1: Vulnerable Adults Safeguarding Policy & Procedures**

**Hale Community and Youth Centre has a duty of care and is committed to the protection and safety of everyone who enters our premises, including adults at risk involved as visitors and/or as participants in 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 an adult at risk, by:**

- 1) Developing habits, practices, rules, and procedures which keep people safe.**
- 2) Recognise and report abuse or harm affecting people the Centre has contact with.**
- 3) 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.**

## **1.1. INTRODUCTION**

Trustees, consultants, contractors, and volunteers must commit to these principles: the welfare of the adult at risk is paramount; all adults at risk have the right to protection from abuse; safeguarding is everyone's responsibility, requiring each professional and organisation to play their full part for effective services; and all suspicions and allegations of abuse must be properly reported to the relevant internal and external authorities and dealt with swiftly and appropriately.

## **1.2. CODE OF CONDUCT**

- 1) In keeping with our Vision, to create lasting positive change, the Centre provides a safe, welcoming and inspiring environment where the whole community is encouraged and enabled to thrive.
- 2) 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.
- 3) 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.

### 1.3. LAW, RULES & DUTIES

- 1) There can be no excuses for not taking all reasonable action to protect 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 and Youth Centre has a zero-tolerance approach to abuse, recognising its duty under the Care Act 2014 for the care and protection of adults at risk. It is committed to promoting wellbeing, preventing harm, and responding effectively to concerns, while also being aware of the local safeguarding Board/Partnership and other support organisations. The Centre's aim is to stop abuse where it is happening and prevent abuse where there is a risk it may occur.

### 1.4. RESPONSIBILITIES

- 1) The Centre will be responsible for the implementation of its Safeguarding Policy and may designate a member of staff to manage the Safeguarding Policy and its implementation.
- 2) It is the responsibility of the Safeguarding Lead/Centre Manager to take appropriate action following any expression of concern and make referrals to the appropriate agency.
- 3) The Centre will ensure that the designated Safeguarding Lead/Centre Manager participates in regular safeguarding training on an annual basis so that they are aware of the procedures for identifying and reporting suspected cases of abuse and neglect and are up to date with any legal changes.
- 4) All employees, consultants, contractors and volunteers will be made aware of this Policy and related relevant procedures as part of their induction and their conditions of employment.
- 5) All employees, consultants, contractors and volunteers will be informed and have access to regular training as required to update their knowledge on safeguarding. More information can be found through the [Surrey Safeguarding Adults Board \(SSAB\)](#).
- 6) The Centre will work in accordance with guidance and good practice from the Surrey Safeguarding Children Partnership. More information can be found on their [website](#).

### 1.5. SAFEGUARDING LEAD/CENTRE MANAGER RESPONSIBILITIES

- 1) The Centre will ensure that all employees, consultants, contractors and volunteers have timely and relevant safeguarding training.
- 2) The Board of Trustees has delegated to the Chair, the responsibility for implementing and monitoring safeguarding at Hale Community and Youth Centre. The Chair is responsible for ensuring that the Centre's Safeguarding

Policy is up to date, distributed to all employees, consultants, contractors, volunteers and hirers and has responsibility for reporting concerns that arise, as a matter of urgency, to the relevant safeguarding agency.

- 3) The Board of Trustees Chair has designated the Safeguarding Lead Officer role to the Centre Manager. The Centre Manager is responsible for managing the operational implementation of, and adherence to, policy, training, and relevant procedures within the Centre. They are also responsible for reporting concerns that arise, as a matter of urgency, to the relevant safeguarding agency, Surrey Children's and Adults' Services.
- 4) Training for the Safeguarding Lead/Centre Manager is accessed via the [Surrey Children's Service Academy](#). From the Surrey Safeguarding Children Partnership or the [Surrey Safeguarding Adults Board](#).
- 5) The Safeguarding Lead/Centre Manager will take appropriate action following any expression of concern, disclosure or reported incident and make referrals to the appropriate agency.

## **1.6. EMPLOYEE, CONSULTANT, CONTRACTOR AND VOLUNTEER RESPONSIBILITIES**

- 1) Any new employee, consultant, contractor or volunteer with direct contact with young people and vulnerable adults will be taken through this safeguarding policy as part of the induction process and offered training soon after commencing their post.
- 2) All employees, consultants, contractors and volunteers to participate in timely and relevant training.
- 3) All employees, consultants and contractors have a duty to ensure that any suspected incident, allegation or other manifestation relating to adult/child protection\* is reported using the procedures detailed below in this policy. *\*Please refer to Section 2: Children & Young People Policy & Procedures for further information.*
- 4) If in any doubt about what action to take employees, consultants, contractors or volunteers must seek advice from the Safeguarding Lead/Centre Manager or in their absence, the Board of Trustees.

## **1.7. DEFINITION**

- 1) The term 'Adults' refers to individuals for whom safeguarding processes may apply, as defined under Section 42 of the Care Act 2014, specifically those who are 18 years or older, have care and support needs (regardless of whether these needs are currently being met), are experiencing or at risk of abuse or neglect, and due to their care and support needs, are unable to protect themselves from the abuse, neglect, or the risk of it.
- 2) Persons affected include all trustees, employees, consultants, contractors, and volunteers; all those attending any activity or service delivered from the Community Centre's property; and all visitors and/or contractors undertaking work at the Centre.



## 1.8. 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 are fundamental to safeguarding: every adult has the right to make decisions for themselves, and your safeguarding approach should place both children and adults at the center of the system, ensuring they are respected and their views are heard.

## 1.9. REPORTING PROCEDURES

### 1) Reporting Concerns About Yourself

- a) If you are experiencing harm within the Centre contact the Safeguarding Lead/Centre Manager - 07471 180 958 / [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk)
- b) If you are in immediate danger or need immediate medical aid, contact the emergency services 999.**
- c) If you would prefer, please speak to your line manager who will help you raise the issue to the Safeguarding Lead/Centre Manager
- d) If the Safeguarding Lead/Centre Manager is implicated or you think has a conflict of interest, then report to the Chair of Trustees
- e) You can also contact the Police, Social Services, your doctor, or other organisations that can supply information and give help and support.

The Centre will follow the procedures in this document. If you feel your concerns are not being addressed appropriately, please contact the Chair of Trustees or a member of the Board of Trustees (contact list available in the office). At all stages, you are welcome to have a trusted individual support you and assist in explaining the situation and your desired outcome.

It is of upmost importance to the 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 – [See flowchart – Appendix 1](#)

In all cases it is vital to take every action which is needed to safeguard adults. Immediate action may be necessary in the following situations:-

- a) If emergency medical attention is required, phone the emergency services.
- b) If the Adult is in immediate danger the police should be contacted by calling 999.
- c) Any suspicion, allegation or disclosure of abuse or harm must be reported immediately or as soon as practicably possible on the day of the occurrence to your Safeguarding Lead/Centre Manager.
- d) Disclosure or evidence for concern may occur in a number of ways including a comment made by a child or adult, physical evidence such as bruising, a change in behaviour or inappropriate behaviour or knowledge.
- e) The Safeguarding Lead/Centre Manager must record the concern, with the staff member or volunteer using the appropriate [Reporting Form](#). They are responsible for ensuring that a copy of the Incident Report or Safeguarding Concern Report is immediately passed onto the most senior person responsible for safeguarding and the relevant safeguarding portal. This form must be kept strictly confidential and stored securely.
- f) It is the responsibility of the Safeguarding Lead/Centre Manager or in their absence the person who has overall responsibility for safeguarding to deal with safeguarding matters. If further referral is necessary, it will either be through Surrey Safeguarding Adults Partnership (SSAP) / Surrey Adult Services or the Police.

The Safeguarding Manager or Chair of Trustees will be responsible for informing the employee who reported the disclosure of any action taken and any outcome if this is appropriate.

It is also the responsibility of the Safeguarding Lead/Centre Manager or Chair to ensure any partner agencies involved with the Adult are made aware of the disclosure and the action taken where relevant and where information sharing guidance permits this.

**‘It is important to remember that often, only when information held by a number of workers is put together, that a picture of abuse emerges.’**

All members of the Board of Trustees, employees, consultants, contractors, and volunteers adhere to:

- follow the charity’s governing document and the law in declaring that they have no convictions in relation to abuse;
- familiarise themselves with safeguarding responsibilities, undertake training 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;
- work together to promote a culture that enables issues about safeguarding and promoting welfare to be addressed;
- not have unsupervised access to children, young people or adults at risk unless appropriately vetted

- Follow [safe recruitment](#) practices.
- Ensure all hirers of the Centre have agreed to our Booking Terms & Conditions of Hire. This will require all hirers who wish to use the 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 Centre's principles and procedures with regard to safeguarding.

## 1.10. RESPONDING TO A DISCLOSURE

- 1) When an adult discloses harm or abuse, or information raises safeguarding concerns, the recipient should immediately: take the matter seriously, remain calm, listen attentively allowing the adult to speak at their own pace, reassure them that they have done the right thing, sensitively inquire about their desired next steps, limit questions to essential clarifications, explain planned actions, inform them that the information will be shared with the Centre's Safeguarding Lead/Centre Manager, seek their consent for external information sharing, arrange safe contact methods for follow-up, assist them in contacting relevant support organisations (e.g., Police, Domestic Abuse helpline, Victim Support), act swiftly to report and execute necessary actions, and meticulously record the conversation using the adult's own words as promptly as possible.
- 2) It is crucial to avoid the following actions when addressing a concern: a) dismissing or ignoring it, b) panicking or displaying shock or distaste, c) making negative comments about the alleged perpetrator, d) making assumptions or speculating, e) drawing personal conclusions, f) probing for more information than offered, g) promising secrecy, h) making unfulfillable promises, i) independently investigating the case, j) confronting the person thought to be causing harm, k) taking sole responsibility, and l) indiscriminately sharing the information.
- 3) Safeguarding is often not clear-cut. You must always respect and adhere to confidentiality during a safeguarding process. The Safeguarding Lead/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.
- 4) If the adult, child or young person is not in immediate danger or requires immediate medical attention, contact:
  - **Designated Safeguarding Lead:** Centre Manager – Melissa Salisbury / 07471180958 / [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk)
  - **Chair of Trustees:** John Lewis / 07768 789783 / [chair@halecommunitycentre.org.uk](mailto:chair@halecommunitycentre.org.uk)
  - **Children's Single Point of Access (C-SPA):** 0300 470 9100 / [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)
  - **Emergencies:** Dial 999 for the police

- **Concerns for an adult:-**

Online: [Make a safeguarding referral](#)

Telephone: 0300 200 1005

Textphone (via Text Relay): 18001 0300 200 1005

SMS: 07527 182 861 (for the deaf or hard of hearing)

VRS: [Sign Language Video Relay Service](#)

- **Concerns for a child:-**

Telephone: [0300 470 9100](#)

Email: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk) (available 9am to 5pm, Monday to Friday)

Textphone (via Text Relay): 18001 0300 200 1005

SMS: 07527 182 861 (for the deaf or hard of hearing)

VRS: [Sign Language Video Relay Service](#)

- **For emergency situations outside standard phone lines hours:**

Telephone: 01483 517 898

Email: [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

Textphone (via Relay UK): 18001 01483 517898

Text (SMS): 07800000388 (for the deaf or hard of hearing)

- **Concerns of domestic abuse**

Telephone: [01483 776 822](#) (available 9am to 9pm, 7 days a week)

Out of hours Telephone: [01483 517 898](#)

Textphone (via Text Relay): 18001 0300 200 1005

SMS: 07527 182 861 (for the deaf or hard of hearing)

VRS: [Sign Language Video Relay Service](#)

## 1.11. RECORD KEEPING

- 1) Complete a Safeguarding Concern Report Form (see [Appendix 2](#) of this document) and submit to the Centre's Safeguarding Lead/Centre Manager 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.

## **1.12. CONFIDENTIALITY AND WHISTLE BLOWING**

- 1) 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.
- 2) The Centre's 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. Our policy on Public Interest Disclosure - Whistle Blowing - demonstrates the Board of Trustees' commitment to recognise and act in respect of malpractice, illegal acts or omissions by trustees, staff, consultants, contractors, Centre users and/or volunteers.
- 3) All trustees, staff, consultants, contractors, centre users and/or volunteers who believe they have concerns as described in the Centre's Complaints Policy dated October 2023, are encouraged to discuss them with the person(s) involved.
- 4) 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.



## Section 2: Children and Young People Policy & Procedures

As stated in the document [Working Together 23](#) “Nothing is more important than children’s welfare. Every child deserves to grow up in a safe, stable, and loving home. Children who need help and protection deserve high quality and effective support. This requires individuals, agencies, and organisations to be clear about their own and each other’s roles and responsibilities, and how they work together.”

Whilst it is parents and carers who have primary care for their children, local authorities, working with partner organisations and agencies, have specific duties to safeguard and promote the welfare of all children in their area.

The Children Act 1989 sets out specific duties to provide services to children in their area if they are in need and to undertake enquiries if they believe a child has suffered or is likely to suffer significant harm. The Director of Children’s Services and Lead Member for Children’s Services in local authorities are the key points of professional and political accountability, with responsibility for the effective delivery of these functions.

The Children Act 2004 placed a duty on the local authority to promote co-operation with partners and other agencies in order to improve the wellbeing of children in their area. It also placed duties on a range of organisations and individuals to ensure they too give sufficient regard to children in need of help and safeguarding.

### 2.1. ORGANISATIONAL RESPONSIBILITIES

- 1) Hale Community and Youth Centre will be responsible for the implementation of its Safeguarding Policy and may designate a member of staff to manage the policy and its implementation.
- 2) It is the responsibility of the Safeguarding Lead/Centre Manager to take appropriate action following any expression of concern and make referrals to the appropriate agency.
- 3) The Centre will ensure that the designated Safeguarding Lead/Centre Manager participates in regular safeguarding training on an annual basis so that they are aware of the procedures for identifying and reporting suspected cases of abuse and neglect and are up to date with any legal changes.
- 4) All trustees, employees, consultants, contractors and volunteers will be made aware of this Policy and related relevant procedures as part of their induction and their terms and conditions of employment.
- 5) All employees, consultants, contractors and volunteers will be informed and have access to regular training as required to update their knowledge on safeguarding. More information is available from [Surrey Safeguarding Children Partnership](#).

- 6) Hale Community & Youth Centre will work in accordance with guidance and good practice from the Surrey Safeguarding Children Partnership. More information can be found from [Surrey Safeguarding Children Partnership](#).

## **2.2. SAFEGUARDING LEAD/CENTRE MANAGER RESPONSIBILITIES**

- 1) The Centre will ensure that all employees, consultants, contractors and volunteers have timely and relevant safeguarding training.
- 2) The Board of Trustees has delegated to the Chair, the responsibility for implementing and monitoring safeguarding at Hale Community and Youth Centre. The Chair is responsible for ensuring that the Centre's Safeguarding Policy is up to date, distributed to all employees, consultants, contractors, volunteers and hirers and has responsibility for reporting concerns that arise, as a matter of urgency, to the relevant safeguarding agency.
- 3) The Board of Trustees Chair has designated the Safeguarding Lead Officer role to the Centre Manager. The Safeguarding Lead/Centre Manager is responsible for managing the operational implementation of, and adherence to, policy, training, and relevant procedures within the Centre. They are also responsible for reporting concerns that arise, as a matter of urgency, to the relevant safeguarding agency, Surrey Children's and Adults' Services.
- 4) Training for the Safeguarding Lead/Centre Manager is accessed via the [Surrey Children's Service Academy](#). From the Surrey Safeguarding Children Partnership or the [Surrey Safeguarding Adults Board](#).
- 5) The Safeguarding Manager will take appropriate action following any expression of concern, disclosure or reported incident and make referrals to the appropriate agency.

## **2.3. EMPLOYEE, CONSULTANT, CONTRACTOR AND VOLUNTEER RESPONSIBILITIES**

- 1) Any new employees, consultants, contractors and volunteers with direct contact with young people will be taken through this safeguarding policy as part of their induction process and offered training soon after commencing their post.
- 2) All employees, consultants, contractors and volunteers to participate in timely and relevant training.
- 3) All employees, consultants, contractors and volunteers have a duty to ensure that any suspected incident, allegation or other manifestation relating to child protection is reported using the procedures detailed below in this policy.
- 4) If in any doubt about what action to take, employees, consultants and contractors, must seek advice from one of the named Safeguarding Lead, Project Leads or in their absence, the Board of Trustees.



## 2.4. SAFEGUARDING INFORMATION

**Definitions of harm.** For the purpose of this policy, the Centre has defined harm as:

- *Neglect* - the persistent failure to meet the basic physical and physiological needs of the young person that results in serious impairment of their health and development, including the failure to provide adequate food, clothing, shelter and failure to respond to basic emotional needs, such as being cared for when sick.
- *Abandonment* - leaving a child alone and unattended in circumstances that are inappropriate for their age and/ or level of ability.
- *Emotional abuse* – persistent, emotional ill treatment that has a severe adverse effect on the emotional development of children and young people. It may involve conveying to them that they are not wanted, not loved or worthless. It may involve inappropriate expectations (such as taking on the responsibility of an adult within the family) being placed on the young person leaving them frightened and unable to cope. It may also involve the threatening, exploitation or corruption of children and young people.
- *Physical abuse* – hitting, kicking, shaking, slapping, and throwing, scalding, burning, poisoning, drowning, suffocating, or other action intended to cause physical harm or ill health to the child or young person. Physical harm may also be caused when a parent or carer covers up the symptoms of, or deliberately causes ill health to a child or young person within their care.
- *Racial abuse* – any type of verbal or physical abuse that is directed at an individual or group because of their racial or ethnic background.
- Witnessing ill treatment, including domestic abuse of another person- this may impact the health or development of a child or young person.
- Sexual abuse or sexual exploitation - forcing or enticing a child or young person to participate in sexual activities, whether or not the child or young person is aware or has knowledge of what is happening. It includes child prostitution, encouraging children or young people to watch or participate in the production of pornographic material, online grooming, encouraging children and young people to behave in sexual inappropriate ways. Sexual acts include penetrative (rape or buggery) and non-penetrative acts such as touching or stroking.

The Sexual Offences Act 2003 defines 'consent' as '*if he agrees by choice and has the capacity to make that choice*'. The Act, removes the element of consent for many sexual offences for:

- a) Children/young people under 16 (including under 13).
- b) Children/ young people under 18 having sexual relations with a person of trust (for example: teachers, youth workers, foster carers, police officers).
- c) Children / young people under 18 involved with family members over 18.
- d) Persons with a mental disorder impeding choice or who are induced, threatened or deceived.



e) Persons with a mental disorder who have sexual relations with care workers.

In relation to young people under the age of 13, consent is irrelevant. The law says, **‘a child under the age of 13 does not, under any circumstances, have the legal capacity to consent to any form of sexual activity’**.

**The Police must be informed immediately of any sexual activity involving a child under 13 years of age.**

## **2.5. GENERAL SAFEGUARDING ADVICE**

- 1) Remember not to be a young people’s friend, always maintain a professional manner when working with them.
- 2) Do not accept a young person as a friend on any social networking site that you use.
- 3) Always keep a record of any text or email exchanges with a young person (staff will use work telephones where available).
- 4) Always be aware that your comments or actions may be perceived differently than intended, so be sensitive to the situation.
- 5) Follow our Lone Working policy if collaborating with a young person on your own, this is for the safety and well-being of the young person but also yourself. Where this is necessary, try to use public spaces for one-to-one meetings if you are not meeting in the Centre’s office or premises.
- 6) Avoid detailed discussions about your personal experiences e.g. drugs, alcohol, sex.
- 7) Never speak to the press about a child or young person without permission from the Centre Manager.

## **2.6. REPORTING PROCEDURES**

In all cases it is vital to take every action which is needed to safeguard the child, children and young person(s). *Immediate* action may be necessary in the following situations:

- 1) If emergency medical attention is required, phone the emergency services or take the child/ young person to the nearest Accident and Emergency department.
- 2) If the child or young person is in immediate danger the police should be contacted by calling 999.
- 3) Any suspicion, allegation or disclosure of abuse or harm must be reported immediately or as soon as practicably possible on the day of the occurrence to your Safeguarding Lead/Centre Manager.
- 4) Disclosure or evidence for concern may occur in a number of ways including a comment made by a child, physical evidence such as bruising, a change in behaviour or inappropriate behaviour or knowledge.

- 5) The Safeguarding Lead/Manager must record the concern, with the staff member or volunteer using the appropriate [Reporting Form](#). They are responsible for ensuring that a copy of the Incident Report or Safeguarding Concern Report is immediately passed onto the most senior person responsible for safeguarding and Surrey Children's Services, Children's Single Point of Access (C-SPA), details below. This form must be kept strictly confidential and stored securely.
- 6) It is the responsibility of the Safeguarding Lead/Centre Manager or in their absence the person who has overall responsibility for safeguarding to deal with safeguarding matters. If further referral is necessary, it will either be through Surrey Safeguarding Children Partnership (SSCP) / Surrey Children's Services or the Police.

The Safeguarding Lead/Centre Manager or Chair of Trustees will be responsible for informing the employee who reported the disclosure of any action taken and any outcome if this is appropriate.

It is also the responsibility of the Safeguarding Lead/Centre Manager or Chair of Trustees to ensure any partner agencies involved with the young person are made aware of the disclosure and the action taken where relevant and where information sharing guidance permits this.

**'It is important to remember that often, only when information held by a number of workers is put together, that a picture of child abuse emerges.'**

All employees, consultants, contractors and volunteers must adhere to the information sharing protocol published by HM Government, adopted by the Children's Trust and endorsed by SSCP. Details can be found [here](#). In addition to this, whilst respecting cultural differences, the basic requirement for children is that they are kept safe across social, ethnic and cultural boundaries.

## 2.7. RESPONDING TO A DISCLOSURE

If the child or young person is not in immediate danger or requires immediate medical attention, contact:

- **Designated Safeguarding Lead:** Centre Manager – Melissa Salisbury / 07471180958 / [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk)
- **Chair of Trustees:** John Lewis / 07768 789783 / [chair@halecommunitycentre.org.uk](mailto:chair@halecommunitycentre.org.uk)

[See flowchart – Appendix 1](#)

### Other helpful contacts

- **Children's Single Point of Access (C-SPA)**, a front door to Surrey County Council services for children, provides residents and people who work with children in Surrey with direct information, advice and guidance about where and how to find the appropriate support for children and families.

C-SPA is available 9am-5pm, Monday – Friday

Phone: 0300 470 9100

Email: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)

- **Emergency Duty Team (EDT)** provides an emergency social care service for urgent situations which are out of normal office hours. If your call is not answered, please do leave a message and your contact details for someone to get back to you.

EDT is available 5pm-9am, Monday – Friday, Weekends 24 hours a day.

Phone: 01483 517898

Email: [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

- **The Local Authority Designated Officer (LADO) Service** manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children, please contact the LADO on 0300 123 1650 / Email: [LADO@surreycc.gov.uk](mailto:LADO@surreycc.gov.uk)
- **NSPCC Helpline** 0808 800 5000

## 2.8. REACTING TO A DISCLOSURE

- 1) Listen carefully rather than asking leading questions.
- 2) Never *promise* any particular action or NOT to disclose any information shared.
- 3) Allow silence and/or allow child, young person to be upset.
- 4) Try to relate to the age, understanding or special needs of the child or young person.
- 5) Write down carefully the information you have been given as soon as possible, preferably within 24 hours, and only including what you have been told.
- 6) Discuss this as soon as possible with the Safeguarding Lead/Centre Manager.
- 7) Any decision not to tell the parents must be discussed with the Safeguarding Lead/Centre Manager unless the child or young person is in immediate danger.

## 2.9. PARENTS/ CARERS

It is good practice to be as open and honest as possible with parents/carers about any concerns. However, you must not discuss your concerns with parents/carers in the following circumstances:

- 1) Where sexual abuse or exploitation is suspected
- 2) Where organised or multiple abuse is suspected
- 3) Where fabricated or induced illness is suspected
- 4) Where female genital mutilation is a concern
- 5) In cases of forced marriage

- 6) Where contacting parents / carers would place a child / young person or others at immediate risk.

## 2.10. ESCALATION POLICY Finding Solutions Together (FaST)

Surrey Safeguarding Children Partnership (SSCP) have recognised that the needs of children and their families can often be complex and may require a range of interventions and support that need to be tailored to meet their differing needs and circumstances.

Often there may be no right or wrong solution and quite legitimately practitioners may exercise their professional judgement differently and have differing opinions of what the right approach should be. It is also the case that exceptionally, the needs of some young people and families may not easily fit within our conventional application of thresholds.

It is of vital importance that children; young people and their families do not become entangled in professional disagreements and that where such disputes occur, they can be resolved together with minimum delay.

In reaching a resolution it is essential that at all times disputes are approached in a considerate manner and one which both respects and seeks to understand the views and concerns of others when engaging with the young person and their family.

The Surrey *FaST* resolution process has been agreed with all our partners, as a mechanism for seeking solutions that places the needs of the child and the family at its centre.

The primary aim of the Surrey *FaST* resolution process is that professional disagreements are resolved at the lowest possible level by those working directly with children and families.

The Surrey *FaST* resolution process recognises that children are best safeguarded when professionals who support them and their families work well together through timely, respectful, solution-focused, and child centred communication and coordinated action.

The Surrey *FaST* resolution process applies to and should be used by ALL agencies who work with children and families in Surrey.

SSCP appreciate that it is not always easy to find the right person to talk to in another agency and that professional judgements need to be made when deciding whether or not a response is reasonable and when to move up to the next stage of the process. The Surrey Safeguarding Children Partnership's Business Team are always available to provide support and guidance to agencies, to help with this decision making. They can be contacted at any stage by email at [partnership.escalation@surreycc.gov.uk](mailto:partnership.escalation@surreycc.gov.uk)

All key partners have been asked to identify a Single Point of Contact who can assist with this decision making and support colleagues in other agencies to identify the right person to speak with at each stage of the process.

The full procedure can be found on the [Surrey FaST Resolution Process](#) website.

## 2.11. ALLEGATIONS MADE AGAINST EMPLOYEES, CONSULTANTS, CONTRACTORS OR VOLUNTEERS

- 1) All complaints concerning employees, consultants, contractors, or volunteers must be treated with utmost seriousness. The senior staff member present at the time of the complaint is responsible for its initial handling. If the complaint involves the senior staff member, the Safeguarding Lead/Centre Manager and/or Chair of Trustees must be immediately notified.
- 2) A senior staff member must report the complaint immediately to the Safeguarding Lead/Centre Manager giving details of the circumstances. The Safeguarding Lead/Centre Manager may contact the Local Authority Designated Officer (LADO). Further information can be found here: [3.2 Managing allegations against people that work or volunteer with children | Surrey Safeguarding Children Partnership \(procedures.org.uk\)](https://procedures.org.uk). They will attend the site of the allegation to gain an initial account of what has occurred from all relevant parties, including the person against whom the allegation has been made. If this is not possible, contact will be made by telephone. Hale Community and Youth Centre will have the right to suspend from duty and/or the premises any person who is a party to the allegation until a full investigation has undertaken.
- 3) *This action does not imply in any way that the person suspended is responsible or is to blame for any action leading up to the complaint. The purpose of any such suspension is to enable a full and proper investigation to be conducted in a professional manner.*
- 4) It is the responsibility of the Safeguarding Manager and the Chair of Trustees to make the decision as to whether to inform Social Services and/or the Police Child Protection Unit, depending on the nature of the allegation. In matters of allegations against staff or volunteers working in child protection, information must be provided to the LADO.

## 2.12. CONFIDENTIALITY AND WHISTLE BLOWING

- 1) The Centre operates a confidentiality policy. However, under no circumstances will information be kept confidential that raises concern about the safety and welfare of a child or young person.
- 2) Any employee, consultant, contractor or volunteer with concerns about anybody providing unsafe services to children and young people should report this to their Line Manager, Safeguarding Lead/Centre Manager or a Trustee Board member as appropriate.
- 3) They will be fully supported throughout the process.
- 4) All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and young people in accordance with the Information Sharing Policy published by HM Government, adopted by the Children's Trust and endorsed by SSCP.
- 5) The Data Protection Act 1998 and General Data Protection Regulations are not a barrier to sharing information where a failure to do so would place a child at risk of harm.

- 6) All employees, consultants, contractors and volunteers must be aware that they cannot promise a child that they will keep secrets/ not disclose potentially harmful information.

## **2.13. SAFER RECRUITMENT POLICY STATEMENT**

- 1) The Centre will apply the Working Together to Safeguard Children 2018 and SSCP Guidelines using the framework for safer recruitment and employment practice.
- 2) This will apply to all employees, consultants, contractors and volunteers undertaking activities with children and young people including teaching, training or instruction, care or supervision, providing guidance or treatment, fostering and childcare. It could also include specific positions such as school governor, Director of Children's Social Services, and any work conducted in a limited range of specific settings such as schools where children should always be able to build relationships of trust with the people working with them.
- 3) The purpose of safer recruitment is to ensure:
  - a) Applicants who may wish to harm adults at risk, children or young people are deterred from applying for jobs or volunteering opportunities.
  - b) Any unsuitable applicants are rejected by scrutinising applications and exploring potential areas for concern at interview.
  - c) Unsuitable appointments are not made, by having at least one member of the interview panel trained in safer recruitment; carrying out all relevant pre-employment checks\* and ensuring all new staff and volunteers are given an appropriate induction.
  - d) To identify and manage any identified risks.
  - e) Maintain a safe and vigilant culture.

Multi-agency training on safer recruitment is available through the [Surrey Children's Service Academy](#).

## **2.14. DISCLOSURE AND BARRING SERVICE (DBS) CHECKS**

Where appropriate to the role being undertaken, all new employees, consultants, contractors and volunteers, shall have a DBS check before commencing work with vulnerable children and adults. Any failure to disclose convictions may result in disciplinary action or dismissal. Any positive disclosures will be discussed with the Safeguarding Lead, and/or Chair of Trustees. All this information will be kept on the personnel file. The DBS number and date of processing will be held on a secure database. A risk assessment will be completed if there is a positive DBS check response.

## **2.15. ADDITIONAL RELEVANT POLICIES/ PROCEDURES**

This safeguarding policy should be read alongside our organisational policies, procedures, guidance and other related documents which are available to download from our [website](#).

## 2.16. USEFUL RESOURCES/INFORMATION:

[Homepage - Surrey Safeguarding Children Partnership \(surreyscp.org.uk\)](https://surreyscp.org.uk)

[Surrey Safeguarding Children Partnership Procedures Manual. | Surrey Safeguarding Children Partnership](#)

Working together to safeguard children (PDF) [Working together to safeguard children 2023: statutory guidance \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/115271/Working_together_to_safeguard_children_2023.pdf) provides the key statutory guidance for anyone working with children and young people.

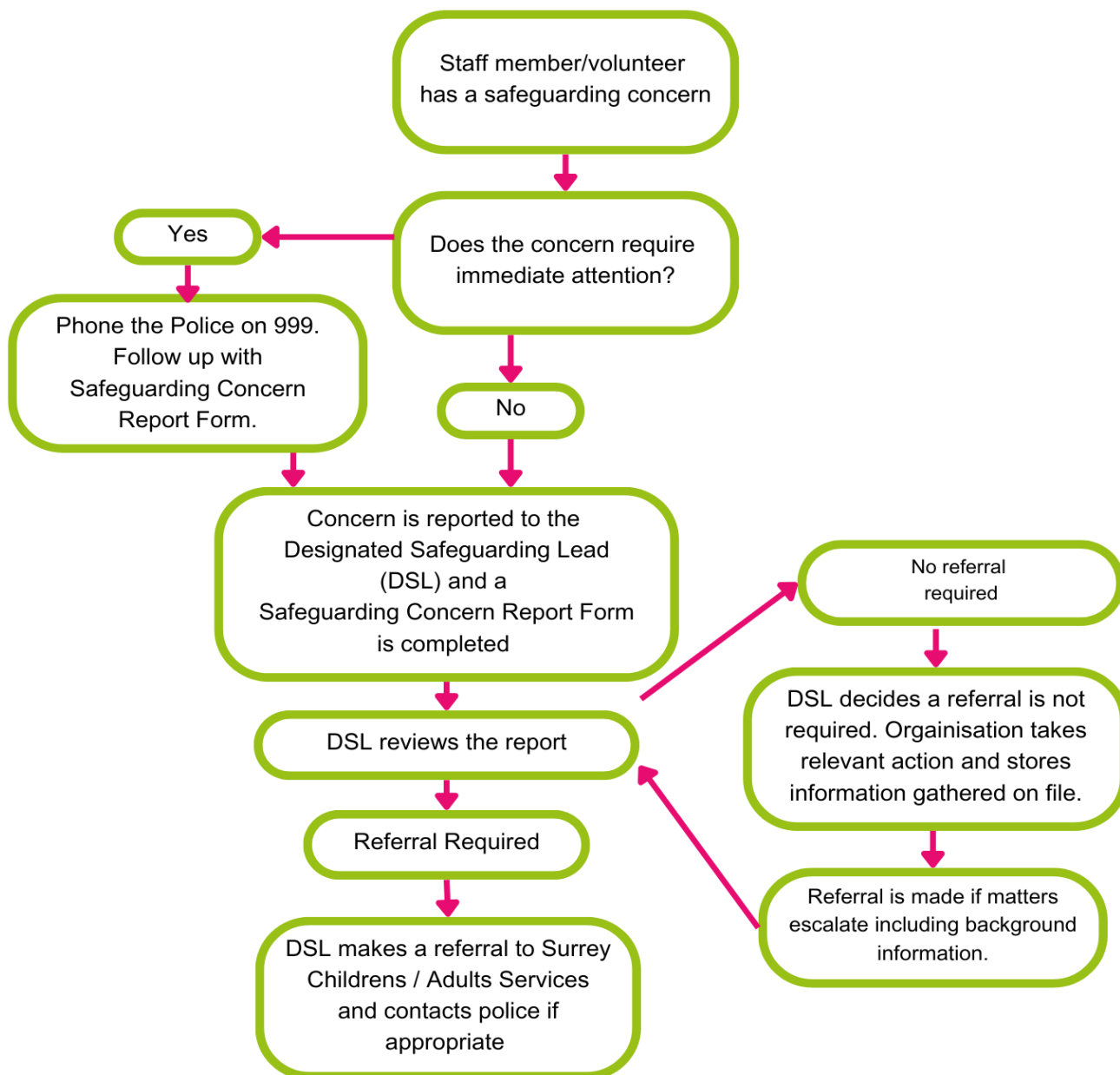
Care and Support Statutory Guidance

<https://assets.publishing.service.gov.uk/media/5a7dcf2aed915d2ac884dafa/Care-Act-Guidance.pdf> provides the key statutory guidance for anyone working with Adults



## Appendix 1 : Flowchart of procedures for responding to safeguarding concerns

### Flowchart of procedures for responding to safeguarding concerns



Designated Safeguarding Lead  
 Centre Manager: Melissa Salisbury  
 Contact Number: 07471 180958  
 Email: [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk)

## Appendix 2: Safeguarding Concern Report Form

This form is to report any safeguarding incidents or concerns. It should be completed by the worker who has had information disclosed to them, who witnessed the incident, was most directly involved or who provided first aid if relevant. Once completed please return to the Designated Safeguarding Lead/Centre Manager Officer.	REFERENCE NUMBER
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Name & Role of person completing this form:	
Programme/Session Name:	Date form is completed:

### DETAILS OF CHILD, YOUNG PERSON OR ADULT AT RISK:

Name:	Address:
Contact Number:	Gender:
Date of birth:	Any further information that may be useful to consider?

### PARENTS/CARERS DETAILS:

Name:	Address:
Contact Number:	Email Address:
Have parents/carers been notified of the incident? Yes / No	If yes, please provide details:

### DETAILS OF REPORTEE:

Are you reporting your own concerns or responding to concerns raised by someone else?	Reporting my own concerns: Yes / No
	Responding to someone else's concerns: Yes / No
If responding to someone else's concerns, please provide their details below:	
Name:	
Relationship to child, young person or adult at risk:	
Email address:	
Contact Number:	

**INCIDENT DETAILS:**

Date / Time:		Group name (if applicable)	
Location of incident:			
Description of the incident or concern: (continue on a separate sheet if necessary & include reference number) <i>(include relevant information such as what happened and how it happened, description of any injuries sustained, behaviour witnessed and whether the information provided is being recorded as fact, opinion or hearsay)</i>			
Details of any previous concerns, incidents or relevant safeguarding records:			
Child, young person or adult at risk account of the incident or concern: (use their words)			
Witness account of incident or concern: <i>(include further accounts on separate sheets as necessary. Include reference number on each accompanying account)</i>			
<b>Details of any witnesses:</b>			
Name(s): (consider anonymising where this will not negatively impact the ability to take immediate response actions)		Relationship to child, young person or adult at risk:	Contact Details:

Details of any persons involved in the incident or alleged to have caused the incident, injury or presenting risk:		
Name(s): (consider anonymising where this will not negatively impact the ability to take immediate response actions)	Relationship to child, young person or adult at risk:	Contact Details:
Outcome of incident & immediate actions taken		
Ambulance required? Yes / No	First aid treatment provided? Yes / No  By Whom:	Medication given:
Name of hospital / medical facility attended if applicable:		
Police / Fire rescue services attended?	Yes / No	
Notes:		
Any resulting change of plans or disruption to the programme, if applicable:	Disciplinary procedures enacted:	Were any immediate changes to risk management procedures made?
Signed by author:	Name:	Date:

## REPORTING TO THE DESIGNATED SAFEGUARDING LEAD/CENTRE MANAGER (DSL) SECTION: *(TO BE COMPLETED BY DSL)*

Date & time DSL notified of incident / concern:	
Date & Time this form Passed on to DSL (if different from above):	
DSL comments: (action taken / impact on rest of programme / external agency involvement / initial lessons learned / follow up actions required)	

External agency referral:		
Social Services notified?	LADO Notified?	Other Referral made?
Yes / No	Yes / No	Yes / No
Date / Time of Referral:	Date / Time of Referral:	Agency:
Name of contact person:	Name of contact person:	Date / Time of Referral:
Contact Number / Email:	Contact Number / Email:	Name of contact person:
Agreed action or advice given:	Agreed action or advice given:	Contact Number / Email:
		Agreed action or advice given:
Signed by DSL:	Name:	Date:

### **FOLLOW UP ACTION REQUIRED:**

<b>Action:</b>	<b>Due date:</b>	<b>Who is responsible:</b>