



Safeguarding Policy and Procedures

Update: November 2023

REGISTERED CHARITY NUMBER 1103724

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Section 1 – The Organisation

Organisation Details

Name of Organisation:	Alternatives Trust East London
Address:	St. Edmunds Church, 462-464 Katherine Road, Forest Gate, E7 8NP
Tel No:	020 7476 8215
General Email address:	Alternatives@altel.org.uk
Director's Name:	Elizabeth Oni
Director's Email:	Lizi.Oni@altel.org.uk
Safeguarding Coordinator Name:	Julia Dexter
Safeguarding Coordinator Email:	j.dexter@altel.org.uk
Charity Number:	1103724
Regulators:	The Charity Commission
Insurance Company:	Marsh Commercial

Organisation Description

Alternatives Trust East London is a charity based in the London Borough of Newham. Alternatives supports between 70-100 families every year, particularly around maternal health, family advocacy and the early years. The main client group for Alternatives are families escaping domestic violence, often homeless or in need of additional practical or therapeutic support. Services provided are counselling and therapeutic services, parenting support groups, further development courses, food and baby bank, advocacy and signposting services as required. We also work in partnership with other like-minded local organisations.

Our Commitment

As an Organisation we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight.

The Trustees and Leadership undertakes to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- Ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- Support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- The Leadership agrees not to allow the document to be copied by other organisations.

Section 2 - Prevention

Understanding Abuse and Neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our organisation we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included within the appendices of this policy.

Safer Recruitment

The Leadership will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self declaration form

- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Safeguarding Training

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs.

Section 3 - Practice Guidelines

Our Practice

As an organisation working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as a general code of conduct for workers we also have specific good practice guidelines for every activity we are involved in.

Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding, found in the appendices. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that supports and adheres to Alternatives safeguarding standards as recorded here.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Working with our counselling service

Our counselling service operates under its own safeguarding procedure which can be viewed on request from the counselling manager. It is important that the confidentiality of our counselling clients is respected at all times and therefore data will only be shared where a specific safeguarding risk has been identified.

If the nature of the safeguarding risk is an emergency, then Alternatives safeguarding officer will be notified as the issue is being escalated. If it is not an emergency then the Alternatives safeguarding officer will be informed within 72 hours. The counselling manager will contact the safeguarding officer once a month to update whether or not there are any safeguarding concerns.

Irrespective of the counsellors following their own procedures, the safeguarding officer will additionally make a referral if they have a safeguarding concern/risk of their own about the same individual.

Section 4 - Responding to Allegations of Abuse

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

Documenting a Concern

The worker or volunteer should make a report of the concern in the following way: by filling in a cause for concern document and informing the Safeguarding Coordinator or in their absence the Deputy Coordinator. In an emergency they should call the police first. Detailed pathway given to all staff in Appendices.

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Julia Dexter (hereafter the "Safeguarding Co-ordinator")

Tel: 020 7476 8215

Mob:07817 319 556

Email: j.dexter@altel.org.uk

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Name: Lizi Oni (hereafter the "Deputy")

Tel: 020 7476 8215

Mob: 07935 004 677

Email: Lizi.Oni@altel.org.uk

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the police.

- The Safeguarding Co-ordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives. Below is the contact details for Newham, please find other London Boroughs contact details in the appendices.

Name of local authority: London Borough of Newham

Multi Agency Safeguarding Hub (MASH)

Tel: 020 3373 4600

Out of hours Tel: 020 8430 2000

WebsiteAddress:

<https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=7#:~:text=If%20you%20are%20a%20parent,Team%20on%20020%208430%202000>.

Adult Social Services

Tel: 0203 373 0440 (24h line, during office hours select option 1)

Out of hours Tel: 0203 373 0440.

Website Address: <https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2>

Police Protection Team Tel: Call 999 in an emergency, if not an emergency they are part of MASH, see details above.

- The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern
 - Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.

- The Leadership will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Leadership hope that members of the organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult is in need of protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e. counselling or other pastoral support
- Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the organisation.

Whistleblowing Policy

The Whistleblowing Procedure sets out the framework for dealing with allegations of illegal and improper conduct.

Alternatives Trust East London is committed to the highest standards of transparency, probity, integrity and accountability.

This procedure is intended to provide a means of making serious allegations about standards, conduct, financial irregularity or possible unlawful action in a way that will ensure confidentiality and protect those making such allegations in the reasonable belief that it is in the public interest to do so from being victimised, discriminated against or disadvantaged.

This procedure does not replace other policies and procedures such as the complaints procedure, the Grievance and Harassment and Bullying Policies and other specifically laid down statutory reporting procedures.

This procedure is intended to ensure that the charity complies with its duty under the Public Interest Disclosure Act 1998.

Scope

This procedure applies to all Alternatives Trust east London employees, including Associates and contractors.

This procedure does not replace other Alternatives policies or procedures. For example, if an employee has a grievance about their working conditions they should use the Handbook Grievance Policy or, if they felt that their manager or a colleague was treating them unfavourably, they should use the Harassment and Bullying Policy. Similarly if an employee has a concern about the conduct of a fellow employee in the working environment (e.g. that they are not treating colleagues with respect) they should raise these with their line manager, or if that is not possible, with the CEO, Treasurer of Trustees or through the Charity Commission's whistle blowing policy whistleblowing@charitycommission.gsi.gov.uk

This procedure applies to, but is not limited to, allegations about any of the following:

- Conduct which is an offence or breach of the law
- Alleged miscarriage of justice
- Serious Health and Safety risks
- The unauthorised use of public funds
- Possible fraud and corruption □ Sexual, physical or verbal abuse, or bullying or intimidation of employees, customers or service users

- Abuse of authority
- Other unethical conduct

Reporting

Contact Details for Reporting: (in writing) Julia Dexter, Safeguarding and Wellbeing manager Julia.dexter@altel.org.uk.

The charity recognises that the decision to make an allegation can be a difficult one to make. However, whistleblowers who make serious allegations in the reasonable belief that it is in the public interest to do so have nothing to fear because they are doing their duty either to the charity and/or to those for whom the charity provides a service.

The charity will take appropriate action to protect a whistleblower who makes a serious allegation in the reasonable belief that it is in the public interest to do so from any reprisals, harassment or victimisation.

Confidentiality

All allegations will be treated in confidence and every effort will be made not to reveal a whistleblower's identity unless the whistleblower otherwise requests. However, if the matter is subsequently dealt with through other Alternatives Trust East London procedures such as the Disciplinary Procedure.

Similarly, if the allegation results in court proceedings then the whistleblower may have to give evidence in open court if the case is to be successful.

The charity will not, without the whistleblower's consent, disclose the identity of a whistleblower to anyone other than a person involved in the investigation/allegation.

Anonymous Allegations

This procedure encourages whistleblowers to put their name to an allegation wherever possible as anonymous allegations may often be difficult to substantiate/prove. Allegations made anonymously are much less powerful but anonymous allegations will be considered at the discretion of the CEO/Treasurer Trustee.

In exercising discretion to accept an anonymous allegation the factors to be taken into account:

- The seriousness of the issue raised
- The credibility of the allegation; and
- Whether the allegation can realistically be investigated from factors or sources other than the complainant

Untrue Allegations

No disciplinary or other action will be taken against a whistleblower who makes an allegation in the reasonable belief that it is in the public interest to do so even if the allegation is not substantiated by an investigation. However, disciplinary action may be taken against a whistleblower who makes an allegation without reasonable belief that it is in the public interest to do so (e.g. making an allegation frivolously, maliciously or for personal gain where there is no element of public interest).

Procedure for Making an Allegation

It is preferable for allegations to be made to an employee's immediate manager to whom they report. However, this may depend on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if the whistleblower believes that management is involved it would be inappropriate to raise it directly with them. The whistleblower may then make an allegation direct to any of the following:

- The CEO
- Treasurer Trustee

If either of the above receive an allegation he/she will consider the allegation and may discuss with either the CEO or other Trustees. The line manager (or either/or both) of the above, after consideration, will discuss with the whistleblower and if they wish to proceed with the allegation will be investigated.

Allegation

Whether a written or oral report is made it is important that relevant information is provided including:

- The name of the person making the allegation and a contact point.
- The background and history of the allegation (giving relevant dates and names and positions of those who may be in a position to have contributed to the allegation);
- The specific reason for the allegation. Although someone making an allegation will not be expected to prove the truth of any allegations, they will need to provide information to the person they have reported to, to establish that there are reasonable grounds for the allegation.

Someone making an allegation may be accompanied by another person of their choosing during any meetings or interviews in connection with the allegation. However, if the matter is subsequently dealt with through another procedure the right to be accompanied will at that stage be in accordance with the relevant procedure.

Action on receipt of an Allegation

The line manager will record details of the allegation gathering as much information as possible, (within 5 working days of receipt of the allegation) including:

- The record of the allegation;
- The acknowledgement of the allegation;
- Any documents supplied by the whistleblower

The investigator will ask the whistleblower for his/her preferred means of communication and contact details and use these for all communications with the whistleblower in order to preserve confidentiality.

If the allegation relates to fraud, potential fraud or other financial irregularity the Treasurer will be informed within 5 working days of receipt of the allegation. The Treasurer will determine whether the allegation should be investigated and the method of investigation.

If the allegation discloses evidence of a criminal offence it will immediately be reported to the Board of Trustees and a decision will be made as to whether to inform the Police. If the allegation concerns suspected harm to children the appropriate authorities will be informed immediately.

If the issue is around suspected harm to vulnerable adults, the Vulnerable Adults policy, the Mental Capacity Act Policy and the Deprivation of Liberty and Safeguarding Policies should be referred to.

Timetable

- An acknowledge the allegation in writing within 10 working days with
 - An indication of how the charity propose to deal with the matter
 - An estimate of how long it will take to provide a final response
 - An indication of whether any initial enquiries have been made
 - Information on whistleblower support mechanisms
 - Indication whether further investigations will take place and if not, why not

Where the allegation has been made internally and anonymously, obviously the charity will be unable to communicate what action has been taken.

Support

The charity will take steps to minimise any difficulties which may be experienced as a result of making an allegation. For instance, if a whistleblower is required to give evidence in criminal or disciplinary proceedings the charity will arrange for them to receive advice about the procedure and advise on the support mechanisms that are available.

The charity accepts that whistleblowers need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform those making allegations of the outcome of any investigation.

Responsibility for the Procedure

The CEO and Treasure of Trustees have overall responsibility for the operation of this Procedure and for determining the administrative processes to be followed and the format of the records to be kept.

Monitoring

A Register will record the following details:

- The name and status (e.g. employee) of the whistleblower
- The date on which the allegation was received
- The nature of the allegation
- Details of the person who received the allegation
- Whether the allegation is to be investigated and, if yes, by whom
- The outcome of the investigation

- Any other relevant details

The Register will be confidential and only available for inspection by the Board of Trustees.

The CEO will report annually to the Board of Trustees on the operation of the Procedure and on the whistleblowing allegations made during the period covered by the report. The report will be in a form which does not identify whistleblowers.

Section 5 - Pastoral Care

Supporting those affected by abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the organisation.

Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually on:

Signed by: _____ Position: **Director**

Signed by: _____ Position: **Trustee**

Date: _____

A copy of this policy is also lodged with: Julia Dexter in the Safeguarding file.

Section 6 - Supplementary Policies

Visiting family's policy

For safeguarding and insurance purposes, there must always be two people present when visiting families in their own home.

One person can meet families/parents in a public environment e.g. at the park, library or in a cafeteria.

We have a new Family room at Alternatives now and we encourage families to come and meet us there where possible.

Online Safety Policy

Supplementary Online Safety Policy to be read alongside the main safeguarding policy.

When responding to concerns of abuse please refer to our 'Online Safety Flowchart' in the appendices.

Thirtyone:eight Online Safety definition:

Online safety is the collective term for safeguarding involving the use of electronic devices and applications to communicate and access the Internet; often referred to as Information and Communications Technology. An online safety policy should be adopted and adapted to reflect all communications between an organisation's workers and children (those under 18 years of age).

Policy guidelines for Staff &Volunteers

- Generally, maintain good and open relationships with parents and carers regarding communication with them and their children.
- Use an appropriate tone: friendly, but not over-familiar or personal.
- Be warm and friendly, but do not suggest or offer a special relationship.
- Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications.
- Be circumspect in your communications with children to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming.
- Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- Only give personal contact details to children that are within the public domain of the organisation, including your mobile telephone number.
- If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed.
- Only make contact with children for reasons related to the work of the organisation and maintain a log of all electronic contact with individuals or groups including messaging and texting.
- Where possible only use equipment provided by the organisation to communicate with children.
- Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.
- Ensure your organisation domain name/logo appears with every Internet post made by a user. Any user may thus be viewed as a representative of your organisation while conducting business on the Internet.
- Email should only be used to communicate specific information. (e.g. times and dates of events). It should not be used as a relationship building tool.
- Email History should be kept and dated.
- When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm. Where working with children outside normal office hours workers should seek advice from their leader but there should be no email communication after 9pm.
- Use of skype and any other web camera or visual communication via the internet is generally not permitted.
- Workers should refrain from using such methods on a one to one basis as they cannot be recorded. (It can be used for conference calls and is considered appropriate if a project or group uses a web camera/Skype in a group environment for project purposes, and has clear aims and objectives for its use).

Anti-Bullying Policy

Purpose:

The aim of the anti-bullying policy is to ensure that

- 1) Parents and children experience a supportive, caring and safe environment without fear of being bullied, when encountering any event/meeting with Alternatives.
- 2) Staff and volunteers enjoy a supportive, caring and safe environment without fear of being bullied, whilst working at/for Alternatives.

At Alternatives bullying is recognised as anti-social behaviour that affects, not just the victim, but everyone. This applies to bullying in any of its various forms: bullying from anybody and bullying directed towards anybody in any capacity. All staff are responsible for ensuring all incidents of bullying, whether on site or off-site are investigated and acted on.

Bullying definition from the Government website:

Bullying and harassment is behaviour that makes someone feel intimidated or offended.

Harassment is unlawful under the Equality Act 2010.

Examples of bullying or harassing behaviour include:

- spreading malicious rumours
- unfair treatment
- picking on or regularly undermining someone
- denying someone's training or promotion opportunities
- Bullying and harassment can happen:
 - face-to-face
 - by letter
 - by email
 - by phone

The law

Bullying itself is not against the law, but harassment is. This is when the unwanted behaviour is related to one of the following:

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

Developing an 'Anti – Bullying' environment

All staff and volunteers must be alert to the signs of bullying and act promptly and firmly against it in accordance with this policy. If the bullying concerns a child/children parents must be informed.

All parties have the opportunity to discuss any bullying incidents with the safe guarding officer or a senior member of staff; this applies to both victim and the bully, and any relevant bystanders who are seen to actively encourage the bullying.

Implementation of the policy

The following steps must be taken when dealing with incidents:

1. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff who has been approached.
2. A clear account of the incident will be recorded and given to the safe guarding officer.
3. Senior staff team will be kept informed.
4. All parties will be called to come and meet relevant staff. All voices will be heard and a resolution sought to be made.
5. If a child is the bully every effort must be made to find the purpose/motive of the bullying and this issue also addressed.
6. If the problem persists further steps may include:
 - Referral to outside agencies (e.g. Social services, CFCS,)
 - Referral to police even when incidents have occurred off Alternatives premises and especially when they involve criminal behaviour or represent a danger to members of the public
 - Suspension of attendance will be implemented for a short period or permanently to be decided by the safe guarding officer on a case by case basis

If further assistance is needed by either party there is up-to-date information on the government website: [https://www.gov.uk > workplace-bullying-and-harassment...](https://www.gov.uk/workplace-bullying-and-harassment...)

Social Media Policy

- All social media interaction between workers, paid or voluntary, and children under 18 shall be limited to monitored/administrated groups.
- Text and any other media posted shall be subject to the acceptable use policy
- All interaction on social media groups shall be recorded for safeguarding purposes
- Any private messages shall be recorded for safeguarding purposes
- Any safeguarding concerns/allegations arising from social media shall be referred onto the safeguarding co-ordinator.
- All users of social media must be above the minimum age limit i.e. 13 for Facebook
- Workers should ensure their privacy setting ensure the highest levels of security in order to restrict children being able to see any more than what is relevant to communication within the group
- All social media groups should provide links to statutory authorities such as CEOP, to enable children to report online abuse.

Consent for photographic images and videos online

- Photographs that include children will be selected carefully and will endeavour to prevent children from being easily identified.
- Children's full names will not be used on the website in association with their photographs.
- Permission will be sought before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an

image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated.

- Use of images will reflect diversity of age, ethnicity and gender of the activity.
- Live streaming of events must be clearly advertised in advance and where children are involved permission should be sought in line with the photographic guidelines.

Acceptable Use Policy (This can be included with consent/registration forms for children and young people with a request for acknowledgement by both parent and child)

- Where access to the internet is provided on our organisation devices or devices owned by an individual via WiFi, we will exercise our right to monitor usage which includes access to websites, interception and deletion of inappropriate or criminal material or unlawfully copied text, video, images or sound.
- WiFi Access will be via a secure password that will be changed quarterly.
- Social media groups must be used in compliance with the organisations policy on social media.

Children and Workers should not:

- Search for or download pornographic, racist or hate motivated content.
- Illegally copy or play copyrighted content where permission has not been given.
- Send, request or display offensive messages or pictures.
- Harass, insult or bully others.
- Access the internet using another person's login details.
- Access, download, send or receive any data (including images), which Alternatives Trust East London considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.

Sanctions for violating the acceptable use policy in the opinion of Alternatives Trust East London may result in:

- A temporary or permanent ban on internet use.
- Additional disciplinary action in line with existing practice on inappropriate language or behaviour.
- Where applicable, police or local authorities may be involved.

Parent Carer Agreement

As the parent/guardian of _____ I declare that I have read and understood the Online Safety acceptable use policy for Alternatives Trust East London and that my child will be held accountable for their own actions. I understand that it is my responsibility to set standards for my child when selecting, sharing and exploring online information and media.

Child/YP Agreement

I understand the importance of safety online and the organisations guidelines on acceptable use.

I will share any concerns, where I or another person may be at risk of harm with the safeguarding coordinator or a trusted adult.

Child Name (Please print)	Child Signature	Date
Parent/Guardian (Please print)	Parent/Guardian Signature	Date

Complaints, Grievance and Discipline Policy and procedure

What is a complaint or grievance?

These terms are used interchangeably but mean the same for the purposes of this document. A complaint or grievance is a written or verbal expression of dissatisfaction about an action including a statement or a lack of action by any person including volunteers or staff within the organisation. The complaint or grievance may also be that a person has behaved in an upsetting or unacceptable way.

What does discipline mean in this document?

If the allegation is very serious and contravenes an employed person's contract of employment, the procedure may lead to discipline procedures being initiated to look in detail at the situation and may result in dismissal or further supervision for the person. The discipline measures may begin at the end of the complaints procedure or may start straight away depending on the circumstances. This procedure may be implemented regarding a person's conduct outside the organisation but where there is concern about the impact upon their employment or may bring the organisation into disrepute.

Beginning the process for complaints and grievances

Stage One

The aim is to resolve the situation by reconciliation of those involved and therefore needs to be instigated as soon as possible within 3-5 days. The resolution may take place by discussion, negotiation or mediation.

It is likely that this may resolve the situation without minimising or ignoring the concerns expressed. It may be that there has been a misunderstanding which can be quickly resolved.

NB. It is important to say that if the complaint or concern or allegation is related to potential harm or risk of harm to a child under 18 or adult at risk, this policy/procedure is not appropriate. Please follow the policy and procedure regarding potential abuse of vulnerable groups.

Stage two

If the complaint or grievance is not resolved at the informal stage, the complainant needs to put their concern into writing and send/give to the line manager of the person concerned. The written document needs to not be abusive or inflammatory. If the concern is regarding the line manager, the document needs to be given to another person of equivalent responsibility within the organisation. A meeting needs to take place within 14 days to which the complainant may bring a supporter on the basis that the person needs to understand their role of passive support and that the situation is confidential.

The manager/leader then sends the decision, conclusions and findings in writing to the complainant within 7 days.

Stage three

If this does not resolve the situation, the complainant can put their concern in writing within 7 days to the Trustee responsible for complaints. That person(s) needs to consider all the notes/documentation, meet the complainant and their supporter and make a decision within one month. The decision at that stage will be final. All the notes taken throughout the process need to be stored in a secure place.

Discipline Policy and procedure

This procedure sets out the action which will be taken when disciplinary rules are breached or where performance is unsatisfactory. Therefore, each employee needs to have a job description and contract which sets out clearly, any expectations about their conduct and behaviour within the organisation.

- A. The procedure is designed to establish the facts quickly and to deal consistently with disciplinary and performance issues. No action will be taken until the matter has been fully investigated.
- B. At every stage employees will be informed in writing of what is alleged and have the opportunity to state their case at a disciplinary meeting. The employee has a right to be accompanied, if they wish, by a trade union representative or a work colleague. The representative has the right to explain and sum up the employee's case and to respond to any views expressed at any hearing or investigatory meeting. He or she may not answer questions on the employee's behalf.
- C. The employee is expected to make every effort to attend a disciplinary hearing or investigatory meeting. Failure to do so without good reason may result in the hearing being held without the employee being present.

D. An employee has the right to appeal against any disciplinary penalty.

This policy does not apply in such a formal way in respect of volunteers although we recommend that a volunteer should also be clear about the expectations of the agreement they are committing to and what they can expect in return. If these expectations are breached, a meeting needs to take place to discuss the situation and a decision made about whether the volunteer can continue or whether the situation is so serious that the volunteer cannot continue in their role.

NB. If the contract or agreement for an employee is brought to an end, and where the role has required a DBS/relevant criminal records check, the Disclosure and Barring Service/relevant authority need to be informed about the dismissal/ ending of the agreement but only if the issue is one of safeguarding. In these circumstances, DBS/relevant authority need to be informed as soon as the situation arises and even if the person has resigned.

The Procedure

Stage 1 – First warning

If conduct or performance is unsatisfactory, the employee will be given a written warning or performance note. Such warnings will be recorded, but disregarded after 6 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no sustained improvement or satisfactory change in conduct or performance. Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation it may be justifiable to move directly to a final written warning.

Stage 2 – Final written warning

If the offence is serious, or there is no improvement in standards or performance or a similar offence occurs, a final written warning will be given which will include the reason for the warning and that the situation will be monitored for six months.

Stage 3 – Dismissal or other actions

If the conduct of the employee does not improve or of there is a reoccurrence of the original event, the employee may be dismissed. Alternatively, there may be a demotion or transfer to another role where the contract will be changed/amended.

Gross Misconduct – what does this mean?

If at any stage during the investigation, it transpires that an employee has been found to have committed gross misconduct, the employee may need to be dismissed immediately without notice or payment in lieu of notice. Although not an exhaustive list, examples of this might be;

- Theft, damage, fraud within or outside of work
- Being under the influence of alcohol or drugs
- Bullying, harassment, discrimination or intimidation

- Bringing the organisation into disrepute
- Unauthorised absence from work
- Serious breach of confidentiality

Suspension

While the alleged gross misconduct is being investigated, the employee may be suspended at any stage during the procedure. While suspended the employee will be paid their normal pay and will be required to be available to attend meetings during normal working hours. A decision to suspend may be made by the Director. While suspended an employee may not normally visit the premises or discuss the process with anyone within the organisation. The organisation will arrange for appropriate pastoral support for employees during any period of suspension. Suspension is not a penalty but a precautionary measure and will not prejudice any disciplinary meeting. The organisation may appoint a member of the Senior Leadership to undertake the investigation or an independent investigator or external advisor to assist them. The organisation will use its best endeavours to minimise the length of suspension period. Any decision to dismiss will be taken by the employer only after full investigation has taken place and the employee has had the opportunity to state their case. Where the employee falls sick during suspension or the disciplinary process the sickness procedure will apply.

Appeals

An employee who wishes to appeal against any disciplinary decision must do so in writing to the Director within five working days. Appeals will, so far as is reasonably practicable, be held within 10 working days of receiving the appeal notification. Given the size and resources available to the organisation it may be necessary for the same people to hear an appeal as were involved in the original disciplinary decision. The organisation will hear the appeal and decide the case as impartially as possible.

Appendices



Partnership Safeguarding Agreement

Alternatives agrees to:

- Share our safeguarding policy and flow charts of action
- Check that your organisations safeguarding policy is in line with ours

[Insert name of organisation] agrees to:

- Share your organisations safeguarding procedures with Alternatives
- Read through the Alternatives safeguarding document and agree to it's policies and procedures, where applicable to use of the building.
- Have a nominated safeguarding co-ordinator who will report any safeguarding issues that take place on the premises to the alternatives safeguarding officer.
- Provide sufficient training for your staff

Signed: _____ (partner organisation) Date: _____

Signed: _____ (Alternatives) Date: _____

London Borough MASH and Adult Social Services contact information Barking and Dagenham

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 8227 3811

Out of hours Tel: 020 8594 8356

Website Address: <https://www.lbbd.gov.uk/report-a-serious-concern-about-a-child-marf-for-professionals>

Adult social care intake and access team

Tel: 020 8227 2915

Out of hours duty team 4:45pm to 9am Monday to Friday, weekends and bank holidays

Out of hours Tel: 020 8594 8356

Email: intaketeam@lbbd.gov.uk

<https://www.lbbd.gov.uk/safeguarding-adults-at-risk-of-abuse-or-neglect>

Brent

Multi Agency Safeguarding Hub (MASH) – Family front door

Tel: 020 8937 4300

Out of hours Tel: 020 8863 5250

Website Address: https://brent-self.achieveservice.com/en/AchieveForms/?form_uri=sandbox-publish://AF-Form-afb467bd-f460-447d-841f-7adb0acb85b8/definition.json

Adult social care intake and access team

Tel: 0208 937 4098 or 0208 937 4099

Out of hours duty team 4:45pm to 9am Monday to Friday, weekends and bank holidays

Out of hours Tel: 0208 863 5250

Email: safeguardingadults@brent.gov.uk

Website address: <https://www.brent.gov.uk/services-for-residents/adult-social-care/preventing-and-reporting-abuse/>

Essex

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 0345 603 7627 or 0345 603 7627 and ask for the 'Priority Line'.

Out of hours: 0345 606 1212

Email: Emergency.DutyTeamOutOfHours@essex.gov.uk

Website: <https://www.escb.co.uk/2423>

Adult social care intake and access team

Tel: 03456037630

Email: socialcaredirect@essex.gov.uk

Website: <https://www.essexsab.org.uk/professionals/reporting-concerns/>

		
Southend	01702 215008	accessteam@southend.gov.uk
Essex	0345 603 7630	Socialcaredirect@essex.gov.uk
Thurrock	01375 511000	SafeGuardingAdults@thurrock.gov.uk

Greenwich

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 8854 8888 or 020 8921 3172

Email: mash-referrals@royalgreenwich.gov.uk

Website:

https://www.royalgreenwich.gov.uk/info/200237/family_support_and_safeguarding_children/956/report_your_concerns_about_a_child

Adult social care intake and access team

Tel: 020 8921 2304

Out of hours: 020 8854 8888

Email: aops.contact.officers@royalgreenwich.gov.uk

Website:

https://www.royalgreenwich.gov.uk/info/200272/protecting_vulnerable_adults

Hackney

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: **020 8356 5500**

Out of hours: **020 8356 2710**

Website: <https://hackney.gov.uk/child-protection>

Adult social care intake and access team

Tel: 020 8356 5782

Out of hours: 020 8356 2300

Email: adultprotection@hackney.gov.uk

Harrow

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 8901 2690

Out of hours: 020 8424 0999

Website: <https://www.harrowscb.co.uk/#>

Adult social care intake and access team

Telephone: 020 8420 9453

Email: safeguardingadults@harrow.gov.uk

<https://www.harrow.gov.uk/adult-social-care/staying-safe>

Havering

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 01708 433222

Out of hours: 01708 433999

Email: tmash@haverling.gov.uk

Website: <https://haverling->

self.achieveservice.com/service/No_RRC_Multi_Agency_Referral?portal_prefillurl=https%3a%2f%2fmy.haverling.gov.uk%2fFFPrepopulation.ashx%3fkey%3d2da85865-498c-44ec-8c75-a533338f17ac5488a67b-02fa-45c1-8c03-7f9131ebbc3d

Adult social care intake and access team

Tel: 01708 433 550

Email: safeguarding_adults_team@haverling.gov.uk

Website: <https://lasportal.haverling.gov.uk/web/portal/pages/saalert#h1>

Hounslow

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 8583 6600

Out of hours: 020 8583 2222

Website: www.hounslow.gov.uk/info/20075/child_protection/1275/what_to_do_if_you_are_worried_about_a_child

Adult social care intake and access team

Tel: 020 8583 3100 or 020 8583 4515

Out of hours telephone: 020 8583 2222.

Website: https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk

Newham

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 3373 4600

Out of hours Tel: 020 8430 2000

Website: <https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=7>

Adult social care intake and access team

Tel: 0203 373 0440 (24h line, during office hours select option 1)

Out of hours Tel: 0203 373 0440.

Website: <https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2>

Redbridge

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 8708 3885

Email: CPAT.referrals@redbridge.gov.uk

Out of Hours: 020 8708 5897.

Website: <https://www.redbridge.gov.uk/adult-and-childrens-services/child-protection/>

Adult social care intake and access team

Tel: 020 8708

Out of hours: 020 8553 5825

Email: Adults.Alert@redbridge.gov.uk

Website: <https://www.redbridge.gov.uk/adult-and-childrens-services/report-abuse-of-a-vulnerable-adult/>

Southend on sea

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 01702 215007

Out of hours: 0345 606 1212

Email: mash@southend.gov.uk

Website: <https://www.southend.gov.uk/childrens-social-care/child-protection>

Adult social care intake and access team

Tel: 01702 215008

Email: council@southend.gov.uk

Website: <https://www.southend.gov.uk/get-help-money-legal-matters/request-social-care-assessment>

Southwark

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 7525 1921

Out of hours: 020 7525 5000

Email MASH@southwark.gov.uk

Website: <https://www.southwark.gov.uk/childcare-and-parenting/children-s-social-care/child-protection/child-protection-referral-and-assessment>

Adult social care intake and access team

- For adults with a physical or sensory disability and older people (65 years and above):
 - o Email: OPPDContactteam@southwark.gov.uk
 - o Tel: 020 7525 3324
- For adults (aged 18 to 65) with a mental illness:
 - o Email: MHContact@southwark.gov.uk
 - o Tel: 020 7525 0088
- For adults with a learning disability:
 - o Email: LearningDisabilitiesDuty@southwark.gov.uk
 - o Tel: 020 7525 2333

Website: <https://www.southwark.gov.uk/social-care-and-support/adult-social-care/safeguarding-adults/safeguarding-adults>

Tower Hamlets

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Tel: 020 7364 5006 option 3 or 0300 303 6070

Email: Mash@towerhamlets.gov.uk

Out of hours: 020 7364 4079

Website:

https://www.towerhamlets.gov.uk/lgnl/health_social_care/children_and_family_care/Multi-Agency-Safeguarding-Hub-MASH.aspx

Adult social care intake and access team

Tel: 0300 303 6070

Email: enquiry@towerhamletsconnect.org.

Website: [https://www.towerhamlets.gov.uk/lgnl/health_social_care/ASC/Adults Health and Wellbeing/Staying safe/Safeguarding Adults Board.aspx#:~:text=For%20any%20safeguarding%20concerns%20or,Confidential%20to%20the%20Independent%20Chair](https://www.towerhamlets.gov.uk/lgnl/health_social_care/ASC/Adults_Health_and_Wellbeing/Staying_safe/Safeguarding_Adults_Board.aspx#:~:text=For%20any%20safeguarding%20concerns%20or,Confidential%20to%20the%20Independent%20Chair)

Waltham Forest

Children Safeguarding: Multi Agency Safeguarding Hub (MASH)

Telephone: 020 8496 2310

E-mail: MASHrequests@walthamforest.gov.uk

Website: <https://www.walthamforest.gov.uk/content/multi-agency-safeguarding-hub-mash>

Adult social care intake and access team

Tel: 020 8496 3000 at any time

Email: WFDLiaison@walthamforest.gov.uk

Website: <https://www.walthamforest.gov.uk/content/safeguarding-adults-board-sab>
<https://www.walthamforest.gov.uk/content/what-do-if-you-are-worried-about-vulnerable-adult>

Statutory Definitions of Abuse- Children

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children. Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

England

The four definitions (and a few additional categories) of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse

(including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Female genital mutilation FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

Source:

<https://safeguarding.network/safeguarding-resources/harmful-practices/female-genital-mutilation/#:~:text=Definition,with%20long%2Dlasting%20harmful%20consequences.>

Domestic violence and abuse is defined by the Government as “any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional
- controlling behaviour

We recognise that there is a safeguarding concern for children within households where domestic violence has occurred, even if the violence has not been directly experienced by the child.

Signs of Abuse - Children

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses, Inadequate care, etc
- *These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

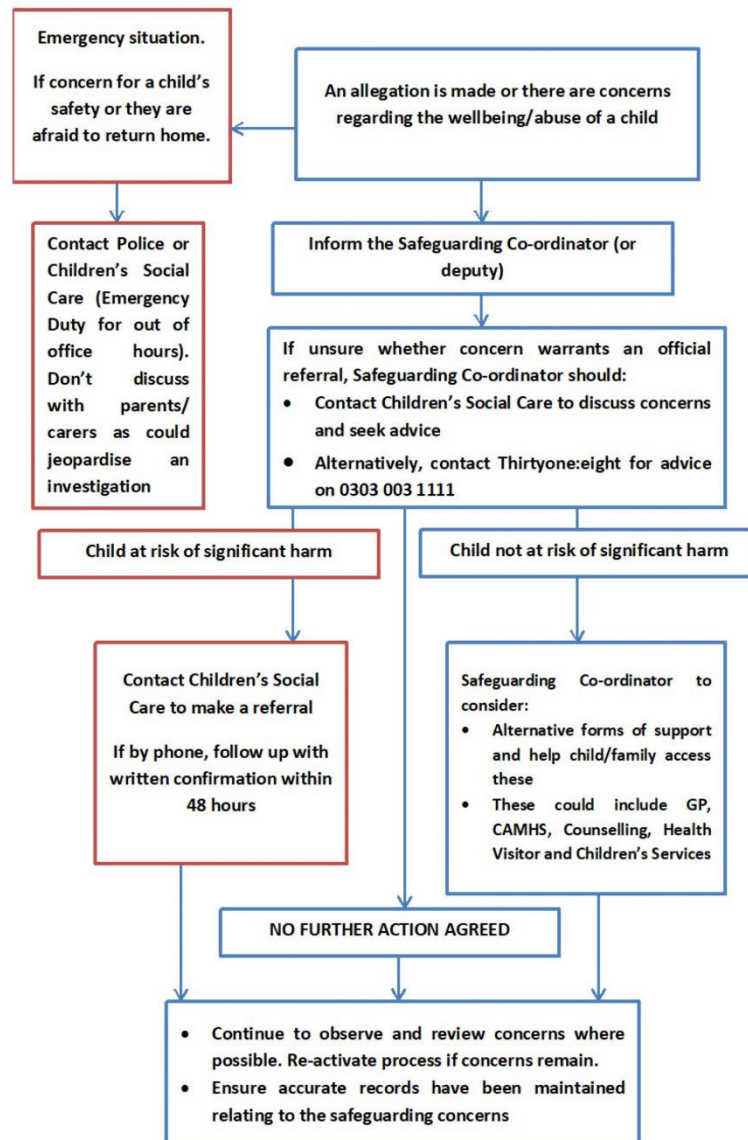
Flow Chart for Action – Children

Flowchart for Action Children and Young People



Creating safer places. Together.

This flow chart provides an overview of action to be taken when concerned about the welfare of a child. It is to be used in conjunction with written procedures.



Working Together to Safeguard Children defines significant harm as:

“... any Physical, Sexual, or Emotional Abuse, Neglect, accident or injury that is sufficiently serious to adversely affect progress and enjoyment of life. Harm is defined as the ill treatment or impairment of health and development.”

Definitions of Abuse - Adults

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who;

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

Link: The Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Link: Care and Support Statutory Guidance under the Care Act 2014

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

Signs of Abuse - Adults

Physical abuse

History of unexplained falls, fractures, bruises, burns, minor injuries.
Signs of under or over use of medication and/or medical problems left unattended.
Any injuries not consistent with the explanation given for them
Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
Recurring injuries without plausible explanation
Loss of hair, loss of weight and change of appetite
Person flinches at physical contact &/or keeps fully covered, even in hot weather;
Person appears frightened or subdued in the presence of a particular person or people

Domestic violence

Unexplained injuries or 'excuses' for marks or scars
Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.
Age range extended to 16 yrs

Sexual abuse

Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
Unexplained change in behaviour or sexually explicit behaviour
Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
Infections or sexually transmitted diseases
Full or partial disclosures or hints of sexual abuse:
Self-harming
Emotional distress
Mood changes
Disturbed sleep patterns
Psychological abuse
Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
Intimidated or subdued in the presence of a carer
Fearful, flinching or frightened of making choices or expressing wishes
Unexplained paranoia
Changes in mood, attitude and behaviour, excessive fear or anxiety
Changes in sleep pattern or persistent tiredness
Loss of appetite
Helplessness or passivity
Confusion or disorientation
Implausible stories and attention seeking behaviour
Low self-esteem

Financial or material abuse

Disparity between assets and living conditions
Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
Sudden inability to pay bills, getting into debt

Carers or professionals fail to account for expenses incurred on a person's behalf
Recent changes of deeds or title to property
Missing personal belongings
Inappropriate granting and / or use of Power of Attorney

Modern slavery

Physical appearance; unkempt, inappropriate clothing, malnourished
Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
Few personal possessions or ID documents.
Fear of seeking help or trusting people.

Discriminatory abuse

Inappropriate remarks, comments or lack of respect
Poor quality or avoidance care
Low self-esteem
Withdrawn
Anger
Person puts themselves down in terms of their gender or sexuality
Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

Low self-esteem
Withdrawn
Anger
Person puts themselves down in terms of their gender or sexuality
Abuse may be observed in conversations or reports by the person of how they perceive themselves
No confidence in complaints procedures for staff or service users.
Neglectful or poor professional practice.

Neglect and acts of omission

Deteriorating despite apparent care
Poor home conditions, clothing or care and support.
Lack of medication or medical intervention

Self-neglect

Hoarding inside or outside a property
Neglecting personal hygiene or medical needs
Person looking unkempt or dirty and has poor personal hygiene
Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
Person is dressed inappropriately for the weather conditions
Dirt, urine or faecal smells in a person's environment
Home environment does not meet basic needs (for example not heating or lighting)
Depression

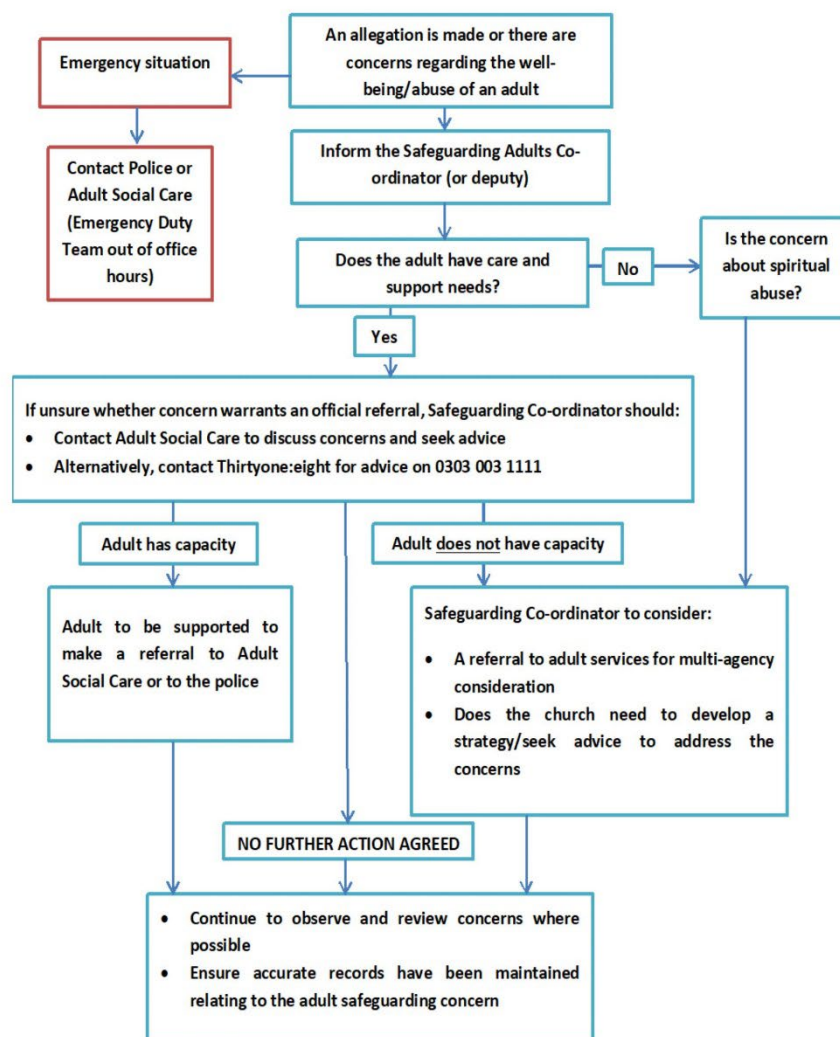
Flow Chart for Action – Adults

Flowchart for Action Adults at risk



Creating safer places. Together.

This flow chart provides an overview of action to be taken when concerned about the welfare of an adult at risk. It is to be used in conjunction with written procedures.



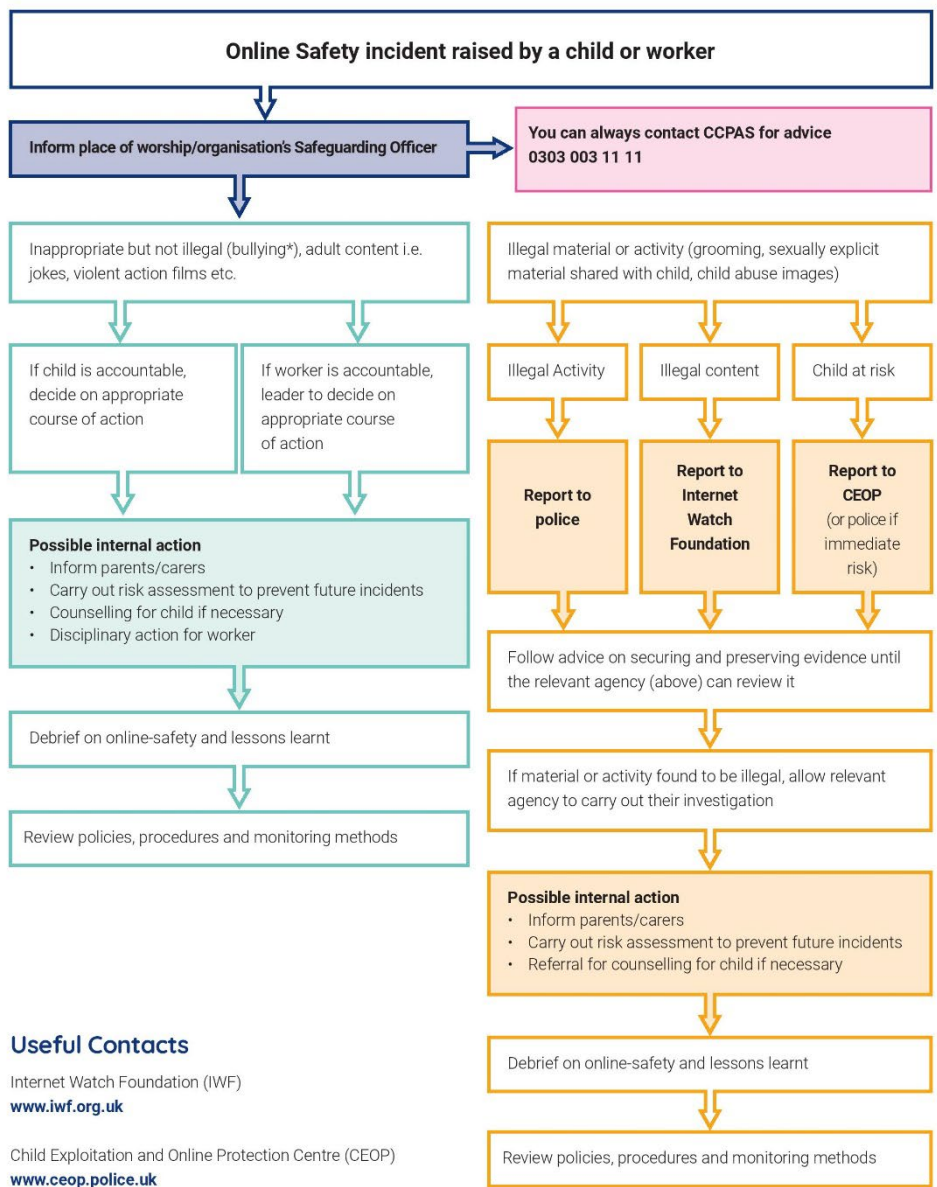
“The legal definition says that someone who lacks capacity cannot, due to an illness or disability such as a mental health problem, dementia or a learning disability, do the following:

- understand information given to them to make a particular decision
- retain that information long enough to be able to make the decision
- use or weigh up the information to make the decision
- communicate their decision.

©Thirtyone:eight 2018 Flowchart for Action Adults at Risk

Flow Chart for Action – Online Safety

Online Safety Flowchart



Useful Contacts

Internet Watch Foundation (IWF)
www.iwf.org.uk

Child Exploitation and Online Protection Centre (CEOP)
www.ceop.police.uk

(* Some forms of bullying or content may be illegal – see Malicious Communications Act 1988, Obscene Publications Act. For extreme pornography – Criminal Justice and Immigration Act 2008, etc.

Safeguarding pathway for Alternatives staff

- If you have or think you may have a safeguarding concern write it down; email to the Safeguarding Officer: J.dexter@altel.org.uk and cc in the General Manager: They will respond with next steps promptly.

- If it is urgent, please call either the Safeguarding Officer, Julia Dexter: 07817 319 556 or the Safeguarding deputy, Lizi Oni: 07935 004677 straight away for advice. Please feel free to call whenever there is a concern. Remember to write up and email your concerns and actions agreed on and taken

- If it is an emergency that requires an instant response needing an ambulance, fire service or police, then contact the relevant emergency services first and then notify the Safeguarding Officer and the General Manager for further advice. Write up and email what has occurred as soon as possible.

- If the Safeguarding officer and General Manager are unavailable and you would like to talk through a situation, please call the Thirtyone-eight helpline: 0303 003 111