



# SAFEGUARDING ADULTS AND CHILDREN

Policy 2024



# THE RENEWAL PROGRAMME

## CHARITY POLICY RULES AND PROCEDURES

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June 24

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## **Safeguarding Children, Young People and Adults Policy**

### **Context**

Newham Community Renewal Programme is a multi-purpose charity (No:275796) that has been working in the London Borough of Newham for 52 years. We work with over 3,500 individuals annually; most from marginalised global majority communities. Newham is London's most diverse borough, with 69.2% of the borough's 360,000 residents being non-white. We have a highly diverse staff team of around 40 individuals, equating to around 25 full time equivalent staff members. We also have on average 100 volunteers supporting our work each year, again reflecting the diversity of the communities we serve. We work to tackle the causes and consequences of poverty; isolation; and disadvantage in Newham by providing housing; foodbank services; advocacy; youth services; young carers provision; adult education; immigration advice and energy advice to support residents to thrive independently. Our holistic approach is proven to support people away from a point of crisis and towards safety and wellbeing. Our work is informed by our core values of dignity; inclusion; collaboration; and empowerment.

### **Statements and Aims**

#### **Policy Statement**

We recognise that the welfare of all children, young people and adults at risk, is paramount and that *all* have equal rights of protection. 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.

#### **Equal Opportunities Statement**

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

- age
- race, including nationality and ethnic origin
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

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

#### **We will:**

- ✓ treat everyone with respect and celebrate their achievements,
- ✓ carefully recruit and select all staff whether paid or unpaid,
- ✓ 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 Safeguarding Officer (or the Deputy, if the Lead is unavailable).

Our policy is approved by our board of trustees and will be reviewed and updated annually. We will publish and promote this policy to all staff, paid or unpaid, through induction, training and supervision. We endeavour to disseminate, as appropriate, this policy to all who come into contact with our organisation e.g., children, young people, adults at risk, their parents, carers, families and others, such as organisational partners and fundraisers.

## **Policy Aim**

As members of SAFEcic, we aim at all times to attain best safeguarding practice throughout all our activities with children, young people, adults at risk, their parents, carers and/or families. 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. Our organisation holds current Public Liability Insurance which covers all our activities.

## **Statement of intent**

Newham Community Renewal Programme has a zero-tolerance approach to abuse. We recognise that under the Care Act 2014 we have a duty for the care and protection of adults who are at risk of abuse. We also recognise and accept our responsibilities for the safety and care of children under the Children Act 1989 and 2004 and are committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised.

Newham Community Renewal Programme is committed to the following principles:

- the welfare of the Child and / or Adult at risk is paramount.
- all Children and Adult at risks have, without exception, the right to equal protection from all types of harm and abuse regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity.
- it is the responsibility of all adults to safeguard and promote the welfare of children and young people. However, for those adults employed, commissioned or contracted to work with children, young people and Adult at risks, this responsibility extends to a duty of care.
- some children, young people and adults are additionally vulnerable because of the impact of their previous experiences, their level of dependency, communication needs or other issues.
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We require our staff and volunteers to adhere to the following overarching principles that guide our approach to safeguarding children and Adult at risks:

- staff and volunteers who work with children, young people and Adults at risks are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- staff and volunteers should be seen to work in an open and transparent way.
- the same professional standards should always be applied, regardless of age, sex, disability, gender reassignment, race, religious belief, sexual orientation or marital status or maternity.
- staff and volunteers should monitor & review their practice and ensure that they follow best practice guidance as set out in this policy.
- all concerns, and allegations of abuse will be taken seriously by Newham Community Renewal Programme, and responded to appropriately - this may require a referral to children's services or the Police.
- Newham Community Renewal Programme is committed to safe recruitment, selection and vetting.

## Areas of risk

There are a number of activities undertaken or facilitated by the Renewal Programme which involve children or Adults at risks, often bringing them into contact with our staff, volunteers, other service users/members of the public, contractors and partner organisations. The following are identified as our main activities which involve children or Adults at risks:

- Supported housing accommodation schemes at 308 Barking Road (general adult provision) and 43-45 St Georges Avenue (young adults provision 18 – 24 years).
- Drop-in youth club provision for 9 – 19 year old children in various locations around the borough.
- Holiday playscheme provision for children aged 5 - 19 years in various locations around the borough.
- Support services provision for young carers and their families as part of the "Newham Carers Connect" programme in locations around the borough.
- Community activities for Adults at risks, e.g. foodbank, immigration advice, digital hub, coffee mornings etc., at 395 High Street North, E12 6PG.
- Adult education and training activities at 395 High Street North, E12 6PG.
- General community events / open days for families, mainly at 395 High Street North, E12 6PG.
- As a community venue available for hire we also host a day nursery, a Taekwondo group for children and a Quran school for children. However, all these groups operate under their own safeguarding policies and procedures which have been made available to the Renewal Programme.

This is not an exhaustive list. Any other activities or projects undertaken or facilitated by the Renewal Programme which do not appear on this list and which may be added to our provision at a later date will be adequately risk assessed and will be covered by the same principles and procedures underlined in this policy.

## Safeguarding Personnel

## Roles & responsibilities

The table below gives a summary of the key roles in overseeing safeguarding at the Renewal Programme:

Lead Board member for Safeguarding	Amma Antwi-Yeboah - <a href="mailto:ayeboah@live.co.uk">ayeboah@live.co.uk</a>
Chief Executive Officer	Peter Laing - <a href="mailto:Peter.laing@renewalprogramme.org.uk">Peter.laing@renewalprogramme.org.uk</a> , Tel: 07846039437
Lead Safeguarding Officer	Damian Callender, Director of Support & Empowerment Services, <a href="mailto:Damian.callender@renewalprogramme.org.uk">Damian.callender@renewalprogramme.org.uk</a> , Tel: 07437979080
Deputy Safeguarding Officer	Louise Vera, Director of Training and Youth Services <a href="mailto:louise.vera@renewalprogramme.org.uk">louise.vera@renewalprogramme.org.uk</a> , Tel:07515753702

## Trustees

The Board of Trustees have ultimate legal and strategic responsibility for safeguarding at the Renewal Programme. They approve the Organisation's Safeguarding Policy on an annual basis and delegate operational responsibility to the Chief Executive Officer. In line with good practice the board have also chosen to appoint a lead member for safeguarding to ensure implementation of their legal responsibilities.

The Lead Board member for Safeguarding leads on policy and procedure oversight, including:

- Helping to identify and manage risks.
- Ensuring that appropriate safeguarding policies and procedures are in place and implemented and followed by all staff and volunteers
- Ensuring that the charity carries out necessary checks relating to effectively protecting children and adult at risks.
- Being kept informed of all serious safeguarding incidents and intervening as necessary
- Reporting to the Board of Trustees on any observations and/or findings concerning safeguarding

## The Chief Executive Officer

The Chief Executive will lead on policy development and board liaison, including:

- In conjunction with the board of trustees, reviewing and updating Newham Community Renewal Programme's Safeguarding and Child Protection Policy on an annual basis (or when necessary to fit with new legal requirements)

- Liaising with the board and specifically the nominated safeguarding board member
- Referring relevant issues of safeguarding to the board of trustees for consideration
- Ensuring safer recruitment procedure and promoting safeguarding across the organisation

## The Lead Safeguarding Officer

The Lead Safeguarding Officer leads on policy implementation and reporting, including:

- Acting as a "front-line" point of contact for any persons concerned about the welfare of a child/adult at risk.
- Updating the Chief Executive on any safeguarding issues raised/reported
- Modelling best practice when it comes to safeguarding amongst staff/volunteers/participants
- Contributing to the review and update of the safeguarding policy and procedures
- Providing guidance to staff concerned about a child/adult at risk protection issue
- Keeping accurate records of concerns about children and adult at risks and actions taken
- Leading on contact with Newham Local Authority in the event that a child/adult at risk is at risk of harm
- Managing complaints about poor practice and allegations against staff/volunteers
- Collecting monitoring data on all safeguarding activities across the organisation

## Deputy Safeguarding Officer

Deputy Safeguarding Officer leads on policy implementation, including:

- Acting as a "front-line" point of contact for any persons concerned about the welfare of a child/adult at risk
- Updating the Chief Executive and Lead Safeguarding Officer on any issues raised/reported
- Modelling best practice when it comes to safeguarding amongst staff/volunteers/participants
- Contributing to the review and update of the safeguarding policy and procedures
- Providing guidance to staff concerned about a child / adult at risk protection issue
- Keeping accurate records of concerns about children and young people and actions taken

## All staff and volunteers

All members of staff/volunteers have a responsibility to safeguard children and adult at risks from harm, including:

- Being proactive in the implementation of this policy when working with children and adult at risks, both online and offline



- Being vigilant of the signs that may indicate a child/adult at risk is experiencing harm or is at risk of harm
- Report any disclosures or concerns as soon as possible and without undue delay, to the Lead Safeguarding Officer or the Deputy Safeguarding Officer
- When taking a disclosure from a child/adult at risk remembering not to ask any leading questions or not to enter into any agreements.

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

All organisations that work or come into contact with children, young people 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, parents, carers and/or families 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 trustees, senior managers, staff and volunteers committed to safeguarding
- are clear about peoples' 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, any staff or volunteers
- make sure staff, paid and unpaid, have mandatory induction and further safeguarding training, supervision, reviews and support
- have agreements about working with other organisations and agencies

## **Definitions**

### **Definition of a child/young person**

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 (16th in Scotland).

## Definition of an adult at risk

There is no single law that defines an adult at risk across the UK. An adult at risk is a person over the age of 18 years and is:

- having needs for care and support, and
- experiencing, or is at risk of, abuse and neglect and
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## Related Policies

### Data Protection

We will treat any personal information by which an individual can be identified, for example, name, address, and email, in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the UK General Data Protection Regulation (UK GDPR) and will not share information with any third party, except where required by law or as required under this policy, always in line with UK GDPR.

### Confidentiality

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

We fully endorse the principal of the welfare of children, young people and adults at risk, overriding any obligations of confidence we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a "need to know" basis.

### Whistleblowing

Whistleblowing is when someone raises a concern externally 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 Lead or Deputy for Safeguarding.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to the Local Authority Designated Office (LADO) social care services, the police, and /or the relevant Regulatory Authority e.g. Ofsted, CQC, Charity Commission. They can also contact the NSPCC dedicated helplines and the charity Protect for advice and support

**All media enquiries** will be handled by either the Chief Executive Officer or the Chair of the board of Trustees.

## Information Sharing

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

## Safer Recruitment

Our organisation is committed to safe recruitment in line with the relevant legislation and guidance from government and relevant Regulatory Authorities, for recruiting all staff, paid or unpaid. We do this by:

- advertising vacancies with a clear commitment required to safeguarding
- assigning all posts detailed job descriptions
- obtaining full personal details via an application form or CV, with particular relevance to previous work with children, young people and adults at risk
- when a candidate is selected for a post in principle, the relevant criminal declaration form will be sent for completion as set out by the Rehabilitation of Offenders Act 1974, as amended
- always taking up two written references, one from the most recent employer or education establishment
- undertaking all final interviews face to face, based on the job description
- ensuring at least one person on each interview panel will have undertaken Safer Recruitment training, in line with the relevant safe recruitment guidelines.
- having sound procedures and recording for interviewing to ensure we are satisfied, and can evidence that the applicant is appropriate and suitable

Any appointment will only be confirmed subject to:

- ✓ a satisfactory ID and criminal records check at the appropriate level, including [Certificates of Good Conduct](#) for foreign nationals and the [International Child Protection Certificate \(ICPC\)](#) for anyone who works with children and has lived in the UK and also travelled overseas
- ✓ a follow up of written references by telephone if relevant to the vacant post
- ✓ a check of essential qualifications and any specific professional details
- ✓ confirmation of the [Right to Work in the UK](#) for employed personnel
- ✓ fitness to work as relevant

Volunteers are recruited following the guidelines in the Volunteer Policy.

All volunteer roles are risk assessed; depending on the type of role, criminal record checks at the appropriate level will be obtained prior to any volunteering placement taking place.

All volunteers will

- Provide satisfactory references and where applicable/required for the role a full CV.

- Provide a satisfactory ID and criminal record check at the appropriate level prior to any placement taking place. If a DBS is not required for their role, this will be justified in the risk assessment.
- Receive a comprehensive induction including safeguarding training.
- Receive regular support from their supervisor and the Volunteer Manager

## **Induction and Training**

We have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff, paid and unpaid, will receive induction training as soon as possible and sign to record they have:

- received and understood this policy.
- been given any relevant resources
- understood the commitment to safeguarding training

When needed, staff will receive further safeguarding training, at the appropriate level, as soon as possible. We also agree a probationary periods of 3 or 6 months with clear goals and then provide supervision at regular intervals including covering continued professional development and training.

Updated safeguarding training is normally required every three years. Staff working directly with at risk groups will also undertake the free online government training for [PREVENT Channel](#) and [FGM](#)

## **Working Practices**

### **Consent**

When consent is required for any care, activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding.

Where relevant, we will ensure we fulfil our obligations under Child Care Law in terms of parental responsibility and Mental Capacity Legislation on supporting, where possible, the individual's right to make their own decisions. Any decisions made should be the least restrictive and recorded.

### **Staff Ratios to Children, Young People and Adults at Risk**

Where possible there should always be a minimum of two responsible adults present for any organised activities. Relevant staffing ratios will be complied with where activity is regulated by an external authority, e.g. Ofsted.

### **Lone and One to One Working**

We will avoid lone working, one to one working with children and adults at risk whenever possible to protect both individuals. A risk assessment will always be undertaken to ensure:

- ✓ the care or activity provided is suitable for one-to-one working,
- ✓ the lone worker has been recruited, trained and supervised to undertake this particular role,

- ✓ that health and safety issues have been identified and recommendations followed,
- ✓ safeguards are in place to protect individual's rights to safe working practice,
- ✓ safeguards are in place in relation to strategies for emergency situations,
- ✓ relevant business insurance is in place for use of personal vehicles
- ✓ accurate and relevant written recording is maintained following any care and activity, signed, timed and dated

## Home Visits

Home visits will only be made when necessary and booked by the organisation.

Each home visit will be carefully planned and recorded and include:

- who is being visited
- the purpose of the visit
- who will carry out the visit
- the time expected to carry out the visit
- who will also be present during the visit
- members of staff paid or unpaid, and others
- any physical contact which may be required, and will be undertaken in line with the code of conduct within this policy.

All home visits will be made in a polite and friendly manner. Personal relationships or showing favouritism must not happen.

Any safeguarding concerns raised and any untoward incidences, such as no access or a child being at home alone, should be followed up, recorded and managed in line with this safeguarding policy.

## Young People who work in our Organisation

All young people who are undertaking volunteer work, apprenticeships or work experience within our organisation are to be included within this policy and their safeguarding as individuals given the same importance as all young people we come into contact with. Any disclosures, observations of possible harm or disturbing behaviour must be reported to the Lead or Deputy immediately.

They will also require an induction program that includes their commitment to safeguarding within the remit of the safeguarding policy and in line with all staff induction.

In addition, information on the young person's contacts recorded as relevant e.g. parents, carers, school representatives and any supervisors, with emergency contact numbers.

## Code of Conduct

The Renewal Programme has a detailed code of conduct which will be made available to all staff and volunteers as part of their induction process.

We aim to provide a safe environment 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
- ✓ maintain professional boundaries both face to face and when using technology
- ✓ 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 parents and carers
- ✓ only use physical contact if absolutely necessary
- ✓ 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
- ✓ ensure restraint is only used as part of an agreed plan by staff trained in the use of the particular restraint or as an emergency action to protect from harm. All use of restraint will be reported and recorded by the member of staff concerned to the Lead or Deputy for safeguarding and to the relevant manager.
- ✓ follow our safeguarding policy at all times
- ✓ make activities fun and enjoyable

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

All staff, volunteers and others working in direct or indirect contact with children and adults at risk as part of the charity's activities or as part of the environment where the activities take place, must be alert to the signs of abuse. Disclosure or evidence for concern may occur in a number of ways including a comment made by a child or adult, physical evidence such as bruising, a change in behaviour, or inappropriate behaviour or knowledge. Anyone who suspects that abuse is taking place in this environment or to whom a child or adult at risk discloses issues relating to safeguarding should contact the lead or deputy safeguarding officer immediately.

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

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

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

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

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

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

**Modern slavery** –human trafficking, forced labour and domestic servitude.

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

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

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

**Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

**Sexual Exploitation** – this covers exploitative situations where a person receives 'something' as a result of them performing or having performing on them, sexual activities.

**Radicalisation** –Radicalisation is the process by which individuals come to support terrorism or violent extremism. There is no typical profile for a person likely to become involved in extremism, or for a person who moves to adopt violence in support of their particular ideology. Although a number of possible behavioural indicators are listed below, staff should use their professional judgement and discuss with other colleagues if they have any concerns:

- Use of inappropriate/ hateful language
- Possession of violent extremist literature including electronic material accessed via the internet and communication such as e-mail and text messages
- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

If staff have any significant concerns about a child/vulnerable adult beginning to support terrorism and/or violent extremism, they should discuss this with the Lead Safeguarding Officer or the Deputy Safeguarding Officer immediately.



**Female Genital Mutilation (FGM)** It is illegal in the UK to subject a child to female genital mutilation (FGM) or to take a child abroad or aid or abet someone to take a child out of the country to undergo the procedure, as laid out in the Female Genital Mutilation Act 2003. The age at which girls are subject to FGM varies greatly from shortly after birth to any time up to adulthood. Staff should be alert to the following indicators:

- The family comes from a community that is known to practise FGM
- A child/vulnerable adult may talk about a long holiday to a country where the practice is prevalent
- A child/vulnerable adult may confide that she or a sister or family member is to have a 'special procedure' or to attend a special occasion
- Any girl/young woman born to a woman who has suffered FGM or has a sister or relative who has been subjected to FGM must be considered to be at potential risk

Any information or concern about a child/vulnerable adult or member of her family being at risk of FGM must be reported to the Lead Safeguarding Officer or the Deputy Safeguarding Ambassador as a matter of urgency. This may be treated as an immediate child protection referral to the local authority.

**Child Sexual Exploitation and Child Criminal Exploitation** – Both are forms of abuse and both occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into sexual or criminal activity. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, sexual identity, cognitive ability, physical strength, status, and access to economic or other resources. In some cases, the abuse will be in exchange for something the victim needs or wants and/or will be to the financial benefit or other advantage (such as increased status) of the perpetrator or facilitator. The abuse can be perpetrated by individuals or groups, males or females, and children or adults. The abuse can be a one-off occurrence or a series of incidents over time and range from opportunistic to complex organised abuse. It can involve force and/or enticement-based methods of compliance and may, or may not, be accompanied by violence or threats of violence.

## Handling Disclosures

It is not the responsibility of anyone working at Newham Community Renewal Programme to decide whether or not a child, young person or adult at risk is being abused or might be abused. However, there is a responsibility to act on concerns to protect children, young people and adults at risk in order that appropriate agencies can then make enquiries and take any necessary action to protect the child or adult at risk. Any suspicion or allegation must be reported as soon as possible on the day of the occurrence to the lead or deputy safeguarding officer. It is the responsibility of the lead / deputy safeguarding officer to liaise with other relevant agencies where necessary and seek clarification about the validity of any allegation.

**For staff:** If you become aware of any issue or complaint relating to the welfare or wellbeing of a child, young person or adult at risk, then you should raise these with the Lead Safeguarding Officer or the Deputy Safeguarding Officer who will be responsible for



working with you to document your concern on our Safeguarding Report Form (Appendix 1).

**For volunteers:** If you become aware of any issue or complaint relating to the welfare or wellbeing of a child, young person or adult at risk, then you should raise these with your supervisor or with the Volunteer Manager, or another member of staff if neither is immediately available.

All concerns will be considered and a decision reached as to whether the concern should be referred to the Local Authority Designated Officer (LADO) or the Police. When a disclosure is made by a child, young person or adult at risk it is important to remember to:

- take what you are being told seriously
- stay calm and reassure
- do not investigate
- do not delay

and always

- seek advice from the Lead or Deputy for Safeguarding
- make a careful recording of anything you are told or observe, date and sign the Safeguarding Report Form

A disclosure may come from someone telling you:

- they have or are being abused
- they have concerns about someone else
- they are themselves abusing or likely to abuse someone else

## Responding to Concerns

### Safeguarding Referral Flowchart

We ensure and emphasise that everyone in our organisation understand and know how to share any concerns immediately with the Lead or Deputy for Safeguarding. Everyone, including the Lead and Deputy and Trustee Lead for Safeguarding, will deal with concerns using the following:

#### Step One:

**If you are worried a child, young person or adult at risk has 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

Check this safeguarding policy for guidance. Talk to the Lead or Deputy Safeguarding Officer without delay. If they are implicated, then talk to the Chief Executive or lead trustee for safeguarding.

#### Step Three:

The Lead, Deputy or Trustee Lead should refer the concern to the relevant adult's or children's social care service and/or the Police and follow up the referral in writing within 24 hours. In cases of allegations against a "person of trust" 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, the LADO for personnel child abuse allegations, relevant regulatory authorities, or the NSPCC (child concerns only) and also the charity Protect for support when they are concerned the organisation is not managing safeguarding concerns appropriately. If you need to consult with the Newham LADO Service, please contact Nick Pratt or Alex Mihu on: Email: [lado@newham.gov.uk](mailto:lado@newham.gov.uk) Telephone: 0203 3733803 / 0203 3736706

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

**When the concern is about the welfare of a child or adult at risk from schools, colleges, health providers, GP practices, prisons or social care settings, you should refer to that organisation's Lead Safeguarding Officer in the first instance. Inform the Lead or Deputy of your organisation that you have referred a concern.**

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

## **Making a referral to the Local Authority Designated Officer (LADO)**

If a decision is made to raise a concern with the LADO, it will be the responsibility of the Lead Safeguarding Officer to formally report this. If, for any reason, the Lead Safeguarding Officer or is unable to lead on this process (e.g. due to holiday or sick leave) then the Deputy Safeguarding Officer will make the referral.

Newham Community Renewal Programme will make all referrals within 24 hours of a serious concern or disclosure coming to light. When a referral is made, we will record the name and role of the children and young people's services member of staff or police officer to whom the concerns were passed, together with the time and date of the call/referral.

If a concern is allayed and a decision is made not to make a referral then Newham Community Renewal Programme will still be required to record details of the concern and details as to why a referral was not made.

## **Allegations of misconduct or abuse against staff and volunteers**

When any form of complaint is made against an employee or volunteer, it must be taken seriously and the complaint should initially be dealt with by the Manager or the most senior staff member on site at the time the complaint is made. The senior staff member must report the complaint to the designated Safeguarding Officer immediately, giving details of the circumstances. If the designated Safeguarding Officer is unavailable (or is the person against whom a complaint has been made) then the deputy safeguarding lead must be informed immediately and they will deal with the complaint and ensure that the designated Safeguarding Officer is informed.

If the person against whom a complaint has been made is the designated safeguarding lead or deputy, they will be excluded from the processing of the complaint.

In the event of allegations being made against a staff member or a volunteer, Newham Community Renewal Programme has a dual responsibility in respect of both the child/adult at risk and the employee or volunteer. The same person must not have responsibility for dealing with the welfare issues about the child /young person/adult at risk and the staff member or volunteer against whom the allegation is brought.

Two separate procedures must be followed:

- I. In respect of the child/ young person/adult at risk the Deputy Safeguarding Officer will lead the process.
- II. In respect of the staff member against whom the allegation is made the Lead Safeguarding Officer will lead the process.

With regards to the child/young person/adult at risk, the disclosure process will be followed. With regards to the staff member against whom the allegation is made, the process below will be followed:

Newham Community Renewal Programme is legally required to alert the LADO (local authority designated officer) to all cases in which it is alleged that a person who works with

children and young people has:

1. Behaved in a way that has harmed, or may have harmed, a child/children and/or an adult at risk/young people;
2. Possibly committed a criminal offence against a child/children and/or an adult at risk/young people;
3. Behaved towards a child in a way that indicates the staff member is unsuitable for such work.

The LADO will instruct Newham Community Renewal Programme on procedure and what information may be shared with the person who is the subject of an allegation. Newham Community Renewal Programme and LADO will decide, in consultation with the Police and/or any other relevant agencies, what may be shared in situations that may possibly lead to a criminal investigation.

Subject to advice from the LADO, and to any consequent restrictions on the information that can be shared, Newham Community Renewal Programme will, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome.

Following consultation, the safeguarding lead / deputy and the LADO, the Chief Executive (or if unavailable the Chair of Trustees) may suspend from duty and/or the premises, any person who is a party to the allegation until a full investigation has been made in line with our Disciplinary Policy. Grounds and procedures for suspension are laid in our Disciplinary Policy. section 8.3. Suspension does not prejudge the outcome of the investigation or imply in any way that the person suspended is responsible for, or is to blame for, any action leading up to the complaint. If a volunteer is the object of an allegation, the procedures to be followed in relation to suspension, investigation, etc. are delineated in the Volunteer Policy.

In all instances Newham Renewal Programme will seek to ensure that any staff member of volunteer is treated fairly and honestly and that they are supported to understand the concerns expressed and processes involved. They will be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process.

If, during the course of an investigation relating to safeguarding, an employee tenders his or her resignation, or ceases to provide their services, the Renewal Programme is not prevented from following up an allegation in accordance with these procedures. Every effort will be made to reach a conclusion, including in cases where the person concerned refuses to co-operate with the process.

## 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 report form (see Appendix 1)
- of sufficient details of child, young person or adult at risk to identify individual who is subject of concern and any significant others
- accurate and factual/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
- timely within 24 hours
- signed, timed and dated by the writer and co-signed by the Lead or Deputy Safeguarding Officer
- shared as appropriate by the Lead or Deputy Safeguarding Officer
- stored safely and securely by the Lead or Deputy Safeguarding Officer

All safeguarding record keeping procedures will be in line with our Data Protection Policy and File Retention Policy.

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

Our policies and procedures, including our disciplinary, complaints and grievance procedures, are in line with statutory guidance. These will be made available to everyone.

Where a complaint or allegation has been made with regards to any inappropriate behaviour or poor practice, the Lead or Deputy will, in all cases, discuss the situation with the LADO and / or the police before making an open decision about the best way forward.

In the case where the Lead is implicated, the Deputy should be informed. In the exceptional circumstances that both are involved, the person concerned will inform the trustee Lead. If there is a belief that the concern has not been taken seriously or acted upon then any one can “whistleblow”.

With regards to disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a strategy with the LADO and / or the police. Any investigation will override the need to implement any such procedures.

## Bullying and Harassment

Bullying is unwanted behaviour that a person finds intimidating, undermining, belittling,

embarrassing, humiliating or offensive and which is unacceptable by normal standards and is disadvantageous to the individual.

Harassment is unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Bullying and harassment can take many forms and include:

- 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.
- motivation of 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, volunteers, parent and carers, bullying and harassment, physical, sexual and/or emotional abuse will not be tolerated. All such behaviour will be treated as a safeguarding concern when aimed at children, young people and/or adults at risk. If children, young people and/or adults at risk are engaging in bullying or harassment it is also a safeguarding concern and should be reported to the Lead or Deputy Safeguarding Officer.

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, to the Lead or Deputy who will take the appropriate action
- take immediate steps to stop the behaviour and mitigate the effects of bullying and harassment
- record all incidents with observations and witness statements, and action taken, signed, timed and dated

## **Online Safety**

### **Why do we need to include Online Safety?**

Modern digital 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 safeguarding responsibilities in relation to online safety. 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.

### **Online Safety Code of Conduct:**

We expect everyone in our organisation to agree and sign up to our Online Safety code of Safeguarding Adult and Children Policy Policy PRP-41

conduct to:

1. use the internet and other forms of communication in a sensible and polite way, in line with their duties and responsibilities connected to their roles.
2. only access websites, send messages or access and use other resources that will not hurt or upset anybody.
3. always obtain consent from the subjects in questions before using any personal information or take photographs of other people; clearly explain how the images/information are going to be used and that consent may be withdrawn at any point
4. report any concerns to the Lead or Deputy Safeguarding Officer
5. not maintain confidentiality 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.
- sharing nudes or semi nudes.
- viewing or sending 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.



## Social media

The [Online Safety Act 2023](#) and associated government guidance [A Guide to the Online Safety Bill](#)

now makes social media companies more responsible for their users' safety on their platforms. This means children and adults will be protected online by making social media platforms:

- remove illegal content quickly or prevent it from appearing in the first place. This includes removing content promoting self-harm
- prevent children from accessing harmful and age-inappropriate content
- enforce age limits and age-checking measures
- ensure the risks and dangers posed to children on the largest social media platforms are more transparent, including by publishing risk assessments
- provide parents and children with clear and accessible ways to report problems online when they do arise

Illegal or inappropriate content should be reported to the service provider and if they do not respond appropriately the matter can be reported to [Ofcom](#).

**IT IS IMPORTANT TO FOLLOW THE STEPS BELOW FIRST WHENEVER ANYONE IS AT RISK OF HARM**

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

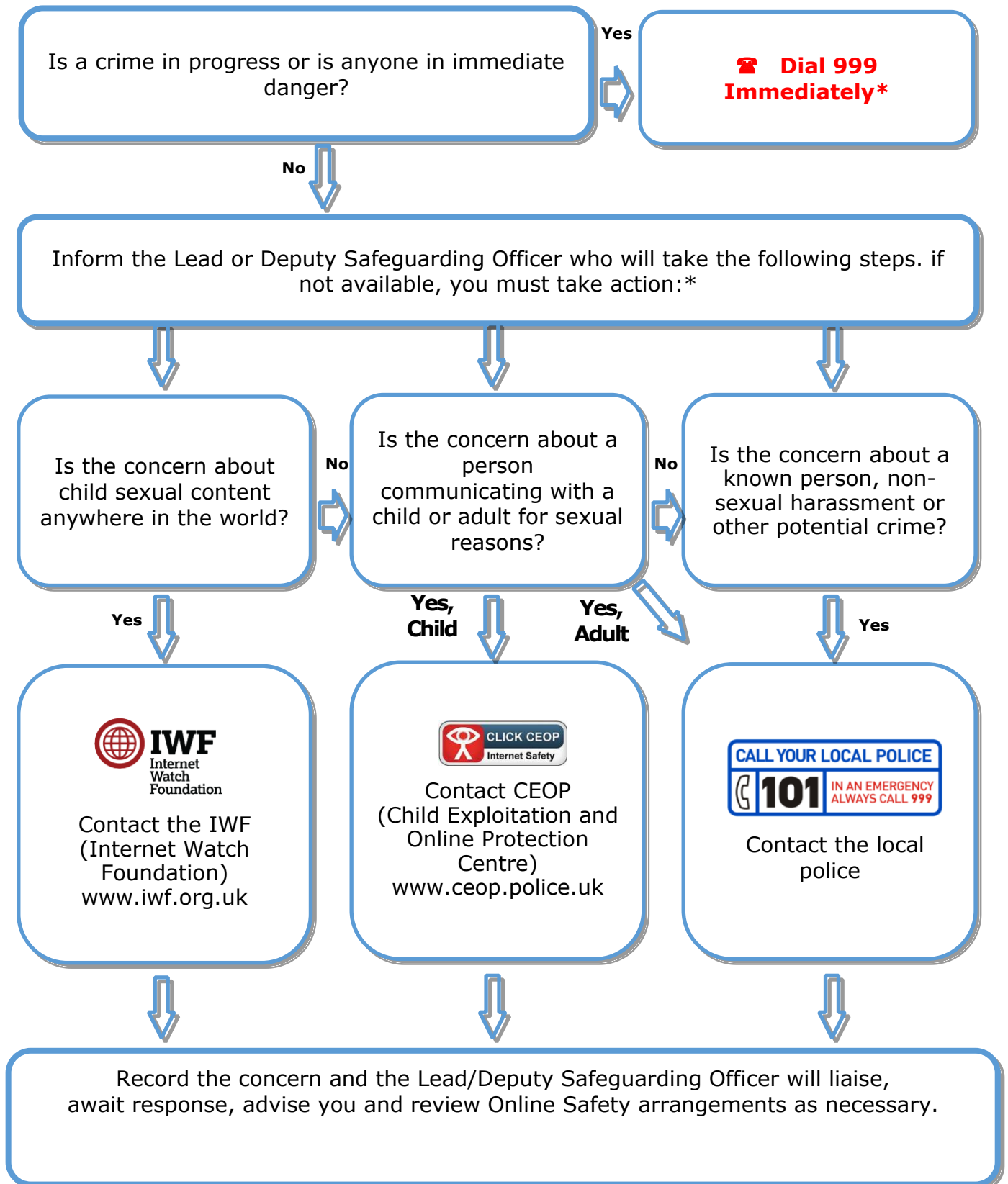
If you have any concerns, speak to the Lead or Deputy Safeguarding Officer .

Remember:

- do not delay.
- do not investigate.
- seek advice from the Lead or Deputy
- make a careful recording of anything you observe or are told



## Online Safety Referral Flowchart – Child and Adult



## Minimising the Risks

We will:

- talk to children, young people and adults at risk about what they are accessing online.
- ensure everyone uses organisational PCs, iPads and other technology in a general space where we can monitor what is going on.
- explain the risks of giving out personal details online.
- talk about how people can be anyone they want to be online, e.g. by using misleading emails, photographs of other people, telling lies about their age, hobbies, school.
- encourage children, young people and adults at risk to think carefully about what photographs or videos they use online. They can be used and tampered with by other people, or they may not be appropriate.
- advise children, young people and adults at risk to only text, chat or webcam to people they know in real life.
- talk about how to identify SPAM messages or junk mail and how to delete them. This also applies to messages from people they do not know, or opening attachments.
- discuss how people hide their identities online and the importance of never meeting new online “friends” in real life.
- make sure children, young people and adults at risk understand they can always talk to us, or their parents and/or carers, about anything that makes them feel uncomfortable.
- look on the internet together for information about how to deal with or report problems. e.g. [The National Crime Agency's CEOP Education](#)
- talk about how/when information or images get on to the internet, they can never be erased.

## Safeguarding Practical Guidance

### Photography & Filming Guidance

Both still and moving images are key to recording the successes and achievements of children, young people and adults at risk in their lives and activities. However, it is vital to remember that images (especially digital images) can be used, shared, stored and/or distributed inappropriately, and that their storage and use must comply with the UK GDPR.

It is therefore important to be clear about:

- explaining to parents and carers why caution is necessary
- the purpose of images e.g. parent’s and carer’s own record, media and publicity, etc.
- the content required when using a professional photographer
- always obtaining consent before taking photos of anyone; informing parents and obtaining their consent for any publication or media use of photos of children
- publishing only necessary identifying details alongside individual’s photos in newspapers, websites etc
- taking photographs openly and away from sensitive areas (changing rooms, toilets, etc)
- the suitability of clothing e.g. swimsuits
- any group photos being taken only during the activity or on the premises

- all those taking photos signing a registration form, which also identifies the purpose and use of any images
- ensuring secure storage of all images
- identifying how long unused images will be retained
- identifying how long copies of published images will be retained

The above guidance applies to all still and moving images, however they are created (mobile phone, still camera, video camera etc). The type of equipment and the equipment's owner should also be recorded on the registration form.

## **Transport**

We ensure that we:

- gain written permission from parents / carers to transport children, young people and adults at risk
- keep a register of who is being transported and who is driving, when to where and return, with collection and return times being specified
- provide all transporting and being transported with an emergency contact numbers
- plan journeys regarding time, distance and stopping points
- consider if another driver might be required or the possible need for extra supervision
- have emergency procedures in place

and we ensure that drivers:

- are recruited under safeguarding recruitment procedures
- are suitably qualified to drive the required vehicle
- provide proof of insurance regarding business use and comprehensive insurance
- can evidence the vehicle is roadworthy and suitable for transporting each individual
- provide suitable and age-appropriate seat belts, booster seats and wheelchair anchor points
- avoid transporting children, young people or adults at risk on their own

## **Activities, Events and Visiting Speakers/Activity Leaders**

We will always ensure visitors and activities undertaken are risk assessed 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 all activities or events
- risk assessing any changes being made to activities or events involving children, young people and adults at risk
- having a written plan in place if the 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

## **The Late Pick Up of a Child, Young Person or Adult at Risk**

If attempts to contact the parent and nominated emergency contact fail, then the supervising adult should wait with the child, young person or adult at risk with other staff, volunteers or parents wherever possible.

Staff, paid and unpaid, should avoid:

- taking the child, young person or adult at risk home or to another location
- waiting alone with the child, young person or adult at risk in a vehicle or at the venue
- sending the child young person or adult at risk home with another person, without parental consent
- leaving the child, young person or adult at risk alone.

If all attempts to make contact fail, it may be advisable to contact the police for advice.

## **Child, Young Person or Adult goes Missing**

If a child, young person or adult at risk goes missing from the group or organisation it should be reported to the police. Use 999 where there is a concern that they cannot be found or are vulnerable.

A missing person may be assessed as 'at risk' if they fit one or more of the following categories.

- is under 16
- has expressed feelings of suicide
- has dementia
- has been acting totally out of character
- has mental health issues
- is under increased stress
- has an illness or a physical disability
- has a learning disability
- is in need of regular medication/care

The Lead or Deputy Safeguarding Officer should be informed as soon as possible, and all details and actions recorded, signed, timed and dated.

## **First Aid**

Our First Aiders have completed specific training as set out by the Health and Safety Executive (HSE). They hold valid and up to date certificates 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

Our organisation undertakes to ensure there is always a trained First Aider on site at our venues or, if other venues used such as schools, that they have appropriate first aid cover.

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

## **Buildings and Venues**

Safeguarding risk assessments will be carried out on all building and venues used by our organisation or by the host's venue management, such as schools.

The safeguarding risk assessment should cover:

- access, especially how people enter and leave the building
- signing in protocol
- use of keys
- toilets and changing rooms
- any outside space
- car parks
- any other relevant issues

All hirers of our premises will confirm in writing that they have robust safeguarding policies, procedures and safer recruitment in place in line with their own sector regulatory authority, [local Safeguarding Partnership/Boards, Area Protection Committees](#) and, for after-school clubs, community activities and tuition [Safeguarding Advice for providers](#)

## **Policy Date**

This policy was agreed and disseminated on 1<sup>st</sup> March 2024 and will be reviewed annually or when there are substantial organisational changes.

## **Policy Review Date:**

## **Signed:**

## **Lead Safeguarding Officer:**

## **Deputy Safeguarding Officer:**

## **Trustee Lead for Safeguarding:**

## **Date:**

**Date of next review: 1<sup>st</sup> March 2025**



# THE RENEWAL PROGRAMME

**CHARITY POLICY  
RULES AND  
PROCEDURES**

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**Review date:**

## Appendix 1: Reporting form

### Safeguarding Reporting Form

This form should be used to record safeguarding concerns relating to a child and/or adult at risk.

All information must be treated as confidential and reported to the Lead Safeguarding Officer: Damian Callender, Director of Support & Empowerment Services, [Damian.callender@renewalprogramme.org.uk](mailto:Damian.callender@renewalprogramme.org.uk), [Tel:07437979080](tel:07437979080)

Or if not available then to: Deputy Safeguarding Officer: Louise Vera, Director of Training and Youth Services, [louise.vera@renewalprogramme.org.uk](mailto:louise.vera@renewalprogramme.org.uk), [Tel:07515753702](tel:07515753702)

Reports must be made within one working day or the next working day if it is a weekend.

**In an emergency please do not delay in informing the police or social services.**

The form should be completed at the time or immediately following a disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

Time:		Date:	
-------	--	-------	--

<b>1a</b>	<b>Person completing the form / reporting the concern</b>
Name:	
Role:	
Telephone:	
Email:	

- Responding to my own concern  
 Responding to a third party concern – please provide details below

<b>1b</b>	<b>Details of Third Party</b>
Name:	
Role:	
Telephone:	
Email:	



# THE RENEWAL PROGRAMME

**CHARITY POLICY  
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<b>2</b>	<b>Who is the safeguarding concern regarding?</b>				
Please mark:	<table border="1"><tr><td><b>Male</b></td><td><b>Female</b></td><td><b>Adult</b></td><td><b>Child</b></td></tr></table>	<b>Male</b>	<b>Female</b>	<b>Adult</b>	<b>Child</b>
<b>Male</b>	<b>Female</b>	<b>Adult</b>	<b>Child</b>		
Name:					
Address:					
Telephone:					
Email:					

**3. Is the person concerned aware of this referral being made to the Lead Safeguarding Officer?**

Yes / No

**4. Is anyone else aware of the concerns you have raised?**

Yes / No (If yes, provide details below.)

Role	Name	Contact details

<b>5</b>	<b>Incident Date:</b>
	<b>Incident Time:</b>
<b>Was this an emergency? Yes/ No</b>	
<b>Did you report to the police / social services at the time? Yes / No</b>	

<b>6</b>	<b>Please give full details of your account of the incident/ or the third parties account</b>
<b>REPORT:</b> (Use additional sheets if required)	



# THE RENEWAL PROGRAMME

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## Please provide any witness account of the incident

Witness Name:

Witness Role/ Relationship:

Witness Telephone:

Witness Email:

**Details:** (Use additional sheets if required)

## 7 Perpetrator Details / If known

Please mark: **Is the alleged**

Perpetrator Name:  **Individual**  **Organisation**

Role:

Telephone:

Email:

## 8. If a potential crime has been committed, have the police been informed/involved?

Yes/No

## 9 Please list all agencies who are known to be involved with the client ie social worker/ support worker

Role	Name	Contact details





# THE RENEWAL PROGRAMME

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<b>10</b>	<b>Action Agreed &amp; Advice Given, including date and time (To be completed by Renewal Programme designated Lead Safeguarding Officer )</b>

<b>11</b>	<b>Outcomes (To be completed by designated Lead Safeguarding Officer )</b>