

City Gateway Trust

Safeguarding Children and Adults at Risk Policy

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| Date of last review | Feb 2019 | Review period | 1 year |
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Contents

1. Introduction and scope of policy

1.1 Safeguarding definitions

2. Legislation and government guidance

2.2 Linked government guidance for staff

Child missing from education

Child missing from home or care

Child sexual exploitation (CSE)

Bullying including cyberbullying

Domestic violence

Drugs

Fabricated or induced illness

Faith abuse

Female genital mutilation (FGM)

Forced marriage

Gangs and youth violence

Gender-based violence/violence against women and girls (VAWG)

Mental health

Private fostering

Preventing radicalisation

Sexting

Teenage relationship abuse

Trafficking

3. Responsibilities and expectations of Staff and Volunteers

3.1 The authority to appoint staff, apprentices and volunteers to the organization

3.2 Appointment procedures and safer recruitment

4. Codes of Conduct for Staff, Apprentices and Volunteers

4.1 Code of conduct for all working with children, young people and adults

4.2 Continued code of conduct for working with children in early years

4.3 The role of the Principal safeguarding officer and Designated Safeguarding Leads

4.4 Named Trustee for safeguarding

5. Reporting concerns

5.1 Definitions and signs of abuse

5.2 Abuse of vulnerable adults

5.3 Dealing with a disclosure

5.4 Managing allegations against staff

5.5 Reporting processes

5.6 Abuse of a position of trust' guidelines

6. Whistleblowing procedures

6.1 How to guidelines

6.2 Self reporting

7. Parental Consent, Day Trips and Residential Trips

7.1 parental consent

7.2 Staff Supervision during activities and trips

7.3 Health and safety

7.4 Transportation for Day Trips and Residential Trips

7.5 Sleeping arrangements

7.6 Disciplinary procedure

7.7 Adventure activities

1. Introduction and Scope of Policy

City Gateway Trust believes that every young person and adult at risk has the right to be safe and that their welfare is paramount. This includes young people and adults at risks of any gender, ethnic background, sexuality or religion, or with any disability. We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and we seek to ensure that all of our services, staff and volunteers work to achieve the best outcomes for children, young people and adults, whilst responding effectively to any risks they may experience.

As safeguarding underpins all of the work of City Gateway, it is essential that the work is carried out under a robust safeguarding policy framework. City Gateway recognises that safeguarding is the responsibility of everyone, and therefore seeks to make safeguarding a priority throughout the organisation. Resources are allocated to support this commitment and towards making City Gateway a safer organisation for all those associated with it.

City Gateway is committed to putting into practice Article 12 of the Convention on the Rights of the Child, which states that children have the right to participate in decision-making processes that may be relevant in their lives and to influence decisions taken in their regard within the family, the school or the community. As part of this commitment, this policy seeks to ensure that any barriers to young people's participation are addressed.

To achieve success, City Gateway will:

- Have clear lines of accountability for safeguarding throughout the organisation;
- Set up effective performance management arrangements;
- Set clear goals and monitor and review progress;
- Undertake regular annual reviews of its safeguarding processes and practices
- Maintain the resources necessary to support this commitment; and
- Provide training to staff at all levels of the organisation in applying safeguarding principles to every aspect of their work. Internal training will be carried out for staff annually in how to best implement safeguarding policies and procedures. The Principal safeguarding officer (PSO) will also register staff for relevant external training as legislation and practice is updated.

1.1 Safeguarding Definitions

Everyone who comes into contact with children, young people and their families has a role to play in safeguarding children. Staff in an educational setting are particularly important as they are in a position to identify concerns early and provide help for children and young people, to prevent concerns from escalating. Educational settings and their staff form part of the wider safeguarding system for children and should work with social care, the police, health services and other services to promote the welfare of children and protect them from harm.

- A child in law and throughout this policy is defined as *anyone under the age of 18*.
- An 'adult at risk' is someone aged 18 or over who:- is unable to look after their own well-being, property, rights or other interests; and. is at risk of harm (either from another person's behaviour or from their own behaviour); and. because they have a disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than other adults.

Safeguarding: This policy recognises the importance of safeguarding and promoting welfare, and therefore utilises the definition of safeguarding used in the Children Act 2004 and in the government's statutory guidance document *Working Together to Safeguard Children (2015)*, which details inter-agency working to safeguard and promote the welfare of children. *Keeping Children*

Safe in Education 2016 describes the specific actions for schools and education providers, this can be summarised as:

- Protecting children, young people and learners from maltreatment;
- Preventing impairment of children's, young people's and learners' health or development;
- Ensuring that children, young people and learners are growing up in circumstances consistent with the provision of safe and effective care;
- Undertaking that role so as to enable those children, young people and learners to have optimum life chances and develop successfully.

The following acronyms are used throughout:

- PSO- Principal Safeguarding Lead
- DSL – Designated Safeguarding Lead
- CCPAS – The Churches' Child Protection Advisory Service
- DBS – Disclosure and Barring Service
- LSCB- Local Safeguarding Children Board
- DO Designated officer (formally LADO)
- LADO- Local Authority Designated Officer

1. Legislation and Government Guidance

There has been a wealth of legislation and government policy relating to protection of Children, Young People and Adults at Risk. This includes:

- [The Children Act 1989](#)
- [The Protection of Children Act 1999](#)
- [Criminal Justice and Court Services Act 2000](#)
- [Care Standards Act 2000](#)
- [The Victoria Climbié Inquiry 2003 – Lord Laming Report](#)
- [The Sexual Offences Act 2003](#)
- [The Children Act 2004](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Working Together to Safeguard Children 2015 \(2017 update\)](#)
- [Keeping Children Safe in Education 2016](#)
- [Inspecting safeguarding in Early years, Education and Skills settings 2016](#)
- [Care Act 2014](#)

2.1 Linked Government Guidance for Staff

The Government have produced statutory and non-statutory guidance for staff. If City Gateway staff are concerned about a particular safeguarding or child protection issue the following links should be consulted:

- [Child missing from education;](#)
- [Child missing from home or care;](#)
- [Child sexual exploitation \(CSE\);](#)
- [Bullying including cyberbullying;](#)
- [Domestic violence;](#)

- [Drugs;](#)
- [Fabricated or induced illness;](#)
- [Faith abuse;](#)
- [Female genital mutilation \(FGM\);](#)
- [Forced marriage;](#)
- [Gangs and youth violence;](#)
- [Gender-based violence/violence against women and girls \(VAWG\);](#)
- [Mental health;](#)
- [Private fostering;](#)
- [Preventing radicalisation;](#)
- [Sexting;](#)
- [Teenage relationship abuse;](#)
- [Trafficking.](#)

It is within this policy context that City Gateway operates its Safeguarding Policy and associated policies and procedures.

To fulfil and discharge our responsibility to safeguard children, young people and adults, City Gateway is committed to:

- Protecting children, young people and adults at risk from all forms of abuse and safeguarding risks, including, but not limited to, those identified in Keeping Children Safe in Education (2016);
- Protecting children, young people and adults at risk from the dangers of extremism and radicalisation, and promoting a resilient and tolerant ethos within our services (see Preventing Violent Extremism and Radicalisation Policy);
- Exercising proper care in the recruitment, selection, appointment and support of staff working with children, young people and adults at risk whether paid or voluntary;
- Working in partnership with children, young people and adults at risk, valuing their contributions, while ensuring they are safe and protected while partaking in City Gateway activities and programmes;
- Working in partnership with parents and carers of children and young people, and offering support, encouragement and advice;
- Working in partnership with other agencies who are concerned with the well-being of children, young people and adults at risk;
- Working with children, young people and adults at risk, and including them in creating a safe environment where they can take part in development activities and consequently increase in confidence; and
- Implementing and maintaining a robust process for dealing with concerns about possible abuse, including disclosures and allegations.
- Ensuring staff providing services on behalf of the organisation are aware of, and comply with the policy in order to meet the highest possible standards of practice to safeguard young people and vulnerable adults.

3. Responsibilities and Expectations of Staff and Volunteers

3.1 The authority to appoint staff, apprentices and volunteers to the organisation

Responsibility for the appointment of staff and apprentices is held by CEO of City Gateway. For the purpose of administering the policy, the process of appointment is delegated to a member of Senior Staff and the Human Resources Department and it is their duty to report on any appointments through the CEO to the Trustees.

Human Resources are responsible for the appointment of volunteers and 'youth volunteers'. The placement and supervision of volunteers and youth volunteers needs to be agreed by the department managers they are placed in and reviewed by the team on a regular basis. City Gateway confirms its commitment to follow Safer Recruitment practice, which includes recruiting all staff, apprentices and volunteers in accordance with the Disclosure and Barring Service (DBS) Code of Practice and the requirements laid out in Keeping Children Safe in Education 2016.

3.2 Appointment Procedures and Safer Recruitment

All paid positions must have a job description and a person specification. Voluntary jobs should have a volunteer's agreement that clearly outlines the responsibilities and expectations of both the volunteer and the organisation.

- I. All prospective staff, apprentices and volunteers (hereafter referred to as the 'applicant') are required:
 - To send in a curriculum vitae including previous experience and a personal statement
 - To complete an equal opportunities form and a self-declaration form that includes personal details and a declaration of any previous criminal offences or allegations
 - To provide details of 2 referees, one of which is the current or most recent employer
 - To agree that they will co-operate with an enhanced DBS check should it be required – they may be requested to complete an application form prior to acceptance of the role, so that the procedure can be completed as soon as possible if appointed. Reluctance to do this will not prejudice the selection panel's decision.
 - Early Years – To sign a declaration that they are not disqualified to work with children, including disqualification by association. In the case that an applicant is disqualified, they will not be eligible to take up employment in any role involving direct regular contact with children. In the case of disqualification by association, a waiver may be sought from Ofsted, however the applicant may not take up any regulated activity at City Gateway until the waiver has been granted.

- II. The procedure for the appointment of staff will involve:
 - An interview involving at least two individuals: from either the senior management, the Trustees, a member of Human Resources and the post line manager or supervisor and when appropriate;
 - Youth Services- An informal meeting with a selection of staff members, young people and volunteers working on existing projects with opportunities for all parties to feed back to the appointing panel or allocated member of senior staff. All conversations are to be treated as confidential and exist to provide a forum for young people and workers to comment on the applicant's suitability to work with young people, and enable applicants to gain an understanding of how the projects function.
 - Early Years- prospective staff will be required to carry out a task in the setting, where they

will be observed interacting with children.

III. The procedure for the appointment of Volunteers will involve:

- An interview with the relevant line manager
- Each volunteer signing a Volunteer Agreement with their supervisor that makes reference to their roles and responsibilities. A signed copy of which must be returned to Human Resources; and
- Volunteers being required to read and sign a copy of the Safeguarding Handbook and Policy and return this to their supervisor.

IV. The procedure for the appointment of Apprentices will involve:

- An interview with the Retention Worker for the Apprenticeship Programme or with a Line Manager;
- Each apprentice signing an Apprentice Agreement with their supervisor that makes reference to their roles and responsibilities. A signed copy of which must be returned to Human Resources; and
- Apprentices being required to read and sign a copy of the Safeguarding Handbook and Policy and return this to their supervisor.

V. If a suitable applicant is identified for the post the following conditions apply:

- They are offered the position subject to a 3 month probation period and all staff will have DBS check- enhanced if necessary
- The probation period may not be ended until the return of the DBS check;
- Staff members and volunteers who are waiting for a DBS check to be returned may start working for City Gateway, but must be supervised at all times while working with children or young people until the DBS check is returned. This means that they must always be within eyeshot or earshot of someone who has been DBS checked; and
- On the return of the DBS certificate, should an offence against a child or children be revealed then the applicant would be informed they are unsuitable for the post- after the Principal Safeguarding Officer has sought advice from the London Borough of Tower Hamlets (LBTH) Children's Social Care and associated boroughs.

VI. On appointment, the applicant or volunteer is provided with a contract that includes a job description and outlines their responsibilities, with reference to this Safeguarding Policy terms.

VII. Youth Volunteers come to City Gateway to be trained and gain experience as well as being young people themselves. City Gateway is committed to ensuring the safety of the young volunteers, young people and adults at risk attending the sessions. As such, youth volunteers do not have to undergo the same procedure. Instead, they are to be the responsibility of a named supervisor, as agreed upon in the volunteer contracts, and do not have to undertake the same interview procedure. Youth volunteers must be recommended for placement by a team member who has worked with them previously. This recommendation functions as a reference. They will need to make a declaration of any criminal offences or allegations; all other information including personal details, previous experience, and personal statement can be provided in an informal interview with their appointed supervisor.

4. Codes of Conduct for Staff, Apprentices and Volunteers

4.1 Code of conduct for all working with children, young people and adults

The following code of conduct applies to all City Gateway staff, apprentices and volunteers working with children, young people and adults at risk, whether acting in a paid or unpaid capacity.

A copy of the [Guidance for safer working practice for those working with children and young](#)

[people in education settings](#) will be made available to all staff.

- All staff will recognise and respect the value and intrinsic worth of each child, young person and family, regardless of economic, cultural or social background
- Good practice includes valuing and respecting children, young people and adults at risk as individuals, and the adult modelling of appropriate conduct, which would exclude bullying, aggressive behaviour and discrimination in any form
- If a child, young person or adult at risk makes a complaint, or if there are other reasons for suspecting abuse, this should be reported immediately to the designated staff member responsible for the safeguarding of children, young people and adult at risk named in section 7 of this policy
- The duty to report applies equally to complaints or accusations of historic, and not just recent, abuse/inappropriate behaviour
- Recipients of any complaint or accusation from a child, young person or adult at risk, must listen without making or implying any judgement as to the truth of the complaint or accusation
- All staff and volunteers should participate in training, including safeguarding training, available to support them in your work with children, young people and adults at risk;
- Staff and volunteers should remember that those who abuse children, young people and adults at risk can be of any age (even other children and adults at risk), gender, ethnic background or class, and it is important not to allow personal preconceptions about people to prevent appropriate action taking place
- Avoid taking a young person alone in a vehicle on journeys, however short
- If you find you are in a situation where you are alone with a child, young person or adult at risk, wherever practicable make sure that others can clearly observe you
- Avoid close personal relationships with a child, young person or adult at risk in relation to whom they are in a position of trust, including via social media
- Never make suggestive or inappropriate remarks to or about a child, young person or adult at risk, even in fun, as this could be misinterpreted
- Staff should dress appropriately for their job and remember that they are positive role models, giving a positive image of City Gateway both on and offsite
- No smoking or alcohol use is permitted on the premises, with the exception of specific events where alcohol may be served outside of delivery hours
- Under no circumstances should arguments or disagreements take place between staff, volunteers or apprentices in the presence of children, young people or adults at risk
- Confidentiality should be maintained unless there is a risk of immediate harm to an individual, and information will only be shared on a 'need to know' basis
- avoid unnecessary physical contact

4.2 Continued code of conduct for working with children in Early Years

The following code of conduct applies to all City Gateway staff, apprentices and volunteers working with children in Early Years:

- Ensure that physical contact is appropriate for the situation, and avoid initiating physical contact with a child, unless it is deemed necessary to protect the child from harm, to provide support with personal care, or offer comfort if they are distressed. Warmth and a nurturing approach are encouraged, however it is important for adults to be aware of and teach children about appropriate social boundaries (for example, kisses are only for family and close friends).
- Toileting or nappy changing should never be carried out by a staff member without another adult being aware. Volunteers, casual agency staff and students on work placement will not be permitted to change children's nappies; they may, however, support children with other personal care routines.
- Mobile phones may be on the premises, but must never be used in the setting by any

member of staff, volunteer or apprentice, in line with the Use of Digital Devices policy

4.3 The role of the Principal safeguarding officer and Designated Safeguarding Leads

City Gateway recognises the importance of appointing a named member of staff to handle any concerns regarding the safety of children, young people and adults at risk (hereafter referred to as – Principal Safeguarding Officer- PSO).

The position PSO is held by: **Miss Juliette Curtin**

The PSO deputy post is held by: **Miss Rebecca Butterworth**

In order to provide an effective and accessible service, there are identified Designated Safeguarding Leads (DSL) as part of the safeguarding team. The DSLs are:

Lydia Hughes

Youth Programmes

Pauke Arrindell

Women's and family Programmes

4.4 Named Trustee for Safeguarding

Significant safeguarding issues that arise should be made known to Kate Vintiner, the named trustee for Safeguarding, on the Board of Trustees.

The responsibilities of the PSO and the DSLs are detailed in 'The Role of Principal safeguarding officer and the Designated Safeguarding Lead' in Appendix A and the contact details are given in Appendix C.

5. Reporting Concerns

The guidelines in this section are for all staff and volunteers responding to incidences of or concerns regarding abuse and additional safeguarding issues as outlined in 'Keeping Children Safe in Education' 2016.

5.1 Definitions and signs of abuse

Official definitions of abuse and advice on recognising signs of abuse can be found below.

Definitions and signs of abuse

| | |
|---|--|
| <p>Sexual Abuse</p> <p>Definition: Forcing or enticing a child or young person to take part in sexual activities. This may involve physical contact (penetrative and non-penetrative) and non- contact e.g. watching or producing sexual images, encouraging sexualised behaviour, grooming and exploitation.</p> <p>Signs/Indicators</p> <ul style="list-style-type: none"> • Any allegations made by a child concerning sexual abuse • A child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who engages in age-inappropriate sexual play • Sexual activity through words, play or drawing • Repeated urinary infections or unexplained abdominal, 'tummy' pains • Child who is sexually proactive or seductive with adult • Inappropriate relationships with peers and or adults • Severe sleep disturbances with fears, phobias, vivid dreams or nightmares • Eating disorders – anorexia or bulimia • Evidence of grooming by individuals or groups of adult | <p>Emotional Abuse</p> <p>Definition: Actual or likely severe adverse effect on the emotional and behavioural development of a child caused by persistent or severe emotional ill treatment or rejection. All abuse involves some emotional ill-treatment. This category is used where it is the main or sole use of abuse.</p> <p>Signs/Indicators</p> <ul style="list-style-type: none"> • Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy. Also depression, aggression and extreme anxiety • Highly aggressive or cool to others • Nervousness, frozen watchfulness, persistent tiredness • Obsessions or phobias • Sleep or speech disorders • Negative statements about self • Extreme shyness or passivity • Sudden under-achievement or lack of concentration • Inappropriate relationships with peers or adults • Attention seeking behaviour • Running away, stealing, and lying |
| <p>Physical Abuse</p> <p>Definition: Actual or likely physical injury to a child, or failure to prevent physical injury (or suffering) to a child, including deliberate poisoning, suffocation and fabricated or induced illness.</p> <p>Signs/Indicators</p> <ul style="list-style-type: none"> • Any injuries not consistent with the explanation given for them • Injuries which have to receive medical attention • Injuries which have not received medical attention (but should have) • Injuries that occur to places on the body not normally exposed to accidents • Reluctance to change for, or participate in, games or swimming • Bruises, bites, burn, fractures etc. which do not have an accidental explanation • Child gives inconsistent accounts for the causes of injuries | <p>Neglect</p> <p>Definition: The persistent or severe neglect of a child or the failure to protect a child from exposure to any kind of danger, including cold and starvation or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non-organic failure to thrive.</p> <p>Signs/Indicators</p> <ul style="list-style-type: none"> • Dirty skin, body smells, unwashed, uncombed hair and untreated lice • Under nourishment • Clothing that is dirty, too big or small, or inappropriate for weather conditions • Frequently left unsupervised or alone • Frequent diarrhoea • Frequent tiredness • Untreated illnesses, infected cuts or physical complaints which the carer does not respond to • Frequently hungry • Stealing or gorging food, overeating junk food |

City Gateway is committed to ensuring that all staff, the management committee, trustees and volunteers have an awareness of signs and symptoms of the abuse of vulnerable adults. We will ensure that the Designated Safeguarding Lead and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

"Abuse is a violation of an individual's human and civil rights by any other person or persons" (No Secrets: Department of Health, 2000)

5.2 Abuse of Vulnerable Adults:

Abuse of vulnerable adults can include:

- **Physical abuse:** including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- **Sexual abuse:** including rape, indecent assault, inappropriate touching, exposure to pornographic material
- **Psychological or emotional abuse:** including belittling, name calling, threats of harm, intimidation, isolation
- **Financial or material abuse:** including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- **Neglect and acts of omission:** including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- **Discriminatory abuse:** including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- **Institutional or organisational:** including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

5.3 Dealing with a Disclosure

The following guidelines are not designed to be a step by step process, but rather an indication of helpful ways to respond to a young person or adult at risk who talks about abuse:

- i. Show acceptance of what you are being told, even if the story seems to be unlikely;
- ii. Keep calm, and ensure your body language remains reassuring;
- iii. NEVER PROMISE CONFIDENTIALITY. Tell the child, young person or adult at risk that the best way you can help them is to tell someone else, but you will only tell other people who can help them like yourself;
- iv. Reassure the child, young person or adult at risk they are not to blame;
- v. Be aware that the child, young person or adult at risk may have been threatened or bribed not to tell, this is especially relevant where grooming has taken place;
- vi. Never push for information, if you feel a child, young person or adult at risk was about to tell you something and then changes their minds, it is important to accept that they have decided not to tell you at this time, however it is important that the child, young person

or adult is left knowing that you are always ready to listen;

vii. Helpful things to say:

- "Thank you for telling me."
- "It's not your fault."
- "I will help you, and I will only tell other people who can help you like me."
- Let the child know everything you are doing step by step. This allows the child to feel that they still have some control over what is happening to them, e.g. "I am going to leave the room now and call someone who can come and help us, when I come back I am going to tell you what was said."

Things NOT to say:

- "I am shocked!"
- "Why did you not tell anyone before?"
- "I can't believe it!" or "Are you sure this is true?"
- WHY? HOW? WHEN? WHO? WHERE?
- Never make a promise that you cannot keep

5.4 Managing Allegations Against Staff

- If a child, young person or adult at risk accuses a learner or member of staff of abuse or inappropriate behaviour this should be reported immediately to the Designated Safeguarding Lead; or to the Principal Safeguarding Officer if the DSL is absent, or the allegation refers to the DSL.
- Those dealing with any allegations of abuse or misconduct should adhere to the principles set out in the policy. Any information received should be acted upon sensitively, effectively and efficiently. Wherever possible, those making allegations should be given information about the outcome.
- Although allegations should be reported only on a "need to know" basis, staff and learners making allegations need not be concerned that they will be breaching confidentiality or the Data Protection Act, as complying with the policy overrides such obligations. If the person making the allegation feels they need counselling or other appropriate support from City Gateway, they are encouraged to seek it; and
- Appropriate licensing laws must be complied with.
- Any allegation against a member of staff will be reported to the Local Authority Designated Officer (Tower Hamlets) by the DSL or PSO:

Tower Hamlets-
Verlyn Munro (Acting LADO)
Verlyn.munro@towerhamlets.gov.uk
020 7364 0677

City Of London-
Pat Dixon
Pat.dixon@cityoflondon.org.uk
020 7332 1215

5.5 Reporting Processes

- i. Make notes as soon as being told, preferably within an hour, on the Safeguarding Form. When making a recording, it is important to write down exactly what the child/ young person/ adult at risk has said what you said in reply, when it was said, and what had happened immediately before hand (a description of the activity). Record dates and times of the events and when you made the report. Keep all hand-written notes even if these have been typed at a later time.
- ii. Report concerns as soon as possible to a Designated Safeguarding Lead (DSL) who has been nominated to act on behalf of City Gateway, referring concerns, disclosures or allegations of neglect or abuse to the statutory authorities, including Children or Adults' Social Care and/or the Police.
- iii. Ensure that appropriate follow up has been arranged for the child/young person/ adult at risk, taking into consideration whether it is safe for the child, young person or adult to return home. This is part of the responsibility of the DSL, unless the DSL is implicated, (see Appendix B, for the process the Principal Safeguarding Officer or DSL will follow).
- iv. Reports should be made using the designated safeguarding form (Appendix B) that is located at X:\Safeguarding\Resources\Blank Forms and Templates. These forms should be saved in the format: DATE(YYYY-MM-DD)-SITE CODE-LEARNER INITIALS and emailed to departmental DSLs and in addition to safeguarding@citygateway.org.uk
- v. Action on these reports will be taken by DSL, with support from the PSO.
- vi. If the concerns, disclosures or allegations in any way implicate the DSLs or PSO, the report should be made directly to a David Wesson (CEO)
- vii. Any reports implicating staff in abusive behavior towards children and young people will be reported DO previously LADO (contact details within Appendix C).
- viii. Concerns, disclosure or allegations should not be discussed with anyone other than those named on this document unless specifically requested by the child, young person or adult at risk involved. It is good practice to ensure that children, young people and adults at risk feel supported through any safeguarding process; confidentiality should work to protect those at risk, not to deny them support from wider members of staff, volunteers and youth volunteers. It is the role of the DSL to ensure that any wider staff do not take on direct responsibility of dealing with an allegation and only take on a supporting role as directed by the DO/LADO and PSO.
- ix. All reports, including electronic reports, must be kept in a locked or secure place by the DSL. Reports should be kept for a minimum of 7 years, although requirements may vary under contacts from different partners.
- x.
- xi. It is expected that all members of staff and volunteers will follow this policy and guidance document. If however, they feel that the response of the PSO or DSL has not been appropriate, it is the right of any individual as a citizen to make a direct referral to the child protection or adult at risk agencies.

Service user discloses or is involved in an incident

- Listen without prejudice or judgement

Staff member fills out Safeguarding form found in
X:\Safeguarding\Resources\Blank Forms and Templates

- This should be done within 12 hours of the incident / disclosure

Staff member emails completed form to the department
Designated Safeguarding Lead (DSL) and the
Safeguarding@citygateway.org.uk

- This should be completed within 24 hours of the incident or disclosure
- Youth Programmes DSL(s): Catherine Hedges / David Sharples
- Women's Programmes DSL(s): Hannah Pilkington
- Youth Work DSL: Juliette Curtin
- Children & Families DSL (s) : Andie Warwick

Department DSL chooses appropriate course of action and
uploads information to caseload tracker.

PSO reviews safeguarding emails daily

- This should be done within 24 hours of receiving the form, and can be done in consultation with other DSLs and / or the Principal Safeguarding Officer

5.6 'Abuse of a position of trust' guidelines

- i. Young people and adults at risk who are over the age of consent are still in need of protection. The Home Office have produced guidelines that- although they hold no statutory force- contain the principles of good practice in protecting vulnerable young adults or adults where a relationship of trust has been built up with someone looking after them. City Gateway is committed to protecting all those that we work with. It will therefore be unacceptable for any member of staff or volunteer to engage in behaviour that might allow a sexual or an 'inappropriate' relationship to develop, including via social media, while the relationship based in a position of trust continues.
- ii. Young volunteers who have previously been young people accessing services through City Gateway projects have shown the ability and desire to assist with the running of projects throughout the organisation. A relationship of trust therefore exists between them and City Gateway. It will therefore be unacceptable for any member of staff or volunteer to engage in behaviour that might allow a sexual or an 'inappropriate' relationship to develop, including via social media, while the relationship based in a position of trust continues. Supervisors need to be mindful to hold their volunteers and members of staff to account in how they are supervising young volunteers.
- iii. Young volunteers are trainees and must be assigned a supervisor; the supervisor needs to ensure that the young volunteer is not left in any position where they could be accused of any misconduct with a young person. The DSL also needs to provide, or source, child protection training that is at a suitable and understandable level for individual young volunteers.

6. Whistleblowing Procedures

This section outlines guidance and recommendations regarding whistleblowing and raising concerns regarding City Gateway staff.

- i. Staff must acknowledge their individual responsibility to bring matters of concern to the attention of senior management and/or relevant agencies. Although this can be difficult, this is particularly important where the welfare of young people or adults at risk may be at risk.
- ii. Even where staff do not feel able to express their concerns out of a feeling that this would be disloyal to colleagues or out of fear of harassment or victimisation, this must never result in a child, young person or adult at risk continuing to be unnecessarily at risk. Concerns should always be reported.

Each individual involved in City Gateway has responsibility for raising concerns about unacceptable practice or behaviour for the following reasons:

- i. To prevent the problem worsening or widening
- ii. To reduce risks to or protect others
- iii. To prevent themselves from becoming implicated

Staff and volunteers may experience the following concerns when contemplating whistleblowing, which will need to be overcome:

- i. Starting a chain of events which spirals
- ii. Disrupting the work or project
- iii. Fear of getting it wrong
- iv. Fear of repercussions or damaging careers
- v. Fear of not being believed

6.1 How to Guidelines

- i. You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed, the easier and sooner action can be taken.
- ii. Try to pinpoint exactly what practice is concerning you and why.
- iii. Approach your immediate manager or City Gateway's PSO.
- iv. If your concern is about your immediate manager or a Designated Safeguarding Lead at City Gateway, contact David Wesson (CEO)
- v. Make sure you get a satisfactory response - don't let matters rest.
- vi. As best practice you should put your concerns in writing, outlining the background and history, giving names, dates and places where you can.
- vii. A member of staff is not expected to prove the truth of an allegation, but you will need to demonstrate sufficient grounds for the concern.

- You should be given information on the nature and progress of any enquiries.
- City Gateway has a responsibility to protect you from harassment or victimization.
- No action will be taken against you if the concern proves to be unfounded and was raised in good faith.
- Malicious allegations may be considered a disciplinary offence.

6.2 Self-Reporting

There may be occasions where a member of staff has a personal difficulty, perhaps a physical or mental health problem, which they know to be impinging on their professional competence.

Staff have a responsibility to discuss such a situation with their line manager so professional and personal support can be offered to the member of staff concerned. Whilst such reporting will remain confidential in most instances, this cannot be guaranteed where personal difficulties raise concerns about the welfare or safety of children, young people or adults at risk.

7. Parental Consent, Day Trips and Residential Trips

City Gateway recognises that children and young people can be actively involved in ensuring their own safety. Children and young people will input into the planning of all residential and day trips, in particular the ground rules for any such activity. City Gateway believes it can promote self and peer monitoring.

7.1 Parental Consent

- i. No children will be allowed to participate in any off site activity without the consent of parent or carer

- ii. Consent forms should provide parents/carers with a rundown of all events that will take place within a programme, evening session or on a day trip or residential. Parents/carers should be given the opportunity to opt out of any activity that they do not wish their child to partake in.
- iii. City Gateway understands it has a duty to support parents/carers in completing parental consent form, and communicating information to parents/carers in a way that allows them to make an informed decision on their child's care.
- iv. Consent forms are confidential and any information provided on them may not be shared with any other party unless consent has been sought from the parent/carer. The information provided on the consent forms will be stored in accordance with the Data Protection Act 1998. When consent forms are disposed of, it is the duty of City Gateway to ensure that all information is removed from the computer network as well as paper files being destroyed.

7.2 Staff Supervision during activities and trips

- i. City Gateway acknowledges that when working with vulnerable children and young people, higher level of staff is best practice. We therefore aim to have a ratio of 1:8 for our work with 8 to 19 year olds.
- ii. The following ratios should apply to the following age groups:

| | | |
|----------------|------|----------------------------------|
| Under 2 years | 1:3 | |
| 2 to 3 years | 1:4 | Offsite activities- Ratio is 1:2 |
| 4 to 8 years | 1:6 | Offsite activities- Ratio is 1:4 |
| 9 to 12 years | 1:8 | |
| 13 to 18 years | 1:10 | |
- iii. A log will be kept of all daily activities and any incidences recorded.
- iv. Staff and volunteers will meet for briefing/supervision meetings at the start and end of all activities or trips, or daily in the case of residential trips.
- v. Early Years and youth work- Staff will carry out a risk assessment prior to any trip or offsite activity. A safeguarding lead will be allocated for every trip or offsite activity, and this person is responsible for dealing with and reporting any safeguarding related incidents on the trip.

7.3 Health and Safety

- i Personal Safety: It is the responsibility of all workers to know the whereabouts of all children and young people involved in the activity. Risk assessments appropriate to the venue and/or activity will be undertaken and recorded prior to the activity. Children and young people will be given full guidance of permitted areas of access and any rules related to the movement around or off site.

Early Years- each child/ family will have a named practitioner who is their key person for the duration of the trip. This staff member has primary responsibility for the physical safety of the children in their key group.

Residential trips: Only children and young people whose parents/carers have agreed to access offsite will be allowed unsupervised access for short, specific periods of time (for example: shopping, short walks).

7.4 Transportation for Day Trips and Residential Trips

Taking care of children and young people who are away from home involves additional responsibility for their wellbeing at all time. Staff should be prepared for all eventualities and anticipate situations where there is the potential for harm. Staff must take measures to minimise these risks. The guidance provided below is in addition to all previous points which should also be practiced in preparation for and during a residential activity.

- i. Transportation: The staff member responsible for the residential will ensure that any driver will have adequate car insurance if they are transporting children in related activities. When a minibus is used, the staff members responsible for the residential will ensure that appropriate insurance and permits are in place for the use of the minibus and that the driver holds a valid license that entitles them to drive a minibus.

Workers may not transport individual young people in their own vehicles, (except in the case of a life-threatening emergency) as this exposes both workers and young people to unnecessary levels of risk.

A car insured for business use may be used, and two staff must be present at all times.

All travel, whether via public transport or in private vehicles, must be risk assessed, as well as being covered by the normal levels of staff ratios and first aider provision.

- ii. Sending young people home:
If for any reason a young person needs to be removed from a residential, the parents/carers must be informed immediately as to why the young person is being removed and what arrangements have been made to transport the young person home. The parents/ carers must consent to an independent journey being made and parents/ carers may be asked to pay the cost of any travel arrangements. If consent for an independent journey is not given, parents/ carers must immediately collect their child from the residential, or request a staff member to escort the child home, either by private vehicle or public transport. The parents/ carers may be asked to cover the costs of transport for both the staff member and child. If a staff member cannot be spared from the residential as this will affect the staff-child ratio, an additional member of staff with a current DBS certificate will need to travel up to the residential and escort the child home.

7.5 Sleeping Arrangements

Children and young people will be accommodated in separate rooms according to gender. Any residential site will have secure sleeping areas and workers will be accommodated separately.

7.6 Disciplinary procedure

Young people and parents/carers must be informed before the residential trip what types of behaviour will result in a young person being sent home or removed from an activity. At all residential trips young people will be made aware that the possession or use of any illegal substances or alcohol will result in them being removed from the activities or residential. So too will any behaviour that the lead worker deems to be dangerous or harmful, either physically or emotionally to any other member of the group or staff, or behaviour that is judged to be seriously inappropriate.

7.7 Adventure Activities

No adventure activities will be engaged in without the written consent of the parents/carers. City Gateway will ensure that staff leading such activities are properly trained and qualified, and that the correct ratio of staff to young people is met. If use is made of an activity centre or organisation whose staff undertake instructing activities, then City Gateway will ensure that the premises are licensed. If the activities come within the scope of the Adventure Licensing Regulations 1996, City Gateway will also ensure that the outside organisations have adequate public liability insurance.

Appendix A

The Role of the Principal Safeguarding officer and Designated Safeguarding leads

The Principal Safeguarding Officer (PSO) is the person responsible for safeguarding, child protection and adult at risk issues reported by staff, volunteers and members of the public. The PSO will follow set procedures in responding to a Child Protection or Adult at Risk Report. In the absence of the PSO, the Deputy PSO will follow the same procedures. As City Gateway Trust operates out of multiple locations, Designated Safeguarding Leads (DSL) have been appointed within each team so a quick response can be made to any allegations or disclosures. The PSO is responsible for assisting staff in the follow up of concerns, disclosures or allegations and ensuring best practice is maintained across City Gateway Trust as a whole.

Both the DLS and PSO will act immediately to safeguard the child, young person or adult

- The DLS holds responsibility for their department as first contact with regards to safeguarding children, young people and adults. DLS will make instant decisions with regards to managing concerns that are reported within CGT, manage referrals to external services (including local authority children's and adult services) and support staff who make external referrals
- DSL will liaise with key professionals and services in multi-agency working model
- The DSL will inform social services, police and other services as appropriate

- The PSO holds responsibility for allegations against staff
- The PSO will chair case load meeting and the Safeguarding board and support DLS in referral processes
- The PSO will hold overall responsibility for safeguarding training across the organisation
- The caseload team, made up of all DSL and PSO will ensure appropriate referrals are made in line with threshold of needs and review processes
- The PSO has responsibility for ensuring there are policies and processes in place to: ensure staff, volunteers and Trustees are adequately trained to carry out their safeguarding and Prevent duty

APPENDIX B

City Gateway Trust Safeguarding Form

| | |
|----------------------------------|--|
| Name of person completing form | |
| Department | |
| Date and time of form completion | |

| | | | |
|---|---|---------------|--|
| Name of service user | | Date of Birth | |
| Age | | Phone number | |
| Date and time of incident | | | |
| Address <i>(including postcode)</i> | | | |
| Currently a registered service user? | Yes/ No If yes, which services do they access? | | |
| Location of incident? <i>(If offsite, where if known?)</i> | | | |
| Details of disclosure or incident: <i>(Who is the disclosure about, sequence of events, actual words used and observation)</i> | | | |
| Witnesses of incident? | | | |
| Are there any other people at risk in connection to this incident? | Yes/No/Unknown If yes please give further details? | | |
| Is the service user known to social services? | Yes/No/Unknown If yes, please provide further information? | | |
| Are there any other agencies involved? | Yes/No/Unknown If yes, please provide further information? | | |

| | |
|--|---|
| Do you think the service user is in immediate danger or at immediate risk? | Yes/No/Unknown If yes, explain your reasoning below: |
| Do you have any recommendations for action needed? | |

Once saved, please email to your Designated Safeguarding Leads (copying in) safeguarding@citygateway.org.uk

Appendix C

Key Contacts and References

Principal Safeguarding officer:

Juliette Curtin 07580 585 614

Deputy Principal Safeguarding officer:

Rebecca Butterworth 07580 028 076

Designated Safeguarding Leads:

Lydia Hughes 07580 585525

Pauke Arrindell 07432 732434

Children's Social Care (Tower Hamlets)

LBTH Duty Team: 020 7364 5006

Integrated Pathways Support Team (IPST): 020 7364 7151

Out of Hours Service (after 5pm and weekends): 020 7364 4079

Children's Social Care (City of London)

Call 020 7332 3621 - Monday to Friday, 9am-5pm only

Call 020 8356 2710 - at all other times, including weekends and bank holidays

Adult social care Tower Hamlets

020 7364 5005

EDT: 020 7364 4079 (after 5pm and weekends)

(LA)DO

Tower Hamlets: Verlyn Munro (Acting LADO) 020 7364 0677

City of London: Pat Dixon 020 7332 1215.

NSPCC

Child Protection Helpline: 0808 800 5000

Churches' Child Protection Advisory Service (CCPAS)

Po Box 133, Swanley, Kent,

BR8 7UQ Tel: 0845 120 4550

Website: www.ccpas.co.uk

Anti-Terrorist Hotline

0800 789 321

Tower Hamlets prevent lead-

Thomas Llewellyn-Jones Thomas.LlewellynJones@towerhamlets.gov.uk

City Of London Prevent Lead-

Miah Sadik Miah@city-of-london.pnn.police.uk

Childline

Tel: 0800 1111

Ann Craft Trust

Tel: 0115 951 5400

A national association working with staff in the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk from abuse.