



Community Association for West Hampstead
West Hampstead Community Centre
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"Bringing the local community together"

SAFEGUARDING POLICY

PART ONE General Statement of Policy

CAWH is firmly committed to the belief that people at risk, that is all children and adults at risk, have a fundamental right to be protected from harm and fully recognises its responsibility for child and adult protection. The safety and protection of all people at risk that the organisation supports is paramount and has priority over all other interests, unless life is at imminent risk.

There are five main elements to the policy:

1. ensuring that CAWH practices safe recruitment in checking the suitability of staff and volunteers to work with people at risk;
2. raising awareness of protecting those at risk amongst all paid and unpaid staff;
3. maintaining timely procedures for identifying and reporting suspected abuse;
4. supporting the person who has been abused;
5. establishing a safe environment in which people can develop and grow, where they are able to talk and be listened to.

PART TWO Definitions

2.1 Definitions

The following definitions apply throughout the Safeguarding Policy and associated procedures:

- **Child or Children**
The Children Act 1989 & 2004 defines a child as a person under eighteen, for most purposes.

- **Adult**
The Care Act 2014 uses the term adult at risk for someone over 18 with care and support needs and is at risk of abuse or neglect. Because of these needs an adult at risk cannot protect themselves from the abuse or neglect.
- **Young Person**
The term young person will include those aged between 5 and 24 years. For the purposes of this policy, a young person aged under 18 years is regarded as a child and an adult includes all people aged 18 and over subject to the criteria of the Care Act 2014.
- **Staff and Volunteers**
These include trustees and contractors.

2.2 Forms of abuse

The Children Act 1989 defines four types of abuse: physical, emotional, sexual and neglect. These categories of abuse apply and will be relevant to all people at risk who CAWH has contact with as part of its activities and social care role.

Physical Abuse

Physical abuse may take many forms e.g. hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating.

It may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a person. This unusual and potentially dangerous form of abuse is now described as fabricated or induced illness.

Emotional Abuse

Emotional abuse is continual emotional ill treatment causing severe and persistent effects on the person's emotional development and may involve:

- conveying the message that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person;
- imposing developmentally inappropriate expectations;
- causing the person to feel frightened or in danger – e.g. witnessing domestic violence;
- exploitation or corruption of people at risk.

Some level of emotional abuse is involved in most types of ill treatment, although emotional abuse may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, whether they are aware of what is happening and includes penetrative and non-penetrative acts.

It may also include non-contact activities such as looking at, or being involved in, the production of pornographic materials, watching sexual activities or encouraging people at risk to behave in sexually inappropriate ways.

Neglect

Neglect involves the persistent failure to meet basic physical and/or psychological needs, which is likely to result in serious impairment of the neglected person's health and development. It may involve failure to provide adequate food, shelter or clothing, failure to protect from physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also include neglect of basic emotional needs.

In addition to these categories there are several other forms of abuse that we recognise. These are:

- Domestic Abuse
- Financial or Material Abuse
- Organisational Abuse
- Self-Neglect
- Modern Slavery
- Discriminatory Abuse – some examples include abuse based on race, gender, ability.

2.3 Status of Policy

This policy forms part of the Terms and Conditions of Employment and applies to all employees, trustees, freelance contractors and volunteers. Its purpose is to protect the personal safety of all people at risk using the facilities, resources and activities provided by the Community Association for West Hampstead, actively promoting awareness, good practice and sound procedures.

PART THREE Procedures

- This policy is based on UK safeguarding law and guidance, including:
- Children Act 1989 and 2004
- Care Act 2014
- Working Together to Safeguard Children (2023)
- Domestic Abuse Act 2021
- Data Protection Act 2018 and UK GDPR
- Equality Act 2010

3.1 Personnel/Recruitment

All employees, trustees, freelance contractors and volunteers are required to provide references that CAWH deems appropriate, which are always verified.

All paid and unpaid staff involved in regulated or intensive contact with people at risk as part of their work for CAWH will be subject to the Vetting and Barring procedures of the DBS for people working with people at risk.

All employees, trustees, freelance contractors and volunteers are required to have enhanced Disclosure and Barring Service check (DBS) if they are to work directly with people at risk.

No new employees, trustees, freelance contractors or volunteers should start employment/work until references have been verified and DBS checks received if working directly with people at risk.

All employees, trustees and volunteers will receive, and will be required to read and sign, the People at risk Safeguarding Policy. All employees, trustees, freelance contractors and volunteers will receive regular support in their work with people at risk.

3.2 Responsibilities

All employees, trustees, freelance contractors and volunteers working on behalf of CAWH have a responsibility for the welfare of people at risk that they work with, in relation to their employment.

They have a duty to ensure that any suspected incident, allegation or other manifestation relating to a person at risk's protection is reported using the reporting procedures detailed in this policy.

CAWH has a Designated Safeguarding Officer and a nominated deputy. This is currently the Manager and Deputy Manager who can be contacted on 0207 794 3729. The Manager, for whom the Deputy Manager will act as deputy in their absence, must also be informed of issues which arise under this policy. The Designated Safeguarding Officer and Deputy Safeguarding Officer are responsible for person at risk's protection and the implementation of this policy. It is the responsibility of the Designated Safeguarding Officer to take appropriate action following any expression of concern and make referrals to the appropriate agency.

Designated Safeguarding Officer

The Designated Safeguarding Officer will attend training as appropriate and make referrals to external agencies. Other aspects of their role include:

- obtaining information from staff, volunteers, children, parents or carers who have concerns relating to the protection of people at risk and to record this information;
- assessing information quickly and carefully and asking for further information where appropriate;
- consulting with statutory child and protection agencies e.g. the local social services department and police, to clarify doubts or worries;
- making referrals to Social Services, the Disclosure and Barring Service or the police, without delay.

All employees will be made aware of the named Designated Safeguarding Officer and how to contact them. Contact details also appear in Part 12 of this policy.

3.3 Reporting Procedures: What to do if you suspect someone is being abused

All staff, volunteers and others working in direct or indirect contact with people at risk as part

of the organisation's activities, or as part of the environment where the activities take place, must be alert to the signs of abuse. Anyone who suspects that abuse is taking place in this environment or to whom a person at risk discloses issues relating to safeguarding must contact the Designated Safeguarding Officer immediately.

Any suspicion or allegation must be reported as soon as possible on the day of the occurrence to the Designated Safeguarding Officer. Concerns may arise through comments, physical signs, behavioural changes, or inappropriate knowledge or behaviour.

It is the responsibility of the Designated Safeguarding Officer to liaise with other relevant agencies where necessary and seek clarification from the Safeguarding and Protection Unit of the local Police Station of Social Services if there is any concern about the validity of any allegation.

Any suspicion or allegation of abuse must be recorded by the observer/s on the appropriate incident reporting form. This form must be kept strictly confidential and stored securely following the Data Protection Procedures.

All stages of the reporting procedure must be documented, marked CONFIDENTIAL and stored securely following the procedures laid out in the Data Protection Policy.

3.4 Allegations against employees, trustees or 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 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 or their nominated deputy immediately, giving details of the circumstances.

The Designated Safeguarding Officer or their nominated deputy will attend the site of the allegation to gain an initial account of what has occurred from all relevant parties, including the person against whom the allegation has been made. If this is not possible, contact will be made by telephone.

The Designated Safeguarding Officer or their nominated deputy may suspend from duty and/or from visiting the premises, any person who is a party to the allegation until a full investigation has been made in line with CAWH's Disciplinary Procedures or the Code of Conduct.

This action does not imply in any way that the person suspended is responsible for, or is to blame for, any action leading up to the complaint. The purpose of any such suspension is to enable a full and proper investigation to be carried out in a totally professional manner.

It is the responsibility of the Safeguarding Officer or their nominated deputy to make the decision as to whether to inform Social Services, NHS Community Mental Health Team (CMHT) and/or the Safeguarding Unit of the local Police Station, depending on the nature of the allegation.

CAWH will co-operate fully with the Police, Social Services, the NHS and all other parties involved.

The Designated Safeguarding Officer or their nominated deputy will ensure that the Chair of CAWH or in their absence the Safeguarding Trustee, the Secretary or the Treasurer, is fully briefed. An agreed statement will be prepared for the purpose of accurate communication with external sources and for the protection of the legal position of all parties involved.

The Designated Safeguarding Officer or their nominated deputy will make a full written report of the incident and the actions taken. All safeguarding-related information will be stored securely and accessed only by authorized personnel, in line with CAWH's Data Protection Policy.

Resignation

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

See also:

- Disciplinary Policy & Procedure
- Staff Code of Conduct
- Complaints Procedure
- Recruitment Procedures
- Equality & Diversity Policy
- Volunteering Policy
- Disclosure and Barring Service (DBS) Policy

PART FOUR Confidentiality

4. Confidentiality

All employees and volunteers must work under the principle that confidentiality is extremely important and plays a large part in much of the work carried out with children and young people. However, under no circumstances will any individual in the employment of CAWH, or acting as a volunteer, keep confidential any information that raises concerns about the safety and welfare of a person at risk. This statement relating to confidentiality is made known to all who access any provision of CAWH.

PART FIVE Recruitment

5. Safe recruitment of staff

CAWH undertakes all possible measures to ensure that its paid and unpaid staff are suitable to work in an environment where they will encounter people at risk as part of the Organisation's work. It also reserves the right to decline to appoint individuals where there is reasonable concern they may pose a risk to people at risk.

CAWH has systems in place to prevent unsuitable people from working with people at risk and to promote safe practice. These systems apply to all new staff and volunteers who will be in direct contact and unsupervised access to people at risk and require the following checks to be made on appointment:

- A minimum of two references, satisfactory to CAWH, one of which should be from a previous employer (or previous placement if a volunteer);
- Documentary evidence checks of identity, nationality, residency and “right to work” status;
- Enhanced DBS Disclosure;
- Documentary evidence of qualifications;
- Satisfactory completion of the probationary period which includes safeguarding specific induction.

PART SIX The Vetting and Barring Scheme

6. Vetting and Barring

An Enhanced Disclosure is required for staff and volunteers who care for, supervise, train or are in sole charge of people at risk. Positions which fall into this category include managers, freelance workshop facilitators and administration staff in positions where unsupervised access to people at risk forms a large part of the job. Where a DBS Disclosure alone may not establish suitability, additional checks will be carried out.

PART SEVEN Disclosure and Barring Service

7. Reporting cases to the Disclosure and Barring Service

All concerns must be reported immediately to the Designated Safety Officer (DSO) or Deputy DSO. If a person is in immediate danger, 999 must be called before informing the DSO. The DSO will decide whether to refer to Camden’s Multi-Agency Safeguarding Hub (MASH) or adult safeguarding team.

CAWH has a statutory duty to report safeguarding concerns to the Disclosure and Barring Service (DBS) which oversees the DBS Checks and Referrals. The responsibility for reporting cases to the DBS lies with the Designated Safeguarding Officer (DSO).

PART EIGHT Supporting Staff

8. Support for Staff

All staff, freelance contractors and volunteers who come into direct contact with people at risk must undertake training on the subject of safeguarding. The People at risk Safeguarding Policy will be issued to all new staff as part of their induction.

See also CAWH’s Induction Procedure

CAWH is aware that safeguarding cases can be distressing and that both paid and unpaid staff who have been involved may find it helpful to talk about their experiences, in confidence, with the Designated Safeguarding Officer or with a trained counsellor. Staff wishing to be referred for counselling should contact the Designated Safeguarding Officer or the Safeguarding Trustee.

PART NINE Equal Opportunities

9. Equality of Opportunities

All people at risk have the right to be safeguarded from harm and exploitation whatever their race, religion, gender, sexuality, age or disability. This policy relates to the Organisation's legal obligation to protect children who are suffering forms of abuse as defined in the Children Act 1989 and is therefore in line with CAWH's equality and diversity policies.

See also:

- Disability Equality Scheme
- Equal Opportunities Policy statement
- Recruitment of Ex-Offenders
- Employment and Recruitment Policy

PART TEN Operational Practices Policy

10.1 The use of cameras, videos, or camera mobile phones

CAWH may take photographs of children and young people participating in activities and events. At all times written permission from parents will be obtained before photographs are taken.

CAWH may prohibit the use of devices with picture taking capabilities on any of its properties or at its events.

10.2 Employee Ratios

The ratio of employees/volunteers to children will be one to eight for those aged 8 years and under and one to ten for those aged 10 years or over as laid down by guidance issued under the Children Act 1989.

Where a Governing Body or Government guidelines require a higher ratio of employees/volunteers to the number people at risk this ratio will override the minimum ratios set above.

Outdoor adventure activities will always have a minimum of 2 appropriately trained adults, one of which must be an employee of CAWH who will hold a First Aid at Work qualification.

There will always be at least two employees present when transporting people at risk in a minibus or other forms of public and private transport. The ratio of employees/volunteers working with people at risk with special needs will be as laid down under CAWH's Special

Needs Policy (see Part 11).

10.3 Children's Workshop Registers

The workshop facilitator will check all children present against a register. The register is provided by the Office Manager or Deputy Manager.

The Project Coordinator will provide an additional document for the workshop facilitator. This document contains the children's names, parent's names and contact details, medical and special needs requirements, as well as the parents/cares pick up instructions for their children.

10.4 Outside Organisations

Any club, society, organisation or individual undertaking activities on CAWH's behalf involving people at risk will be required to either adopt CAWH's People Safeguarding Policies or show proof that they have their own robust policies.

Any club, society, organisation or individual working with people at risk will be subject to random spot checks periodically by CAWH employees to ensure policies and procedures are in place and being implemented.

PART ELEVEN Special Needs

11. Special Needs Policy

All CAWH's employees, volunteers and contractors are required to comply with the procedures contained within this policy.

This Special Needs Policy works in support of CAWH's established People at risk Safeguarding Policy which requires all employees, freelance contractors, trustees and volunteers to be checked through the Disclosure and Barring Service before meeting any person at risk taking part in CAWH organised activities.

11.1 Medication

- Registration for Children's Workshops

To sign up to children's workshops parents/carers must complete and return a Registration Form. The form includes a section on health matters and special needs. This information will be collected by the project coordinator and passed on to the workshop facilitator.

CAWH may decline to admit a child if a medical condition has not been disclosed during registration, to ensure safety and preparedness.

- Contagious illness

Children showing signs of contagious illness will not be admitted, in line with health and safety protocols.

- **Three to Five Years**
For activities where 3 – 5-year-olds are left in the sole care of CAWH and where medication needs to be administered, parents will be required to return to administer the medication at the appropriate time. Where a child needs help to administer an inhaler, employees must first be given written consent from parents.
- **Six Plus**
Parents will be asked to leave written consent for any medicines to be given or overseen. It is the parent's responsibility to inform employees or volunteers whether their child has an inhaler and where it is kept. It should be clearly labelled with the child's name and, where the child may need assistance in taking an inhaler, written consent must be given first.
- **A child over 5 requiring Injections**
It is not CAWH's responsibility to assist a child in the administering of injections. A child must either be able to administer and control their condition or be supervised by a parent or guardian. If a child needs to, or may need to, inject themselves during an activity, employees must be advised during the screening process.
- **Dietary requirements**
Parents or carers must inform employees or volunteers if a person at risk has specific dietary requirements that need to be adhered to.
- **Medicines**
Employees and freelance workshop facilitators will be responsible for the safekeeping of any medicines. People at risk will be given the option of leaving inhalers in safekeeping or in their bags. All medicines must be clearly marked with the person's name.
- **Illness**
Should a person at risk become ill during an activity CAWH employees will request the parent or carer to collect them at the earliest opportunity.
- **Nut Allergies**
Where nut allergies have been made known to CAWH, the organisation will be responsible for writing to all parents/carers with children attending the same activity to request that parents refrain from giving their children nut products in their lunch boxes.
- **Dangers of the Sun**
It will be CAWH's responsibility to inform parents/carers about the dangers of sunburn and to request that parents/carers provide people at risk with suntan cream and appropriate headwear.

11.2 Other Special Needs

11.2.1 Clinically diagnosed Behavioural Problems

CAWH will require parents/carers to inform employees during the workshop registration process prior to the activity if their child has any known behavioural problems.

11.2.2 Additional Conditions

CAWH will take all reasonable steps to accommodate people at risk with conditions that have been made known to employees.

11.3 Unacceptable Behaviour

CAWH expects a reasonable standard of behaviour from the people at risk in its care and reserves the right to remove a person at risk from an activity. Where other people at risk' safety and enjoyment are compromised by bad behaviour CAWH will have total discretion whether to remove the person from the activity. Where this has been done, a full incident report will be required to be completed and kept on file.

PART TWELVE Contacting the Designated Safeguarding Officer

12. Contact details

Designated Safeguarding Officer and Centre Manager

Name: Beatrice Boussard

Tel: 020 7794 3729

Deputy Designated Safeguarding Officer and Deputy Centre Manager

Name: Monika Fowdar

Tel: 020 7794 3729

Safeguarding Trustee

Susan Eisenbach

0790511 9059

All paid and unpaid staff who are not the Designated Safeguarding Officer, but who are approached with concerns about a person at risk, must bring the concerns raised to the attention of the Designated Safeguarding Officer, their deputy immediately.

All staff to whom a person at risk discloses issues that may be related to safeguarding must keep written notes of concerns. The staff member must also complete an Incident Form immediately after the issues have been noted by them or reported to them.

PART THIRTEEN Review of Policy

13. Reviewing the Policy

CAWH shall undertake to review this policy, its implementation and effectiveness biennially. The views of all employees and volunteers shall be sought where necessary and reflected in the review process.

Any new legislation or developments in existing legislation will be considered as and when required and the policy will be updated to reflect these developments.

All employees and volunteers will receive training in protection procedures and the training will be reviewed as and when required.

Review date: Next to be reviewed – May [2027]

Name of Organisation: Community Association for West Hampstead

Charity Number: 1135778; Company Number: 6956009

This Policy was adopted:



Signed:

Chair Virginia Berridge

Date: 20th May 2025

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