



# Living Streets Safeguarding Policy

# Safeguarding Children, Young People and Adults at risk Policy

## Living Streets

### Policy Statement

We recognise that the welfare of all children, young people and adults at risk is of paramount importance. We have a duty of care when they are in our charge and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

This policy applies to everyone working on behalf of or representing Living Streets, including paid staff, trustees, volunteers, associates, supporters, members of local groups, students, or individuals on work placements.

### Equal Opportunities Statement

We recognise that anyone can become subject to discrimination, harassment or victimisation because of:

- age
- ability
- gender reassignment
- culture, race, religion or belief
- gender assignment and sexual orientation

Comments and actions that contribute to discrimination, harassment or victimisation are not acceptable and will be challenged, recorded and shared with parents and carers and any relevant agencies when necessary and appropriate.

### We will:

- ✓ treat all individuals at risk with respect and celebrate their achievements
- ✓ be mindful of equal opportunities and safeguarding in recruitment and selection all staff, associates, trustees and volunteers
- ✓ respond to concerns and allegations appropriately

**When there are concerns** about the welfare of any, child, young person or adult at risk, all responsible adults in our organisation are expected to share those concerns, without delay, with the lead for safeguarding (or the deputy, if the lead is unavailable).

**Our policy** is approved by the Board of Trustees and will be reviewed and updated annually. We will publish and promote this policy to all staff, associates, trustees and volunteers through induction, training and supervision. We endeavour to disseminate, as appropriate, this policy to all who come into contact with our charity e.g. the children, young people, adults at risk their parents, carers and others such as partners and fundraisers. This is to ensure behaviours, practice and responses required to ensure safeguarding individuals and provide a safe environment and support.

## Policy Aim

As members of SAFE, we aim at all times to attain the SAFE standards in all our activities with children, young people, adults at risk, their families and/or carers. We endeavour to provide a safe, and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments.

## Living Streets Leads for Safeguarding

The responsibility of managing the safeguarding of children, young people and adults at risk can be both demanding and challenging, and therefore must be appointed at managerial level to personnel who are available when we are operational.

### Our Senior Lead for safeguarding is:

Jenni Wiggle

[jenni.wiggle@livingstreets.org.uk](mailto:jenni.wiggle@livingstreets.org.uk)

Her role is to oversee Living Streets safeguarding policy and procedures.

### Our Lead for Safeguarding is:

Sam Potter

[sam.potter@livingstreets.org.uk](mailto:sam.potter@livingstreets.org.uk)

Her role is to lead on maintaining good safeguarding practice throughout the organisation, ensuring that our safeguarding policy, which includes eSafety, is fully implemented and that we attain SAFE standards.

### Our Deputies for Safeguarding are:

North of England	Sam Potter	<a href="mailto:Sam.potter@livingstreets.org.uk">Sam.potter@livingstreets.org.uk</a>
South of England	Julia Crear	<a href="mailto:Julia.crear@livingstreets.org.uk">Julia.crear@livingstreets.org.uk</a>
Scotland	Penny Morriss	<a href="mailto:Penny.morriss@livingstreets.org.uk">Penny.morriss@livingstreets.org.uk</a>
Scotland	Rebecca Simpson	<a href="mailto:Rebecca.simpson@livingstreets.org.uk">Rebecca.simpson@livingstreets.org.uk</a>
Wales	Aisha Hannibal	<a href="mailto:Aisha.hannibal@livingstreets.org.uk">Aisha.hannibal@livingstreets.org.uk</a>

Their responsibilities are:

- ✓ monitoring and recording concerns
- ✓ making referrals to Social Care Services, or police, as relevant, without delay
- ✓ liaison with other agencies
- ✓ arranging training for all staff

**If any of the above area deputies is unavailable, another area deputy can cover**

### Trustee for Safeguarding

Trustees have a shared responsibility for safeguarding and we have a named trustee to take leadership responsibility for the organisation's safeguarding arrangements. This person should have up to date and relevant training and have the ability to develop knowledge, skills and expertise in safeguarding.

## **Our Trustee for safeguarding is:**

Name: Fiona Walker

Contact details: Fiona.Walker@livingstreets.org.uk

## **Why do we need a Safeguarding Policy?**

All organisations that work or come into contact with children young adults and/or adults at risk need to have safeguarding policies and procedures in place.

Government guidance is clear that all organisations working with children, young people, adults at risk, families, parents, carers have responsibilities for safeguarding. It is important to remember that children, young people and adults at risk can also abuse and that such incidents fall into the remit of this policy.

To undertake these responsibilities, we:

- have senior managers and trustees committed to safeguarding
- are clear about people's responsibilities and accountability
- have a culture of listening to children, young people and adults at risk
- undertake safer recruitment practices for all staff and volunteers working with children, young people and adults at risk
- have procedures for safeguarding children and young people and adults at risk
- have procedures for dealing with allegations against, and concerns about, staff & volunteers
- make sure staff, associates, trustees and volunteers, have mandatory induction and further safeguarding training (as appropriate), supervision, reviews and support
- have agreements about working with other organisations and agencies

## **Definition of a Child/Young Person**

As there is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier" (Article 1, Convention on the Rights of the Child, 1989)

"A child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout.

## **Definition of an adult at risk**

A person over the age of 18 years ( normally 16 in Scotland) who cannot safeguard his or her own well-being or property and is affected by disability, mental disorder, illness or infirmity, and is more at risk of being harmed than other adults who are not so affected by:

- their personal circumstances,
- another person,
- themselves engaging (or likely to engage) in behaviour which may lead to harm.

## Data Protection

We will treat any personal information by which an individual can be identified (i.e. name, address, email etc.) in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) and will not share information with any third party, except where required by law.

## Confidentiality

This policy is in line with government guidance about confidentiality and these details will be made available to all workers, children, young children, adults at risk, parents and carers.

We fully endorse the principle that the welfare of children, young people and adults at risk, over-ride any obligations of confidence we may hold to others. No one working within this organisation can promise absolute confidentiality where a child, young person or adult at risk may be at risk of harm. Individual cases will only be shared or discussed on a “need to know” basis. Under “whistle blowing” anyone in our organisation may refer direct to Social Care Services, the police or the Charity Commission, as relevant, if they are concerned that a child, young person or adult is at risk of harm and this policy is not being adhered to. All media enquiries will be handled by Tanya Braun, Head of Policy and Communications ([tanya.braun@livingstreets.org.uk](mailto:tanya.braun@livingstreets.org.uk)).

## Information Sharing

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered or are suffering harm or at significant risk of suffering harm. It is important that they are shared at the appropriate time with appropriate others. Within this organisation the decision to share written information, and with whom they will be shared, will be undertaken by the Lead and/or Deputies for safeguarding as relevant.

## Safer Recruitment

Our organisation is committed to safe recruitment in line with the relevant legislation and guidance from government, regulatory authorities and SAFEcic for recruiting all staff, associates, trustees or volunteers by:

- advertising vacancies with a clear commitment required to safeguarding:  
*"Living Streets is committed to safeguarding and promoting the welfare of children, young people and adults at risk; and expects all our staff and volunteers to share this commitment. Applicants will be subject to background and criminal records checks as relevant to the job role"*
- providing detailed job descriptions for all posts and will request criminal records checks where relevant, in line with our Recruitment of Ex-Offenders policy
- obtaining full personal details by application form (not CVs) with particular relevance to previous work with children, young people and adults at risk.
- check identification, and also the right to work in the UK for relevant posts
- always taking up two written references, one from the most recent employer, and insist that any appointment, will only be confirmed subject to:

- ✓ a satisfactory criminal record (DBS) check at the appropriate level/ Scotland PVG Scheme membership
- ✓ written references received directly from referees for all posts
- ✓ essential qualifications being checked, where relevant
- ✓ confirmation of the right to work in the UK if relevant
- undertaking all interviews face to face, based on the job description to be undertaken
- having sound procedures and recording for interviewing to ensure we are satisfied and can evidence that the applicant is appropriate and suitable.

## **Treating Children, Young People and Adults at Risk with Respect**

We endeavour to treat all children, young people and adults at risk, with respect, regardless of ability or culture. We ensure that everyone understands and adheres to SAFE's Code of Conduct included in this policy.

### **Induction & Training**

In line with SAFE recommendations, we have a clear induction and training strategy detailing clear job descriptions and responsibilities and all relevant procedures. All new staff, associates, trustees, and volunteers will receive a safeguarding induction.

Everyone whose role requires contact with children or adults at risk will sign to record they have received and understand the Living Streets behaviour contract, issued to all new starters as part of induction, and will receive safeguarding training at the appropriate level, including the government

approved free online training for FGM and PREVENT as soon as possible. We also agree a probationary period of 6 months with clear goals, and then provide one to ones with line managers at least once a month and annual appraisals.

Safeguarding training is provided face to face annually and new staff complete an online training course within a month.

All staff, associates, trustees, and volunteers will sign and date they have received and understood this safeguarding policy and related safeguarding procedures as part of the induction process using the toolkit check list.

Living Streets local groups receive clear guidance relating to safeguarding in the Local Group Handbook. The Local Group Handbook is read by all Local Group coordinators before they become official Living Streets Groups and is updated annually. This stipulates that as part of their community engagement and attending events that they do not take responsibility for children, young people and adults at risk. They always ensure parents, carers or an advocate is present with children, young people or adult at risk and convey these parameters when introducing themselves. Group coordinators sign to indicate they have read the handbook and will adhere to its contents.

# Working Practices

## Staff Ratios to Child, Young Person and Adult at Risk

Host organisation staff are present at all times with our personnel when they are working with children and young people. Our staff are never responsible for managing any groups and we never work in one-to-one situations. Our staff are always supernumerary, host organisations must meet staff ratios without counting Living Streets staff.

## Code of Conduct

We aim to provide a safe environment for care and activities free from discrimination, upholding and promoting equality, diversity and inclusion. We undertake to:

- ✓ treat all children and young people and adults at risk with respect and dignity
- ✓ ensure that their welfare and safety is paramount at all times
- ✓ always listen to individuals and take account of their wishes and feelings
- ✓ always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- ✓ liaise openly with school staff, parents and carers
- ✓ only use physical contact if absolutely necessary e.g. in an emergency
- ✓ avoid being alone with children, young people and adults at risk whenever possible
- ✓ listen to, and act upon, any disclosures / allegations / or concerns of abuse
- ✓ participate in approved safeguarding training at appropriate levels
- ✓ make activities FUN and enjoyable
- ✓ follow our esafety policy at all times
- ✓ maintain professional boundaries both face to face and when using technology

## Recognising Abuse in Children Young People and Adults at Risk

The following list is for guidance only. It is important to be observant, listen to what is being said and record. e.g. is what you are observing and being told about an injury consistent with the injury?

- Bullying
- County Lines
- Discrimination
- Domestic violence, including "honour" based violence
- Emotional and psychological
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Hate and "mate" crime
- Modern slavery
- Neglect and acts of omission
- Organisational
- Physical
- Radicalisation
- Self-neglect
- Sexual
- Sexual Exploitation
- Spiritual abuse

## Handling Disclosures

A disclosure may be made verbally, through play or through the behaviour by a child, young person or an adult at risk. If a staff member, associate or volunteer experiences a disclosure they cannot promise to keep the disclosure to themselves and must report it.

If anyone is concerned about a child, young person or adult at risk, it is important that this information is communicated to the lead and/ or deputy for safeguarding.

Awareness of possible or likely abuse may be raised by:

- observations and concerns
- being told by another person that they have concerns
- being told by the child, young person or adult at risk
- being told by the abuser
- domestic violence incidents
- concealed pregnancy
- trafficking
- misuse of technology
- alcohol and substance misuse
- gambling

Remember:

- Do not delay.
- Do not investigate.
- Seek advice from the Lead for safeguarding within the host organisation
- Make careful recording on the host organisation's safeguarding concern form (or Living Streets form where necessary) of anything you observe or are told
- Inform the Regional Deputy by email that you have raised the concern (in an emergency also phone), be careful not to include identifying information

## **Responding to Concerns**

- We ensure and emphasise that everyone in our charity understand and know how to share any concerns immediately with the appropriate Lead and Deputy for safeguarding. Everyone will deal with concerns following the instructions overleaf:

## Step One:

**If you are worried about a child, young person or adult at risk, or suspect they may have been abused because:**

- you have seen something
- someone says they have been abused
- somebody else has told you they are concerned
- there has been an allegation against a colleague
- there has been an anonymous allegation
- an adult has disclosed that they were abused as a child
- a child, young person or adult, say they are abusing someone else

## Step Two:

If necessary, check our safeguarding policy for guidance.

Talk to the member of staff you are working with or lead for safeguarding within the host organisation (eg school) without delay.

Inform a Living Streets regional deputy for safeguarding at the earliest opportunity.

**CONSULT,  
MONITOR  
AND RECORD**  
*Sign/Date/Time*  
*Include name and  
job role*

## Step Three:

Where necessary, the school or your regional deputy will refer the concern to the relevant adult or children's social care service and/or the Police and follow up the referral in writing within 24 hours. **In the case of allegations against Living Streets personnel the regional deputy will also inform the trustee and leads for Safeguarding that they have made a referral.**

**For England only** in cases of allegations against a person with a "duty of care", towards a child the Local Authority Designated Officer (LADO) will co-ordinate the next procedural steps.

Under "whistle blowing", anyone can refer directly to the police, social care services or the Charity Commission when they are concerned the charity is not managing safeguarding concerns appropriately.

**Any consultations  
should not delay  
a referral.**  
**In an emergency  
do not delay:  
Dial 999**

## Record Keeping

At all times when required, and especially where there is a safeguarding concern, we are committed to keeping records which are:

- recorded on a safeguarding concern form
- of sufficient detail to identify the individual who is subject of concern and any significant others for either the host organisation or Living Streets, whoever is entitled to know
- accurate and based on fact, as a true record of:
  - ✓ what has been monitored/observed
  - ✓ what has been said and by whom
  - ✓ what has given cause for concern
  - ✓ what action has and/or will be taken including the reason for those actions
  - ✓ the reason stated for no action being taken and by whom
- non-judgmental
- written within 24 hours
- signed and dated by the writer and co- signed by the Lead or Deputy for safeguarding
- shared with the relevant agencies, as appropriate, by the Lead or Deputy for safeguarding
- stored safely and securely by the Lead or Deputy for safeguarding
- maintained by the Deputy as a chronological record
- stored in a restricted folder on a secure cloud system

## Handling Allegations / Dealing with Complaints / Disciplinary & Grievance Procedures

Our policies and procedures in line with statutory guidelines and SAFE recommendations about handling allegations, dealing with complaints and our own disciplinary and grievance procedures. These details will be made available to everyone.

Where a complaint or allegation has been made with regards to any inappropriate behaviour or poor practice that may have impacted upon the welfare of a child, young person or adult at risk, and before making an decision about the best way forward, the Deputy for safeguarding will, in Scotland or Wales, discuss the situation with children's or adult social care services. In England, in cases of allegations against a person with a "duty of care" towards a child, the Local Authority Designated Officer (LADO) will be informed, to co-ordinate the next procedural steps. If a crime has, or may have been committed, the police should be contacted.

In the case that a Living Streets safeguarding lead or deputy is implicated, the trustee for safeguarding should be informed. If there is a belief that the concern has not been taken seriously or acted upon then the person with the concern should contact social care services, or the police, directly.

With regards to disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a strategy with social care services, the police or the LADO (England only). Any investigation will override the need to implement any such procedures. Our management are responsible for making referrals to the relevant criminal records checking body, and any relevant professional bodies of an individual who does or may pose a danger to children, young people and adults at risk. They will also refer the incident to the Charity Commission as a notifiable incident.

# Bullying and Harassment

Bullying and harassment can take many forms and includes:

- physical violence including threats, verbal assaults and taunts, the destruction of property, extortion, unwanted sexual interest or contact
- indirect forms of bullying including ignoring a person and the withdrawal of friendship, malicious gossip and spreading rumours, abusive or oppressive graffiti, the use of social media, electronic messages and websites.  
and
- it is often motivated by prejudice against certain groups for example on the grounds of race, religion, gender and disability

Whether directed at children, young people, adults at risk, staff, parent or carers, bullying and harassment, physical and/or emotional, will not be tolerated and will be treated as a safeguarding concern when aimed at children, young people and or adults at risk.

We will:

- provide a culture of equality and respect for all with zero tolerance to any form of bullying or harassment
- report all incidents of bullying or harassment observed or disclosed involving children, young people or adults at risk, to the safeguarding lead or deputy lead
- take immediate steps to stop the behaviour and mitigate the affects of bullying and harassment
- record all incidents with observations and witness statements, and action taken, signed, timed and dated

# Whistleblowing

Whistleblowing is when someone raises a concern about a person or practice within the organisation, which will affect others in an illegal and or harmful way.

Our organisation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Regional Deputy.

If individuals reporting their concerns within the charity feel their concerns have not been acted upon then we support their right to report these concerns to the Social Care Services, the police or the [Charity Commission](#)

## **eSafety**

### **Why do we need an eSafety Policy?**

Recent advances of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. This is especially so for those who cannot always go out to socialise and rely on websites for social networking, watching films, downloading music, buying lottery tickets, shopping etc. Government guidance is clear, that all organisations, working with children, young people adults at risk, families, parents and carers; have responsibilities. It is also important to remember, children, young people and adults at risk can also abuse and such incidents fall into the remit of this policy

### **eSafety Code of Conduct:**

We expect everyone in our organisation to agree and sign up to our eSafety code of conduct to:

1. use the internet and other forms of communication in a sensible and polite way.
2. only access websites, send messages or access and use other resources that will not hurt or upset anybody.
3. only take images of children, who would be identifiable from the image, with written parental consent, on the Living Streets form. NB school forms are not acceptable.
4. seek guidance from the host organisation on who should sign media consent forms, when filming or photographing adults at risk, in the context of a host organisation ( eg care home, day centre).
5. only use Living Streets equipment when taking photographs or filming.
6. Upload selected images to SmugMug, and delete any unused images from the device within five working days
7. report any concerns to the Regional Deputy.
8. be clear that confidentiality cannot be maintained if there is a concern about the welfare of a child, young person or adult at risk.

### **What are the Risks?**

There are many potential risks including:

- accessing inappropriate or illegal websites.
- receiving unwanted or upsetting texts, e-mail messages or images.
- being “groomed” by another with a view to meeting the child, young person or adult at risk for their own illegal purposes including sex, drugs or crime.
- viewing or receiving socially unacceptable material such as inciting hatred or violence.
- sending bullying messages or posting malicious details about others.
- ignoring copyright law by downloading e.g. music, videos, homework cheat materials etc.
- overspending on shopping and gambling sites.
- being at risk of identity fraud for money transactions.
- inappropriate relationships or prostitution.

### **What else might be of concern?**

**A child, young person or adult at risk who:**

- is becoming secretive about where they are going to or who they are meeting.
- will not let you see what they are accessing online.
- is using a webcam in a closed area, away from other people.
- is accessing the web or using a mobile for long periods and at all hours
- clears the computer history every time they use it.
- receives unexpected money or gifts from people you don't know.
- does not appear to have the money they should have.

#### **A person who:**

- befriends a child, young person or adult at risk on the internet or by text messaging.
- has links to children, young people and/or adults at risk on their social media pages especially if they work in a position of care such as a sports coach or care worker.
- is secretive about what they are doing and who they are meeting.

## **What do I do if I am concerned?**

If you have any concerns, speak to a Regional Deputy immediately

### **Contacts for referring**

If the concern is about:

- **anyone in imminent danger, ALWAYS DIAL 999 FOR THE POLICE.**
- the welfare of a child, young person or adult at risk, ring Social Care Services. The number can be found at [www.safecic.co.uk](http://www.safecic.co.uk), by following your local Safeguarding Adult or Children Board (SAB) link.
- a known person's sexual behaviour or intentions ring your local child or adult Social Care Services.
- a person who has a "duty of care" in the organisation, ring the local equivalent, the local child or adult Social Care Services, (LADO in England).
- an unknown person's sexual behaviour or intentions, report to the police.
- harmful content, including sexual abuse images or incitement to racial hatred content contact the [Internet Watch Foundation](#) or the [Child Exploitation and Online Protection Centre](#)
- viruses or technical advice, get advice from your provider
- mobile problems, contact the phone service provider

#### **Key points to remember:**

DO NOT DELAY.

DO NOT INVESTIGATE.

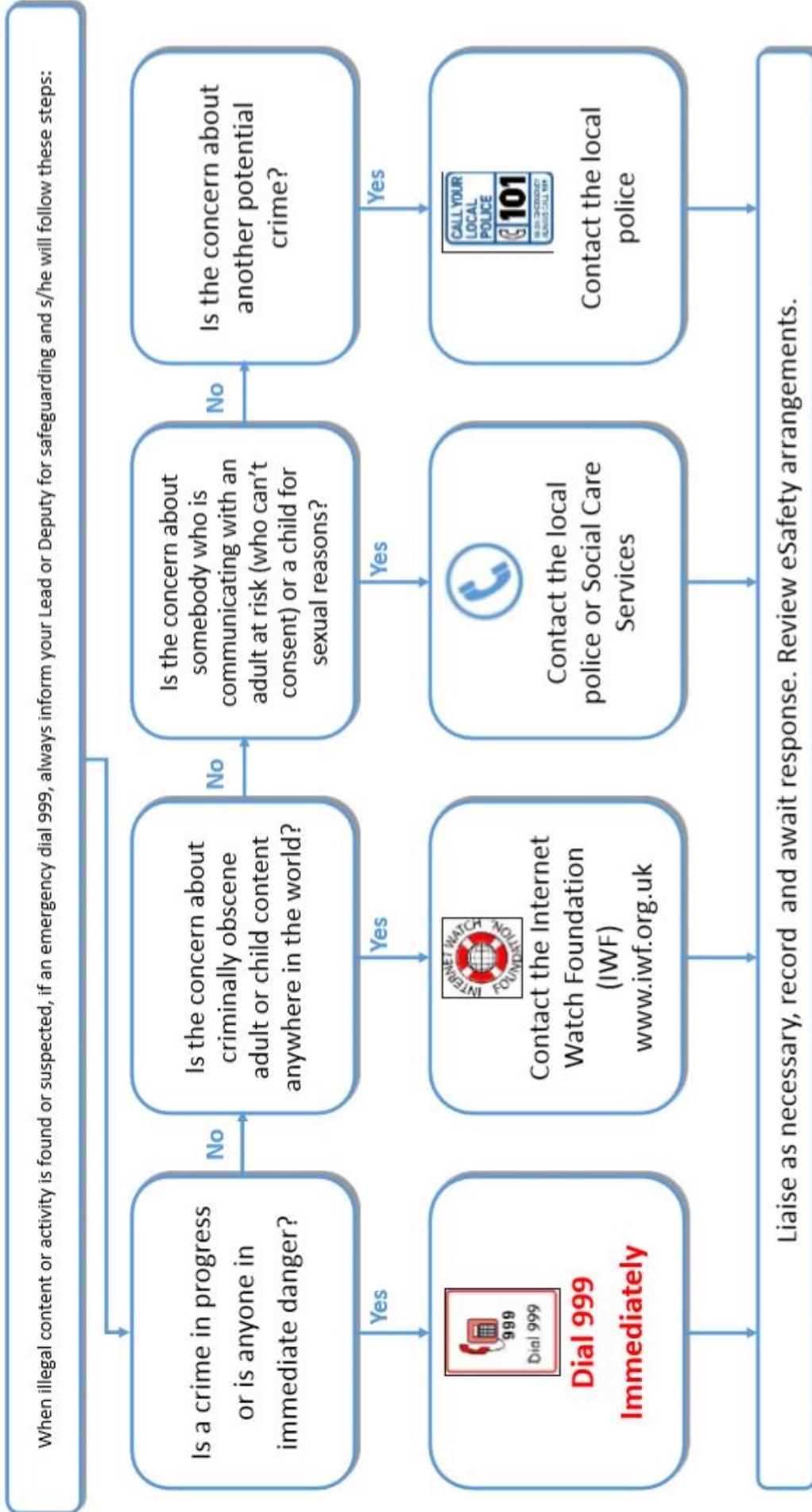
SEEK ADVICE FROM THE DEPUTY FOR SAFEGUARDING.

MAKE CAREFUL RECORDING OF ANYTHING YOU OBSERVE OR ARE TOLD

#### **Other useful contacts**

Young people can get help and advice at [Childline](#) Tel: 08001111 or [www.there4me.com](http://www.there4me.com)

## eSafety Referral Flowchart (concerns about a child or an adult at risk)



## Activities

We will always ensure activities undertaken are risk assessed using a consistent format and we are committed to:

- ensuring that those who run activities have the expertise, knowledge and skills to do so properly
- completing a risk assessment which involves identifying risks and the means of reducing or eliminating those risks for any all activities or events involving or potentially involving children, young people and/ or adults at risk
- risk assess any changes being made to activities or events involving or potentially involving children, young people and /or adults at risk
- having a written plan in place if event or activity has to be cancelled
- having a written plan in place in case of emergency including contact numbers
- implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis

## Child, young person or adult at risk goes missing

It is the responsibility of the host organisation to manage such situations

## First Aid

Our First Aiders are members of staff, who have completed specific training as set out by the Health and Safety Executive (HSE) and hold a valid and up to date certificate of competence issued by an organisation whose training and qualifications are approved by the HSE.

The duties of a First Aider are:

- to give immediate First Aid to children, young people, adults at risk, staff or visitors when needed
- to ensure that an ambulance or other professional medical help is called when necessary

When working with children, young people and adults at risk, first aid is the responsibility of the host organisation, and this will be required by risk assessments for our activities. However, in emergencies, our first aid -trained staff will administer first aid to anyone who requires it.

All incidents will be reported and recorded in the First Aid and Incident Handbook

## Fundraising

Living Streets adheres to the Code of Fundraising Practice and the Charity Commission's guidance, Charity fundraising: a guide to trustees' duties; and ensures that:

- everything is legal, open, honest, accountable, transparent, respectful and fair;
- no pressure is used to obtain donations or membership;
- the charity's privacy policy is followed at all times.

## **SAFE Recommendations**

In order to attain and retain our SAFE Award everybody needs to be vigilant in adhering to this policy and also assessing the risks of their own work and activities. These risk assessments will be carried out annually by the National Lead and/or Deputy for Safeguarding; however it is the responsibility of everyone to draw attention to practices and procedures that they are unhappy or uncomfortable with.

It is only through adopting SAFE policies and practices that we can all be confident we have done everything we can to safeguard the children, young people and adults at risk in our care

The Induction Checklist must be completed and signed by all staff and updated to evidence:

- they have seen and understand this policy
- they have completed the required safeguarding training
- they are receiving updating training at regular intervals, where appropriate

### **Policy Date**

This policy was agreed and disseminated on **September 2019** and will be reviewed annually or when there are substantial organisational changes.

**Policy Review Date: September 2020**