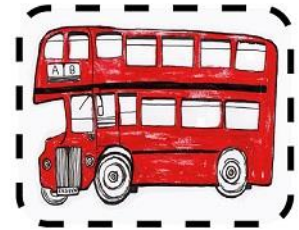


Big Red Bus Club

Safeguarding policy and procedure



The Big Red Bus Club Safeguarding Policy and Procedures

Version number:	04
Creation date:	30 th January 2020
Created by:	Annie Drewry
Date of last review:	23 July 2023
Reviewed by:	Clare Welburn
Signed:	
Date next review:	May 2024

1. Introduction

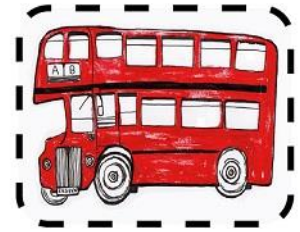
- 1.1 Children and young people aged 18 years and under have a right to protection from being hurt, and from violence, abuse and neglect regardless of their, gender, race, culture, background or disability. Safeguarding children and young people is everyone's responsibility. Therefore, it is important that staff, volunteers as well as trustees are clear about their roles and responsibilities concerning safeguarding children and young people. This includes recognising and preventing risks of harm; recognising signs and taking action where abuse and harm are reported.
- 1.2 We have a Designated Safeguarding Officer who is responsible for implementing this policy, including dealing with allegations/concerns and for ensuring relevant training for everyone concerned with our setting.

Name	Phone	Email
Designated Lead Officer: Lydia Lings	07581246699	lydia@thebigredbusclub.com
Clare Welburn	07834 629784	clare@thebigredbusclub.com
Nichola Hardy Deputy Designated Lead Safeguarding Officer	07943615619	Nichola@thebigredbusclub.com

2. Aims of Policy & Procedure

Big Red Bus Club

Safeguarding policy and procedure



2.1 The aims of the policy are to provide a safe environment for children and young using our services and set down the correct procedures to follow for those who encounter any safeguarding issues of concern.

3. Definition of Safeguarding ¹

3.1 Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. This means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes

3.2 Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures, which detail how to respond to concerns about a child.

<https://www.greenwichsafeguardingchildren.org.uk/wp-content/uploads/2019/10/GSCP-Thresholds-Flowchart.pdf>

3.3 Children and young people may be particularly vulnerable, if they:

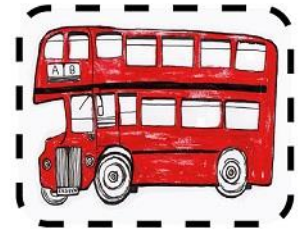
- are disabled
- have special educational needs
- are young carers
- are showing signs of engaging in anti-social or criminal behaviours
- live in difficult family situations that present challenges for them, e.g. parental substance misuse, parental mental health problems, domestic violence or poverty
- have returned home to their family from care
- are showing early signs of abuse and neglect
- are being privately fostered

3.4 Children and young people can suffer harm as a result of **sexual abuse, physical abuse, emotional abuse and neglect**. They can also be subject

¹ Working together to safeguard children, DfE, 2018;
[www.gov.uk/government/publications/working-together-to-](http://www.gov.uk/government/publications/working-together-to-safeguard-children) safeguard-children

Big Red Bus Club

Safeguarding policy and procedure



to harm from other risks and challenges (see Appendix 3 for definitions) including:

- Domestic Violence
- Child Trafficking
- Grooming
- Child Sexual Exploitation
- Harmful Sexual Behaviour
- Female Genital Mutilation (FGM)
- Forced Marriage
- Chastisement
- Radicalisation (Prevent)
- Gangs
- Bullying & Cyberbullying
- Internet and Social Media Risks

3.5 Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be a lack of love, care and attention. Neglect, whatever form it takes, can be just as damaging to a child as any of the types of concerns listed above.

3.6 An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. It often happens over a period of time, rather than being a one-off event. It can also happen online.

3.7 Getting help early for children, young people and families can prevent problems from escalating and children suffering serious harm. Therefore, it is important for all workers to be observant about possible harm to children. They also have a responsibility to ensure that activities and support for children and young people within the organisation are safe.

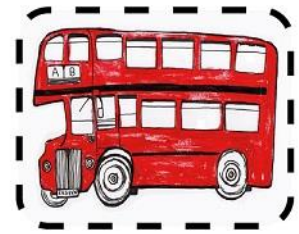
4. Actions to take if concerned about Safeguarding or Allegations of Abuse

4.1 Staff and volunteers working directly with children and young people are in unique position to position to identify any abuse or neglect or changes in behaviour which may indicate a child or young person may be abused or neglected. Therefore, they must always:

- be alert to any possible signs of abuse, neglect or harm
- question any behaviour that may appear unusual

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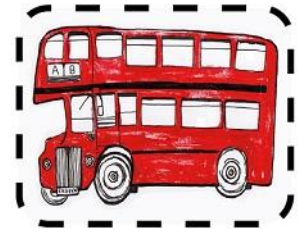
Safeguarding policy and procedure



- take seriously anything that is said to them by children and young people, however these may be expressed
 - take careful notes of what is said without leading them (see Appendix 2 for guidance on the procedure to follow in the event of a disclosure)
 - report the matter to the **Designated Safeguarding Officer/Deputy Designated Safeguarding Officer**
 - contact the police by dialling 999 if a child or young person is in imminent danger
- 4.2 It is important to remember that it is not the role of staff, volunteers or trustees to investigate or to decide whether has occurred, where children and young people and young people are concerned. That is a task for the statutory agencies, in particular, Children Services and the Police.
- 4.3 The role of the Designated Safeguarding Officer/Designated Safeguarding Officer is to report any concerns or allegations to these agencies by contacting the **MASH**. Where an allegation of abuse involves a member of staff, volunteer or trustee the Designated Safeguarding Officer/Deputy Safeguarding Officer must also report the matter to **Local Authority Designated Officers (LADOs)**. See Appendix 1 for contact details of the MASH (Frontdoor), LADO and other key sources of advice and information.
- 4.4 Aside from conducting investigations into child abuse, the MASH (Frontdoor) and QILs/LADOs will also give advice and guidance on what action, if any, the Safeguarding Officer should take to take immediately following a report.
- ### **5. Confidentiality**
- 5.1 Child protection raises issues of confidentiality which must be clearly understood by everyone. All personal information regarding all service users must be kept confidential in compliance with the Data Protection Act. However, staff, volunteers and trustees have a professional as well as a statutory responsibility to share relevant information other professionals to safeguard children when requested. All such requests must be passed on to the Designated Safeguarding Officer to be dealt with.
- 5.2 Where possible, consent should be obtained from the child/young person/parents before sharing personal information with others; and an explanation must be provided as to why it is important to share this

Big Red Bus Club

Safeguarding policy and procedure



information. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child/young person should be the priority. Similarly, if consent is refused an explanation must be offered as to why a disclosure must be reported for legal reasons or to ensure help.

6. Duty of Care and Position of Trust & Code of Conduct

6.1 In part, the duty of care is exercised through the development of respectful and caring relationships. It is also exercised by workers taking all reasonable steps to ensure the safety and well-being of those they are responsible for in the course of their work.

6.2 All workers must understand and acknowledge the responsibilities and trust inherent in their role and must always maintain professional boundaries. They must avoid behaviour which might be misinterpreted or misconstrued. Child abuse involving a worker is never acceptable. If concerns arise in this area, this must be recorded and reported to the Designated Safeguarding Officer or Deputy Designated Officer who will deal with it in accordance with the steps outlined above.

7. Safer Recruitment

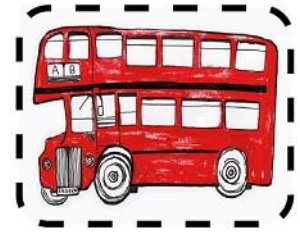
7.1 The Big Red Buds Club will ensure all workers, including paid staff and volunteers will be appointed, trained, supported and supervised in accordance with our safer recruitment policy. This includes ensuring:

- there is a written job description/person specification for the post
- those applying have completed an application form and self-declaration form
- safeguarding has been discussed before appointment
- written references have been obtained and followed up where appropriate
- a current Disclosure and Barring Service certificate has been obtained, wherever relevant and appropriate
- the person appointed receives a copy of this safeguarding policy as part of the induction for staff and knows how to report concerns
- a probationary period applies for all new recruits

7.2 Big Red Bus Club will also ensure that regular contractors attending our premises are aware of this policy and have up to date DBS certificates. Occasional visitors will be accompanied at all times in compliance with this policy and a signing in and out record will be kept of all visitors.

Big Red Bus Club

Safeguarding policy and procedure



8. Health and Safety

8.1 Big Red Bus Club's approach to accident prevention is set out in the Health and Safety Policy. This includes making sure that every activity for children and young people is adequately risk assessed to minimise accidents and other risk of harm; and to maximise the benefits that children, young people and families get from our services. The Health and Safety Policy also ensures:

- Children and young people are not left unattended
- Any activity using potentially dangerous equipment is supervised by trained staff
- Parental consent is obtained as necessary
- First aid facilities are readily available and adequate
- Equipment is adequate and checked regularly
- There is access to a telephone at all times for emergency calls
- Insurance cover is adequate and cover all necessary activities, transport and public liability

8.2 All accidents however minor must be recorded in an accident book. Workers must always have access to a telephone to call for help or to call emergency services if needed.

9. Bullying

9.1 Big Red Bus Club does not tolerate bullying of any kind, including cyber-bullying. Children can bully each other, be bullied by an adult, and they can bully adults sometimes. We will inform children and young people as well as their parents and carers about bullying and the consequences of bullying and how to report such incidences promptly. There is also an expectation that anyone who knows bullying is happening will report it to the Designated Safeguarding Officer/Deputy who will take local action as necessary.

9.2 Children who are bullied need protection. However, those responsible for the bullying need to address the reasons for their behaviour and will be encouraged to relate to others in positive ways. Persistent offenders will risk being excluded from our services. Staff and volunteers found guilty of bullying will be dealt with in accordance with organisation's disciplinary procedures.

9.3 Some common forms of bullying include:

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Safeguarding policy and procedure



- Name calling, sarcasm, spreading rumours and teasing
- Being unfriendly, excluding, tormenting, graffiti, gestures, racial taunts, homophobic and sexist remarks
- Pushing, kicking, hitting, punching or any other use of violence
- Sexually abuse comments or gestures
- Practical jokes which may cause physical or emotional harm even though these may not be intended

10. Implementation and Monitoring Policy

10.1 The Designated Safeguarding Lead Officer is responsible for the implementation and monitoring of this Safeguarding Policy. This includes ensuring all staff and volunteers receive adequate safeguarding training, ensuring the policy is reviewed and updated annually or as necessary in the light of national and local guidance changes as advised by METRO GAVS Children and Young People Development Officer (See below for contact details).

Further sources of information

A resource that provides the most up to date information on safeguarding policies and best practice: <https://www.nspcc.org.uk/>

For local information about Safeguarding relating to the Royal Borough of Greenwich please refer to the Greenwich Safeguarding Children's Board website:

<http://www.greenwichsafeguardingchildren.org.uk>

Internet Links

www.ceop.gov.uk

www.childline.org.uk

www.thinkuknow.co.uk

www.ceop.gov.uk/reportabuse/index.asp

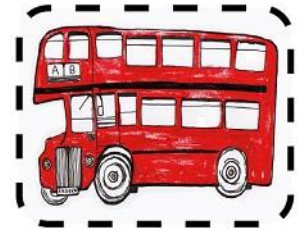
For Children and Young People

www.childline.org.uk/pages/yourplace.aspx

Child Line 0800 1111
NSPCC 0808 800 5000

METRO GAVS
CYP Development Officer

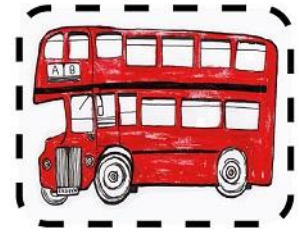
Big Red Bus Club
**Safeguarding policy and
procedure**



020 8309 8231

Big Red Bus Club

Safeguarding policy and procedure



Appendix 1

Contacts for reporting allegations of abuse/concerns

1. **Contact details of the Multi Agency Safeguarding Hub (MASH) this includes Early Help which needs to come via MASH referral:**

Multi-Agency Safeguarding Hub (MASH)
Woolwich Centre, First Floor, 35 Wellington Street, London, SE18 6HQ
Telephone: [020 8921 3172](tel:02089213172)
Telephone number for referrals: 020 8921 3172

Referrals or other communications via secure e-mail: mash-referrals@royalgreenwich.gov.uk

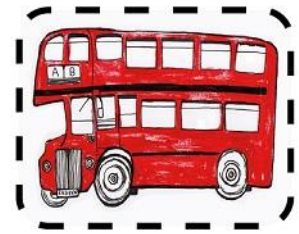
The interagency referral form can be found here:
[https://www.royalgreenwich.gov.uk/downloads/file/4954/referral form for agencies](https://www.royalgreenwich.gov.uk/downloads/file/4954/referral-form-for-agencies)

Referrals outside office hours are handled by the Out of Hours Social Worker who can be contacted on 020 8854 8888.

2. If you have a concern involving an **allegation against staff or volunteer**, you must consult with the Local Authority Designated Officer (LADO) on telephone number 0208 921 3930. If appropriate you may be requested to complete a referral form and this should then be sent by email to childrens-LADO@royalgreenwich.gov.uk.

Big Red Bus Club

Safeguarding policy and procedure



Appendix 2

Procedure in the event of a disclosure

It is important that children are protected from abuse. All complaints, allegations or suspicions must be taken seriously. This procedure must be followed whenever an allegation is made that a child has been abused or when there is a suspicion that a child has been abused. Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child.

If the complainant is the child, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information. Use the child/young person's words or explanations – do not translate into your own words, in case you have misconstrued what the child/young person was trying to say.

Record any discussion or actions taken within 24 hours. Details must include as far as practical:

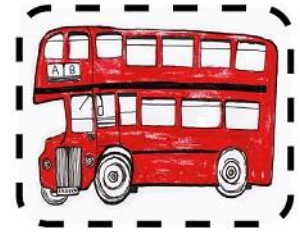
- Name of child or young person
- Age
- Home address (if known)
- Date of Birth (if known)
- Name/s and address of parent/s with parental responsibility
- Telephone numbers if available
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details.
- What has prompted the concerns? Include dates and times of any specific incidents.
- Has the child or young person been spoken to? If so, record details.
- Has anybody been alleged to be the abuser? If so, record details.
- Who has this been passed on to, in order that appropriate action is taken? e.g. Designated Safeguarding Officer
- Has anyone else been consulted? If so, record details.

All records, information and confidential notes are kept in separate files in a locked drawer of the office filing cabinet. Only the designated safeguarding officers will have access to these files.

Responding appropriately to a child making an allegation of abuse

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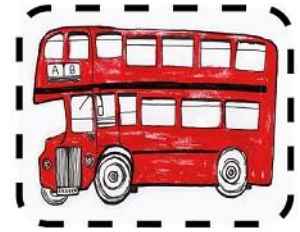
Safeguarding policy and procedure



- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Tell the child that the matter will only be disclosed to those who need to know about it.
- Allow the child to continue at her/his own pace.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next, and with whom the information will be shared.
- Record in writing what was said, using the child's own words as soon as possible note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

Big Red Bus Club

Safeguarding policy and procedure



Appendix 3

Definitions of Abuse (Working together to safeguard children 2015)

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 others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical Abuse & Chastisement

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.

The physical punishment of children is still a common parenting practice in the UK. However, there are signs that public attitudes towards physical punishment are changing, with its use becoming more controversial and less widely accepted. This change in perceptions may be due to the recognition of physical punishment as a human rights issue and its consequent prohibition in an increasing number of countries, as well as a growing body of research suggesting that physical punishment is at best an ineffective form of discipline and at worst, harmful for children's health and development².

Protection from physical punishment in all settings, including in the family home, is a basic human right of every child and is enshrined in international human rights law. The Convention on the Rights of the Child and other international and regional instruments place an obligation on ratifying states to ensure that their citizens are protected from physical punishment and other cruel and degrading treatment.

Emotional Abuse

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.

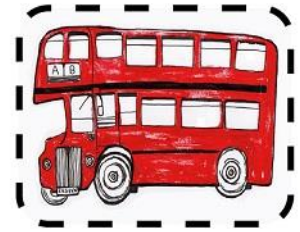
It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It

² Equally Protected?

A review of the evidence on the physical punishment of children

Big Red Bus Club

Safeguarding policy and procedure



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 a 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 cyber bullying), 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.

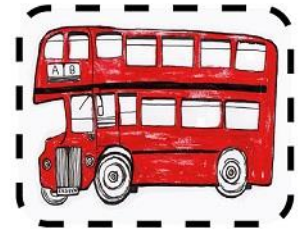
Neglect

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

Big Red Bus Club

Safeguarding policy and procedure



- 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 (CSE)

This is a form of sexual abuse where children / young people are sexually exploited for various reasons such as money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online.

A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point. If concerned that a child or young person is or may be sexually exploited, refer immediately to MASH team and also contact the Safeguarding Lead for CSE on 0208 921 4435 for consultation /complete Part 1 of the CSE MAP referral form and email it to CSEMAP@royalgreenwich.gov.uk at least one week before the meeting. The referrer will need to attend the meeting to present the case to the panel.

Child Trafficking

Trafficked children are coerced or deceived by the person arranging their relocation. They are forced into exploitation by the trafficker or person under whose control they are delivered or sold. Most but not all children are from overseas. Any child transported for exploitation is considered to be a trafficking victim.

Child Trafficking links with other forms of exploitation such as child sexual exploitation, trafficking of adults, gangs and criminal activity (begging, theft, tending illegal cannabis farms, benefit fraud) and economic exploitation at home or in a workplace.

Child Trafficking is also linked to inter-country adoption, private fostering and unaccompanied children.

Forced Marriage

Big Red Bus Club

Safeguarding policy and procedure



Forced marriage is defined as that marriage which is conducted without the valid consent of at least one of the parties and where duress is a factor; it is different from a consensual 'arranged' marriage. Duress cannot be justified on religious or cultural grounds, and forced marriage is an abuse of human rights.

Forced marriages of children must be regarded as a child protection issue. You would not contact the parents in this situation, and you should make a direct referral to the Police Child Abuse Investigation Team who will liaise with social care. For further advice contact the Forced Marriage Unit on 020 7008 0230 or 020 7008 0151 www.fco.gov.uk

Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) is a collective term for procedures involving the partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. FGM is child abuse and a form of violence against girls and women. FGM is typically performed on girls aged between 4 and 13 years of age. In some cases, it is performed on newborn infants or on young women before marriage or pregnancy.

Greenwich has a very diverse population. There are a significant number of girls who come from communities where Female Genital Mutilation has been traditionally practiced.

FGM is illegal in the UK and carries a custodial sentence. The FGM Act 2003 makes it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

It is now mandatory for any NHS healthcare professionals to record within a patient's clinical record and report cases of FGM in the under 18 to the police. It is also mandatory for all acute hospitals, mental health services and GP to collate and submit data about the number of patients identified with FGM to the Department of Health.

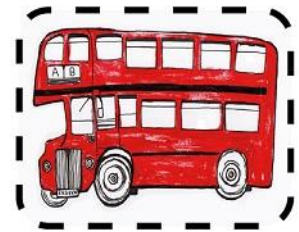
Everyone working with children and young should be alert to the risk of FGM and must report any suspicion and concern about a child or young person being at risk or being a victim of FGM to MASH and/or the Police.

Private Fostering

Private fostering occurs when a child under 16 (or 18 if disabled) is cared for by an adult who is not a relative for more than 28 days, by private arrangements between the parent and the carer. This is different from children in the care of a local authority.

Big Red Bus Club

Safeguarding policy and procedure



The Children Act 2004 and the Children (Private Arrangements for Fostering) Regulations 2005, and associated statutory guidance, introduced measures to strengthen and enhance the fostering notification requirements within the 1989 Act whereby Local Authorities are required to take a proactive approach to identify private fostering arrangements in their area. The aim was to improve compliance with the legislative framework and therefore improve the arrangements for safeguarding children in private fostering arrangements.

Arrangements for the regulation of private fostering originate from concern following the death of Victoria Climbié in 2000. Victoria was privately fostered by her great aunt. Arrangements were codified in the Children Act 2004. Following this, the Children (Private Arrangement for Fostering) Regulations 2005 set out the duties of local authorities in their arrangements for private fostering, and national minimum standards for local authorities were published in 2005.

Prevent

The Prevent Strategy was reinforced by the Prevent and Channel statutory duties set out in the Counter-Terrorism and Security Act (2015). This strategy sets out how the UK Government aims to stop people becoming terrorists or supporting terrorism.

Prevent aims to deliver early intervention to protect and divert people away from the risks of radicalisation and being drawn into terrorist-related activity. Channel is a supportive multi-agency process, designed to safeguard those individuals who may be vulnerable.

Channel works by identifying individuals who may be at risk, assessing the nature and extent of the risk, and where necessary, providing an appropriate support package tailored to their needs. A multi-agency panel, chaired by the local authority, decides on the most appropriate action to support an individual after considering their circumstances.

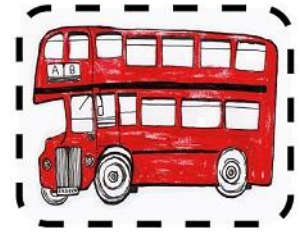
Anyone who becomes aware of a young person who is at risk of radicalisation or who may be about to commit an act of terrorism must contact the Prevent Team and/or Police; or the MASH.

Gangs

A gang is usually considered to be a group of people who spend time in public places. This group of people see themselves and are seen by others as a noticeable group. Members of the group engage in a range of criminal activity and violence.

Big Red Bus Club

Safeguarding policy and procedure



They may also have any or all of the following features:

- identify with or lay a claim over territory
- are in conflict with other, similar gangs

However, if the majority of offending is of a lower non-violent level then they would be considered a peer group not a gang.

A criminal network (which is different to a gang) is a group of individuals involved in persistent criminality for some form of personal gain. This includes profit and/or to gain or demonstrate status) which is causing significant harm to the community, for example:

- a group that keeps breaking the law to make money
- this law-breaking is causing harm to the community
- or, this law-breaking is a problem internationally (e.g. people trafficking)
- violence is used in order to make money (e.g. to scare people into giving them money)
- they are running an illegal business (e.g. drug trafficking)

Domestic Violence

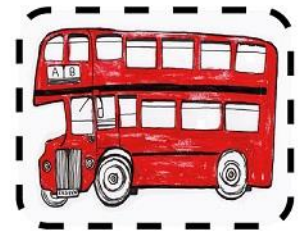
Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. But it isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse.

It can happen in any relationship, and even after the relationship has ended. Both men and women can be abused or abusers.

Domestic abuse can seriously harm children and young people. Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships. In relationships where there is domestic violence and abuse, children witness about three-quarters of the abusive incidents. About half the children in such families have themselves been badly hit or beaten. Sexual and emotional abuse is also more likely to happen in these families.

Big Red Bus Club

Safeguarding policy and procedure



Safeguarding Adults at Risk Policy & Procedure

1. Introduction

1.1 This policy outlines the duty and responsibility of staff, volunteers and trustees working on behalf of **Big Red Bus Club** in relation to the protection of adults at risk from abuse or harm.

1.2 The key aims of the policy are to ensure the following:

- Staff and volunteers are aware of what abuse is and how to spot it
- Having a clear system of reporting concerns as soon as abuse is identified or suspected
- Abuse is responded to appropriately, respecting confidentiality
- Harm and abuse are prevented through rigorous recruitment and interview process

2. Who is an adult at risk?

2.1 Adult abuse can happen to anyone who is 18 or over. The Care Act 2014 defines an adult at risk as anyone aged 18 or over, who:

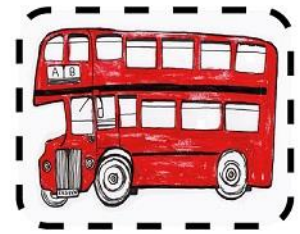
- has needs for care and support (whether or not the local authority is meeting any of those needs) and/or
- is experiencing, or at risk of, abuse or neglect; and/or
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

These adults for example may:

- be frail due to age, ill health, physical disability or cognitive impairment, or a combination of these

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Safeguarding policy and procedure



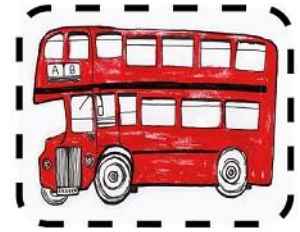
- have a learning disability
- have a physical disability and/or a sensory impairment
- have mental health needs including dementia or a personality disorder
- have a long-term illness/condition
- be users of substances or alcohol
- be unable to demonstrate the capacity to make a decision and is in need of care and support

3. What is abuse and where does it happen?

- 3.1 Adult abuse is when something is said or done to an adult at risk that makes them feel upset, hurt or frightened. Abuse is not always intentional but it causes harm so something should be done to stop it from happening again.
- 3.2 Abuse may be a one-off incident or occur multiple times, and it may affect one person or more. Repeated instances of poor care maybe an indication of more serious problems; what we now describe as organisational abuse.
- 3.3 Abuse can occur in any relationship and may result in significant harm, or exploitation of, the person subjected to it.
- 3.4 It may be caused by anyone who has power over the person. The person responsible for the abuse is very often well known to the person being abused and could be:
- a spouse or partner
 - son or daughter
 - a relative
 - a friend
 - a paid or unpaid carer

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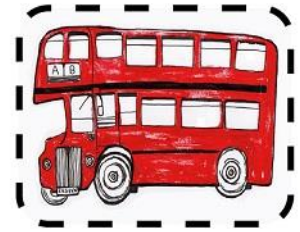
Safeguarding policy and procedure



- a neighbour
 - a health or social care professional
 - another resident or service user
- 3.5 Abuse can be caused by a person deliberately intending to harm or neglect, or failing to take the right action or through their ignorance. It can involve one or a number of people.
- 3.6 Abuse is any action that harms another person and includes the following
- 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, coercive control.
 - Sexual abuse – including rape, 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 (including withholding affection or causing isolation), humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, 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

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Safeguarding policy and procedure



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 behavior neglecting to care for one's personal hygiene, health or surroundings and includes behavior such as hoarding.

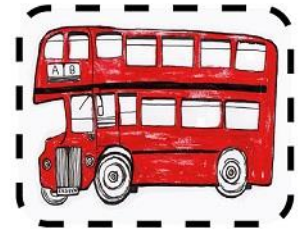
3.7 Where does abuse take place?

Abuse can happen anywhere at any time in any of the following places:

- In your own home or someone else's home
- In a carer's home
- At a day centre
- In care homes
- In hospital
- At work
- At college

Big Red Bus Club

Safeguarding policy and procedure



- In a public place

3.8 Abuse is a violation of an individual's human and civil rights by any other person or persons.

4. Dealing with an incident or disclosure

4.1 If a staff member, trustee or volunteer has concerns about the adult's welfare and believes they are suffering or likely to suffer abuse or neglect, they must report this as set out in Section 5 below.

4.2 Staff, trustees and volunteers in whatever circumstances should be clear that cooperating, sharing information, joint working and addressing barriers are likely to lead to better outcomes where a safeguarding incident is being dealt with.

4.3 This means early sharing of information is the key to providing an effective response where there are emerging concerns.

5. Procedure in the event of an incident or allegation or disclosure made to a staff member, trustee or volunteer

5.1 In the event of an incident or disclosure:

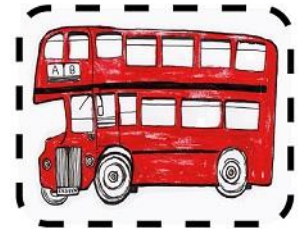
DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Offer support and reassurance
- Take all necessary precautions to preserve forensic evidence
- Ascertain and establish the facts
- Record the events in writing (hard copy or soft copy) including dates, times, places, persons present, and stick to the facts
- Explain areas of confidentiality
- As soon as possible consult your manager
- Make referrals/seek advice as agreed with your manager

DO NOT

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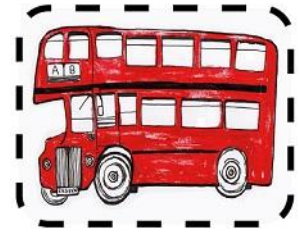
Safeguarding policy and procedure



- Ignore the allegation/disclosure
 - Confront the alleged abuser
 - Be judgemental; voice your own opinion, or dismiss the concern
 - Investigate or interview beyond that which is necessary to establish the basic facts
 - Ask leading questions, assume information, make promises
 - Elaborate in your notes
 - Assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult
- 5.2 Any suspicion, allegation or incident of abuse must be reported to the staff member/volunteer's manager on that working day where possible.
- 5.3 This report should include information in relation to:
- The date, the time, the place where the alleged abuse happened
 - Your name and the names of others present
 - The name of the complainant and, where different, the name of the adult who has allegedly been abused
 - The nature of the alleged abuse
 - A description of any injuries observed
 - The account which has been given of the allegation
- 5.4 It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated adult protection officer.
- 6. Procedure for Designated Safeguarding Lead to a reported allegation or disclosure of abuse.**
- 6.1 The DSL shall advise the staff member on who they should contact and what information should be provided. Contact will normally be made with the **MASH**. Depending on the Borough in which the person resides there will be a different contact/referral procedure. The DSL will visit the borough's Local Authority website, and search for Safeguarding Referrals for up-to-date procedures and contact details and advise the worker accordingly.

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Safeguarding policy and procedure



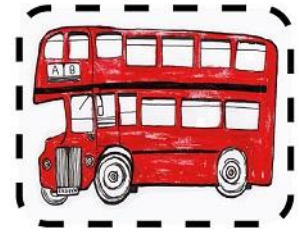
- 6.2 A written record of the telephone report shall be made by the DSL. The report must include the date and time of the report and the name and position of the person to whom the matter is reported to MASH. The telephone report must be emailed to the relevant borough's Contact Assessment Team/Safeguarding Team within 2 working days of the telephone conversation taken place.
- 6.3 It should be noted that local authorities are required to help people express their wishes and feelings, support them in weighing up their options, and assist them in making their own decisions when dealing with a safeguarding enquiry or a safeguarding adult review.

7. Confidentiality & Consent

- 7.1 Adult protection raises issues of confidentiality which should be clearly understood by all.
- 7.2 Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of adults at risk with other professionals, particularly investigative agencies and adult social services.
- 7.3 If an adult confides in a member of staff and request that the information is kept secret, the staff member should advice that they will take advice from their DSL as to what to do.
- 7.4 Within that context, the adult should be assured that the matter will be disclosed only to people who need to know about it.
- 7.5 Where possible, consent should be obtained from the adult before sharing personal information with third parties. Full disclosure must take place to local authorities/police if it is in the public interest (i.e. could the person or the person doing it to them be a danger to others) and/or if the person does not have capacity; or clearly if consent has been given. If none of the above apply then the worker should see advice from the safeguarding adults team.

Big Red Bus Club

Safeguarding policy and procedure



- 7.6 Where a disclosure has been made, staff/volunteers/trustees should let the adult know that disclosure to the local authority/police has taken place.
- 7.7 Staff should assure the adult that they will be kept informed of any action to be taken and why. The adult's involvement in the process of sharing information should be fully recorded and their feelings supported

8. Prevent harm and abuse through rigorous recruitment and interview process

- 8.1 Anyone who works regularly with an adult at risk, will become a familiar face to them and is likely to be seen as safe and trustworthy, regardless of their role or hours of work. Therefore, good practice should be applied when recruiting all those who have regular contact with adults at risk. [This toolkit](#) provides advice and guidance on safe recruitment.

9. Overall Designated Safeguarding Lead and Governance Arrangements:

The Overall Designated Safeguarding Lead (DSL) for the organisation will be: **Lydia Lings Centre Manger**

Oversight of governance arrangements around adult safeguarding will happen as follows:
(The Management Committee will review this policy annually)

10. Contact Information

Designated Adult Protection Officer for this organisation:

Name: Lydia Lings

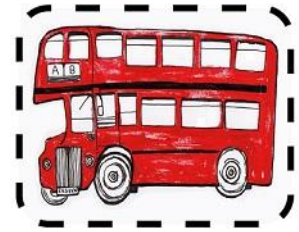
Title: Centre Manager

Telephone: 07581246699

Email: lydia@thebigredbusclub.com

Big Red Bus Club

Safeguarding policy and procedure



Adult safeguarding referral contact information for Greenwich Council:

To raise a safeguarding adults concern please contact the Contact Assessment Team using the following details (or [020 8854 8888](tel:02088548888) out of hours).

Telephone: [020 8921 2304](tel:02089212304)

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

11. Further sources of information

London multi-agency safeguarding Adults Policy and Procedures

<http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Care Act 2014: Care and Support statutory guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

Domestic Violence:

Greenwich advice line is open Monday to Friday 9.00am to 5.00pm on 0208 317 8273

Or you can call the 24-hour National Domestic Violence Helpline on 0808 2000 247

Link to the Royal Greenwich Safeguarding Adults Board website is

<http://greenwichsafeguardingadults.org.uk/> [here](#)

12. Safeguarding and Online Learning Procedures

Policy context

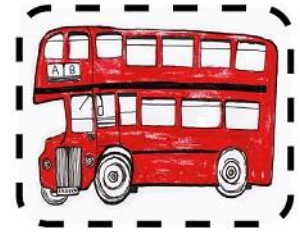
The Big Red Bus Club only provides learning and engagement activities online for adult learners.

Staff members delivering online learning are required to follow the Big Red Bus Club's code of conduct.

Staff members delivering online learning to adults are to ensure they follow the reporting guidelines within BRBC's Safeguarding Policy should they have any

Big Red Bus Club

Safeguarding policy and procedure



concerns from anything they see or hear whilst delivering online learning this may relate to children or vulnerable adults.

Online course for adult's safety procedures:

To ensure that all adult learners are safe online all online programmes, courses and events are booked in advance by participants on Eventbrite so that details of participants can be vetted and to ensure they are genuine learners and that all learners can be properly identified. Online learning participants will be required to fill out a registration form in advance of the course or event the process being inclusive of secondary email authentication.

Links to online events, programmes and courses will never be shared on open portals online or recorded.

A waiting room will be set up for every course so the member of staff running the programme event or course can ensure that all those joining the event are known to the Big Red Bus Club and we have their details and prior authentication. Only participants signed up to the event will be admitted the programme, course or event.

At waiting room stage the course leader will;

- check the name of the participant corresponds with the named registered user
- users will be required to switch on their video on entrance

In the event of a safeguarding incident normal reporting processes will be undertaken by staff following the procedures set out in The Big Red Bus Club's safeguarding policy.

Big Red Bus Club Charlton Limited
Charlton Under Five Play Centre
Cemetery Lane Entrance Charlton Park, London SE7 8UB
Tel: 0208 854 8054
Company registration number 08132170
Registered charity, England and Wales. 1170704
Registered office Clock House Defiance Walk, Royal Arsenal, London
SE18 5QL

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