

# Safeguarding Policy – Children/Young People and Vulnerable/At-Risk Adults

Business Launchpad/Tooting Works

**Recognise - Respond - Reassure - Refer - Record**

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## Section One: Introduction

### What is safeguarding?

The general rule is that it is every adults' responsibility to safeguard the wellbeing of children, young people and vulnerable adults. All Business Launchpad (BLP) staff who, during the course of their employment have direct or indirect contact with children, young people and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote the welfare of these children, young people and vulnerable adults

It is important to both understand and anticipate that abuse can arouse strong emotions in individuals facing such a situation and not allow your feelings or the emotions of the individual to interfere with your judgement about any action to take.

There are many situations within which abuse and poor practice can occur. These include the home, school, community centres and the environment care or support is being offered to a young person or vulnerable adult.

There are persons who will actively seek employment or voluntary work with children or vulnerable adults in order to harm them. Everyone working in charities either in a paid or voluntary capacity, together with those working in affiliated organisations has a role to play in safeguarding the welfare of children and vulnerable adults and promoting good practice.

A business counsellor, business coach, facilitator, outreach officer, youth ambassador or a volunteer may have regular contact with children and be a very important link in identifying cases where an individual may be at risk or in need.

When establishing guidelines, it is important to recognise that the organisation has both a moral and legal duty of care to ensure that when it is given responsibility for young people or vulnerable adults, it provides them with the highest possible standard of care.

It might be difficult to accept, but every child can be hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity. Safeguarding legislation and government guidance says that safeguarding means:

- Protecting children from maltreatment
- Preventing impairment of children's health or development

- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children and young people to have the best outcome

Crucially: “the action we take to promote the welfare of children and protect them from harm - is everyone’s responsibility. Everyone who comes into contact with children and families has a role to play.”

Working together to safeguard children (HM Government 2013)

### **Safeguarding Self-Assessment tool**

BLP applies the NCPCC safeguarding self-assessment tool to ensure that it is compliant at each of our programme delivery venues. It is the responsibility of each project lead to complete these self-assessments and the returns are subject to scrutiny by the Chief Executive Officer.

In developing this policy Business Launchpad recognises that this is a shared responsibility with the need for effective joint working between all agencies and professionals who will have different roles and expertise. It is vital that we all work in a cooperative and collaborative manner if those vulnerable groups in society are to be protected from harm. In order to achieve effective joint working there must be constructive relationships at all levels, promoted and supported by the actions of BLP and its’ staff which will include:

- The commitment of our senior managers to safeguarding children, young people and vulnerable adults;
- Clear lines of accountability within our organisation for work on safeguarding;
- Service developments that take account of the need to safeguard all service users, which are informed where appropriate, by the views of service users;
- Staff training and continuing professional development so that staff have an understanding of their roles and responsibilities, and those of other professionals and organisations in relation to safeguarding children, young people and vulnerable adults
- Where there are concerns about children and young people and vulnerable adults’ welfare BLP take all appropriate actions to address those concerns, working to agreed local policies and procedures in partnership with other agencies.
- BLP apply safe working practices including recruitment and vetting procedures;
- BLP continue to develop and improve effective interagency working, including effective information sharing.

## Our services

Everyone who participates in the Business Launchpad programme is entitled to do so in an enjoyable and safe environment. We have a moral and legal obligation to ensure that, when given responsibility for young people or vulnerable adults, all staff provide them with the highest possible standard of care. The same applies and is expected from our stakeholders including any partnerships formed through collaborations, projects, lettings, fundraising bids and or fundraising/grant awards.

BLP is committed to devising and implementing policies so that everyone in the organisation understands and accepts their responsibilities to safeguard our users from harm and abuse. This means following procedures to protect children and reporting any concerns about their welfare to appropriate authorities.

The aim of this policy is to promote good practice, providing children, young people and vulnerable adults with appropriate safety/protection whilst in the care of BLP and to allow staff and volunteers to make informed and confident responses to child protection issues.

### **Business Launchpad recognises that they have a responsibility to:**

- Safeguard and promote the interests and well-being of young people and vulnerable adults with whom it is working
- Safeguard disabled children and young people
- Take all reasonable practical steps to protect them from harm, discrimination, or degrading treatment
- Respect their rights, wishes and feelings.

### **Young people and vulnerable adults safeguarding procedures can:**

- Offer safeguards to the individuals with whom we work, and to our members of staff, volunteers and those in affiliated organisations
- Help to maintain the professionalism and the standards of practice that are associated with the members of Business Launchpad

### **We recognise that any procedure is only as effective as the ability and skill of those who operate it. We are committed to:**

- Correct recruitment policies

- The provision of support and appropriate training
- Clear processes for recognition and responding to concerns
- Working together with parents/carers and other organisations to ensure that the needs and the welfare of all remains paramount.

## Five reasons to do safeguarding well

- Abuse, harassment and harm can happen to anyone – people we work with, staff or volunteers. It's not always visible and often not spoken about
- Abuse, harm and neglect are wrong. We have a duty to do something about it.
- When everyone understands safeguarding and their right to be safe, people who have nowhere else to turn are protected.
- An organisation that does safeguarding well is an organisation that is trusted.
- The Charity Commission expects every charity to make safeguarding a priority.

## Principles

- The child/young person's welfare is paramount, as is that of the vulnerable adult
- All clients whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual orientation, marital or civil partnership status, or those pregnant or on maternity leave, have the right to be safeguarded from abuse
- All suspicions and allegations of abuse will be taken seriously; and responded to swiftly and appropriately
- Working in partnership with children and their parents/carers is essential for the protection of the children.
- BLP recognises the statutory responsibility of the social services department to ensure the welfare of children and vulnerable adult and is committed to working together with the Local Safeguarding Children Board (LSCB) and the Local Safeguarding Adult Board (LSAB);

## Who is this policy for?

This policy applies to all staff full time, part time, sessional and freelance. This policy also covers any volunteers and those acting as mentors for our programmes. All people that are involved in the direct delivery of our services will need to be familiar with the contents of this document and will undergo the company training and the local authority training relevant to their area. This document covers all service users and in particular children (anyone under the age of 18) and vulnerable adults.

### Working Together 2018

Business Launchpad is committed to working together with trustees, senior managers, staff, volunteers and others to safeguard and promote the welfare of children and young people in accordance with the Children Act 1989 and the Children Act 2004.

All staff and volunteers working with children of adults and young people are aware of their responsibilities and duties as set out in primary legislation and associated regulations and guidance.

## Section Two: Children and Young People

**A child/young person is defined as a person under the age of 18 (Children's Act 1989).**

### Policy Statement Children and Young People

BLP is committed to the following:

- The welfare of the child/Young Person is paramount
- All children/young people, whatever their age, culture, ability, gender, language, racial origin, disability, religious belief and/or sexual identity should be able to participate in our programmes in a safe environment
- Providing extra support/resources to children/young people with disability
- Taking all reasonable steps to protect children from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings

- All suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately
- All BLP employees who work with children will be recruited with regard to their suitability for safeguarding responsibility, and will be provided with guidance and/or training in good practice and child protection procedures
- Working in partnership with parents and children is essential for the protection of children

### **Monitoring and review of policy and procedures**

The implementation of procedures is regularly monitored and reviewed. This policy is reviewed annually or whenever there is a major change in the organisation or in relevant legislation. Whenever changes or update has been made on the policy, it will be send to the Board of Trustees for review and approval. We have team meetings every two weeks and board meetings every 6 weeks where safeguarding is top priority.

### **Promoting Good Practice**

It is NOT the responsibility of employees to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4. This section will help you identify what is meant by good practice and poor practice.

All personnel should adhere to the following principles and action:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Make the programme experience enjoyable: promote fairness, confront and deal with bullying
- Treat all young people equally and with respect and dignity
- Always put the welfare of the young person first
- Maintain a safe and appropriate distance with youngsters (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them)
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the



consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing

- Involve parents/carers wherever possible, e.g. where young people need to be supervised in changing rooms, encourage parents to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure parents, coaches etc. work in pairs. NEVER allow an employee/volunteer to be alone in a changing room/toilet with a child
- Request written parental consent if staff are required to transport young people in their cars though no child should be on their own with an employee in a car/mini bus EVER – even if written consent is given
- if children are travelling with an adult(s) then they should ideally be in the back (together if more than one) and away from the adult
- Be an excellent role model, this includes not smoking or drinking alcohol in the company of young people
- Always give enthusiastic and constructive feedback rather than negative criticism
- Keep a written record of any injury that occurs, along with details of any treatment given

## Indicators of Poor Practice

The following are regarded as poor practice and should be avoided by all personnel:

- Unnecessarily spending excessive amounts of time alone with young people away from others
- Taking young people alone in a car on journeys, however short - should never happen
- Engaging in rough, physical or sexually provocative games, including horseplay
- Allowing or engaging in inappropriate touching of any form
- Allowing young people to use inappropriate language unchallenged

- Making sexually suggestive comments to a young person, even in fun
- Reducing a young person to tears as a form of control
- Allowing allegations made by a young person to go unchallenged, unrecorded or not acted upon
- Doing things of a personal nature that the young person can do for themselves

When a case arises where it is impractical/impossible to avoid certain situation e.g. transporting a young person in your car, the tasks should only be carried out with the full understanding and consent of the parent/carer and the young person involved.

If during your care you accidentally hurt a young person, the young person seems distressed in any manner, or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to another colleague and make a written note of it. Parents should also be informed of the incident.

## Defining Child/Young Person Abuse

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It often occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender, race or ability.

There are four main types of abuse: **physical abuse, sexual abuse, emotional abuse and neglect.** The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood

## Safeguarding disabled children 2009

Here at BLP, we have a duty to safeguard children and young people with disabilities. All staff and volunteers working with disabled children are made aware

that children and young people with disabilities may be more vulnerable to being abused.

Children and Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

## Types of Abuse

- **Physical Abuse:** where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, burning, biting etc. Giving young people alcohol or inappropriate drugs would also constitute child abuse. This category of abuse can also include when a parent/carer reports non-existent symptoms or illness or deliberately causes ill health in a young person they are looking after. This is called Munchausen's Syndrome by proxy.
- **Emotional Abuse:** the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, and inadequate or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened or taunted which may make the young person frightened or withdrawn.
- **Ill treatment** of children, whatever form it takes, will always feature a degree of emotional abuse. Emotional abuse in any setting may occur when the young person is constantly criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name calling and bullying.
- **Bullying** may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main types of bullying.
- It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

- **Radicalisation** occurs when someone starts to believe or support extreme views, and in some cases, then participates in terrorist groups or acts. It can be motivated by a range of factors, including ideologies, religious, political beliefs and prejudices against particular groups of people.
- **Neglect** occurs when an adult fail to meet the young person’s basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child’s health or development. For example, failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect. Neglect in sport could occur when a person does not keep the young person safe, or exposing them to undue cold/heat or unnecessary risk of injury.

- **Sexual Abuse** occurs when adults (male and female) use children to meet their own sexual needs which include any sexual act. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse.
- **Female Genital Mutilation** occurs when a female’s genitals are deliberately altered or removed for non-medical reasons but for cultural or other non-therapeutic reasons. This practice is extremely painful and has physical and mental health consequences both at the time and in later life. This can happen at different times in a girl (4-13 years) or woman’s life, including: when a bay is new-born, during childhood or as a teenager, just before marriage and during pregnancy.
- **Criminal exploitation: county lines;** occurs when children and young people are manipulated and coerced into committing crimes. This often happens in other forms such as county lines criminal activity: drug networks or gangs groom and exploit people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.
- **Knife Crime** occurs when children and young people are associated with gangs. It is a crime that involves a sharp or bladed instrument, and can include anything from a kitchen knife or piece of glass to a potato peeler or a knitting needle. This can range from threat violence, where someone is carrying a sharp or bladed instrument to someone who receives an injury as a result of a sharp object or bladed instrument.

## Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which an explanation seems inconsistent

The young person describes what appears to be an abusive act involving them

- Another young person or adult expresses concern about the welfare of a young person
- Unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper
- Inappropriate sexual awareness
- Engaging in sexually explicit behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Poor bond or relationship with a parent
- Difficulty in making friends
- Being prevented from socialising with others
- Acting differently after an absence from school or college
- Spending longer in the bathroom or toilet
- Having difficulty walking, standing or sitting
- Running away or going missing
- Displaying variations in eating patterns including overeating or loss of appetite
- Losing weight for no apparent reason

- Becoming increasingly dirty or unkempt
- Always choosing to wear clothes which cover their body
- Gang association or isolation from peers or social networks

Signs of bullying include:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to training or to competitions
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- A shortage of money or frequent loss of possessions

It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working in BLP to decide that child abuse is occurring. It **IS** their responsibility to act on any concerns.

## Responding to Suspicions and Allegations

It is not the responsibility of anyone working for BLP to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person. This applies **BOTH** to allegations/suspicions of abuse occurring within the BLP programmes and to allegations/suspicions that abuse is taking place elsewhere.

## Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected. In the last of these cases, it is particularly important

to respond appropriately. If a young person says or indicates that they are being abused, you should:

- **Stay calm** so as not to frighten the young person
- **Reassure** the child that they are not to blame and that it was right to tell
- **Listen** to the child, showing that you are taking them seriously
- **Keep questions to a minimum** so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify
- **Inform** the child that you have to inform other people about what they have told you. Tell the child this is to help stop the abuse continuing.
- **Safety of the child** is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue
- **Record** all information and immediately pass to the Head of Business Counselling

**NB: In all cases if you are not sure what to do you can gain help from-**

**NSPCC 24 hour help line: Tel No: 0808 800 5000**

**Designated Safeguarding Lead: Felicia Mattis-Rome 07384461606**

**Deputy Safeguarding Lead: Nicole Henworth 07807971470**

**BLP Head Office Tel: 020 8516 7700 W: [safeguarding@blp.org.uk](mailto:safeguarding@blp.org.uk)**

## **Recording Information**

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

It is NOT the employee's job to get information or disclosures from a child/young person. If a child/young person does disclose then the adult should let them speak & record as much as possible in the child/young people own words i.e. verbatim & not put their personal interpretations onto the information.

Information should include the following:

- The child/young person's name, age and date of birth
- The child/young person's home address and telephone number
- Whether or not the person making the report is expressing their concern or someone else's
- The nature of the allegation, including dates, times and any other relevant information
- A description of any visible bruising or injury, location, size etc. Also any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- The child/young person's account, if it can be given, of what has happened and how any bruising/injuries occurred
- Have the parents been told? If so what has been said?
- Has anyone else been consulted? If so record details
- Has anyone been alleged to be the abuser? Record detail

## **Reporting the Concern – BLP Safeguarding Alert Form**

All suspicions and allegations MUST be reported appropriately using the BLP Safeguarding Alert form which should be forwarded to the CEO and Director of Operations immediately once the form is completed. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

**NB: Paper copies of this form should not be stored. The details of your conversation with the person(s) who are at risk should not be disclosed to other colleagues except as stated below.**

BLP expects its staff to discuss any concerns they may have about the welfare of a child **immediately** with the CEO and/or Director of Operations on the above contact details and subsequently to check that appropriate action has been taken.



**NB: If the abuse being reported is said to have been caused by either of the two individuals above then please follow the steps below.**

If these people are not available you should take responsibility and seek advice from social services or NSPCC helpline, the duty officer at your local social services department or the police. Telephone numbers can be found below in our list of urgent contacts.

As mentioned previously in this document BLP Ltd are not child protection experts and it is not their responsibility to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Social services have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

**NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern**

Any suspicion that a child has been abused by an employee or a volunteer should be reported to the Business Launchpad who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- BLP will immediately refer the matter to the local social services department
- The parent/carer of the child will be contacted as soon as possible following advice from the social services department
- The CEO will deal with any media inquiries and implement any immediate disciplinary proceedings
- The CEO or the Director of Operations of BLP will notify the commissioning authority

Allegations of abuse are sometimes made significantly after the event. Where such allegation is made, you should follow the same procedures and have the matter reported to social services. This is because other children may be at risk from the alleged abuser.

## **Concerns outside the programme (e.g. a parent or carer or other person)**

- Report and discuss your concerns to the CEO or in his absence the Director of Operations of BLP. The CEO and Director of Operations shall collectively determine the next step.
- Social Services and the CEO will decide how to inform the parents/carers
- Maintain confidentiality on a need to know basis

## **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The person to whom the abuse was disclosed or discovered
- The parents of the child/young person
- The person making the allegation
- The CEO and Director of Operations of BLP
- Social services/police
- The alleged abuser (and parents if the alleged abuser is a child)

Seek social services advice on who should approach the alleged abuser.

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

## **Disclosure of confidential information is permitted in exceptional circumstances**

Confidential information should only be disclosed if you have consent. However, there are exceptions. The law permits the disclosure of confidential information where this is necessary to safeguard a child or children.

Disclosure of confidential information should be justifiable in each case, for instance to provide information to professionals from other agencies working with the child, and where possible and appropriate, the agreement of the person concerned should be obtained.

All staff and volunteer MUST inform the child and family of the circumstances in which information about them will be shared with others, and their consent to this sharing obtained.

Staff and volunteers should also make it clear that, in some situations, sharing information without consent could be justified – for e.g. to safeguard a child or adult at risk.

### **Internal Inquiries, Suspension and Referral**

- The CEO or Director of Operations of BLP will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries
- Irrespective of the findings of the social services or police inquiries the CEO will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases the CEO must reach a decision based upon the balance of probability with the available information to him/her. The welfare of the child should remain of paramount importance throughout.

In addition, here at BLP, we have a legal duty to make a safeguarding referral to the DBS if a staff or volunteer has been dismissed from work due to harm or risk of harm to a child or vulnerable adult. We make referrals through using the online referral form provided by gov.uk.

### **Recruiting and Selecting Personnel**

Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children. It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid staff and volunteers, both full and part time. To ensure unsuitable people are prevented from working with children the following steps will be taken when recruiting.

### **Controlling Access to Children**

- All staff and volunteers will be subject to a Disclosure and Barring Service (DBS) enhanced check.
- All DBS checks are made using the personnel checks
- A full and complete CV is required

- Consent should be obtained from the applicant to seek information from the DBS
- A confidential reference regarding previous work with children should be obtained.
- Evidence of identity (passport or driving licence with photo)

## **Interview and Induction**

All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations. All employees and volunteers will receive induction training which will cover child protection. Safeguarding training covering Child Protection will be refreshed every two years. They along with all staff will be given a copy of this procedure to read and will sign to say that they have read it.

- Their qualifications should be substantiated
- The job requirements and responsibilities should be clarified
- Child Protection Procedures are explained and training needs identified e.g. basic child protection awareness

## **Training**

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse
- Respond to concerns expressed by a child
- Work safely and effectively with children

All staff are required to undertake the general safeguarding training using the business Launchpad learn upon platform. All certificates are provided by Marshall e-learning consultancy. The online training consists of two parts.

Member of staff that work closely with young people and are part of the programme delivery such as the business coaches/mentors, programme leads,

programme managers and etc. would have to also complete the youth mental health first aid training by MHFA England as well as the safeguarding training. This includes a prevent awareness training at a minimum biannually to equip staff to identify children at risk of being drawn into terrorism and to challenge extremist.

The Designated Safeguarding Lead, Deputy Safeguarding Lead and Designated Trustee must undertake and complete the Level 3 Safeguarding Lead training and do a refreshers training every 2 years. This also includes the Prevent awareness training

**NB: Once a member of staff has received initial safeguarding training, they will have internal refresher training annually either via webinar, online training programmes or group sessions. These will be held in line with reviews or updates to our current and existing policy.**

### General and Media Processes

Any member of staff planning to use an image (photography or video film) for internal purposes or for materials in the public domain, consent must be obtained by the appropriate person set out in our consent form. The consent form must be completed before the photography/video filming takes place.

For more information on our general and media processes, all staff are advised to read our general and media consent policy. [Y:\Policies\General and Media Consent Policy\General and Media Consent Policy](#)

### Organisational implementation of Safeguarding Policies

- Communication – to staff, parents, vulnerable adults and children and young people. We must consider different communication needs of people and the appropriate methods that we will use. It is important that we tell everyone why these procedures are needed and that we answer any questions people may have.
- Training and awareness – for all workers at the initial stage and then on a continuous basis for updating all staff. Specific training and development for those with lead or named responsibility for child protection and this will include external training and engaging with local safeguarding workshops, policy updates and training services.

- Induction – all new workers will have safeguarding procedures and their responsibilities included in their induction before they start in post. They will also undergo the full internal BLP Safeguarding training programme before they have contact with children.
- Ongoing – all staff will undertake annual safeguarding refresher training. This takes the form of an online training programme provided by Agilio (iLEARN). Further training across the organisation may also be necessary as policy and best practice in this area evolves and responds to events.
- Monitoring and supervision – how we make best use of the procedures and processes in place. Workers are also asked about safeguarding issues and awareness when discussing their progress and review of their work during formal reviews or as part of the monthly team briefings and weekly communication meetings.
- Recording and information sharing – checking to ensure that these vital aspects of safeguarding are accurate and taking place as set out within this policy document and the accompanying guidelines and procedures. Making sure that we respond positively and in a timely manner to workers needs or requests for support or additional training in recording and sharing information with each other and other agencies.
- Recruitment and vetting – Ensuring that all of our recruitment processes from planning to engagement take safeguarding into account, and uphold the procedures embedded in this policy and the procedures that flow from it
- Managing allegations or incidents within the organisation – if there is an allegation or suspicion about a child protection concern and there has been an investigation, there are likely to be strong feelings from staff, parents and children and possibly within the wider community. It is important that BLP have an action plan to ensure that these concerns are properly addressed and that there are no lingering worries for any parties. Openness and accountability are the foundations of managing safeguarding matters.
- General and Media consent processes – If we are planning to use an image (photography or video film) for internal purposes or for materials in the public domain, consent must be obtained by the appropriate person as set out in our consent form.

## Roles and Responsibilities within BLP

**Designated Safeguarding Lead and CEO Felicia Mattis-Rome Telephone: 0208 5167700**

**Designated Trustee for Safeguarding: James Wall**

**Deputy Safeguarding Lead: Nicole Henworth Telephone: 07807971470**

**Email: [safeguarding@blp.org.uk](mailto:safeguarding@blp.org.uk)**

## **Designated and Deputy Safeguarding Lead**

- Champions the overriding principle that safeguarding is the responsibility of everyone in the organisation;
- Ensures that the health contribution to safeguarding and promoting the welfare of children, young people and vulnerable adults is discharged effectively across the whole organisation;
- Ensures that the organisation exercises a public health responsibility in ensuring that all users of all services are safeguarded from abuse or the risk of abuse;
- Ensures that safeguarding children, young people and vulnerable adults is identified as a key priority area in all strategic planning processes;
- Ensures that safeguarding children, young people and vulnerable adults is integral to clinical governance and audit arrangements;
- Ensures regular update and revision of all policies and procedures for safeguarding children, young people and vulnerable adults which are in line with Local Safeguarding Children and Adult Board procedures, and are easily accessible for staff at all levels.

### **Senior Managers:**

**CEO:** Felicia Mattis-Rome **E:** [felicia@businesslaunchpad.org.uk](mailto:felicia@businesslaunchpad.org.uk) **T:** 02085167700

**Finance Lead:** Kweku Bedu-Addo **E:** [kweku@businesslaunchpad.org.uk](mailto:kweku@businesslaunchpad.org.uk) **T:** 07878998742

**Operations Manager:** Louise Cook **E:** [Louise@businesslaunchpad.org.uk](mailto:Louise@businesslaunchpad.org.uk) **T:** 07735900327

- To understand and embrace the overriding principle that safeguarding is the responsibility of everyone in the organisation;

To ensure clear service standards for safeguarding children, young people and vulnerable adults; these service standards are monitored locally thereby providing assurance that safeguarding standards are met;

- To ensure that all staff in contact with children, parents/carers and vulnerable adults in the course of their normal duties are trained and competent to be alert to the potential indicators of abuse or neglect for children, young people and vulnerable adults; and that they know how to act on those concerns in line with this procedure;
- To ensure the organisation co-operates with the Local Authority in the operation of the Local Safeguarding Children Board (LSCB) and Local Safeguarding Adult Board (LSAB);

## Trustees

- To understand and embrace the overriding principle that safeguarding is the responsibility of everyone in the organisation;
- To ensure that adequate measures in place to assess and address safeguarding risk;
- To ensure that BLP have adequate safeguarding policies and procedures; and
- To ensure that these policies and procedures are effectively implemented and regularly reviewed.
- To ensure the organisation has a clear system of referring or reporting to relevant organisations as soon as concerns are suspected

## Line Managers

- To understand and embrace the overriding principle that safeguarding is the responsibility of everyone in the organisation;
- To ensure that on recruitment of staff working with children and/or vulnerable adults, or handling information on children and/or vulnerable adults, that references are always verified, a full employment history is always available with satisfactory explanations for any gaps in employment history, that qualifications are checked and that CRB checks are undertaken in line with this procedure;
- To ensure that staff in contact with children, parents/carers and vulnerable adults in the course of their normal duties are trained and competent to be alert to the potential indicators of abuse or neglect, and that they know how to act on those concerns in line with this procedure;
- To ensure safeguarding responsibilities are reflected in all job descriptions



- To ensure all training and information distributed related to safeguarding is logged as part of the continued professional development-training matrix for each individual.

### **Individual Staff Members**

- To understand and embrace the overriding principle that safeguarding is the responsibility of everyone in the organisation;
- To be alert to the potential indicators of abuse or neglect for children, young people and vulnerable adults and know how to act on those concerns in line with this procedure;
- To take part in training, including attending regular updates so that they maintain their skills and are familiar with procedures aimed at safeguarding children, young people and vulnerable adults;
- Understand the principles of confidentiality and information sharing in line with local and government guidance;
- All staff contribute, when requested to do so, to the multi-agency meetings established to safeguard and protect children, young people and vulnerable adults

### **NB: Report online child abuse to**

<http://www.p.gov/contact/whatareyoureporting>

### **Section Three: Vulnerable/At Risk Adults**

This policy also covers directives set out in 'No Secrets' the guidance on safeguarding vulnerable or at risk adults. During this document the term vulnerable and at risk adult are used as interchangeable terms.

Whilst there is no formal definition of vulnerability within social and health care, some people may be at greater risk from harm than others. No Secrets Guidance 2000 defines an adult at risk as a person aged 18 or over who:

- Is or may be in need of community care services by reason of mental or other disability, age or illness; and
- Is or may be unable to take care of him or herself, or
- Is unable to protect him or herself against significant harm or serious exploitation'

(Who Decides: Lord Chancellor's Department 1997)

### **A vulnerable adult may also include those who:**

- Receive direct payments in lieu of adult social care services
- Is frail due to ill health, physical disability or cognitive impairment
- Is older or lives in a care home or is hospitalised
- Is someone who needs to be able to trust the people caring for them, supporting them and/or providing them with services
- Has mental health needs including dementia or a personality disorder
- Has a long-term illness/condition
- Misuses substances or alcohol
- Is a carer such as a family member/friend who may be at risk because of their caring role?
- Is unable to demonstrate the capacity to make a relevant decision and is in need of care and support.

### **The Principles for Adult Safeguarding are as follows (DH, 2011):**

- Empowerment - presumption of person led decisions and informed consent.
- Protection - support and representation for those in greatest need.
- Prevention - it is better to take action before harm occurs.
- Proportionality – proportionate and least intrusive response appropriate to the risk presented.
- Partnership - local solutions through services working with their communities.
- Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability - accountability and transparency in delivering safeguarding policies

## Policy Statement Adults

BLP is committed to the following:

- All staff will be aware of users within the service that may be classed as a vulnerable or at risk adult and what this means for their role and responsibilities in this circumstance
- Where at risk adults are engaged in the service (either in mainstream provision or as is more likely in designated special services) additional safeguarding measures shall be implemented and these will be overseen by the local Operations Manager.
- All people, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity should be able to participate in our services in a social, supportive and safe environment
- Taking all reasonable steps to protect vulnerable and at risk adults from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings
- All suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately
- All BLP employees delivering services will be recruited with regard to their suitability for safeguarding responsibility, and will be provided with guidance and/or training in good practice and protection/safeguarding procedures relating to at risk adults
- Working in partnership with other agencies is essential for the protection of vulnerable adults and all BLP staff will ensure smooth collaboration with other related agencies with respect to safeguarding

## Definition of a Vulnerable Adult

As defined in the psychology, sociology and social work fields, a vulnerable adult is any person who lacks the absolute most basic (as distinct from mid-level or typical level) human life skills by reason of not having learned them through the formative years of childhood, adolescence and young adulthood. A vulnerable adult is unable, rather than unwilling, to properly learn or properly maintain these

skills, and is usually completely without, and unable to obtain, any family, friends, acquaintances or other assistive persons in their lives to offer education or assistance in these areas. In order to be classed as vulnerable, the adult's circumstances must be unable to be altered or improved by the adult's own individual actions without direct assistance from others. The vulnerable adult must also be shown to be, on some significant level, a risk to him or herself if assistance is not provided.

## **Definitions of Harm and Significant Harm**

Key concepts in adult safeguarding work are 'Harm' and 'Significant Harm'. This helps to determine how serious or extensive abuse is and to enable a proportionate response.

### **'Harm' is defined as:**

- Ill treatment (including sexual abuse and forms of ill-treatment that are not physical);
- The impairment of development and/ or an avoidable deterioration in, physical or mental health and;
- The impairment of physical, emotional, social or behavioural development or the impairment of health;
- Conduct which appropriates or adversely affects property, rights or interests (for example theft, fraud, embezzlement or extortion).

### **'Significant Harm' is defined as:**

The impact of harm upon a person will be individual and depend upon each person's circumstances and the severity, degree and impact or effect of this upon that person.

The following would indicate that the effect of harm for the person is likely to be significant:

- The person's life could be or is under threat, for example due to neglect or physical abuse;

- There is or could be a serious, chronic and/or long lasting impact on the person's health/ physical/ emotional/ psychological well-being;
- The person has little or no choice or control over vital aspects of their life, environment or financial affairs.

## **Adult Abuse**

'Abuse is a violation of an individual's human and civil rights by any other person or persons'.

'Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or failure to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

'Abuse can be a physical, sexual, financial, emotional, discriminatory or psychological violation or neglect of a person unable to protect him/herself to prevent abuse from happening, or to remove him/herself from abuse or potential abuse by others. (No Secrets 2000)

The following categories of abuse are used to define types of abuse experienced by adults at risk.

- Discriminatory Abuse
- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial Abuse
- Neglect and Acts of Omission
- Institutional Abuse

## **Care Act 2014**

In line with the Care Act 2014, BLP staff and volunteers will ensure that they always promote adult's wellbeing, prevent harm and respond effectively if concerns are raised.

## Multi-Agency Public Protection Arrangements (MAPPA)

Each commission will be attached to a local authority that will have an established MAPPA policy and reporting procedure. The purpose of the MAPPA framework is to reduce the risks posed by sexual and violent offenders in order to protect the public, including previous victims, from serious harm. As a health care organisation we have a duty to cooperate with the responsible authority, including the sharing of information and this will be the responsibility of each Operations Manager.

The agencies involved are likely to include:

- a) Local Authority Children and Family Services and Adult Social Care Services;
- b) Primary Care Trusts and other health trusts and strategic health authorities (SHAs);
- c) Jobcentre Plus;
- d) Youth Offender Teams;
- e) Local Housing Authorities;
- f) Registered social landlords with accommodation for MAPPA offenders.

## Who abuses

Any person could be responsible for abuse. This may be people who hold a position of trust, power or authority in relation to an adult. A person who abuses may be:

- A member of staff, proprietor or service manager;
- A member of a recognised professional group;
- A volunteer or member of a community group such as a place of worship or social club;
- A service user or other adult at risk;
- A spouse, relative or member of the person's social network;
- An informal carer;
- A neighbour, member of the public or stranger;
- A paid or unpaid worker or professional

**NB: Abuse is unacceptable, regardless of the individual's capacity to understand or be responsible for their actions.**

### **Where does abuse take place?**

Abuse can take place anywhere, including:

- The person's own home - either living alone or with someone else, including a care home;
- Where services or treatment are received, including day care, hospital, GP surgery;
- In educational (college) settings;
- At work;
- In custodial situations;
- Public places, including parks, leisure centres;
- Public transport.

### **Preventing Adult Abuse**

The most effective way to safeguard adults at risk from abuse is to enable them to safeguard themselves. For some people this may involve their own support networks, or support/care services, depending on their individual circumstances. In order to safeguard themselves, adults at risk and people who support them could consider the following:

- What kind of harm or exploitation they may be at risk of;
- Where might the risk arise;
- Who might potentially exploit or harm them.

Preventing abuse by staff working with adults at risk begins with robust recruitment and retention processes. BLP start this process by always meeting our responsibilities for the Vetting and Barring Scheme and our professional responsibilities under employment legislation. All processes and checks for those who work with adults within the company include measures to avoid abuse occurring, including:

- Staff recruitment and vetting
- Policies and procedures staff work to e.g. confidential reporting, incidents and complaints procedures
- Staff induction, supervision, support and training including the adult safeguarding policy, awareness of abuse and how to alert;

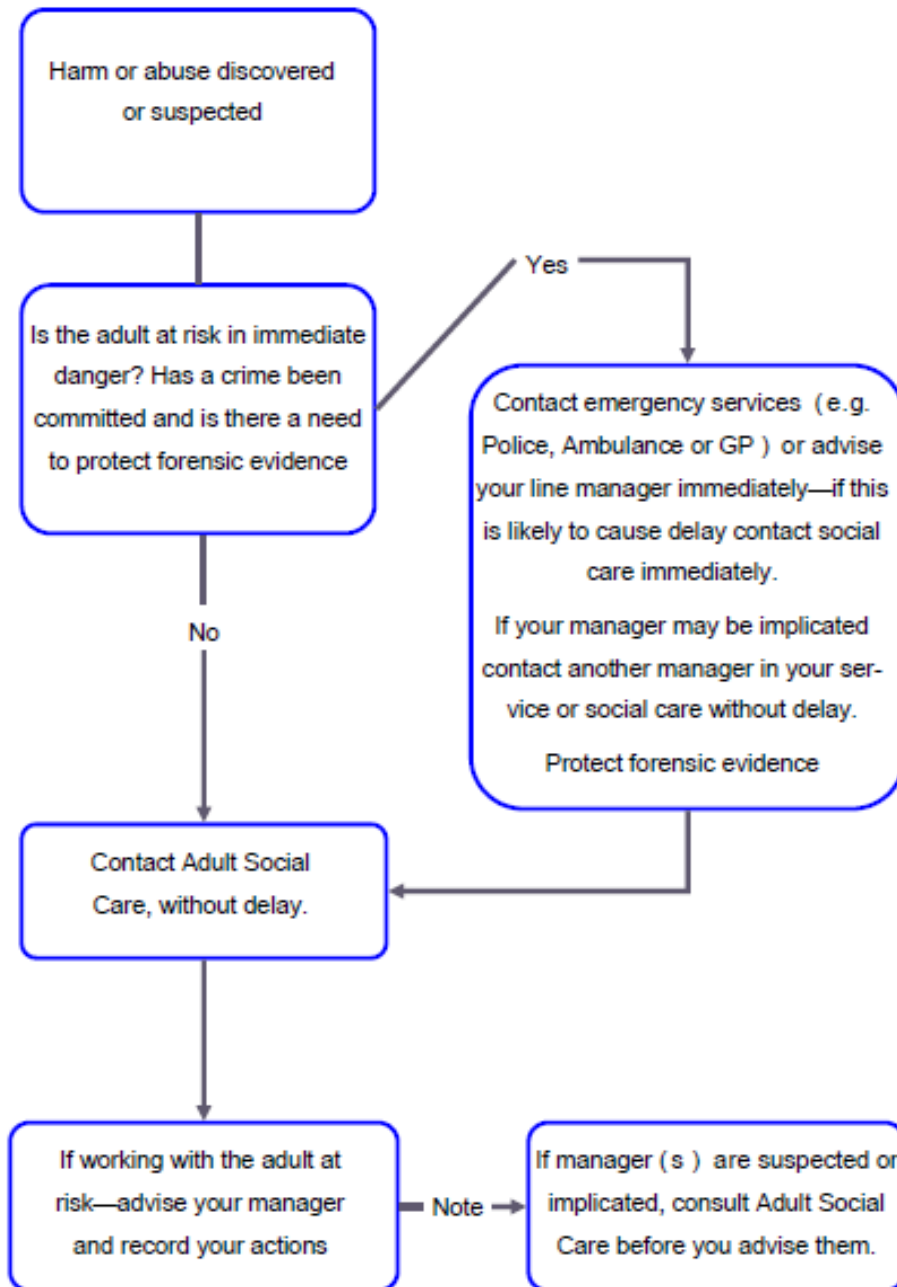
## **What to do if you think abuse or harm has occurred**

### **Raising a safeguarding adults (Alert)**

Anybody can raise an alert for themselves or another person. All staff aware of an adult who may be at risk, have the responsibility to recognise the possible signs of abuse. They have a responsibility to take appropriate action by reporting their concern whenever they think that abuse may have taken place or may occur unless someone does something to prevent it from happening, this is called 'alerting'. Reporting concerns can enable serious abuse or harm to be prevented from happening or from escalating.

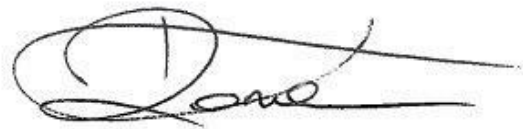


Raising a Safeguarding Adult Concern ( alerting ) : Flowchart.



Policy Name	Version	Doc ref
Safeguarding – Children Young People and Vulnerable at Risk Adults	3	

<b>Policy Owner</b>	<b>Felicia Mattis-Rome</b>
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<b>Trustee</b>	<b>James Wall</b>
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### Approval status

<b>Date adopted by Trustees</b>	02/11/2021		
<b>Date published</b>	09/06/2023	<b>Date for next review</b>	<b>09/06/2024</b>

### Document Control

#### Reviewers

Name	Position
Felicia Mattis-Rome	CEO
Hareg Tamiru	People/HR Manager

## Change history record

Issue	Description of Change	Approval	Date of Issue
1	N/A	N/A	N/A
2	N/A	N/A	N/A
3	New members of the senior management team	HT	09/06/2023
4	<p>Included guidance about how to report allegations about the safeguarding lead, deputy or designated trustee</p> <p>Added more recent aspects of signs/indicators of abuse</p> <p>Added more info around safeguarding training and how often staff receive refreshers training.</p> <p>Included a section on general and media consent processes.</p>	FMR	
5	New appointed Deputy safeguarding lead: Nicole Henworth.	FMR	17/03/2022

## Appendix 1

Recognise - Respond - Reassure - Refer - Record

### General Considerations for Raising an Alert

NB: If something happens to you, or you see or hear about something which could be adult abuse do the following:

- If there is immediate danger or someone needs urgent medical attention: call the police or an ambulance and then contact adult social care
- If no-one is in immediate danger: ensure the person is as safe as possible; and immediately contact your manager to report the situation and to get support
- Advise your manager about your concern (unless your manager is implicated, then talk to an appropriate independent manager); contact children's services if a child may also be affected or at risk
- Make a note of what happened/your concerns in as much detail and as soon as possible;
- Remain calm, and try to be reassuring
- Don't be judgemental; DON'T attempt to investigate the matter yourself
- If you do need to clarify the concern, ask non-leading questions for example: can you tell/explain/describe what happened, when did it happen, where did it happen etc., so that you are in a better position to inform Adult Social Care or the Police - be careful not to start investigating this yourself
- Always keep an accurate record of your conversations and actions/decisions taken by you and others
- Do not confront anyone who is alleged to be responsible for what has happened, and do not tell them that allegations have been made about them
- If there is a possibility that a criminal offence has been committed, do not tamper with or move any potential evidence; do not clean up

- If you think a criminal offence has been committed, tell the Police and then contact adult social care
- Be mindful that information relating to adults safeguarding issues can be particularly sensitive

Do Not:

- Promise the person you can keep this secret
- Start to investigate the situation by asking leading questions
- Confront the person you think is responsible;
- Destroy any evidence;
- Show that you are alarmed

You will be required to provide

NB: When a concern is reported to adult social care services, the following will be required:

- When the incident happened
- Where the incident happened
- Who was involved (names and relationships)
- If you think there is any immediate or future risk

Responsibilities of the individual to whom a concern has been raised/identified:

- Ensure the adult at risk is made safe; arrange any emergency medical treatment;
- Advise the Operations Director and CEO;
- Take advice regarding whether to refer to the police if the abuse suspected is a crime/offence;

- Ensure any staff or volunteer who may have caused harm is not in contact with the person/s who may be at risk;
- Do not investigate the matter themselves but take it seriously, and where appropriate raise an alert without delay to the senior Operations Director/CEO who may inform adult social care. This should be, no later than at the end of the working day in question. If unsure whether an alert should be raised, they should seek advice from adult social care.

### Speaking to the Adult at Risk:

NB: It may be appropriate for the manager to speak to the adult at risk prior to making a decision to raise an alert. To do this, they should:

- Speak to them in private (accompanied by another member of staff) and in a safe place informing them of any concerns;
- Get their views on what has happened and what they want done about it;
- Give them information about the safeguarding adult's process and how that could help to make them safer;
- Support them to ask questions about issues of confidentiality;
- Identify communication needs, and relevant decision making capacity issues;
- Explain how they will be kept informed and supported
- Be sure to only ask open questions e.g. 'tell, explain, describe' in order to gather necessary information but not ask leading questions or begin to investigate this inappropriately.

### **Allegations against Staff**

The procedures need to be applied with common sense and judgement. In rare cases allegations will be so serious as to require immediate intervention by children's social care and/or police. Others may seem much less serious and on the face of it will not warrant consideration of a police investigation, or enquiries by children's social care. However, it is important to ensure that even allegations

that appear less serious are seen to be followed up and taken seriously, and that they are examined objectively by the Operations Manager and CEO. Consequently, the CEO should immediately be informed of all allegations so that he can consult police and social care representatives as appropriate.

The CEO's first step will be to discuss the allegation with the Operations Manager and/or any other member of staff involved in reporting the allegation to confirm details of the allegation and establish that it is not demonstrably false or unfounded. If the parents/carers of the child concerned are not already aware of the allegation, the CEO and or Operations Manager will also discuss how and by whom they should be informed. In circumstances in which the police or social care may need to be involved, the CEO or Operations Manager should consult those colleagues about how best to inform parents. However, in some circumstances we may need to advise parents of an incident involving their child straight away, for example if the child has been injured and requires medical treatment.

The CEO will inform the accused person about the allegation as soon as possible after consulting the staff concerned in reporting the incident. However, where police or children's social care may need to be involved, the CEO will not do this until those agencies have been consulted, and have agreed what information can be disclosed to the person. If the staff member to whom the allegation relates is a member of a union or professional association s/he should be advised to contact that organisation at the outset.

If the allegation is not demonstrably false or unfounded, and there is cause to suspect a child is suffering or is likely to suffer significant harm, then social services will be notified immediately and in discussion with them, advice will be sought as to whether the police also need to be contacted.

At this stage HR Service Partners (Human Resource Consultants) MUST be contacted and consulted regarding any action that may be taken against a member of staff. The guidance of Peninsula must be followed in all circumstances.

If the complaint or allegation is such that it is clear that an investigation by police and/or enquiries by social care are not necessary, the CEO will discuss the next steps with the relevant Operations Manager. In these circumstances the

options often depend upon the nature and circumstances of the allegation and the evidence and information available, and will range from taking no further action to summary dismissal or a decision not to use the person's services in future.

In some such cases further enquiries will be needed to enable a decision about how to proceed. If so, the CEO in consultation with Peninsula will determine how and by whom the investigation will be undertaken. In straightforward cases that should normally be undertaken by the Operations Manager. However, in other circumstances the nature or complexity of the allegation will require an independent investigator.

## **Suspension**

The possible risk of harm to children posed by an accused person needs to be effectively evaluated and managed – in respect of the child involved in the allegations, and any other children in the individual's home, work or community life. In some cases, that will require the CEO or Director of Operations to consider suspending the person until the case is resolved, and in all cases this will be done in consultation with Peninsula.

Suspension should be considered in any case where there is cause to suspect a child is at risk of significant harm, or the allegation warrants investigation by the police, or is so serious that it might be grounds for dismissal. However, a person must not be suspended automatically, or without careful thought or consultation with Peninsula. Careful consideration must be given to whether the circumstances of a case warrant a person being suspended from contact with children until the allegation is resolved. It should also be considered whether the result that would be achieved by suspension could be obtained by alternative arrangements. Where suspension is deemed appropriate it shall be immediate and subject to the guidance of Peninsula.

When it comes to raising adult abuse concerns, no distinction should be made between staff and other persons and the alerting procedure should always be followed. The person at risk's well-being is paramount. Where staff do not follow their responsibility to alert concerns this is a serious matter, and could indicate a safeguarding alert is required in its own right.

## **What Happens Next?**



Upon receipt of an alert, your manager will immediately discuss the matter with you and with the CEO determine if the adult social care unit or police need to be contacted. These authorities will then determine if the concern raised needs to be investigated under the adults safeguarding procedures, or if the concern might best be addressed in another way.

Once this has been determined, BLP will conduct a review of how the situation was handled and establish the effectiveness of the procedures and staff training to cope in such a situation. This will be reported by the Operations Manager to the CEO for consideration to evaluate if further action or changes to procedures are required.

Consideration should also be given, depending on the nature of the incident, as to whether it may be necessary to notify any external agencies or organisations of this incident, for example due to contractual or regulatory requirements or other relevant parties such as relatives.

Poor practice can result in harm when risks are not identified and no action is taken to prevent further incidents occurring or the concern escalating. To prevent this incident logs will be checked for patterns by the Safeguarding Officer.

Recognise - Respond - Reassure - Refer - Record

Determining When to Use Incident Reporting or Whether to Raise an Alert

This section applies to paid and unpaid staff working with adults at risk. It assumes that the incidents and concerns involved therefore have a potential for other adults at risk to be affected or harmed. It clarifies the circumstances in which a 'low level' incident that has involved an adult at risk should be reported as an alert under these procedures or where incident-reporting procedures may be more appropriate.

When an incident occurs, consideration should always be given as to whether an alert should be raised under the adults safeguarding procedures

NB: The following points should be considered prior to raising an alert in these circumstances:

- Is the person affected by the incident an 'adult at risk'?
- Is there a person allegedly responsible because of something they did or did not do?
- Did the incident occur due to a failure in care, a breach of policy and procedure or a breach of professional code of practice?
- Has the person been, or do they appear to have been, harmed or is there a potential risk of significant harm to them or another person?

NB: If any of the above apply you should always consider raising an alert. If all the above apply an alert should always be raised.

Incident-reporting procedures may apply and raising an alert may not be required as a result of poor practice or other factors, and can be addressed by managers through internal procedures. Managers and staff are responsible for taking appropriate action in line with their own policy & procedures for incident reporting.

NB: Some incidents may not always require an alert to be raised. If the incident has resulted in no apparent harm or potential for significant harm, the organisation's incident policy and procedures should be followed.

This should include:

- A clear record detailing an account of the incident
- An assessment of risk; actions taken
- Updates of care plans

- A review of the effectiveness of this intervention

NB: For more information or to speak to a policy manager on any matter relating to safeguarding call BLP's head office 0208 516 7700 and ask to speak to the Designated Safeguarding Lead.

## **Allegations against Safeguarding Lead, Deputy or Designated Trustee**

An allegation against the safeguarding lead, deputy or designated trustee may rise from a number of sources e.g. a report from child victim, a concern raised by another child, young person or adult in organisation, a complaint by a parent or carer, or a pattern of concerning behaviour.

It may not always be clear whether an incident constitutes an allegation, whether a child, young person has been harmed, or the person poses a risk of harm. In such circumstances, advice should be sought either from the Chair of the Board or LADO.

All suspicion and allegations **MUST** be reported appropriately using the Safeguarding Alert form, which should be forwarded to the Chair of the Board immediately once the form, is completed. The Centre Manager, HR Administrator or Finance Manager can retrieve the Chair of the Board contact details.

## **Making a report**

If you have a concern, it is important that you raise this with the Senior Management Team working at Business Launchpad as soon as possible so that we can take the necessary action to prevent further harm. Set out below are the steps you should take.

### ***Making a formal complaint***

Make your complaint in writing and state clearly that you are making a formal complaint about the Safeguarding Lead, Deputy or Designated Trustee to the Chair of the Board **Olu Olanrewaju**. The Chair will contact you to discuss the problem and you will be usually invited to a meeting to discuss this further. Keep a copy of the letter for your records.

The Chair will then conduct a full investigation of the complaint and may interview any member of staff or young person concerned. You will receive a written

response to your complaint. The Chair may speak with the LADO and seek advice about Business Launchpad steps on the same day.

### **If you are unhappy with the response**

If you are unhappy with the outcome of a complaint to BLP, you may be able to contact <https://www.nspcc.org.uk/> or call Childline on 0800 1111 for more guidance and information.

## **Legal Framework**

The following legislation was taken in to account during the writing of this policy:

Primary legislation

Children Act (1989 s47)

Protection of Children Act (1999)

Data Protection Act (1998)

The Children Act (Every Child Matters) (2004)

Safeguarding Vulnerable Groups Act (2006)

Secondary legislation:

Sexual Offences Act (2003)

Criminal Justice and Court Services Act (2000)

Equalities Act (2010)

Data Protection Act (1998) Non Statutory Guidance

Further Guidance

Working Together to Safeguard Children (revised HMG 2010)

What to do if you are worried a Child is Being Abused (HMG 2006)

Framework for the Assessment of Children in Need and their Families (DoH 2000)

The Common Assessment Framework for Children and Young People: A Guide for Practitioners (CWDC 2010)

Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2007)

## Appendix 2

### BLP Safeguarding Alert Form

Dear Colleagues,

**Safeguarding is Everybody's Responsibility.** As part of our remit Business Launchpad (BLP) intends to support our staff, clients and other stakeholders to ensure robust safeguarding practices are applied across the business.

We have the following specific aims.

- To support staff to keep records of and report safeguarding concerns on time
- To create a smooth referrals pathway for service users
- To increase staff access to safeguarding learning and training
- To maintain and echo key safeguarding messages to and from public sector partners

### Tracking

BLP colleagues are requested to use this template to keep track of the safeguarding concerns which emerge. The information will contribute to our overall understanding of safeguarding concerns identified within the organisation

and across the voluntary and community sector. It is important to use initials rather than the full name.

## Policy Influencing

An anonymised summary with key areas of abuse and workforce concern will be shared with the Safeguarding Children and Adult Board partners from the corresponding local authorities.

Please complete and return your Safeguarding Log immediately to ensure that information is accurate and details are neither added nor omitted. Alternatively, the log must be completed within one day of the issue being brought to your attention. This should be made for the attention of Felicia Mattis-Rome by emailing [safeguarding@businesslaunchpad.org.uk](mailto:safeguarding@businesslaunchpad.org.uk)

If you have any questions, please contact Felicia Mattis-Rome.

BLP Designated Safeguarding Lead

[felicia@businesslaunchpad.org.uk](mailto:felicia@businesslaunchpad.org.uk)

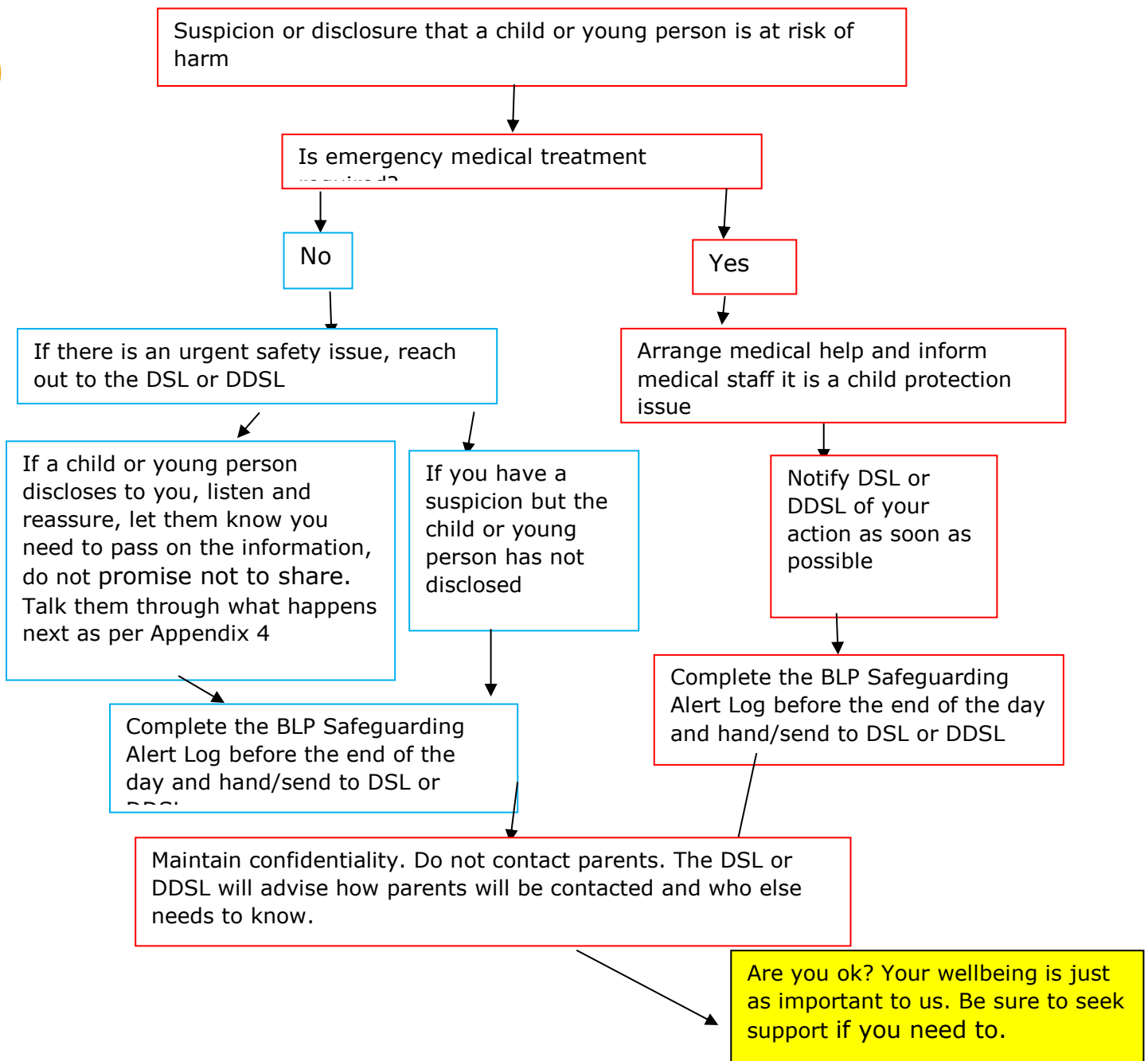
Deputy Safeguarding Lead

[nicole@businesslaunchpad.org.uk](mailto:nicole@businesslaunchpad.org.uk)

Date	Name of person who raised the concern	Was the safeguarding issue identified by the person raising it or brought to their attention by someone else?	Define the type of Safeguarding Concern or abuse	What outcome is desired by the affected individual?	Action taken and by whom	Date action was taken	Who else was informed  Line Manager Safeguarding Lead	Outline the Progress	What was the outcome?	Next steps

### Appendix 3 BLP Raising a Child Safeguarding Concern Flow Chart

This flow chart is to be used by staff and other stakeholders including youth champions, outreach staff, freelancers, partners, anyone who uses our spaces whether for payment or as part of a skills share project.



NB: Staff can also make a direct referral



## Appendix 4 Flow Chart for DSL/DDSL Action Points

Safeguarding issue identified or concerns about a child or young person is raised either by the child/young person or someone else. **Take immediate action by following steps set out in safeguarding policy and speak to designated safeguarding lead.**

BLP Action

External Agency Action

Referral not required. BLP takes action possibly including support from senior management or external agency (Housing/JCP/CAB).

Referral (3) made if concerns escalate or if complaint is made directly by child or young person.

Designated Safeguarding Lead or staff makes a referral (3) to children's social care (and call the police if appropriate)

Within 1 working day, social worker makes decision about type of

Child or young person in need of immediate referral protection informed

Section 47 (4) enquiries appropriate referrer informed

Section 17 (4) enquiries appropriate referrer informed

No formal assessment required. Referrer informed

Appropriate emergency action taken by social worker, police or NSPCC (5)

Identify child or young person at risk of significant harm (4): Possible child protection plan implemented

Identify child in need (4) and identify appropriate support

BLP considers additional support such as partner referral, mentorship or pastoral support



Staff should do everything possible to ensure that social services/case workers are supported. At all stages, staff should ensure that the child or young person's circumstances is reviewed regularly (involving the designated safeguarding lead and deputy) and a re-referral is actioned if appropriate to ensure their circumstances improve. The child's best interest must ALWAYS come first.

- (1) In cases which also involve a concern or an allegation of abuse against a staff member, see Part Four of this guidance.
- (2) Early help means providing support as soon as a problem emerges at any point in a child's life. Where a child would benefit from co-ordinated early help, an early help inter-agency assessment should be arranged. Chapter one of [Working Together to Safeguard Children](#) provides detailed guidance on the early help process.
- (3) Referrals should follow the process set out in the local threshold document and local protocol for assessment. Chapter one of [Working Together to Safeguard Children](#).
- (4) Under the Children Act 1989, local authorities are required to provide services for children in need for the purposes of safeguarding and promoting their welfare. Children in need may be assessed under section 17 of the Children Act 1989. Under section 47 of the Children Act 1989, where a local authority has reasonable cause to suspect that a child is suffering or likely to suffer significant harm, it has a duty to make enquiries to decide whether to take action to safeguard or promote the child's welfare. Full details are in Chapter one of Working Together to Safeguard Children.
- (5) This could include applying for an Emergency Protection Order (EPO).

## Appendix 5

### Youth Champions/Outreach Officers Personal Safeguarding Action Plan

Business Launchpad acknowledges its responsibility to ensure all our staff are adequately trained and made aware of safeguarding risks. It is each person's responsibility to ensure that they take their own safety seriously. If you are concerned that your safety may be compromised in anyway, speak to your line manager. Alternatively, contacted the Designated Safeguarding Lead (DDSL) Felicia Mattis-Rome on 07384461606 or [felicia@businesslaunchpad.org.uk](mailto:felicia@businesslaunchpad.org.uk) or Deputy Safeguarding Lead (DSL) Nicole Henworth on [nicole@businesslaunchpad.org.uk](mailto:nicole@businesslaunchpad.org.uk).

At the induction stage, your line manager/HR should ensure that you are made aware of all our policies including our safeguarding policy. An action plan should be put in place to highlight how you ensure your safety while carrying out your role for BLP and how BLP ensures and promotes best practice around safeguarding the young people who deliver their activities. Your line manager should ensure that you read and acknowledge understanding of this policy. The line manager should also follow up with regular review to ensure you are following BLP's safeguarding guidelines. During these reviews, any issues which have not previously been raised should also be raised and addressed.

- Only agreed risk tasks to be undertaken; avoid high risk activities (e.g. Holding out of office hours meetings with first time clients)
- Before attending any outreach activities, especially in high risk areas, discuss action plan with line manager
- Make use of an Outlook calendar and ensure it is updated with your activities
- Provide your line manager with details of your meeting
- Mobile phone made available should be with you at all times
- Notify manager/colleague of intention to work outside regular hours.

- Reduce time spent working alone as far as is reasonably practicable.
- Ensure a colleague, partner, friend etc is aware you are working alone and who to contact in the event of overdue contact.
- Notify staff on site of location/estimated duration of task if working on site remote from others.
- Ensure you use public spaces for offsite meetings
- Assess whether adequate security in place(this should be risk assessed with you line manager)
- Access site controlled e.g. through coded doors etc.
- Make use of visitor badges/signing in book
- Ensure all external doors/windows secured to prevent unauthorised access.
- Do not allow access to unknown callers/visitors.
- Ensure external lighting adequate(Risk assessed with your line manager)

## Appendix 6

### How to contact the LADO:

As we currently cover all of London and are based in 5 boroughs, consultation and advice can be sought via the Safeguarding Service in each relevant local authority from a Child Protection Adviser (CPA).

A CPA duty rota is in place but a CPA may not always be immediately available to respond to a call or referral, however referrals should be responded to within 24 hours.

All telephone referrals will need to be followed up with a written referral using the LADO Referral Form that will be emailed to you securely by the duty child protection adviser.

Please do not send LADO referrals to individual members of staff unless specifically requested to do so and always cc the LADO inbox if you do. This ensures that matters are picked up in the event that a member of staff is not available.

### LADO Contacts:

#### Hammersmith and Fulham

Please call 020 8753 5125 and ask to speak to the Duty Child Protection Adviser

Email [lado@lbhf.gov.uk](mailto:lado@lbhf.gov.uk)

#### Named LADO:

**Megan Brown**, Safer Organisations (incorporates LADO) and Safeguarding in Education Manager

Tel: 020 8753 5125

Mobile: 07776 673 020

Email: [megan.brown@lbhf.gov.uk](mailto:megan.brown@lbhf.gov.uk)

#### Wandsworth

Please call 020 8717440 and ask to speak to the Duty Child Protection Adviser

Email: [LADO@richmondandwandsworth.gov.uk](mailto:LADO@richmondandwandsworth.gov.uk)

### **Kensington and Chelsea**

Please call 020 7361 3013 and ask to speak to the Duty Child Protection Adviser

Email [kclado.enquiries@rbkc.gov.uk](mailto:kclado.enquiries@rbkc.gov.uk)

#### **Named LADO:**

**Sharon Ackbersingh**, Safer Organisation Manager and LADO

Tel: 07714 845 702

Email: [sharon.ackbersingh@rbkc.gov.uk](mailto:sharon.ackbersingh@rbkc.gov.uk)

### **Westminster**

Please call 020 7641 7668 and ask to speak to the Duty Child Protection Adviser

Email [lado@westminster.gov.uk](mailto:lado@westminster.gov.uk)

#### **Named LADO:**

**Sharon Ackbersingh**, Safer Organisations Manager and LADO

Tel: 07714 845 702

Email: [sharon.ackbersingh@rbkc.gov.uk](mailto:sharon.ackbersingh@rbkc.gov.uk)

### **Croydon**

Please call 0208 726600 ext 88241 and ask to speak with the Duty Child Protection Adviser

### **Southwark**

Please call 020 7641 7668 and ask to speak to the Duty Child Protection Adviser

#### **Named LADO:**

**Eva Simcock**, Safer Organisations (incorporates LADO) and Safeguarding in Education Manager

Tel: 020 7525 0689

Email: [here](#)

The LADO will provide advice, guidance and help to determine whether a concern or allegation sits within the scope of safeguarding procedures. They have responsibility for ensuring the workforce is safe by managing allegations of abuse or misconduct of professionals working with children, offering advice and making referrals to the relevant bodies as appropriate.

The LADO is responsible for raising awareness and understanding of safe working practices and safer recruitment, share learning based on experiences, to ensure that practice and services are constantly improved, help establish and aid an understanding of baselines from which we can measure the impact of services on children or young people. The LADO is also responsible for identifying gaps in service and service standards and reporting these to the Local Safeguarding Children Board.

### **Worried about a child or young person?**

**In an emergency call the police on 999.**

### **Responsible Parties**

#### **Designated Safeguarding Lead:**

**Felicia Mattis-Rome (CEO)**

**Tel: 02085167700 | 07384461606**

**Email: [felicia@businesslaunchpad.org.uk](mailto:felicia@businesslaunchpad.org.uk)**

#### **Designated Trustee for Safeguarding:**

**James Wall**

#### **Deputy Safeguarding Lead:**

**Nicole Henworth (Youth Programme Lead)**

**Tel: 07807971470**

**Email: [nicole@businesslaunchpad.org.uk](mailto:nicole@businesslaunchpad.org.uk)**