

FLAM-LUMIERES DE LONDON BRIDGE

Safeguarding Policy and Procedures

Policy

Safeguarding is everyone's responsibility:

Safeguarding vulnerable adults and children is a part of the wider role of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific vulnerable adults who are suffering or are at risk of suffering significant harm. As adults and/or professionals or volunteers, everyone has a responsibility to safeguard vulnerable adults and promote their welfare.

Safeguarding and promoting the welfare of vulnerable adults and children – and in particular protecting them from significant harm - depends upon effective joint working between agencies and professionals that have different roles and expertise.

Some of the most vulnerable adults, children, and those at greatest risk of social exclusion will need co-ordinated help from health, education, social care, and quite possibly the voluntary sector and other agencies, including justice services.

For those vulnerable adults and children who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote their welfare and – where necessary – to help bring to justice the perpetrators of crimes against them. All agencies and professionals should:

- be alert to potential indicators of abuse or neglect.
- be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults.
- share and help to analyse information so that an assessment can be made of the individual's needs and circumstances.
- contribute to whatever actions are needed to safeguard and promote the individual's welfare.
- take part in regularly reviewing the outcomes for the individual against specific plans; and
- work co-operatively with parents and/or other carers unless this is inconsistent with ensuring the individual's safety.

In doing so the charity takes seriously the welfare of all vulnerable adults who come onto its premises or who are involved in its activities.

The charity aims to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere.

The charity recognises that it is the responsibility of each one of its staff, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults and to report any abuse discovered or suspected.

The charity recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

The charity is committed to supporting, resourcing and training those who work with vulnerable adults and to providing supervision.

The charity is committed to maintaining good links with the statutory social services authorities.

Procedures

What to do if you have concerns about a vulnerable person?

You may have concerns about a person because of something you have seen or heard, or a person may choose to disclose something to you. If a person discloses information to you, you should:

- Do not promise confidentiality, you have a duty to share this information.
- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said.
- Reassure the person, but only as far as is honest, don't make promises you may not be able to keep *e.g.*: 'Everything will be alright now', 'You'll never have to see that person again'.
- Do reassure and alleviate guilt if the person refers to it. For example, you could say, 'You're not to blame'.
- Do not interrogate the person; it is not your responsibility to investigate.
- Do not ask leading questions, ask open questions such as 'Anything else to tell me?'
- Do not ask the person to repeat the information for another member of staff.
- Explain what you must do next and who you must talk to.
- Take notes if possible or write up your conversation as soon as possible afterwards.
- Record the date, time, place any non-verbal behaviour and the words used by the person (do not paraphrase).
- Record statements and observable things rather than interpretations or assumptions.

Whatever the nature of your concerns, discuss them with your manager or designated member of staff. See the diagram on the next page for the process to follow.

If you still have concerns, you or your manager should refer to:

Name: Diodio LEOPOLD

Number: 07398251327

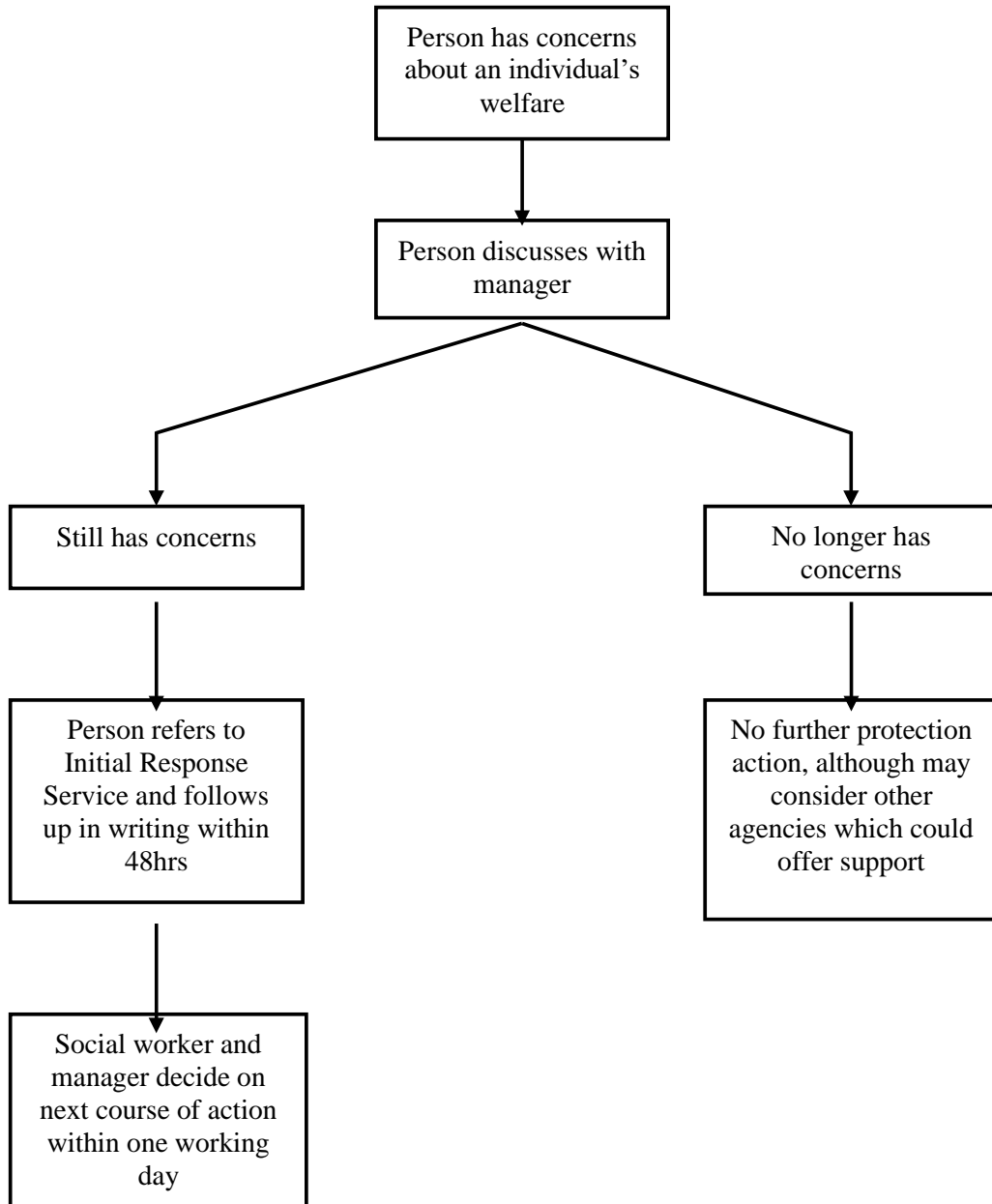
Email: lumieresdelondonbridge@gmail.com

What information will you need when making a referral?

You will be asked to provide as much information as possible. Such as the person's full name, date of birth, address, languages spoken, any disabilities the person may have. Do not be concerned if you do not have all these details, you should still make the call.

You should follow up the verbal referral in writing, within 48hrs.

Process Chart Where There Are Concerns About A Person's Welfare



However, there may still be occasions when there is an allegation against a member of staff or volunteer. Allegations against those who work with vulnerable people, whether in a paid or unpaid capacity, cover a wide range of circumstances

All allegations of abuse of vulnerable people by those who work with them or care for them must be taken seriously. All reports of allegations must be submitted within one working day to the safeguarding officer.

The following procedure should be applied in all situations where it is alleged that a person who works with vulnerable people has:

- Behaved in a way which has harmed or may have harmed a vulnerable person.
- Possibly committed a criminal offence against or related to a vulnerable person.
- Behaved towards a vulnerable person in a way which indicates that he/she is unsuitable to work with vulnerable people.

The allegations may relate to the persons behaviour at work, at home or in another setting.

The safeguarding officer will discuss the matter to determine what steps should be taken and where necessary obtain further details of the allegation and the circumstances in which it was made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded.

Some allegations will be so serious as to require immediate referral to the Police, but common sense and judgement must be applied in reaching a decision about what action to take.

Some allegations may be less serious and at first sight might not seem to warrant consideration of a police investigation. However, it is important to ensure that even apparently less serious allegations are followed up and examined objectively by someone independent of the organisation.

Change Record

Date of Change:	Changed By:	Comments: