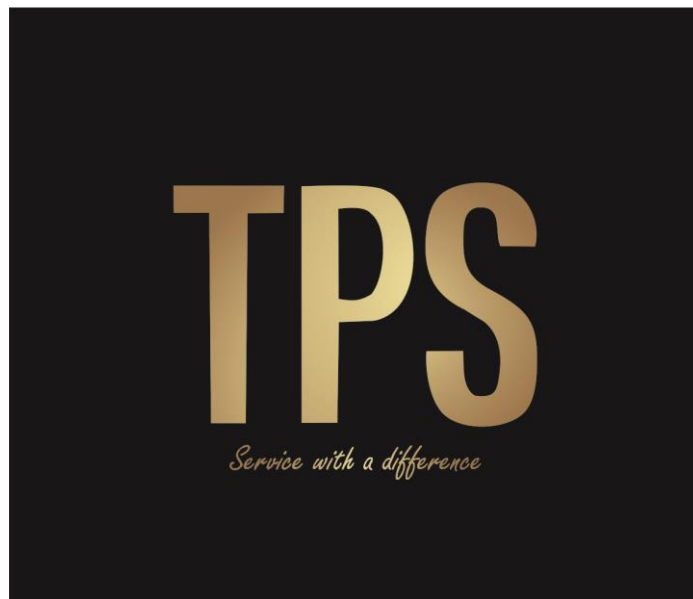


SAFEGUARDING POLICY



THE PROTECTION SERVICE LTD
January 2020

This policy applies to all staff, including senior managers and the board of directors, paid staff, volunteers and seasonal workers, agency staff, students or anyone working on behalf of The Protection Service Ltd.

The purpose of this policy is:

- To protect children and young people who receive The Protection Service Ltd services. This includes the children of adults who use our services.
- To provide staff and volunteers with the overarching principles that guides our approach to safeguarding.

The Protection Service Ltd believe that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

Core Principles

- Safeguarding children and adults are the responsibility of everyone at The Protection Service Ltd
- The Protection Service Ltd recognises its responsibility to safeguard and promote the welfare of children within the legal framework of the Children Act 1989 and 2004. We are aware that many children and young people are the victims of different kinds of abuse and that they can be subjected to socio- cultural factors that have an adverse impact upon their lives – including domestic violence, punishments and physical abuse, domestic servitude, human trafficking, substance misuse, female genital mutilation, bullying, child prostitution, early or forced marriage, witchcraft abuse and others.
- We aim to create a safe environment within which children and young people who access our services can thrive and adults can work with the security of clear guidance.
- Our Safeguarding Policy is reviewed every year following a risk assessment process to ensure that it continues to be relevant and adequate for The Protection Service Ltd to meet its legal and moral obligations.

Legal framework

This policy has been drawn up based on law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Nations Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Children Act 2014
- Relevant government guidance on safeguarding children

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We recognise that:

- The welfare of the child is paramount, as enshrined in the Children Act 1989
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing them, listening to and respecting them
- Ensuring the policy is approved and endorsed by the Board of Directors.
- Adopting child protection practices through procedures and code of conduct for staff and volunteers
- Developing and implementing an effective e-safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, and training
- A commitment to safe recruitment, selection and vetting, ensuring all necessary checks are made
- Sharing information about child protection and good practice with children, parents, staff, and volunteers
- Sharing concerns with agencies who need to know and involving parents and children appropriately.
- Clear guidance on who the policy applies to (i.e. all members, directors, staff and volunteers);
- All concerns, and allegations of abuse will be taken seriously by management, staff and volunteers and responded to appropriately – this may require a referral to Children's Services and in emergencies, the Police.
- Arrangements for policy and procedures to be reviewed.
- All associated policies and procedures which promote safeguarding.

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on **31 January 2020**

Signed:

Oladapo Awosokanre, Director and Safeguarding Lead

The Protection Service Ltd

Safeguarding Adults Policy Statement

January 2020

This policy will enable The Protection Service Ltd to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. The Protection Service Ltd acknowledge its duty to act appropriately to any allegations, reports, or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, including senior managers and the board of directors, paid staff, volunteers and seasonal workers, agency staff, students or anyone working on behalf of The Protection Service Ltd can work to prevent abuse and know what to do in the event of abuse.

The purpose of this policy

The Policy Statement and Procedures have been drawn up to enable The Protection Service Ltd to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- And to stop that abuse occurring.

Legal framework

This policy has been drawn up based on law and guidance that seeks to protect adults, namely:

- Care Act 2014

Scope of policy

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

- People aged 18 or over
- Who has needs for care and support (whether or not the local authority is meeting any of those needs)
- Who is experiencing, or at risk of, abuse or neglect?
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness?
- Who are or may be unable to take care of him or herself, or unable to protect themselves from either the risk of, or the experience of abuse or neglect?

The policy applies to all staff, including senior managers, management committee members, trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of The Protection Service Ltd.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that The Protection Service Ltd has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

To implement the policy, the Protection Service Ltd will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support, and training

THE PROTECTION SERVICE LTD:

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within the framework of the **City and Hackney Safeguarding Adults Board Policy and Procedures**
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to **Adult and Culture Services** when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult Social Care Direct team as appropriate
- will endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)


The Designated Named Person for Safeguarding Adults in The Protection Service Ltd is **Oladapo Awosokanre**, Director and Safeguarding Lead. Email: oladapo@theprotectionservice.org

They should be contacted for support and advice on implementing this policy and procedures.

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on **31 January 2020**

Signed:

A handwritten signature in black ink, appearing to read 'Oladapo', is written over a horizontal line.

Oladapo Awosokanre, Director and Safeguarding Lead

The Protection Service Ltd

Safeguarding Procedure

1. Introduction

The Protection Service Ltd is a training, security, and consultancy company. These procedures have been designed to ensure the welfare and protection of any children or adult who accesses services provided by The Protection Service Ltd. The procedures recognise that children and adult abuse can be a difficult subject for workers to deal with. The Protection Service Ltd is committed to the belief that the protection of vulnerable children and adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

2. Preventing abuse

The Protection Service Ltd is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within The Protection Service Ltd will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Equal Rights and Diversity
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Any other policies which are relevant that the organisation has in place (e.g. Challenging Behaviour, Handling Money)

The Protection Service Ltd is committed to safer recruitment policies and practices for paid staff, trustees, and volunteers. This may include DBS checks for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Children and Adults is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a DBS check.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Children and Adults policy statements will be available to service users and their carers/families.

3. Recognizing the signs and symptoms of abuse

The Protection Service Ltd is committed to ensuring that all staff, the management committee, trustees, and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. The Protection Service Ltd will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Children and 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).

Abuse is a form 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 others (e.g. via the internet). They may be abused by an adult or adults, or another child or children. (Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children (2015))

Abuse and neglect include:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- Domestic Violence: including physical, emotional, psychological, culture, financial.
- 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
- Self-neglect: intentional neglecting self-due to capacity or mental state
- discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs, or similar treatment
- Modern Slavery: enslavement
- 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.

4. Safeguarding Lead for safeguarding adults

The Protection Service Ltd has an appointed individual who is responsible for dealing with any Safeguarding Children and Adults concerns. In their absence, a deputy will be available for

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workers to consult with. The Safeguarding Lead(s) for Safeguarding Children and Adults within The Protection Service Ltd is:

Oladapo Awosokanre

Director and Safeguarding Lead

Work Telephone number: **02035449587**

Emergency Contact Number: **07930321097**

Email: **oladapo@theprotectionservice.org**

Should the named person be unavailable then management committee members, trustees, staff or volunteers should contact Children or Adult Social Care directly. See below for contact details.

The roles and responsibilities of the named person(s) are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable children and adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded, and referred to a Children or Adult Social Care team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Children and Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome

5. Responding to people who have experienced or are experiencing abuse

The Protection Service Ltd recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investigate or ask detailed or probing questions
- Do not promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required

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- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers, and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in name of place/file/log where safeguarding adults' concerns will be recorded

All situations of abuse or alleged abuse will be discussed with the Safeguarding Lead or their deputy. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Safeguarding Lead or their deputy then concerns can be raised directly with Children and Adult Social Care. The alleged victim will be told that this will happen. This stage is called the **alert**.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Children and Adult Social Care team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Safeguarding Lead may take advice at the above stage from Children and Adult Social Care and/or the Safeguarding Children and Adults Unit and/or other advice-giving organisations such as Police.

London Borough of Hackney Safeguarding Adults Team Unit

Hackney Service Centre

1 Hillman Street

Hackney

E8 1DY

Phone: 020 8356 5782

Fax: 020 8356 5043

020 8356 2300 (out of hours)

Email: adultprotection@hackney.gov.uk

Police (Hackney)

Community Safety Unit

Stoke Newington Police Station

33 Stoke Newington High Street

Hackney

N16 8DS

Phone: 020 7275 3087

6. Raising a Safeguarding Children or Adults Alert

All safeguarding adults alert (referrals) should be made by telephone to the Safeguarding Children or Adults Team Unit

Hackney Service Centre

1 Hillman Street

E8 1DY

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Tel: 020 8356 5782

Tel 2: 020 8356 2300 (out of hours)

Fax: 020 8356 5043 (020 8356 2374 out of hours)

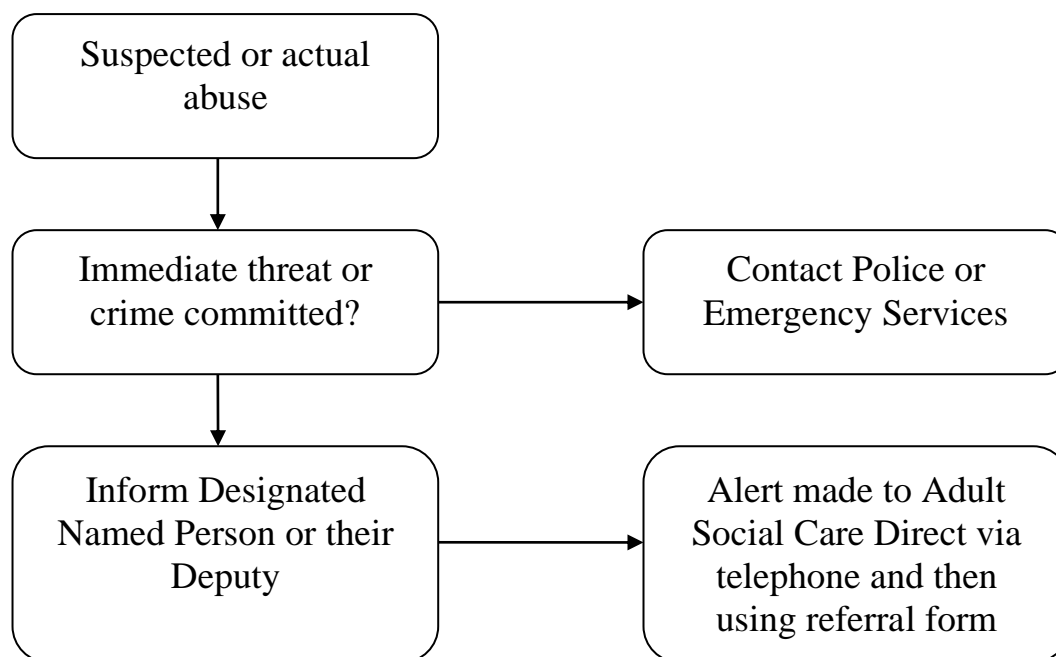
Email: adultprotection@hackney.gov.uk



Adults Social Care Team (City of London),
Guildhall, North Wing,
PO Box 270,
London EC2P 2EJ.
Tel: 0207 332 1224.
Fax: 0207 332 3434.
Textphone: 0207 3321574.
Email: adultsduty@cityoflondon.gov.uk.

You should ask to make a safeguarding Children or Adults alert.

The telephone call should be followed up by completing a children or adult safeguarding referral form. Ensure that the fax is in a haven by confirming the fax number and ringing after sending to ensure its safe arrival or sent by secured post in a double envelope – marked strictly confidential.



A Safeguarding Children or Adults Manager will then decide if the safeguarding process should be investigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding child or adults alert.

If the Safeguarding Children or Adults Manager decides the safeguarding process need to be investigated this will then lead to the implementation of the next stages of the Local Authority Safeguarding Policy and Procedures.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

7. Safe Recruitment Procedures

DBS Checks

- All staffs, trainers and volunteers who have access to children and young people would be subject to criminal record checks through the Disclosure and Barring Service (DBS)
- A written application form shall be completed for all posts, including those of volunteers' past convictions; cautions, reprimands, and final warnings, as well as any pending cases will need to be declared on the application form. Cases of complaints of abuse shall be declared.
- All applicants shall be interviewed.
- There shall be a full investigation of applicants' employment history.
- Two references shall be taken up
- Two proofs of identification shall be requested, one of which will show the face, and the other to confirm the address of the applicant.

Induction and Training for Staff and Volunteers

- All staffs and volunteers are given details of this policy as part of their induction.
- All staffs and volunteers are required to participate in training courses on child protection issues where deemed necessary.
- All staffs and volunteers are given details of Health and Safety procedures as part of their induction.
- During training, staffs and volunteers will be able to recognise signs of abuse and know the appropriate reporting systems as outlined in this policy document.
- All new staffs and volunteers will be adequately supervised, and their progress reviewed on a regular basis.
- It is the role of staffs and volunteers to ensure that information regarding the existence of this policy and how to use it is disseminated to all involved in the group - young people, parents and carers.

8. Managing allegation made against member of staff or volunteer

The Protection Service Ltd will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Safeguarding Lead will liaise with Safeguarding Children or Adults Unit to discuss the best course of action and to ensure that the Protection Service Ltd disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

The Protection Service Ltd has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

9. Recording and managing confidential information

The Protection Service Ltd is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see The Protection Service's confidentiality policy.

All allegations/concerns should be recorded in **name of place/file/log where safeguarding children or adults' concerns will be recorded**. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet in the organisation. Access to this information will be restricted to the Safeguarding Lead and other appointed persons.

10. Disseminating/Reviewing policy and procedures

This Safeguarding Children and Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents, and carers. The Safeguarding Lead will be responsible for ensuring that this is done.

The Safeguarding Children and Adults Policy and Procedures will be reviewed annually by The Protection Service Ltd Management Committee. The Safeguarding Lead for Safeguarding Children and Adults will be involved in this process and can recommend any changes. The Safeguarding Lead will also ensure that any changes are clearly communicated to staff,

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trustees, and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

11. Organisations that offers Help and Advice

NSPCC Child Protection Helplines

NSPCC Child Protection Helpline is a free 24-hour service, 7 days a week which provides counselling, information and advice to anyone concerned about a child at risk from abuse.

Call: 0808 800 5000 or Text phone for people who are deaf or hard of hearing: 88858

Website: <http://www.nspcc.org.uk/>

Email: help@nspcc.org.uk

NSPCC Asian Child Protection Helpline (24 hour) 0808 800 5000

Email: helpline.asian@nspcc.org.uk

Child Line – Child Line is the free helpline for children and young people in the UK.

Child Line number: 0800 1111. www.childline.org.uk

AFRUCA

Tel: 0207 704 2261 - <http://www.afruca.org>

OFSTED

About concerns: 0300 123 4666

Email: enquiries@ofsted.gov.uk