

## **SAFEGUARDING POLICY**

This policy applies to all staff, paid staff, volunteers and sessional workers, agency staff, students and anyone else working on behalf of Happy Lizzy Event Planning CIC wherever that work is being undertaken. We expect all visitors to our events to behave according to the policy. Happy Lizzy Event Planning CIC believes that a child or young person should never experience abuse or neglect. We take our responsibility for the welfare of children and young people very seriously and we are committed to practice at all times in a way which protects them. We are also aware that there are some adults with particular vulnerabilities who require safeguarding in a similar way. This policy applies to them as well.

The purpose of this policy is:

- To provide all children and young people who visit our events and use our services with a safe, enjoyable and stimulating experience while ensuring that as far as possible, they are properly safeguarded.
- To set out for staff and volunteers and visitors the overarching principles which guide our approach to safeguarding children and young people.

### **Legal framework**

This policy has been drawn up on the basis of law and current best practice guidance, namely:

- Children Act 1989 & 2004
- UN Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Protection of Freedoms Act 2012

Supplemented where appropriate by guidance on safeguarding children issued by:

- H.M. Government
- National Society for the Prevention of Cruelty to Children (NSPCC)

The legal framework for the safeguarding of vulnerable adults is slightly different. The key documents are:

- The National Framework for Standards for good practice and outcomes in Adult Protection work 2005
- Care Act 2014

## In respect of adults

Each form of abuse is investigated according to a set of pan London procedures. These are available at: <https://londonadass.org.uk/wp-content/uploads/2019/05/2019.04.23-Review-of-the-Multi-Agency-Adult-Safeguarding-policy-and-procedures-final-.pdf>

## In respect of children

We recognise that:

- The welfare of the child is paramount as enshrined in the Children Act 1989
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have an equal right to protection from abuse or neglect
- Some children are additionally vulnerable because of the impact of previous experiences, disability, or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting the welfare of children and young people
- Some vulnerable adults need protecting in similar ways

We will seek to keep children, young people and vulnerable adults safe by:

- Valuing them, respecting them and listening to them
- Setting out clear Child Protection Procedures and ensuring that staff and volunteers have regard to it at all times
- Recruiting staff and volunteers safely ensuring that all necessary checks are made
- Providing effective management and support for staff and volunteers through supervision and training
- Where concerns arise about the actions of staff or volunteers we will take action as set out in the Child Protection Procedures
- Publicising information about child protection and good practice to children, parents, staff, and agencies who use our services
- Sharing concerns in respect of individual children and vulnerable adults with the appropriate agencies and co-operating with any subsequent investigations
- Appointing a safeguarding lead. This is Elizabeth Thorpe-Tracey and Shane Fearon,
- All safeguarding referrals will be discussed with Emma Sweeney PDT, Jackie Rosenberg One Westminster and Jacqui Fearon, LADO, Camden.

We will keep our policy and practice up to date by reviewing it annually.

This policy was last reviewed on 25 March 2024

Signed: Liz Thorpe-Tracey | Director | (Safeguarding lead)

## Four types of child abuse and how to recognise them

### Signs of Physical abuse

Most children will collect cuts and bruises as part of the rough-and-tumble of daily life. Injuries should always be interpreted in light of the child's medical and social history. Most accidental bruises are seen over bony parts of the body e.g. elbows, knees, shins and are often on the front of the body.

Some children, however, will have bruising that is more likely to be inflicted rather than accidental. Indicators of physical abuse could include bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, this could be on their cheeks, abdomen, back and buttocks. Physical abuse may involve hitting, shaking, throwing, drowning, burning or scalding, poisoning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

### Signs of Sexual abuse

Sexual abuse involves someone forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. In fact, the majority of children who are sexually abused by a carer will have no visible signs at all, due to the attacker not wanting to leave evidence, amongst many other reasons in the grooming process.

Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse, as can other children. The activities may involve physical contact including both penetrative and non-penetrative acts such as masturbation, kissing, rubbing and touching the outside of clothing.

They may also include non-contact activities, such as watching sexual activities, encouraging children to behave in sexually inappropriate ways, involving children in looking at, or in the production of, sexual images and grooming a child in preparation for abuse (including via the internet).

### Signs of Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe adverse effects on the child's health and emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Emotional abuse can be difficult to measure, as there are often no outward physical signs. Indicators of emotional abuse may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the

child from interacting socially with other children or adults. It could involve rejecting or ignoring a child completely, using degrading language or behaviour towards them, threatening or bullying them and encouraging them to develop behaviours that are self-destructive.

Emotional abuse also includes radicalising a child or young person who may be subsequently drawn into terrorist-related activity. People, who work in specified occupations, including health and education, must report it if they suspect someone is being drawn into terrorism (known as the Prevent duty).

## **Signs of Neglect**

Neglect can be a difficult form of abuse to recognise, yet it can have some of the most lasting and damaging effects on children. One in 10 children have experienced neglect\* and neglect is a factor in 60 percent of serious case reviews\*\*.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. The physical signs of neglect may include constant hunger, sometimes stealing food from other children constantly dirty or 'smelly', loss of weight, or being constantly underweight and inappropriate clothing for the conditions.

The following changes in behaviour in a child or young person may indicate neglect and these include complaining of being tired all the time, not requesting medical assistance and/or failing to attend appointments, having few friends and mentioning being left alone or unsupervised.

These definitions and indicators are not meant to be definitive, but to be viewed as guidance. It is important to remember that many children may exhibit some of these indicators at some time and that the presence of one or more should not be taken solely as proof that abuse is occurring. There are many kinds of support available to children and young people who have experienced abuse once it has been disclosed or identified.

## The Four Rs of Safeguarding

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1. **RECOGNISE:** Recognise that you have a concern, or someone has made a disclosure to you.
2. **RESPOND:** Reassure the individual, ask what they would like to happen and let them know what action you will need to take.
3. **REFER:** Pass the concerns on by contacting your Safeguarding Lead, or Westminster Adult/Child Social Care Team.
4. **RECORD:** What have you seen, heard or been told? Ensure you record these as soon as possible.

First contact the safeguarding lead: Liz Thorpe-Tracey [hlepnw@gmail.com](mailto:hlepnow@gmail.com)

If you are concerned about a child and you have a safeguarding concern, phone: 0207 641 4000 or email: [AccesstoChildrensServices@westminster.gov.uk](mailto:AccesstoChildrensServices@westminster.gov.uk)

If you are concerned about an adult who you think requires social care and support or you have a safeguarding concern, phone 020 7641 1444 or 020 7641 1175 or email: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

## Procedures

Step by step instructions that MUST be followed

Safeguarding procedures for all employees

If an employee is informed about or concerned about the abuse of a child, young person, or adult at risk, they must take the following steps:

- Always place the child or adult's welfare and interests as the paramount consideration.
- Make safeguarding personal using a person-led and outcomes-focused approach. Employees must talk with the child, young person, or adult at risk about how best to respond to their safeguarding situation in a way that enhances their involvement, control, and choice throughout the safeguarding process.
- Listen carefully and actively to the person – at this stage, there is no necessity to ask questions. Let the person guide the pace and remember their ability to recount an allegation will depend on age, culture, language and communication skills, and disability.
- Do not show shock at what is being said. This may discourage the child or adult from talking, as they may feel you are unable to cope with what they're saying, or perhaps that you're thinking badly of them.
- Do not investigate. If anything needs to be clarified in order to understand the safeguarding risk, ask clear, open questions:
  - use the TED rule: tell, explain and describe
  - ask 'what, when, who, how, where' questions
  - ask 'do you want to tell me anything else?'
  - do not ask any 'why' questions as these can suggest guilt or responsibility.
- Remain calm and reassure the person that they have done the right thing by talking to a responsible adult.
- Never promise to keep a secret or confidentiality. Happy Lizzy Event Planning CIC works within wider statutory systems and must collaborate in order to effectively support and care for children, young people, and adults at risk.
- It is important that this fact, and its implications of transparency and reporting, are emphasised in early and ongoing conversations.
- Ensure the child or adult at risk understands what will happen next
- If the person disclosing is a child, employees have a duty to ensure that the information is passed on in order to keep the child safe.
- If a child requests confidentiality, employees must explain Happy Lizzy Event Planning CIC requirements, for example, 'I'm really concerned about what you have told me and I have a responsibility to ensure that you are safe'.

If the person disclosing is an adult, employees have a duty to pass on information if someone is at immediate risk of harm, and to encourage and support the adult to share information and seek support.

Employees must ask for the adult's consent to take up their concerns. If the adult does not agree, or if employees do not believe that the adult has capacity to make a decision about consent, they must consult with safeguarding advisors

## Responding to a safeguarding concern

### Immediate risk of harm

- If an employee believes a child or adult to be at immediate risk of harm or abuse, and/or a criminal offence is taking place, they must take immediate steps to protect that person by calling 999.
- Employees must then contact the safeguarding lead to let them know what has happened and to take advice on next steps.
- The volunteering team must be informed of all safeguarding issues and concerns relating to volunteers as soon as an issue is identified by the volunteer manager, or when other employees are informed/involved.

### No immediate risk of harm

- Employees must consult with safeguarding lead as soon as possible on the same working day of the safeguarding concern.
- If there are concerns that a child is, or has been, at risk of abuse, employees must make a referral on the same working day to the local authority children's services in the area where the child is living (or is found). Employees must take guidance from the safeguarding lead as needed.
- For safeguarding concerns raised by volunteers, the safeguarding lead will make the referral. This must be done as soon as possible on the same working day. Employees must (subject to issues of confidentiality or other sensitivities) keep volunteers informed as to the outcome of the referral.
- Employees must discuss safeguarding concerns for an adult with the safeguarding lead. Employees and managers must consider the safeguarding concerns and the adult's individual circumstances in order to decide if a referral is warranted, including a consideration of:
  - Empowerment – what does the person want? What rights need to be respected? Is there a duty to act, are others at risk of harm?
  - Protection – is this person an adult at risk? What support do they need? Is capacity an issue? Should others (such as a carer) be involved?
  - Proportionality – have risks been weighed up? Does the nature of the concern require referral through multi-agency procedures?
  - Partnership – what is the view of others involved? How do multi-agency procedures apply?
  - Accountability – is there a clear rationale on which to base a decision?

## Concerns from the general public

Event staff may receive safeguarding concerns from the general public in person or via email or telephone.

- Where such concerns are received via email, these must immediately be passed onto the safeguarding team [hlepnw@gmail.com](mailto:hlepnow@gmail.com) alongside a telephone call to the Safeguarding Lead to ensure timely receipt and action.
- Where the concern is received via telephone or in person, the HLEP! Staff member
  - listen to the concern
  - as soon as possible during the call, advise the caller that their concern will be passed onto HLEP! safeguarding team
  - take the caller's contact details and send these to the safeguarding team
  - always confirm with the safeguarding team via a phone call that they have received the information

## Making a referral

### Making a referral to the local authority

- If you are concerned about a child and you have a safeguarding concern, phone: **0207 641 4000** or email: **AccesstoChildrensServices@westminster.gov.uk**
- Referrals must be made on the same day where harm or risk of harm has been identified. If concerns arise out of office hours, referrals must be made to the local authority out of hours service.

### For a child:

- Employees must make referrals to the local authority children's social care services, following local procedures. Employees must always confirm the referral in writing via secure email.
- phone: **0207 641 4000** or email: **AccesstoChildrensServices@westminster.gov.uk**
- Where possible, employees must discuss their concerns with the child's parent, and an agreement should be sought for a referral to the local authority children's social care. Employees must only do this if it does not increase risk to the child (through either delay, or the parent's possible actions or reactions).
- If employees decide not to seek parental permission before making a referral to children's social care, they must record and date this in the child's file. This must also be confirmed in the referral to children's social care via secure email.

### For an adult:

- If you are concerned about an adult who you think requires social care and support or you have a safeguarding concern, phone **020 7641 1444** or **020 7641 1175** or email: **adultsocialcare@westminster.gov.uk**
- If the adult consents to safeguarding procedures and a referral, employees must follow the local Safeguarding Adults procedures.



- Employees must take action on the same working day that the concerns were noted and consent obtained.
- If the adult does not consent to contacting other agencies, and has the mental capacity to make that decision, employees must provide information and advice to the adult. This must include a summary of the concerns and advice of other services that the adult may choose to access.

### **Mental capacity and referring**

In order to assess capacity of a child or adult, employees should apply the two-stage test. To do so, employees must answer two questions:

(1) Is there an impairment of, or disturbance in the functioning of a person's mind or brain? This could be due to long-term conditions such as mental illness, dementia, or learning disability, or more temporary states such as confusion, unconsciousness, or the effects of drugs or alcohol.

If the answer to the above is 'yes', employees then must consider:

(2) Is the impairment or disturbance sufficient that the person lacks the capacity to make a particular decision when they need to?

A person is unable to make their own decision if they cannot do one or more of the following:

- understand information given to them
  - retain that information long enough to be able to make the decision
  - weigh up the information available to make the decision
  - communicate their decision – this could be by talking, using sign language, or even simple muscle movements such as blinking an eye or squeezing a hand.
- Every effort must be made to find ways of communicating with someone before deciding that they lack capacity to make a decision based solely on their inability to communicate. Employees will need to involve family, friends, carers, or other professionals.
  - The assessment must be made on the balance of probabilities, for example, is it more likely than not that the person lacks capacity? Employees must be able to show in their records why they have come to a conclusion that capacity is either present or lacking for the particular decision.

- If an adult at risk of abuse is perceived to lack the mental capacity to make the decision regarding a referral, employees and their managers must consider what is in the adult's best interests. A referral without consent must be made in cases where:
  - there is an emergency or life-threatening situation
  - other people are, or may be, at risk – including children
  - sharing the information could prevent a serious crime
  - a serious crime has been committed.
- If a serious crime has been committed, managers must also contact the police following the local procedures. This must happen on the same working day the concern was noted.

### **Referrals when working with a partner organisation**

- If the safeguarding concern arises within the context of HLEP! working with a partner organisation or service (or example a school or college), employees must check with their service manager for any agreed safeguarding processes contained in the Service Level Agreement. Usually, this will involve contacting the designated officer within the partner organisation. Employees must also consider any local safeguarding children or adults multi-agency arrangements, including their local child protection or adults at risk procedures which are detailed on the Local Safeguarding Children Partners and Local Safeguarding Adult Board Websites.
- In such cases, both HLEP! and the partner organisation's policies must be followed.

### **Referral responses: What to expect from the local authority**

If you are concerned about a child and you have a safeguarding concern, phone: 0207 641 4000 or email: [AccesstoChildrensServices@westminster.gov.uk](mailto:AccesstoChildrensServices@westminster.gov.uk)

- For a child: Children's social care services are required to provide referrers with a response within 24 hours of receiving a referral, and acknowledge receipt to the referrer. Responses may include:
  - referral progressing to a social work assessment
  - no further action
  - signposting to another service
  - a recommendation that the referring agency or another agency undertake an early help assessment (or that the referral remains within early help services).
- If no response has been received within 72 hours, HLEP! must contact the local authority children's social care again and, if necessary, ask to speak to a line manager to establish progress. If the local authority's response is inadequate, or doesn't sufficiently address the risk of abuse, employees must discuss this on the same day. The Safeguarding Lead must

then review the details on the same day and make a decision to take action regarding any escalation required

- For an adult:

**If you are concerned about an adult who you think requires social care and support or you have a safeguarding concern, phone 020 7641 1444 or 020 7641 1175 or email: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)**

Adult social care services do not have a statutory obligation to respond within a specified timeframe. Local response timeframe targets may operate; these are available on the individual local authority Safeguarding Adult Board website. Responses may include:

- no further action
- an enquiry under Section 42 of the Care Act (refer to procedure 3.9, 'Working with adult services')

### **Concerning complaints against Happy Lizzy Event Planning Staff or Volunteers:**

Where there are concerns or allegations about an adult employee or volunteer who is working with children or adults at risk (often called someone in a "position of trust") within HLEP!, employees must follow the Managing Allegations and Concerns about an employee or volunteer who works with children, young people or adults at risk

## **RESPONDING TO AND MANAGING ALLEGATIONS AGAINST PROFESSIONALS**

### **The role of the Local Authority Designated Officer - LADO**

- It is a statutory role in all Local Authorities
- All LADOs follow the same procedures – (see the London Child Protection Procedures)
- They manage investigations into all concerns about adults working with children both professionals and volunteers
- They liaise with other agencies – Police, Children's services, HR etc

### **When to contact the LADO?**

You **must refer** to the LADO if you believe that a professional has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates he or she would pose a risk of harm to children.

It is **best practice** to consult with the LADO if you have any doubts about the conduct of a

professional who works with children. It is better to seek advice and guidance from the LADO to help risk assess a situation than to leave it and assume it is not important.

### **Allegations against staff in their personal life:**

A referral should also be made if an allegation or concern arises about a member of staff, outside of their work with children, and this may present a risk of harm to child/ren for whom the member of staff is responsible.

### **Historical allegations:**

Allegations of historical abuse should be responded to in the same way as contemporary concerns

### **Why it is important:**

- Protection of child / children is paramount
- To stop or prevent abuse
- Duty of care to member of staff
- To keep your organisation safe
- To comply with statutory guidance

### **What happens next?**

- Initial evaluation - is the threshold met?
- Strategy meeting
- Review Strategy meeting
- Outcomes
- Referrals to regulators, eg OFSTED
- Referral to DBS (Disclosure and Barring Service)

### **Outcome of a LADO referral, following an allegation:**

- **Substantiated:** there is sufficient evidence to prove the allegation;
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive;
- **False:** there is sufficient evidence to disprove the allegation;
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence
- **Unfounded:** there is no evidence that supports the allegation; it might indicate the person making the allegation misinterpreted the incident or was mistaken about what they saw. Alternatively, they may not have been aware of all the circumstances.

### **How to contact the LADO:**

Consultation and advice can be sought via the Safeguarding Service from a Child Protection Advisor (CPA) and a CPA duty rota is in place. We aim to respond to referrals within 72 hours, or if there is a need for immediate safeguarding advice, within 24 hours.

Consultation and advice can also be sought via the Tri-Borough LADO contacts listed below. Where allegations relate to professionals within education, Hilary Shaw can also be consulted.

**All telephone referrals will need to be followed up with a written referral using the 'Referral of concerns about an adult who works with children' form. (LADO Referral). This is available from the LSCB website or on request from the duty Child Protection Advisor.**



Happy Lizzy Event Planning

Please do not send referrals to individuals unless specifically requested to do so and always cc the LADO inbox if you do

## LADO Contacts:

### Westminster

Please call 0207 641 7668 and ask to speak to the Duty Child Protection Advisor

Or email [lado@westminster.gov.uk](mailto:lado@westminster.gov.uk)

Tri-Borough LADO contact details (if you cannot make contact with a duty child protection advisor):

<b>Kembra Healy</b> Tel: 0208 753 5125	<b>Tri-Borough Safer Organisations Manager and LADO</b> Email: <a href="mailto:kembra.healy@lbhf.gov.uk">kembra.healy@lbhf.gov.uk</a>
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<b>Anna Carpenter</b> Tel: 0208 753 5124	<b>Tri-Borough Service Manager, Safeguarding</b> Email: <a href="mailto:anna.carpenter@lbhf.gov.uk">anna.carpenter@lbhf.gov.uk</a>
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<b>Sarah Mangold</b> Tel: 07984 016 841	<b>Tri-Borough Safeguarding Practice Lead</b> Email: <a href="mailto:smangold@westminster.gov.uk">smangold@westminster.gov.uk</a>
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<b>Hilary Shaw</b> Tel: 07817 365 519	<b>Tri-Borough Lead for Safeguarding in Schools and Education</b> Email: <a href="mailto:hilary.shaw@rbkc.gov.uk">hilary.shaw@rbkc.gov.uk</a>
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