

“Creating sustainability by imbuing independence and strength into community organisations; supporting effective and efficient services.”

Safeguarding Policy 2026

The purpose of this policy is to:-

- Safeguard adults or children who receive Impactful Governance services.
- Provide Impactful Governance staff and volunteers with guidance on the procedures and conduct they should adopt during their work for Impactful Governance.

Impactful Governance works with adults, usually at Board, Executive and management level although we may encounter other adults in a workplace environment or unemployed people through training or employment projects. We may also work with children (See Child Protection statement on page 8). We believe it is probable that we will encounter vulnerability at some stage in our interactions. It is unacceptable for anyone to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of those at risk. In providing its services, Impactful Governance is committed to safeguarding and promoting the welfare of staff, volunteers and participants within our projects.

In particular, Impactful Governance is committed to:-

- Working together to prevent and protect adults at risk from abuse.
- Empowering and supporting people to make their own choices.
- Reporting actual or suspected physical, mental, verbal abuse, coercion or neglect.
- Signposting adults who are identified as at risk (those who are experiencing abuse, neglect or exploitation), to professional services or authorities.

Impactful Governance recognises that:-

- The safety and welfare of the adult at risk is paramount.
- All adults at risk have the right to equal protection from all types of harm or abuse.
- Working in partnership with other agencies is essential in promoting the welfare of adults at risk.

Impactful Governance will ensure its recruitment and working practices reflect these policy commitments. In this policy and subsequent procedures “staff and staff members” means all Impactful Governance employees and volunteers (including Directors).

“Protecting Adults at Risk” documents:

“Hertfordshire Safeguarding Adults at Risk” – Base on The Care Act 2014 which states that the safeguarding adults board must arrange a safeguarding adults review if an adult with care and support needs dies or comes to serious harm because of abuse or neglect and there is a concern about how agencies worked together to support the adult.

“Protecting Adults at Risk:- London Multi-Agency Policy & Procedures to Safeguard Adults from Abuse (Jan 2014)”, produced by the Social Care Institute for Excellence with the Pan London Adult Safeguarding Editorial Board Procedures is further guidance.

The Responsible Person is any staff, during any work interaction with the client and the Chief Executive is also responsible for the overview of the Local Safeguarding Adults at risk Board requirements.

Protecting Children:

Safeguarding applies when observing people with children although staff supervision of children is not necessary when the responsible parent or carer are present.

“Children have the right to be protected from all forms of violence. They must be kept safe from harm. They must be given proper care by those looking after them”.

Article 19, The United Nations Convention on the Rights of the Child (1991)

All children have a right to grow up safe from harm. A child is legally defined as anyone under the age of 18. Impactful Governance is committed to the rights of the child and has a designated person who is responsible for dealing with concerns on safeguarding children.

Impactful Governance will work in partnership with statutory and other voluntary organisations and families to provide a safe and suitable service for children. Research shows that for a number of reasons children with disabilities are particularly at risk of abuse.

We will endeavour to safeguard children by adopting the Hertfordshire Child Protection Procedures for safe, caring practices.

Staff will be vigilant and the safety of children is the highest priority. They will record inappropriate behaviour by adults and report all behaviour, allegations and/or suspicions of child abuse to a senior person in the organisation.

Impactful Governance's staff will take a child-centred approach. This includes treating all children with respect and is based on the needs of the child, which are paramount.

These Guidelines and Policy set out Impactful Governance's commitment to child protection and show what it will do to keep children safe and to promote their welfare.

These Guidelines provide clear procedures to enable staff and volunteers to share in confidence any concerns they may have, and to take appropriate action. Staff should also use supervision to discuss their safeguarding work.

Impactful Governance also follows procedures on Recruitment that reflects best practice in safer recruitment, Health and Safety, Risk Assessment and Best Practice, to ensure a robust approach to protecting children and promoting their well-being. Procedures assist the organisation to identify any persons applying for paid or unpaid work in order to gain access to children for the purpose of abuse.

What is Abuse?

Abuse can be viewed in terms of the following categories:-

- Physical
- Sexual
- Psychological/emotional
- Financial and material
- Neglect and acts of omission
- Discriminatory
- Institutional
- Modern Slavery
- Self-neglect

Abuse may be:-

- A single act or repeated act
- An act of neglect or a failure to act
- Multiple acts, for example, an adult at risk may be neglected or also being financially abused. Abuse is the misuse of power and control that one person has over another. Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual.

Who may be an abuser?

Abuse may take place in domestic, institutional or public settings and it takes place in all cultures, religions and at all levels of society. An abuser may be anyone including a member of the person's family, friend, neighbour, partner, carer, care worker, manager, volunteer, another service user, or any other person who comes into contact with a vulnerable adult.

Responding to potential abuse or neglect

All staff have a duty to protect all adults at risk from abuse and to be alert to the possibility of abuse. All staff have a duty to act on any concern of abuse of an adult at risk. The first priority should always be the safety of the adult at risk. Where there is an immediate risk of harm, all staff should take all reasonable steps to offer the adult at risk immediate protection. If there are any concerns about a member of staff it is essential that it reported to the Responsible Person immediately, or to the Customer Service Director. When the concern is about the Responsible person it should be reported to the Customer Service Director (see Contact numbers and Other Details, below. In this context, you should also refer to Impactful Governance's Whistleblowing Policy and Procedure.

If any member of staff is contacted about a safeguarding matter by the local authority, social care, the police or any other agency, the member of staff should tell the Chief Executive immediately before any information is imparted.

Response procedures - the role of the Responsible Person

- 1) When a concern is referred to the Responsible Person, the Responsible Person will be able to offer advice and will decide whether to make a referral to the Local Authority, Adults Social Care.
- 2) Such a referral will be made if there is an allegation or suspicion of abuse of an adult at risk.
- 3) Impactful Governance will ensure that all concerns about abuse identified by it or disclosed to it are appropriately recorded, securely stored and retained indefinitely.

Confidentiality and sharing of information:

- 1) Personal information about an adult at risk should not generally be shared without the consent of the person concerned. However, in the context of safeguarding adults at risk, confidential information may need to be shared without such consent.
- 2) Save in cases of emergency, staff who feel information relating to an Adult at risk needs to be shared must refer to the Chief Executive for guidance. Staff should, in any event, however, note the following points in relation to the sharing of information.
- 3) Not all personal information is confidential. Confidential information is, broadly, information of some sensitivity, which is not already public and which has been shared in a relationship where the person giving it understood that it would not be shared with others.

- 4) Seeking informed consent to the sharing of confidential information from the person who gave it or to whom it relates should be the first option, if appropriate. A refusal of consent or lack of informed consent should not necessarily, however, preclude the sharing of confidential information.
- 5) All staff have a responsibility to share information on a “need to know” basis where it is in the best interests of an adult at risk.
- 6) The amount of confidential information disclosed and the number of people to whom it is disclosed should be no more than is necessary to safeguard the adult at risk. This approach applies whether any proposed disclosure is within Impactful Governance or to an outside agency.
- 7) The context in which information is shared, the information requested, the information shared and with whom, and the justification for sharing the information must be recorded.

Code of Conduct

In addition to observing the provisions of this policy and procedure, all staff must observe the provisions of the Staff Code of Conduct policy.

Risk assessments

Impactful Governance recognises that the assessment and management of risk contributes to running safe services and activities. Impactful Governance’s Risk Assessments should be referred to for full details of activities and events and the mitigation of risks identified.

Recruitment, selection and vetting procedures

Reference should be made to Impactful Governance’s ‘Recruitment Policy and Procedure’ which sets out the conditions of our safe recruitment of staff.

Providers

1) All third party providers contributing to Impactful Governance’s services or activities (for example, an assistant) must be agreed by the Chief Executive beforehand.

Providers, or their relevant representatives, are required to sign the relevant Provider Declaration Form which sets out the conditions of their involvement at our services and activities, all of which act as safeguards.

If a provider or the relevant representative is unable to meet the provisions set out in the Provider Declaration Form, they will not be allowed access to the service or activity.

2) Impactful Governance will ensure providers or their relevant representatives are supervised by an identified member of staff at the service or activity to ensure they do not have unsupervised access to adults at risk.

Visitors and guests

Any visitors and guests will need to be agreed by the Chief Executive. Should a visitor or guest arrive unexpectedly in circumstances which give cause for concern, the person in charge of the activity (e.g. the staff) should seek guidance from the Chief Executive.

Visitors and guests at any activity are required to sign the register and record of attendance on their arrival. The person in charge of the activity must also ensure that the visitor or guest has no unsupervised access to vulnerable adults during our activities.

Staff induction, training, supervision and appraisal.

- 1) Impactful Governance ensures that all staff, volunteers and Directors go through a formal induction, providing evidence and checking eligibility as well as providing policies and instructions for accountability.

A copy of the induction document is held in the office to show progress and is signed by the Chief Executive to evidence compliance and achievement of each section.

Brief discussions about the functions and projects will take place and everyone is encouraged to read the current Impact Report to learn about previous projects and performance during the previous year.

- 2) We also ensure that all staff working specifically with adults at risk, receive the following (according to the type, level and frequency of their role):-

- An induction to the projects or services currently operating.
This may involve sharing video recordings or shadowing existing team members.
- Training in safeguarding adults at risk, including the use of this policy and procedure and recognising and responding to concerns about the protection of adults at risk.
- Supervision, in which safeguarding is a regular agenda item.

The relevant forms showing induction, supervision, meetings and appraisal are stored in the staff member's personnel file, which are stored securely in the Impactful Governance electronic filing system.

Staff ratios

Risk assessments are completed to determine the precise staffing ratios needed to deliver an activity involving adults. In any case, the ratios of staff to our clients will not be less than the following:--

- For premise-based activities:- 1:-10 (one staff to ten clients)
- For community based activities:- 2:-20 (one staff to ten clients)

Where clients are isolating or shielding, safe distancing and personal protective equipment will be considered and equipment provided.

Current Staff Contact details:

		<u>Work Mobile</u>
Chief Executive	ceo@ig-cic.org.uk	01923 231660
Internal Quality	iga@ig-cic.org.uk	01923 231660
LGBTQ+ Outreach	join@ig-cic.org.uk	07774 902501
Unpaid LGBTQ+ Carers	care@ig-cic.org.uk	07587794777
Finance Director	finance@ig-cic.org.uk	07867 637811

Public Contact Numbers

- Adult Care Services (ACS): 0300 123 4042
- Children's Services (CS): 0300 123 4043

Lone working & Working in People's Homes

Mentoring or Coaching may be conducted on an individual basis. It is important to keep a written record of the meeting securely within our confidential CRM "HubSpot" although details of the sensitive content remain confidential, apart from any disclosures that could cause harm to the individual, others or are illegal. In these cases it is important to send a written cause for concern letter to the Chief Executive.

Working safely during COVID-19 in other people's homes.

COVID-19 secure guidance for employers, employees and the self-employed 3 July 2020, is the guidance document on how to work safely during a pandemic and must be followed to safeguard clients and individual members of staff who visit people in their homes.

A hard copy is available in printed format or can be downloaded from <https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-030720.pdf>

Written records of our services and activities

Written records are completed before visits to show the services and activities we deliver. These are updated after a visit with the progress or action undertaken along with the next steps noted. These include a searchable register of the client, the staff, any visitors and a de-brief of the session. These records are kept within our CRM system "HubSpot" and must be logged as a written record of visits or contact, particularly in light of Infection Controls, specifically Covid-19 (Ref: Working safely during COVID-19 in other people's homes COVID-19 secure guidance for employers, employees and the self-employed 3 July 2020).

Team meetings

Staff team meeting are every month at our office, a public space, hotel (in rotating locations) or remotely i.e. Zoom, Skype or other Video Conferencing software.

Safeguarding is a regular agenda item at every meeting and is reflected in the minutes.

SAFEGUARDING ADULTS AT RISK

Impactful Governance's Accountable Person for Safeguarding Adults at risk:-

Andrew Waite (Chief Executive) Tel:- 01923 231660 or Mobile:- 07867 637811

If the Accountable Person is not available, you should contact a member of the management team. In the first instance:-

Alexandre Oliveira (Customer Service Director) Tel:- 07716 247876

In the second instance:- Veronica Garbett (Non-Executive Director) Tel: 01923 231660

Accident and emergency services –

In an emergency dial 999

Call a local Hospital, near to the delivery venue.

Call the Police - In an emergency dial 999

At no time should any visitor or guest be left alone with or in charge of any adult at risk. In any event, all staff should avoid being left alone with any adult at risk for any significant period. Under no circumstances must any adult at risk, with prior arrangements for being collected by a carer, be left alone at the end of any session.

Interviewing an adult at risk

If, for any reason, an adult at risk is to be interviewed alone, two members of staff should be present, or if only one can be present, that member of staff should be within sight of another member of staff. Where possible, the gender of the member(s) of staff interviewing should reflect that of the adult at risk interviewed.

Behaviour of adults at risk

An adult at risk should always be told if and why their behaviour is not acceptable.

If any adult at risk presents any challenging behaviour this must be dealt with in accordance with Impactful Governance's Managing Challenging Behaviour Policy and Procedure.

If the adult has a primary need that relates to their mental health (except people with dementia and other organic brain disorders) then the referral should be sent to Hertfordshire Partnership University NHS Foundation Trust (HPFT). HPFT is responsible for providing all social care support including safeguarding where the person has a primary need that relates to the mental health (except people with dementia and other organic brain disorders). You can contact them at:

Single Point of Access: Tel: 0800 6444 101

Email: hpft.spa@nhs.net

The Safeguarding Professional's Portal is the compulsory route for referrals.

Safeguarding Portal is where you can register and make safeguarding submissions

<https://hcsportal.hertfordshire.gov.uk>

Use <https://hcsportal.hertfordshire.gov.uk> to make a Safeguarding referral to our team.

For all other options such as care concerns or social care please use Report a concern about an adult | Hertfordshire County Council

Photographic or video images

Photographic or video images can only be used by Impactful Governance for the promotion and publicising of its work; unless Impactful Governance's prior written consent is obtained for another specified use. If any photographic or video images are to be published in any publicity material, the written consent of the adult included within the publicity or their carer must be obtained.

Confidentiality and security of information

All information held at or relating to an activity or any activity session must be dealt with in accordance with Impactful Governance's Data Protection, Confidentiality and Security of Information Policy and Procedure and complies with G.D.P.R. (General Data Protection Regulations).

Internal Audit Guidance for Managers

The Directors will have meetings using discussion and role play for training and monitoring.

Child Protection

The importance of tackling child abuse has been recognised for a long time. The priority action for staff and volunteers remains the need to identify suspicions of abuse of children and to take prompt action to deal with it.

In recent years there is an appreciation, however, that it is important to take a broader perspective. Impactful Governance believes that all children should:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

(Every Child Matters, 2004)

Impactful Governance will use this policy and guidelines to take a range of actions to protect children and to make sure its other policies and procedures are linked effectively to ensure children are safe.

Some of Impactful Governance's services are delivered to parent carers but staff must ensure that their work is child centred and has a focus on outcomes for the child. Where there is a conflict between the needs of the child and their parent carers, decisions should be made in the child's best interests.

Child Protection and promoting the welfare of children means:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

(Working Together to Safeguard Children, 2015)

In order that this happens, Impactful Governance will work with other agencies, children and families to ensure that the risks of harm to children are minimised.

Where there are concerns, Impactful Governance will take all appropriate action to address these concerns, following agreed procedures and working in partnership with other agencies.

Impactful Governance offers advice and information, and supports children with a learning disability and their families. Impactful Governance also provides opportunities for young people aged 16-18 to volunteer, and work placements for young people at school. All young people under 18 are covered by these Child Protection procedures and policy.

If a child is under the age of 16, they may attend only with their legal guarding or parent in attendance throughout. We can take no responsibility for children who are not

in our care, participating in our activities or who are not receiving direct support as a client or service user i.e. through individual Mentoring or Counselling.

Staff and volunteers are committed to providing effective services and also promoting the participation of children and families in discussions about their needs and concerns. Impactful Governance is committed to working collaboratively with other agencies and will work to respect diversity and promote equality.

All of Impactful Governance's staff and volunteers will potentially be in contact with children in the course of their work. It is important that they understand how to safeguard children and know what to do if they have any concerns about the welfare of children.

Policy Commitments

To ensure that Impactful Governance can work effectively to keep children safe, the following measures have been put in place:

- A commitment from senior staff and trustees to promote the welfare of children, to listen to children and to families and to be open and accountable for the work of the organisation
- A clear recruitment procedure and checking system
- Procedures for dealing with allegations of abuse against members of staff and volunteers
- Training for staff, volunteers and the trustees
- Procedures for identifying and responding to suspicions, disclosures or allegations of abuse, which include inter-agency working
- Clear roles and responsibilities for staff and volunteers so that they know what to do to keep children safe
- A Code of Good Practice
- Bullying and Harassment Procedures
- Whistle Blowing Procedures

Impactful Governance has a Nominated Child Protection Adviser who is responsible for child protection issues. This role will be taken by the Chief Executive.

The Recruitment Procedures set out what Impactful Governance will do to recruit staff and volunteers suitable to work with children and vulnerable adults. This includes the importance of obtaining references and Disclosure and Barring checks, and the up-to-date use of vetting services through the Disclosure and Barring Service.

A Complaints Procedure, Grievance Procedure and a Disciplinary Procedure are in place. These provide a fair and effective framework for dealing with allegations of abuse against staff and volunteers. It provides for specialist legal and professional advice.

The Confidentiality Policy (paragraph 2.7) gives guidance on exceptions to the principles of confidentiality. It outlines where concerns over children's safety will override the need for confidentiality and will help staff to share information in a confident and effective manner.

Staff and volunteers will work positively with children at all times. It is recognised that there are children in specific circumstances who may be particularly at risk and need additional measures to ensure that they are safe. Disabled children may be more

vulnerable to bullying or peer pressures. Staff and volunteers should be aware that the Bullying and Harassment Procedures apply to children as well as at risk adults, and give them rights and safeguards. They may have communication difficulties that make it harder for them to convey any worries, and staff and volunteers must be aware of this. Personal care may present opportunities for abuse, and procedures must be clear that minimise the risk of this.

Staff and volunteers must be aware of the potential dangers in information communication technology, in the use of images on the internet or the possibility of bullying and harassment through social networking sites and mobile phone texts.

Staff and volunteers will work with other agencies to benefit the child. This will include contributing to multi-agency assessments and plans through the Common Assessment Framework.

Every member of staff and volunteer must be open and honest when something goes wrong with their care or support that might cause harm or distress. This is called a duty of candour. Staff and volunteers must be open and honest with colleagues, managers, regulators and other organisations involved in investigations or reviews.

Impactful Governance is registered with the Care Quality Commission and has an organisational duty of candour. This includes a commitment to transparency, reporting incidents and concerns and apologizing when things go wrong.

Child Protection Definitions

Child Protection refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Child abuse can be identified in different forms. Children who are being abused do not suffer from one form. For example, sexual and physical abuse will include some form of emotional abuse.

Abuse

All children can become at risk of abuse. Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family, in an institution or community setting, by those known to them or, more rarely, by others. They may be abused by an adult or adults, or another child or children.

The main categories of child abuse are:

- **Neglect**
- **Physical abuse**
- **Emotional abuse**
- **Sexual abuse**
- **Neglect**
- **Psychological Abuse**
- **Conversion Therapy**
- **Coercive or Controlling Behaviour**
- **Verbal Abuse**

Neglect

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. It may involve a parent or carer failing to provide adequate food, shelter or clothing; failing to protect a child from physical harm or danger; or failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Physical Abuse

Physical abuse or injury deliberately inflicted upon a child may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also occur when a parent or carer invents the symptoms of, or deliberately causes, ill health to a child whom they are looking after (children in whom illness is fabricated or induced).

Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved or inadequate. It may include making them feel rejected, criticised, bullied, being constantly ignored or scapegoated and/or that the adult is finding fault with the child as a human being. It may feature age or developmentally inappropriate expectations imposed on children.

Some level of emotional abuse is involved in all types of ill-treatment of a child, although it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child (through bribes, threats, physical force) to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetration or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Psychological Abuse

Psychological or mental abuse occurs when someone is subjected to behaviours or environments that can lead to severe psychological trauma. This trauma may manifest as anxiety, depression, or post-traumatic stress disorder (PTSD). Psychological abuse is insidious and can deeply affect one's mental health and sense of self-worth.

Conversion Therapy

Conversion therapy is widely recognised as a form of psychological and emotional abuse that seeks to suppress, change, or deny a person's sexual orientation or gender identity, rather than affirming and supporting who they are. These practices can involve coercion, manipulation, shame, humiliation, isolation, threats, or pseudoscientific and religious interventions that falsely portray LGBTQ+ identities as

disordered or undesirable. Children and young people are particularly vulnerable because they may be pressured by adults they trust or depend upon, leaving them at increased risk of anxiety, depression, self-harm, post-traumatic stress, loss of self-worth, and suicidal thoughts. Rather than promoting wellbeing, conversion practices can cause lasting trauma, damage family relationships, and undermine a person's dignity, autonomy, and fundamental human rights. For these reasons, many professional health bodies, safeguarding organisations, and human rights experts regard conversion therapy as a harmful and abusive practice with no legitimate therapeutic basis.

Coercive or Controlling Behaviour

Controlling and coercive behaviours are forms of emotional abuse. While they often occur

together, they have distinct characteristics:

****Coercion****; This involves a pattern of behaviours aimed at intimidating, scaring, humiliating, or threatening someone.

****Controlling Behaviour****; This occurs when an individual seeks to dominate or make another person dependent by isolating them from support networks, regulating their behaviour and reducing their independence.

Examples of these behaviours include withholding money, blackmailing, constant criticism, monitoring someone's activities, isolating them from friends and family, and engaging in psychological manipulation like gaslighting. These tactics make it incredibly challenging for someone to leave an abusive relationship. Controlling or coercive behaviour is a criminal offense under the Serious Crime Act 2015.

Verbal Abuse

Verbal abuse involves the use of harsh, insulting or demeaning language directed at an individual. You might experience name-calling or constant belittlement from a partner or someone else. If this abuse targets characteristics protected by law, it could be classified as a hate crime. Even if not directed at you specifically, witnessing such behaviour towards others can still be distressing and is considered a hate incident.

The Nominated Child Protection Adviser

The Nominated Child Protection Adviser is knowledgeable about Child Protection and will undertake training and keep up to date with new developments in this field. He/she will ensure the Safeguarding Children procedures are kept up to date and reviewed regularly. They will prompt training and information for staff in the organisation.

The Nominated Child Protection Adviser will ensure Impactful Governance's staff liaise with Multi-Agency Safeguarding Hub (MASH) and Children's Social Services staff regarding any concerns and ensure that correct information is shared with the MASH at the point of referral. He/she will ensure that the referral is confirmed in writing within 24 hours.

The Nominated Child Protection Adviser is currently the Chief Executive and, in his absence, the Community Services Manager.

Allegations of Abuse or Malpractice

In the event of any allegation, disclosure or suspicion of abuse of children, the following procedures will apply.

All allegations will be taken seriously and treated in accordance with the local authority's procedures.

Any member of staff or volunteer who has concerns that are due to an allegation or suspicion about a child's safety should inform the Project Manager immediately. They should not approach the child or the family. If a child discloses they are being abused, staff should take the following steps:

- Listen to the child in whichever way they choose to communicate – e.g. drawings, behaviour, emotional responses.
- Tell the child that you are taking what they are saying or expressing seriously.
- Reassure the child that they are right to talk to someone and that you will need to tell someone who can help. **Do not promise them full confidentiality.**
- Do not attempt to interview the child, although it may be necessary in some cases to clarify with the child what they are saying.
- Record what the child has said and done, also record your own responses and tell the child what you will do next.

The member of staff should discuss their concerns as soon as possible with the Project Manager. If their Project Manager is unavailable, staff should speak with the Chief Executive or another Project Manager instead. They should make a written note of their concerns and indicate any evidence to support the concern. It is also important that staff take into account their feelings about the situation, acknowledge and discuss them with their Manager.

The Project Manager should consult the Chief Executive to decide what should be done about the concerns. They should take into account any known risk to the child, and the MASH must be contacted in order to agree a response to the concerns. A written referral will be made to Children's Social Services within 24 hours.

The Chair of Impactful Governance will be informed at once and kept up to date during any subsequent investigation. The Project Manager/Chief Executive and other relevant staff will attend the Strategy Meeting called by the MASH.

Impactful Governance will take part, as appropriate, in any investigation planned at the Strategy Meeting and will co-operate with the police and Children's Social Services in the course of their enquiries. Children's Social Services have a duty under Section 47 of the Children Act to investigate suspected and actual cases of child abuse where there is a likelihood of children suffering significant harm.

The interests of the child are paramount. Confidentiality is vital and is a right for children and parents (Data Protection Act 1998). Information is shared on a need-to-know basis. Impactful Governance has a Confidentiality Policy and procedures for sharing confidential information with the council.

If an allegation of abuse is made against a member of staff the Project Manager will report this to the Local Authority Designated Officer (LADO) and follow their advice.

It is likely that the Disciplinary Procedures will be invoked immediately and followed in an appropriate way.

Impactful Governance has a Nominated Child Protection Adviser who is responsible for advising on child protection concerns (see section 5.3).

In their absence, the Community Services Manager will be available to fulfil the responsibilities of the Nominated Child Protection Adviser.

Parents or carers who are dissatisfied with Impactful Governance's actions can make use of the organisation's Complaints Policy.

Equal Opportunities

All children should be free from discrimination based on race, gender, disability, age, sexual orientation, beliefs, religion and caring responsibility. Impactful Governance will do all it can to combat prejudice and discrimination and to promote equality of opportunity.

Impactful Governance recognises that child abuse exists in many different forms, across cultural and religious communities and across all classes in society.

Staff and volunteers should guard against myths and stereotypes – both positive and negative – about cultural or religious communities. The families' strengths and needs should be understood in the context of the wider social environment but focusing on the child's needs will help to avoid any distorting effect of these influences on any judgements made.

Impactful Governance's Equal Opportunities Policy should be consulted alongside these Guidelines.

Recruitment

A duty to protect children will be included in the Person Specification and Job Description for posts in Impactful Governance. All staff and volunteers will have pre-employment references and a Criminal Records Bureau check.

Code of Conduct

All staff and volunteers are expected to observe the following Code of Conduct:

- Children must be listened to and treated with respect at all times
- The safety of the child is paramount
- Children must be supervised adequately and whenever possible more than one member of staff/volunteer should be present during activities

- Relevant Risk Assessments should be undertaken for activities involving children
- Staff must observe Guidelines on confidentiality
- Staff must share any concerns with their Managers at the earliest opportunity
- Staff must attend relevant training courses
- Staff must be aware of their role and responsibility under these Guidelines
- Staff who have concerns about safeguarding that they believe are not being dealt with should consider recourse to Impactful Governance's Grievance Policy or Whistle Blowing Policy

Training

Staff, volunteers and trustees will be provided with training to help them carry out their roles and responsibilities. All staff may have contact with children and need to be aware of safeguarding issues. They should have access to the level and type of training they require to work effectively. This will include the induction course, and more specialist training where required.

Safeguarding Group

Impactful Governance will have a Safeguarding Group. It will be chaired by the Chief Executive and attended by Project Managers, other key staff, and a trustee. The trustee will liaise with the other Board members, report to them and help the Board to fulfil its safeguarding responsibilities.

Staff will undertake a self-assessment each year, and from this develop an Action Plan to improve the performance of the organisation around safeguarding.

Appendix A

Home Visiting Procedures & Trips

Where a job role requires Home Visits, this procedure must be followed for the protection of staff, volunteers or people receiving the service:

Before a visit

Prior to commencing the project, log onto the NHS Covid-19 webcheck to check your symptoms and order a Home Testing kit at <https://111.nhs.uk/covid-19>

After taking the Home Test, confirm with your Line Manager by email that you are clear to make Home Visits. This may be easier to log the Testing date in HubSpot under your own contact name. If you are tested positive, you will need to isolate for 14 days before returning to work or conduct a Home Visit.

With the client

By telephone or Zoom, arrange a fixed time and date for a Home Visit meeting and log the details on HubSpot CRM, including the venue address if it is different to the contact's Home Address. Advise the service receiver to open all windows prior to the visit and leave all internal doors open to avoid touching surfaces where infections can be passed on. Anyone shielding MUST be in a separate room to the Home Visit location where we will meet the client.

During the visit

Before entering the Home, use hand sanitiser or put on disposable gloves and wear an Impactful Governance face mask. We would rather not wear visor shields to avoid making our clients feel more fearful however, if it is for personal protection, you may wear a visor as long as you pre-warn the client that this will be worn during the visit. Our aim is to help people feel confident to interact. Do not share equipment, including pens or allow clients to use your mobile phone or laptops (again this could spread the virus to surface that you may touch later). Keep a distance of at least 1 metre from anyone in the home and if demonstrating or showing information, sit or stand side-to-side where possible, avoiding breathing in the direction of each other.

After the visit

Remove face mask and place in sealable plastic bag for washing.

Remove any disposable gloves (if worn) and place in a plastic sealable bag to dispose of safely. If gloves were chosen not to be worn, wash your hands with hand-sanitiser as soon as you have removed your mask and bagged it. Write up details of the visit in HubSpot.

This policy and the consequential procedures have been adopted by:

"Impactful Governance - Community Interest Company" (the organisation) by its Directors.

When meeting clients, it is important to meet at an agreed venue. If there is a need for transport, there must always be two members of staff in a vehicle plus the client or service user, however, we do not condone taking clients in your own vehicles as this could invalidate your personal insurance. Clients should make their own way to events or be met at an agreed venue where it is safe to do so {See Lone Working Policy for guidance}

Appendix B



Your Contact address: _____

Your email:

Yes/No

Upset/crying	Verbal comments	Sexual behaviour
About staff or participant?	Physical marks/bruising	Bleeding/sores
Worrying behaviour	Withdrawn/unclean	Other (describe below)

Did the incident involve (please tick):

☐ A member of staff

☐ A participant

☐ A visitor/someone else

Do you want help or advice?

Date: _____

Please pass this form immediately after the incident to the Designated Senior Person (or Chief Executive)

Email: admin@ig-CIC.org.uk **Office:** 01923 231660 **Website:** www.ig-CIC.org.uk

Registered Office Address: The Old Free School, George Street, Watford, Hertfordshire WD18 0BX

Date of last review	Oct 2026
Date of next review	Nov 2027
Date it was first implemented	August 2017
Author(s)	Directors
Audience	All Employees, Volunteers and work placements
Other relevant policies and/or procedures	All Policies & Procedures
Where it is saved	www.ig-cic.org.uk

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