



SAFEGUARDING CHILDREN AND ADULTS POLICY

1. Policy Statement

In its simplest form, 'Safeguarding' can be defined as 'keeping children, young people and adults at risk, safe from harm'.

C-Change West London (CCWL) believes that all staff, workers, apprentices, and volunteers share responsibility for safeguarding and promoting the welfare of children, young people and adults at risk. This policy sets out what is required by everyone. It is your responsibility to maintain the standards expected when undertaking activities for/on behalf of CCWL.

If you are not clear about anything or if you do not understand your duties when safeguarding children and adults at risk, it is your responsibility to speak to the Designated Safeguarding Officer (DSO) for clarity and direction.

Everyone who represents CCWL must demonstrate the highest standards of behaviour and must always adhere to this policy (including when not at work or representing us).

As a volunteer, agency or other worker, it forms part of the agreement for your role. Everyone undertaking activities for CCWL (whether in a paid or unpaid role) is expected to adhere to this Policy; you may be asked to confirm your acceptance of your commitment to it. You may also be required to undertake training in safeguarding and discuss this Policy with your line manager.

We are wholly committed to the safeguarding of children and adults at risk of abuse.

2. Scope of Policy

This policy reflects the requirements and framework set out in The Care Act (2014), which replaced the No Secrets (2000) guidance and definition of 'Vulnerable Adult'. It reflects the requirements and framework set out in The Children Act 2004 and in Working Together to Safeguard Children (2015).

2.1 All CCWL colleagues and representatives must act in accordance with this policy both within their personal and professional lives. This includes;

- All CCWL colleagues
- Agency staff
- Contractors
- Trustees
- Volunteers
- Trainees ('representatives')
- Apprentices
- Any other third-party agency / individual / group or organisation that forms a contractual / formal relationship which brings CCWL into contact with adults and children at risk.

2.2 This policy is non-contractual and does not form part of the contract of employment.

2.3 CCWL is committed to safeguarding the welfare of children and adults with care and support needs. This policy aims to meet our responsibilities to protect the safeguarding and welfare of children and adults at risk of abuse.

2.4 Safeguarding children and adults is everyone's responsibility.

2.5 This policy reflects the legislative position on safeguarding children and adults at risk. There are significant differences within policies and legislation that govern how we safeguard both children and adults.

2.6 This policy is premised on English and Welsh legislation.

2.7 This policy reflects the requirements and framework set out in The Care Act 2014.

2.8 Failing to comply with this policy will be reported to the Board of Trustees.

3. Policy Responsibility

3.1 Safeguarding is about protecting individuals who may be vulnerable in certain circumstances. People may be at risk of abuse or neglect due to the actions (or lack of) by another person. It is vital we work collaboratively with others (including partner agencies) to identify people at risk and put steps in place to help prevent abuse or neglect.

3.2 The legal framework to protect both children and adults is contained within;

Children – Working Together to Safeguard Children 2015
Human Rights Act 1998

Adults – Care Act 2014
Mental Capacity Act 2005
Safeguarding Vulnerable Groups Act 2006
Making Safeguarding Personal guide
Human Rights Act 1998

- 3.3 The overarching objective for both is to enable children and adults to live a life free from abuse or neglect.
- 3.4 CCWL believes that no child or adult should experience abuse of any kind. We have a responsibility to promote the welfare of all individuals in order to keep them safe from abuse or neglect.
- 3.5 A child is defined as any person under the age of 18.
- 3.6 Safeguarding Adults Definition – “protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted”.
- 3.7 Safeguarding Children Definition – “Protecting children from abuse, neglect and preventing harm to their health or development, whilst ensuring they grow up with provisions of safe, effective care”.
- 3.8 Abuse is a violation of an individual’s human and civil rights by any other person, people or organisation. Abuse and neglect can take many forms.
- 3.9 Working Together to Safeguard Children (2015)
- Protecting children from abuse, neglect and maltreatment.
 - Preventing impairment of children’s health or development.
 - Ensuring children grow up in circumstances consistent with the provisions of safe and effective care.
 - Taking action to enable all children to have the best outcome.
- 3.10 For children, abuse includes:
- Physical Abuse
 - Emotional Abuse
 - Sexual Abuse and Exploitation (often referred to as CSE)
 - Neglect
- 3.11 For adults, abuse includes:
- Physical Abuse
 - Domestic Abuse
 - Sexual Abuse and Exploitation
 - Psychological Abuse
 - Financial or Material Abuse
 - Modern Slavery
 - Discriminatory Abuse
 - Organisational Abuse
 - Neglect and Acts of Omission
 - Self-neglect
- 3.12 An adult at risk (AOR) can be defined as an adult who:
- a) Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
 - b) Is experiencing, or is at risk of, abuse or neglect; and;

- c) As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect. (Care Act 2014).
- 3.12 The DSO will monitor compliance with this policy and the outcomes of complaint / incident investigations.
- 3.13 CCWL will implement stringent safeguarding procedures when recruiting, managing and deploying colleagues and associated personnel.
- 3.14 CCWL will follow up on reports of safeguarding concerns promptly and according to due process.

4. In Practice

- 4.1 There are six principles that underpin adult safeguarding and apply to all sectors and settings;
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| Empowerment: | Presumption of person led decision and consent. |
| Protection: | Support and representation for those in greatest need. |
| Prevention: | Prevention of neglect, harm and abuse. |
| Proportionality: | The least intrusive response appropriate to the risk. |
| Partnership: | Partnership with services working within their community. |
| Accountability: | Accountability and transparency when delivering safeguarding. |
- 4.2 Making Safeguarding Personal (MSP) promotes outcomes which focus upon personalised outcomes for individuals. The approach aims to work with the person to set safeguarding outcomes which have meaning to them. In practice;
- MSP is a personalised approach to safeguarding which places the adult at the centre of decision making.
 - MSP focuses on achieving meaningful improvement to people's circumstances rather than just an 'investigation' and 'conclusion'.
 - MSP aims to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
 - MSP further aims to safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.
 - MSP will promote an outcome-based approach in safeguarding that works for people, resulting in the best experience possible.
 - MSP further aims to raise public awareness in order for professionals, other colleagues and communities as a whole to play their part in preventing, identifying and responding to abuse, harm or neglect.
- 4.3 CCWL is fully committed to meeting the requirements of safeguarding children and adults as defined in sections 3.6 and 3.7.
- 4.4 All colleagues and volunteers will be responsible for their own individual knowledge in relation to this policy.

- 4.5 All CCWL representatives have a “Personal Safeguarding Responsibility” (PSR) when working with vulnerable persons to promote their welfare and health, wellbeing and development and take every reasonable precaution to protect them.
- 4.6 Suspicions of abuse must not be ignored. All colleagues, volunteers, apprentices and representatives should raise their concerns to the DSO as soon as practicable.
- 4.7 If you suspect abuse of any form, you must report it to the DSO as soon as practicable.
- 4.8 “As soon as practicable” will not be more than 72 hours post incident.
- 4.9 After receiving any report regarding a safeguarding matter, the DSO may undertake a “fact finding” exercise into the validity of the information reported.
- 4.10 The DSO will either report (or instruct another to report) any safeguarding matters (deemed valid) to the relevant statutory agency.
- 4.11 The DSO will record any safeguarding matters (deemed valid) onto an independent safeguarding register.
- 4.12 The DSO will inform the Charities Commission of any incident, should it meet the following criteria;
- Harm to persons who come into contact with CCWL through its work
 - Loss of CCWL money or assets
 - Damage to CCWL property
 - Harm to CCWL work or reputation
- 4.13 Reported safeguarding incidents that disclose criminal behaviour will be reported to the police (with consent and support of the victim).
- 4.14 Any safeguarding incident that discloses criminal behaviour and names a member of staff or volunteer as perpetrator, will always be reported to the police.
- 4.15 Once a safeguarding / criminal incident has been reported, CCWL will follow guidance and instruction from the appropriate statutory service.
- 4.16 Safeguarding incidents involving a colleague / representative of CCWL must be reported to the DSO.
- 4.17 If the safeguarding allegation involves the DSO, escalate your concern to the next, more senior person.

In summary:

What should you do if you suspect abuse or neglect?

1. Ensure the individual is immediately safe.
2. If you are told about a suspicion, listen carefully. Take what is being said seriously. Do not make any assumptions or accusations. Find out the basics of what happened, but do not investigate the matter yourself.
3. Make a clear written record of what was said; sign and date everything you write. Do not guarantee confidentiality. When there are safeguarding concerns, it is not always possible to keep everything confidential.
4. You have a duty to inform the DSO.
5. Any and all written or produced documents will be submitted to the DSO and will be referenced within the safeguarding report.
6. If the allegation is about the DSO, escalate your concern to the next, more senior person.
7. The police are to be contacted: In an emergency (immediately); or if you suspect that a crime has been committed, or if a member of staff may be implicated in criminal activity.

5. Policy Rules

- 5.1 The safeguarding and wellbeing of children and adults will take priority. Safeguarding takes precedence over all other considerations and daily tasks.
- 5.2 All persons, regardless of age, disability, gender, religious beliefs, sexual orientation or identity have a right to equal protection from all types of harm and abuse under this policy.
- 5.3 Safeguarding both children and adults will be at the forefront of all activities CCWL undertakes or participates in.
- 5.4 Colleagues and representatives of CCWL must abide and act in accordance with this policy in both their professional and personal lives. There are no exceptions to this rule.
- 5.5 CCWL has a zero-tolerance approach to any form of abuse, neglect or exploitation by a member of staff (or representative) to any person. In cases where safeguarding matters are raised in accordance with this policy, CCWL has a duty to notify the police / local authority / statutory agency / charities commission. There are no exceptions to this rule.
- 5.6 All CCWL colleagues, and partners have a duty to protect the assets of the organisation and to comply with relevant laws (including the UK Bribery Act 2010). CCWL does not allow any partner, supplier, sub-contractor, agent or any individual engaged by CCWL to behave in a dishonest manner while carrying out activities.
- 5.7 All representatives and colleagues of CCWL will adhere to the DBS policy.
- 5.8 The DSO will report any person to the Board of Trustees, should any person be found in breach of this policy. Appropriate disciplinary measures may be instigated.

- 5.9 Where CCWL refers or 'sign posts' to third-party providers / organisations, we will first ensure that the third-party organisation has appropriate safeguarding policies and procedures in place.
- 5.10 Should no such policies and procedures be in place, then that organisation should not be used. Where there is any doubt, this should be initially discussed with the DSO.
- 5.11 All colleagues and volunteers who may come into contact with children and adults at risk of abuse will have the required level of DBS check for their role (in accordance with the DBS Policy). This will be renewed in line with organisational requirements.
- 5.12 All colleagues, volunteers and representatives must inform the DSO of any criminal convictions, cautions, bound over or driving penalties (including disqualification).

6. Ongoing Safeguarding Development

- 6.1 Trustees, along with the DSO and CEO, will set the strategic direction for safeguarding and ensure that sufficient and appropriate resources are in place to implement the approach across both the employee and volunteer network.
- 6.2 The Trustees, along with the DSO and CEO, will support and promote better learning and safeguarding practice.
- 6.3 The DSO and CEO will maintain up-to-date knowledge of national policy, best practice and research in the area of safeguarding.
- 6.3 The DSO and CEO will liaise with other organisations and networks to enable the ongoing development of best practice in relation to safeguarding.
- 6.4 The DSO and CEO will provide advice when requested, on safeguarding and implications for practice as well as in relation to specific incidents.
- 6.5 The DSO and CEO will undertake Level 4 and 5 safeguarding training at least every two years.
- 6.6 The DSO and CEO will maintain a safeguarding register system, that contains comprehensive and accurate information (in accordance with GDPR).
- 6.7 All other colleagues are to undertake safeguarding training at a level commensurate with their role which is regularly updated and in line with CCWL mandatory training requirements.
- 6.8 Every volunteer and external representative who comes into contact with children or adults at risk of abuse, must attend (or provide evidence they have attended) the appropriate level of safeguarding training for their post in the required timescales. This must be provided to the DSO within 72 hours of request.
- 6.9 All volunteers and colleagues are to receive safeguarding training updates as required, but at least every three years, to provide them with relevant skills and knowledge to safeguard children and adults effectively.

- 6.10 Records of all safeguarding training to be documented and stored.
- 6.11 As part of the country's counter-terrorism initiative, in accordance with the PREVENT Strategy (HM Government 2011), all representatives will collaborate with partner organisations to contribute to the prevention of terrorism by safeguarding and protecting vulnerable individuals.

7. Designated Safeguarding Officer Contact Details

- 7.1 **Designated Safeguarding Officer:** Poonam Kaher
Email: PKA-CC@cranford.hounslow.sch.uk
Telephone: 020 8897 2001 – Option 6

Dated: 17/08/2025

Next Review Date: 17/08/2026