Lady Margaret Hall Settlement

Children, Young People and Vulnerable Adult's Safeguarding Policy.

Lady Margaret Hall Settlement is committed to safeguarding the welfare of children, young people or vulnerable adults when they come into contact with the services that Lady Margaret Hall Settlement provides. These procedures should be read and considered in the context of the London Safeguarding Children Board (LCSB).

Lady Margaret Hall Settlement offers a range of services and recognises that these may have a very powerful and positive influence on recipients. It is our aim to aid their development.

This policy applies to all staff; volunteers and service providers who may come into contact with children, young people or vulnerable adults in the course of their work, whether in the community, on Lady Margaret Hall Settlement premises, or in someone's home.

When we are in regular contact with children, young people or vulnerable adults, we are in a position to observe outward signs of abuse and can and should alert others when such signs are observed. Everyone has a responsibility to be mindful of the potential for abuse, consult with and refer suspected cases to the Lady Margaret Hall Settlement Safeguarding Officer (Danielle Arnaud); Child or Adult's Social Care or to the Police.

Scope

This Policy and related Procedures and guidance apply to all staff; volunteers and service providers, working on behalf of Lady Margaret Hall Settlement, whose work involves contact with children, young people or vulnerable adults hereafter collectively referred to as 'staff; volunteers and service providers'.

Contractors and/or those providing a service will also be expected to comply with their own children, young people or vulnerable adults and Procedures (which we would expect to be as comprehensive as those of Lady Margaret Hall Settlement), shall comply with the terms of this policy and procedure and shall ensure that employees and sub-contractors do likewise throughout the duration of the contract.

Committee Members share a responsibility with staff; volunteers and service providers in relation to Lady Margaret Hall Settlement. Therefore all aspects of this policy apply equally to Committee Members.

Accountability

Accountability for ensuring that Lady Margaret Hall Settlement fulfils its child or vulnerable adult protection and safeguarding Child or vulnerable adult and Vulnerable Adults responsibilities falls to the Chair and Management Committee of Lady Margaret Hall Settlement and is delegated to any Service Providers delivering a service on behalf of Lady Margaret Hall Settlement or at the Mowll St Coop.

The Lady Margaret Hall Settlement Safeguarding Lead and/or Chair of the Management Committee is responsible for:

- Maintaining a record of all child or vulnerable adult protection related documents and reports;
- Receiving and recording information regarding children, young people or vulnerable adults Safeguarding concerns;
- Consulting with the relevant statutory agencies regarding any children, young people or vulnerable adults Safeguarding concerns raised;
- Making formal referrals to relevant statutory agencies regarding any children, young people or vulnerable adults Safeguarding concerns.

The Safeguarding Officer (also a Management Committee member) is responsible for ensuring that the activities that they are involved in during the course of their work are carried out in accordance with this policy, protocols and procedures relating to it.

Lady Margaret Hall Settlement supports information sharing and working in partnership with our Local Authority partners to work together to meet the needs of children, young people or vulnerable adults, and their families.

Legislation, Guidance and Reference

This Policy and Procedures have been developed in line with the principles of The Children's Act 1989, The Children's 2004 and the Children and Families Act 2014 and with reference to the following:

- Working Together To Safeguard Child or vulnerable adult 2015
- What to Do If You're Worried a Child or vulnerable adult Is Being Abused (2015)

The application of the Lady Margaret Hall Settlement's children, young people or vulnerable adults Policy and Procedures is based on the following key principles:

- The welfare of children, young people or vulnerable adults is paramount.
- All children, young people or vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- Whilst it is not in every situation the responsibility of Lady Margaret Hall Settlement staff; volunteers and service providers to determine whether or not abuse has taken place (this is undertaken in liaison with external child or vulnerable adult protection professionals), it is everyone's responsibility to report any concerns to the Safeguarding Officer or Safeguarding Lead.

Lady Margaret Hall Settlement will work within a framework provided by: the Data Protection Act 1998, the Human Rights Act 2000, the Freedom of Information Act 2000 and the Information Sharing protocol (2015) and will respect the need for confidentiality where appropriate, the welfare of the child or vulnerable adult or vulnerable adult will always take precedence over other concerns.

Promoting Good Practice with Child or vulnerable adult

Staff; volunteers and service providers working for Lady Margaret Hall Settlement may have regular contact with child or vulnerable adult vulnerable adults and are an important link in identifying where a young person may need protection. Equally, staff; volunteers and service providers, child or

vulnerable adult and young people should be aware of what is expected and what unacceptable behaviour is. Adhering to these guidelines will help staff; volunteers and service providers to protect themselves from false allegations and help create a positive culture and climate:

- Wherever possible work in an open environment (avoiding private or unobserved situations).
- Treat all children, young people or vulnerable adults equally and with respect and dignity.
- Always put the welfare of each child, young person or vulnerable adult first.
- Maintain a safe and appropriate emotional and physical distance with children, young people or vulnerable adults.
- Make activities enjoyable and promote fair play.
- Ensure that, if any form of manual or physical support is required, it is provided openly and appropriately. Child or vulnerable adult and vulnerable adults should always be consulted and their agreement gained.
- Involve parents/carers wherever possible.
- Be an excellent role model.
- Give enthusiastic and constructive feedback rather than negative criticism.
- recognise the developmental needs and capability of child or vulnerable adult and vulnerable adults – avoid pushing them against their will.
- Ensure that a written record is kept of all incidents involving children, young people or vulnerable adults along with details of the subsequent action taken/treatment given.
- A record of all incidents and referrals will be kept.

Staff; volunteers and service providers should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Share a room with a child or vulnerable adult or vulnerable adult except in exceptional circumstances.
- Allow or engage in any form of inappropriate touching.
- Allow children, young people or vulnerable adults to use inappropriate language unchallenged.
- Use inappropriate language in front of children, young people or vulnerable adults.
- Make sexually suggestive comments to a child, young person or vulnerable adult, even in fun.
- Reduce a child, young person or vulnerable adult to tears as a form of control.
- Allow allegations made by a child, young person or vulnerable adult to go unchallenged, unrecorded or not acted upon.

- Do things of a personal nature for a child, young person or vulnerable adult that they can do themselves.
- Take a child, young person or vulnerable adult to their home unsupervised.
- Administer medication unless specifically trained and authorised to do so.
- Take a child or vulnerable adult or vulnerable adult to the toilet unsupervised.
- Transport a child, young person or vulnerable adult unsupervised.
- Take chances when common sense, policy or practice suggests a more prudent approach.

NB The above guidance should not be considered as exhaustive. If staff; volunteers and service providers have any concerns regarding the appropriateness of any practice/action they should discuss this with the Lady Margaret Hall Settlement Safeguarding Lead or their line manager.

Photography

Consent must be gained from parents and guardians of all child or vulnerable adult under the age of 16 before taking photographic images or making sound recordings of child or vulnerable adult whether on Lady Margaret Hall Settlement property, or in the community.

Recognition of Poor Practice, Abuse and Bullying:

Poor practice
Poor practice includes any behaviour that contravenes the guidelines set out in this Safeguarding Policy and Procedure or the:

- Rights – child, young person or vulnerable adult and their parents/carers.
- Responsibilities – for the welfare of the child, young person or vulnerable adult.
- Respect – for child, young person or vulnerable adult.

Abuse
Even for those experienced in working with child, young person or vulnerable adult abuse, it is not always easy to recognise a situation where abuse may occur, or has already taken place. Whilst it is accepted that staff; volunteers and service providers are not experts at such recognition, they do have a responsibility to act if they have any concerns about the behaviour of someone (an adult or a child) towards a child, young person or vulnerable adult. All staff; volunteers and service providers have a duty to discuss any concerns they may have about the welfare of a child, young person or vulnerable adult immediately with their manager, colleagues (where appropriate), or the Lady Margaret Hall Settlement Safeguarding Lead.
Abuse is a form of maltreatment of a child, young person or vulnerable adult; somebody may abuse or neglect a child, young person or vulnerable adult by inflicting harm or by failing to prevent harm. It can take many forms but is usually divided into four categories.
Neglect is the persistent failure to meet a child, young person or vulnerable adult's basic physical and/or psychological needs, likely to result in serious impairment of heath and development. Neglect is by far the most common form of abuse. Neglect may occur during pregnancy as a result of maternal substance abuse for example. Once the child is born neglect may involve a parent or carer failing to:

- Provide adequate food, shelter and clothing (including exclusion from home or abandonment).
- Protect a child, young person or vulnerable adult from physical harm or danger.

- Meet or respond to a child, young person or vulnerable adult's basic emotional needs.
- Ensure adequate supervision including use of adequate care-takers.
- Ensure adequate access to appropriate medical care or treatment.
- Ensure that educational needs are met.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, giving a child, young person or vulnerable adult alcohol and/or inappropriate drugs**,** suffocating or otherwise causing physical harm to a child, young person or vulnerable adult. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child, young person or vulnerable adult whom they are looking after.

Emotional abuse is the persistent emotional maltreatment of a child, young person or vulnerable adult that would adversely affect the child, young person or vulnerable adult's emotional development. It may involve:

- Conveying to child, young person or vulnerable adult that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. This may be verbally or via electronic or written communication.
- Imposing age or developmentally inappropriate expectations, for example overprotection or limitation of exploration and learning.
- Causing the child, young person or vulnerable adult to feel frightened or in danger for example witnessing domestic abuse, seeing or hearing the ill treatment of another.
- Exploitation or corruption of child, young person or vulnerable adult.

Some level of emotional abuse is involved in all types of ill-treatment of a child, young person or vulnerable adult, though it may occur alone.

Sexual abuse involves forcing or enticing a child or vulnerable adult or young person to take part in sexual activities, including prostitution, whether or not the child or vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative and non-penetrative acts.

Sexual activities may also include non-contact activities, e.g. involving a child, young person or vulnerable adult in looking at, or in production of abusive images, watching sexual activities or encouraging them to behave in sexually inappropriate ways. This may include use of photographs, pictures, cartoons, literature or sound recordings e.g. the internet, books, magazines, audio cassettes, tapes, CD's.

Children under 16 years of age cannot provide lawful consent to any sexual activity, though in practice many are involved in sexual contact to which, as individuals, they may have agreed.

Indicators of Abuse

It is important to remember that a child, young person or vulnerable adult may suffer or be at risk of suffering from one or more types of abuse and that abuse may take place on a single occasion or may occur repeatedly over time. There are no absolute criteria on which to rely when judging what constitutes significant harm, the following indicators on the signs and symptoms may be consistent with abuse; but a child, young person or vulnerable adult may exhibit them for other reasons. For this reason any concerns about a child, young person or vulnerable adult must be raised with a line manager, or Lady Margaret Hall Settlement Safeguarding Lead at the earliest opportunity.

Bullying

It is important to recognise that abuse is not always carried out by an adult on a child, young person or vulnerable adult; the abuser may be a young person, for example, in the case of bullying. Bullying may be seen to be deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Although anyone can be a target for bullying, victims are typically shy, sensitive and perhaps anxious and insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture. Bullying can and does occur anywhere where there is inadequate supervision – on the way to and from school for example.

Bullies come from all walks of life; they bully for a variety of reasons and may have been bullied or abused themselves. Typically, bullies have low self-esteem, are excitable, aggressive and jealous.

Crucially, they have learned how to gain power over others.

Bullying may be:

- Physical, e.g. hitting, kicking, theft
- Verbal, e.g. name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti,
- gestures
- Emotional, e.g. tormenting, ridiculing, humiliating, ignoring
- Sexual, e.g. unwanted physical contact, abusive comments
- The damage inflicted by bullying is often underestimated.

It can cause considerable distress to a child, young person or vulnerable adult, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm).

Type of abuse	Physical Indicators	Behavioural Indicator
Neglect	• Constant hunger • Poor hygiene • Weight loss/underweight • Inappropriate dress • Consistent lack of supervision/abandonment • Unattended physical problems or medical needs	• Begging/stealing food • Truancy/late for school • Constantly tired/listless • Regularly alone/unsupervised • Poor relationship with care giver
Physical	• Frequent or unexplained bruising, marks or injury • Bruises which reflect hand marks or shapes of articles e.g. belts • Cigarette burns • Bite marks • Unexplained broken or fractured bones • Scalds	• Fear of parent being contacted • Behavioural extremes – aggressive/angry outbursts/ withdrawn or violent behaviour • Fear of going home • Flinching when approached or touched • Depression • Keeping arms/legs covered

		• Reluctance to change clothes • Panics in response to pain • Reports injury caused by parents
Emotional	• Delays in physical development or progress • Sudden speech disorders • Failure to thrive	• Neurotic behaviour • Sleeping disorders, unable to play • Fear of making mistakes • Sucking, biting or rocking • Inappropriately adult or infant • Impairment of intellectual, emotional, social or behavioural development
Sexual	• Pain/itching in the genital area • Bruising/bleeding near genital area • Sexually transmitted disease • Vaginal discharge/infection • Frequent unexplained abdominal pains • Discomfort when walking/sitting • Bed wetting • Excessive crying	• Inappropriate sexual behaviour or knowledge for the child or young person's age • Promiscuity • Sudden changes in behaviour • Running away from home • Emotional withdrawal through lack of trust in adults • Unexplained sources of money or 'gifts' • Inappropriate sexually explicit drawings or stories • Bedwetting or soiling • Overeating or anorexia • Sleep disturbances • Secrets which cannot be told • Substance/drug misuse • Reports of assault
Bullying	• Stomach aches • Headaches • Difficulty sleeping • Bed wetting • Scratching • Bruising • Damaged clothes • Bingeing for example on food, cigarettes or alcohol	• Reduced concentration • Becoming withdrawn • Clingy, • Depressed • Tearful • Erratic mood swings • Reluctance to go to school, activities or sports clubs • A drop in performance at school or standard of play

Responding to suspicions and allegations of abuse and poor practice

It is important to maintain an open culture where staff; volunteers and service providers, children, young people or vulnerable adult's parents or carers feel able to express concern about a child, young person or vulnerable adult's safeguarding issues and issues of dealing with children, young people and vulnerable adults.

This procedure and guidance applies whenever it is alleged that a member of staff; volunteers and service providers' including permanent, temporary, contract and agency staff; or Management Committee Member has:

- Behaved in a way that has or may have harmed a child, young person or vulnerable adult or put them at risk
- Possibly committed a criminal offence against or related to a child, young person or vulnerable adult
- Behaved towards a child, young person or vulnerable adult in a way which indicates s/he is unsuitable to work with child or vulnerable adult
- Previously been involved in child, young person or vulnerable adult abuse

If an allegation relating to a child, young person or vulnerable adult is made about a person who undertakes paid or unpaid work with children, young people or vulnerable adults, consideration must be given to the possible need to alert those who manage her/him in that role.
Any staff; volunteers and service providers, child or vulnerable adult or young person reporting concerns under this Policy is assured that their concerns will be taken seriously and treated sensitively. Formal referrals from professionals cannot be treated as anonymous and the parent will ultimately become aware of the identity of the referrer.
Lady Margaret Hall Settlement will not tolerate harassment of any staff; volunteers and service providers, child or vulnerable adult or young person who raises concerns of child, young person or vulnerable adult abuse. Such harassment will be dealt with under disciplinary procedures, and Lady Margaret Hall Settlement will robustly support any ensuing investigation by any recognised authority.
False allegations do occur. However, if a child, young person or vulnerable adult indicates that they are being abused, or information is obtained which gives concern that a child or vulnerable adult is being abused, this should never be ignored. Any allegation of abuse must be reported to the Lady Margaret Hall Settlement Safeguarding Lead.

Responding to a young person making a disclosure or allegation:
Action to be taken
The volunteer or service provider receiving information should:

- react calmly so as not to frighten the child, young person or vulnerable adult
- listen carefully.
- reassure the child, young person or vulnerable adult that they are right to tell
- make promises of confidentiality, but let them know that you will have to tell another adult
- take what the a child, young person or vulnerable adult says seriously, recognising the difficulties inherent in interpreting what is said by a child, young person or vulnerable adult
- keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said. Questions should not be leading and should consist of Who…? What…? When…? Where…?
- tell them what you will do next and with whom the information will be shared
- make a full written record of what has been said (using the or vulnerable adult's own words), heard and/or seen as soon as possible. Note the date and time, any names mentioned and to whom the information was given. Ensure the record is signed and dated.
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Actions to be avoided
The person receiving information should not:

- panic
- allow their shock or distaste to show
- probe for more information than is offered
- speculate or make assumptions
- make negative comments about the alleged abuser
- approach the alleged abuser
- make promises to keep secrets
- discuss the issue with anyone other than the line manager or Lady Margaret Hall Settlement Safeguarding Lead.

Responding to suspicions of abuse
It is essential that staff; volunteers and service providers understand that abuse is a complex issue, and that diagnosis of the validity of an allegation is the responsibility of relevant, expert agencies. **The role of staff; volunteers and service providers is to report and refer any concerns, not to investigate or judge.** All allegations about staff; volunteers and service providers that fall within the scope of this policy and procedure are to be followed up and examined by the Lady Margaret Hall Settlement Safeguarding Lead.

Consultation with Social Services.
Lady Margaret Hall Settlement policy is in the first instance to refer any concerns to the Lady Margaret Hall Settlement Safeguarding Lead and then enter into a dialogue with social workers subsequently particularly where there is doubt about the level of intervention required by social services. The purpose of the consultation with Children's or Adult's Social Care is to assist the potential referrer to decide whether to make a formal referral.

Confidentiality
Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This is required in order to:

- Protect the child, young person or vulnerable adult
- Facilitate enquiries
- Avoid victimisation
- Safeguard the rights of the person about whom the allegation has been made and others who might be affected
- Manage disciplinary/complaints aspects

It is expected that those involved on a need to know basis would include the following:

- Lady Margaret Hall Settlement Safeguarding Lead
- Chair of the Management Committee if different.
- The parents of the child, young person or vulnerable adult alleged to have been abused
- The person making the allegation
- Social Care representatives and the Police
- The alleged abuser (and parents if the alleged abuser is under 18 years of age)

Any information will be stored in a secure place with access limited to those involved in the investigation in line with data protection.

This Policy was agreed by the Lady Margaret Hall Settlement Committee on:

It will be altered if the safeguarding officer or safeguarding lead roles change, and/or reviewed every two years.

Signed: Lady Margaret Hall Settlement CHAIR: