

Burton Memorial Hall

Safeguarding Policy: High Level Statement

Introduction

All Burton Memorial Hall trustees, staff and volunteers have a duty to safeguard vulnerable users of the Hall premises and those who may come into contact with vulnerable users. The purpose of this Policy is to define how the Management Committee operates the Hall to discharge this duty of care.

We will respond to any concerns regarding the physical, sexual, emotional or psychological safety of a vulnerable person or concerns relating to discriminatory or financial violation or exploitation of a vulnerable person. This policy is in place to protect all vulnerable persons regardless of gender, ethnicity, disability, sexuality, religion or faith.

Vulnerable users could include: children, young people, adults with learning difficulties or mental or physical disability, frail or elderly people and carers.

Principles

The welfare of the child or vulnerable adult is paramount and is the responsibility of everyone. All children and vulnerable adults, without exception, have the right to protection from abuse, whether physical, verbal, sexual, financial, bullying, exclusion or neglect. Bullying, shouting, physical violence, sexism and racism towards children will not be permitted or tolerated.

Policy Statement

1. No trustee, committee member, staff member or volunteer will have unsupervised access to children or vulnerable adults unless they have been through the safe recruitment procedure and 'Child Protection' or 'Vulnerable Adults Protection' training; including full familiarisation with the detailed 'Adult' (Appendix A) and 'Child Protection' (Appendix B) Safeguarding procedures which form part of this Policy.
2. All suspicions and allegations of abuse of a vulnerable adult or child will be taken seriously and dealt with speedily and appropriately.
3. All trustees, committee members, staff and volunteers will be made aware of this policy and provided with access to a more detailed safeguarding training guide.

4. There will be a nominated and named 'Vulnerable Users Representative' to whom any suspicions or concerns should be reported. This person is **Anne Nichols (Chair) tel: 07906 661110**.
5. The Management Committee will endeavour to keep the premises safe for use by children and vulnerable adults. The Committee recognise that a higher standard of safety is required where use is made by small children, those who cannot read safety notices, and physically or mentally disabled adults.
6. The Management Committee will ensure that all hirers are made aware of the hirer's obligation to ensure the effective safeguarding of children and vulnerable adults whilst undertaking any activities.
7. The Management Committee will ensure that hirers are made aware of their obligations under the *Licensing Act 2003* to ensure that alcohol is not sold to those under the age of 18. The Hall operates a 'Challenge 25 Policy' for the sale of alcohol on the premises by any hirer or by the Hall trustees. The Committee will ensure that hirers are aware that no children may be admitted to films when they are below the age classification for the film or show. No gambling or entertainment of an adult or sexual nature shall be permitted on the premises.
8. These policies and procedures will be reviewed annually and updated as appropriate in the interim periods.
9. The nominated 'Vulnerable Users Representative' will have responsibility for reporting concerns that arise, as a matter of urgency, to the local authority 'Child Protection and Vulnerable Adult' lead agency. The Representative may choose to have a confidential discussion with others in order to clear up any misunderstandings or to corroborate and support any suspicions before reporting a concern to the lead agency.
10. The nominated person should:
 - Know who to contact at the local authority,
 - Know who to contact in Social Services for advice and referrals,
 - Know about helplines and other sources of help for children and young people and vulnerable adults,
 - Ensure that there is an environment in which people have the opportunity to raise any child protection or vulnerable adult protection concerns.

Policy adopted January 2023
Reviewed January 2024

Burton Memorial Hall

Adult Safeguarding Procedure

1. Policy Statement

This policy exists to ensure that the Management Committee of Burton Memorial Hall implements appropriate arrangements, systems and procedures to ensure that the organisation has the right skills, means and resources to protect and safeguard adults.

The Management Committee of Burton Memorial Hall recognises safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. If any trustee, staff member, or volunteer for Burton Memorial Hall works directly with potentially vulnerable adults whilst discharging their duties they must comply with this policy.

It remains the responsibility of those hiring and using the Hall to ensure that they have appropriate 'Safeguarding' policies and procedures related to their activities – and that they, not the Management Committee, are responsible for ensuring compliance in relation to those activities and their use of the Memorial Hall.

However, it is possible that trustees, staff, or volunteers may witness, or otherwise become aware of, situations where concerns arise about the safety of adults using the facilities of the Memorial Hall. The Management Committee also recognise their own responsibilities for safeguarding adults in their role as an employer.

This Policy is designed to ensure that the Management Committee are able to discharge their own direct safeguarding responsibilities, and to equip trustees, committee members, staff, and others to recognise potential safeguarding issues which may be witnessed whilst users of the Memorial Hall are carrying out their activities.

2. Aim

The Care Act 2014 provides a definition and framework for Safeguarding Adults

Safeguarding means 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 including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The aims of adult safeguarding are to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;

- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned;
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult;
- Address what has caused the abuse or neglect.

3. Legislation - *The Care Act 2014*

Safeguarding Duties

The Care Act 2014 introduced statutory safeguarding duties. The safeguarding duties apply to an adult who:

- a) Has needs for care and support (whether or not an authority is meeting any of those needs);
- b) Is experiencing, or is at risk of, abuse or neglect; and
- c) As a result of those needs is unable to protect him or herself against the abuse or neglect or the risk of it.

4. Key Principles for adult safeguarding

In the safeguarding of adults Burton Memorial Hall Management Committee are guided by the principles set out in *The Care Act 2014* and aim to demonstrate and promote these principles in our work:

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

5. Recognising the signs of abuse

Staff/volunteers may be particularly well placed to spot abuse and neglect - the adult may say or do things that hint that all is not well. It may come in the form of a complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go locally to get help, support and advice. It is vital that everyone within the organisation is vigilant on behalf of those unable to protect themselves, including:

- Knowing about different types of abuse and neglect and their signs;

- Supporting adults to keep safe;
- Knowing who to tell about suspected abuse or neglect; and
- Supporting adults to think and weigh up the risks and benefits of different options when exercising choice and control.

The Care Act 2014 defines the following areas of abuse and neglect; they are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

5.1 Physical abuse

The physical mistreatment of one person by another which may or may not result in physical injury, this may include slapping, burning, punching, unreasonable confinement, and pinching, force-feeding, misuse of medication, shaking, inappropriate moving and handling.

Signs and indicators

Over or under use of medication, burns in unusual places; hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.

5.2 Sexual abuse

Any form of sexual activity that the adult does not want and or have not considered, a sexual relationship instigated by those in a position of trust, rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Signs and indicators

Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or female, inappropriate sexual behaviour in presence of others, bruising to thighs, disclosure, and pregnancy. Abusers may take longer with personal care tasks, use offensive language, work alone with clients, or show favouritism to clients.

5.3 Financial or material abuse

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Signs and indicators

This may include not allowing a person to access to their money, not spending allocated allowance on the individual, denying access to their money, theft from the individual, theft of property, misuse of benefits. There may be an over protection of money, money not available, forged signatures, disclosure, inability to pay bills, lack of money after payments of benefits or other, unexplained withdrawals. An abuser may be evasive when discussing finances, goods purchased may be in the possession of the abuser, there may be an over keenness in participating in activities involving individuals money.

5.4 Psychological and/or Emotional abuse

This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as shouting, swearing or the use of discriminatory and or oppressive language. A deprivation of contact, blaming, controlling, coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction of freedom, access to personal hygiene restricted, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected.

Signs and indicators

Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self-esteem, someone may be frightened of other individuals, there may be changes in sleep patterns.

5.5 Neglect and acts of omission

Behaviour by carers that results in the persistent or severe failure to meet the physical and or psychological needs of an individual in their care. This may include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health-care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating, wilful failure to intervene or failing to consider the implications of non-intervention in behaviours which are dangerous to them or others, failure to use agreed risk management procedures, inadequate care in residential setting, withholding affection or communication, denying access to services,

Signs and indicators

There may be disclosure. Someone being abused may have low self-esteem, deterioration, depression, isolation, continence problems, sleep disturbances, pressure ulcers. There may be seemingly uncertain attitude and cold detachment from a carer, denying individuals request, lack of consideration to the individuals request, denying others access to the individual health care professionals

5.6 Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

5.7 Discriminatory abuse

This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional.

Signs and indicators

There may be a withdrawal or rejection of culturally inappropriate services e.g. food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone may display low self-esteem. An abuser may react by saying "I treat everyone the same", have inappropriate nick-names, be uncooperative, use derogatory language, or deny someone social and cultural contact.

5.8 Institutional or Organisational Abuse

Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Signs and indicators

This may include a system that condones poor practice, deprived environment, lack of procedures for staff, one commode used for a number of people, no or little evidence of training, lack of staff support/supervision, lack of privacy or personal care, repeated unaddressed incidents of poor practice, lack of homely environment, manager implicated in poor practice. There may be a lack of personal clothing, no support plan, lack of stimulation, repeated falls, repeated infections, unexplained bruises/burns, pressure ulcers, unauthorised deprivation of liberty. Abusers may have a lack of understanding of a person's disability, misuse medication, use illegal controls and restraints, display undue/inappropriate physical intervention, and inappropriately use power/control.

5.9 Domestic abuse

The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- Psychological
- Sexual
- Financial
- Emotional

A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the *Serious Crime Act 2015*. The offence will impose a maximum 5 years imprisonment, a fine or both.

Signs and indicators

May include many of those indicators listed under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering, not being in control of finances, or decision making.

5.10 Modern slavery

Encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Signs and indicators

There may be signs of physical or psychological abuse, victims may look malnourished or unkempt, or appear withdrawn. Victims may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. They may be living in dirty, cramped or overcrowded accommodation, and/or living and

working at the same address. Victims may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work. People may have little opportunity to move freely and may have had their travel documents retained, e.g. passports. They may be dropped off/collected for work on a regular basis either very early or late at night. Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

5.11 Radicalisation to terrorism

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement in terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity. Radicalisation can be described as a process, by which a person to an increasing extent accepts the use of undemocratic or violent means, including terrorism, in an attempt to reach a specific political/ideological objective. Vulnerable individuals being targeted for radicalisation/recruitment into violent extremism is viewed as a safeguarding issue.

Signs and indicators

May include being in contact with extremist recruiters; articulating support for violent extremist causes or leaders; accessing violent extremist websites, especially those with a social networking element; possessing violent extremist literature; using extremist narratives to explain personal disadvantage; justifying the use of violence to solve societal issues; joining extremist organisations; and significant changes to appearance and/or behaviour.

5.12 Who might abuse?

Abuse of adults at risk, may be perpetrated by a wide range of people including relatives, family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm. Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- Long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse;
- Or opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

6. Prevention of abuse

6.1. Promoting Adult Safeguarding within Burton Memorial Hall Activities

To assist in the prevention of abuse the following factors should be considered:

- Rigorous recruitment practices (including volunteers);
- Internal guidelines for staff, trustees, and committee members;

6.2. Safe Recruitment & Selection

The Management Committee of Burton Memorial Hall ensures that all potential new staff, volunteers and trustees:

- **Complete an application form or a letter of application.** This includes: address, evidence of relevant qualifications, paid work and voluntary work experience and all criminal convictions;
- **Provide two pieces of identification which confirm both identity and address;**
- **Potential staff to undergo an interview** (formal or informal) involving at least two interviewers;
- **Provide at least two references** which are followed up before a post is offered. One reference should be from the last employer or an organisation that has knowledge of the applicant's work.

If undertaking a regulatory activity or if their post is eligible, staff and volunteers must consent to a **Disclosure and Barring Service check** and sign up to the update service and agree to the Management Committee requesting an annual update. The Management Committee of Burton Memorial Hall understands that:

- A person who is barred from working with children or vulnerable adults is breaking the law if they work or volunteer, or try to work or volunteer with these groups;
- An organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law;
- If our organisation dismisses a member of staff or volunteer because they have harmed a child or vulnerable adult, or would have done so if they had not left, we must make referral to the Disclosure and Barring Service (<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>).

6.3. Management & Support of Paid Staff

Burton Memorial Hall Management Committee has the following items in place for managing its staff:

- Staff are provided with a job description (paid staff) or a role description outlining their main responsibilities;
- All paid staff are provided with supervision opportunity by their line manager;
- Burton Memorial Hall disciplinary and grievance procedures are implemented for all paid staff, which comply with the ACAS Code of Practice;
- All trustees, paid staff and any volunteers may be required to attend safeguarding training, if appropriate to their role;
- All trustees and paid staff receive an induction, which includes information on all the organisation's policies and procedures.

6.4. Code of Conduct

We have a Code of Conduct in place for:

- Trustees
- Staff

6.5. Training

The Burton Memorial Hall Management Committee will promote awareness of Adult Safeguarding issues, to its trustees, staff, and services users as appropriate.

It is not the policy of the Management Committee that trustees or staff should work or volunteer directly with adults at risk as part of their duties for Burton Memorial Hall. However, if this form of work should prove necessary at any point then the Management Committee will ensure that any such trustees or staff will be required as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in Safeguarding Adult;
- Recognise an adult potentially in need of safeguarding and take action;
- Understand the procedures for making a safeguarding alert;
- Understand dignity and respect when working with individuals;
- Have knowledge of policy, procedures and legislation that supports safeguarding adults activity.

6.6. Making Safeguarding Personal

Making safeguarding personal means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

We recognise that adults may make decisions that might be perceived as risky or unwise. Adults must be assumed to have capacity to make their own decisions and be given all practicable help before anyone treats them as not being able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests.

We need to understand and always work in line with the *Mental Capacity Act 2005* (MCA), and seek support and guidance when we have concerns regarding an adult's capacity.

7. Reporting procedures

The following procedure refers to abuse or suspicion of abuse of that trustees, staff and any volunteers may become aware of during their work with Burton Memorial Hall.

Any trustee, member of staff or volunteer who becomes aware that an adult is or is at risk of, being abused or has safeguarding needs should raise the matter immediately with their supervisor/or with the designated safeguarding lead.

Early sharing of information is the key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no member staff or volunteer should assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult.

The Management Committee, via the designated safeguarding lead, will where appropriate:

- Inform the adult of the action we propose to take;
- Seek their agreement for any referral;
- Ensure that they are kept informed about what will happen next, so they can be reassured about what to expect;
- Endeavour to ensure that they are safe and supported before proceeding with any other action;
- Inform the adult if the Management Committee are planning to seek advice from or report concerns to an external agency.

7.1 Reporting

Report abuse or neglect by telephone or email using the details below.

Local Adult Social Care Offices (updated 23/03/2020)

Opening Hours:

Mon – Thurs: 9am – 5pm;

Friday 9am – 4.30pm

Out of these hours please call: 01228 526690

Bridge Mills, Kendal, LA9 4UB.

Tel: 0300 3032704

The Area Contact will pass on reported concerns to the Cumbria Safeguarding Adults Team who will make a decision regarding the best course of action. In certain circumstances another appropriate authority may need to be involved, e.g. Adult Social Care, Police, Health and Safety Executive, etc. If this is the case their involvement will be coordinated by the Cumbria Safeguarding Adults Team.

For emergencies **outside normal office hours**, please contact the **Emergency Duty Team (Adult Social Care) 01228 526690**.

There are some cases that require an urgent response

- If you suspect a serious criminal act has taken place, telephone 999. Tell them if you think it might be adult abuse.
- If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential adult abuse situation.

8. Child Protection

If at any time you become concerned that a Child might be at risk you need to follow the Child Protection Procedure outlined in Burton Memorial Hall Protection/Safeguarding Policy.

Contact one of the designated safeguarding leads or if you cannot contact them go straight to the Cumbria Local Safeguarding Children Board, telephone: 0333 240 1727.

Or if a child is in immediate danger of being harmed, the police should be called on 999.

9. Recording

A written record must be kept in regard to any concern regarding to an adult with safeguarding needs. This must include details of the person involved, the nature of the concern and the actions taken.

The recordings must be signed and dated. All records must be securely and confidentially filed.

10. Designated Safeguarding Leads

Name	Contact Details
Anne Nichols	07906 661110

Adopted January 2023
Reviewed January 2024

Burton Memorial Hall

Child Protection Safeguarding Policy

1. Introduction

1.1. This document is the **Child Protection Safeguarding Policy** for Burton Memorial Hall which will be followed by all trustees, committee members, staff and volunteers of the organisation and followed and promoted by those in the position of leadership within the organisation. We know that young people can be vulnerable to abuse by adults. The purpose of this policy is to make sure that the actions of any adult in the context of the work carried out by the organisation are transparent and safeguard and promote the welfare of all young people. This includes equipping trustees, committee members, staff, and others, with the necessary information and guidance to recognise potential child safeguarding issues, and what to do if they believe they have witnessed a matter of concern.

1.2. Individual users and hirers of the Memorial Hall are separately responsible for ensuring that their employees and volunteers are competent and confident in carrying out their responsibilities for safeguarding and promoting children's welfare whilst conducting activities within the Memorial Hall premises.

1.3. Whenever trustees, committee members, staff, or volunteers of Burton Memorial Hall carry out activities directly with, or involving, children in the course of their duties for the Management Committee they will adhere to this policy. Appropriate training will be provided.

1.4. Principles upon which the **Child Protection Safeguarding Policy** is based:

- Children have a right to be safe and should be protected from all forms of abuse and neglect;
- Safeguarding children is everyone's responsibility;
- It is better to help children as early as possible, before issues escalate and become more damaging; and
- Children and families are best supported and protected when there is a co-ordinated response from all relevant agencies;
- Voluntary organisations play an important role in delivering services to children;
- Voluntary organisations working with children are in a unique position to be able to observe signs of abuse or neglect, or changes in behaviour which may indicate a child may be being abused or neglected;
- Paid and volunteer staff in voluntary organisations need to be aware of their responsibilities for safeguarding and promoting the welfare of children, how they should respond to child protection concerns and make a referral to local authority children's social care or the police if necessary;
- Paid and volunteer staff should make sure that they are **alert** to the signs of abuse and neglect, that they **question the behaviour** of children and parents/carers and don't necessarily take what they are told at face value. They should make sure they know where to turn to if they need to **ask for help**, and **refer** to children's social care or to the police, if they suspect that a child is at risk of harm or is immediate danger (see section **3.3 Taking Action** for further information).

2. Safeguarding Children & Young People

This section covers a collection of safeguarding measures which have been designed to safeguard children and young people from harm. They are as follows:

2.1 Safe Recruitment & Selection

We have a policy and procedure which ensures that all potential paid staff and, where appropriate, volunteer committee members:

- Complete an application form or a letter of application. This includes: address, evidence of relevant qualifications, paid work and voluntary work experience and all criminal convictions;
- Provide two pieces of identification which confirm both identity and address;
- Undergo an interview (formal or informal) involving at least two interviewers;
- Provide at least two references which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicant's work
- Consent to a **Disclosure and Barring Service check (DBS)** at the appropriate level (standard or enhanced). Agree to sign up to the DBS update service.

Furthermore the organisation complies with all other safeguarding regulations:

- We understand that a person who is barred from working with children or vulnerable adults is breaking the law if they work or volunteer, or try to work or volunteer with these groups;
- We understand that an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law;
- We understand that if our organisation dismisses a member of staff or volunteer because they have harmed a child or vulnerable adult, or would have done so if they had not left, we must make referral to the Disclosure and Barring Service (<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>).

2.2 Management & Support of Paid Staff & Volunteers

All staff provided with a job description or a role description outlining their main responsibilities. This includes a requirement to comply with our Child Protection Safeguarding Policy and procedures and ground rules for appropriate behaviour.

- All staff are supported through an induction process during which safeguarding/child protection procedures are explained and training needs identified;
- All paid staff complete a role review at the end of their induction period before being confirmed in post. Inductions will be completed within 6 months;
- All paid staff are given supervision at least every 6 weeks by their line manager/ Chair of the organisation;
- If required, the organisation implements disciplinary and grievance procedures for all paid staff and volunteers, which comply with the **ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice**;

- All paid staff and volunteers receive an induction, which includes information on all the organisation's policies and procedures.

2.3 Bullying

Bullying will not be accepted or condoned. All forms of bullying will be addressed. Bullying can include:

- Physical pushing, kicking, hitting, pinching etc;
- Name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals;
- Sectarian/racial taunts, graffiti, gestures;
- Sexual comments and/or suggestions;
- Unwanted physical contact.

Children from ethnic minorities, disabled children, young people who are gay or lesbian, bisexual or trans or those with learning difficulties are more vulnerable to this form of abuse and may well be targeted.

Everybody has the responsibility to work together to stop bullying – Hall hirers, users, parents, and Hall staff and committee volunteers - and to commit to the early identification of bullying and prompt, collective action to deal with it.

Anyone who reports an incident of bullying to a representative of the Memorial Hall will be listened to carefully and be supported, whether it's the child/young person being bullied or the child/young person who is bullying. A bullying report form will be completed and appropriate action taken.

Any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved. Where appropriate, the Management Committee will liaise carefully with the safeguarding representative of the Hall hirer/user – unless this would constitute a potential conflict of interest.

Children/young people being bullied will be supported and assistance given to uphold their right to play and live in a safe environment which allows their healthy development.

Those who bully will be supported and encouraged to stop bullying.

2.5 Complaints Policy

We have a written Complaints Policy and procedure so that children and young people, and staff and volunteers can make any necessary complaint.

3. Child Protection

3.1 Immediate Action to Ensure Safety

Immediate action may be necessary at any stage in involvement with children and families.

In all cases it is vital to take whatever action is needed to safeguard the child or children concerned i.e.

- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) or taking a child to the nearest Accident and Emergency Department;
- If a child is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via their powers to use police protection.

3.2 Recognition of Abuse or Neglect

Abuse and neglect are forms 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 or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

Individuals within the organisation need to be alert to the potential abuse of children both within their families and also from other sources including abuse by members of the organisation, or by hirers/users of the Memorial Hall facilities.

The organisation should know how to recognise and act upon indicators of abuse or potential abuse involving children and where there are concerns about a child's welfare. There is an expected responsibility for all members of the organisation to respond to any suspected or actual abuse of a child in accordance with these procedures.

Abuse can take many forms and the following is a summary of the most common forms of child abuse as set out in *Working Together to Safeguard Children (2015)*

3.21 Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Some of the following signs may be indicators of physical abuse:

- Children with frequent injuries;
- Children with unexplained or unusual fractures or broken bones; and
- Children with unexplained
 - Bruises or cuts;
 - Burns or scalds; or
 - Bite marks.

3.22 Emotional abuse

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

may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Some of the following signs may be indicators of emotional abuse:

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong;
- Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder';
- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

3.23 Neglect

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. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Some of the following signs may be indicators of neglect:

- Children who are living in a home that is indisputably dirty or unsafe;
- Children who are left hungry or dirty;
- Children who are left without adequate clothing, e.g. not having a winter coat;
- Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence;
- Children who are often angry, aggressive or self-harm;
- Children who fail to receive basic health care; and
- Parents who fail to seek medical treatment when their children are ill or are injured.

3.24 Sexual abuse and exploitation

Involves forcing or enticing a child or young person 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. The

activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Some of the following signs may be indicators of sexual abuse:

- Children who display knowledge or interest in sexual acts inappropriate to their age;
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have;
- Children who ask others to behave sexually or play sexual games; and
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

Further information on Child Sexual Exploitation

Child sexual exploitation (CSE) involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyberbullying and grooming. However, it is also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

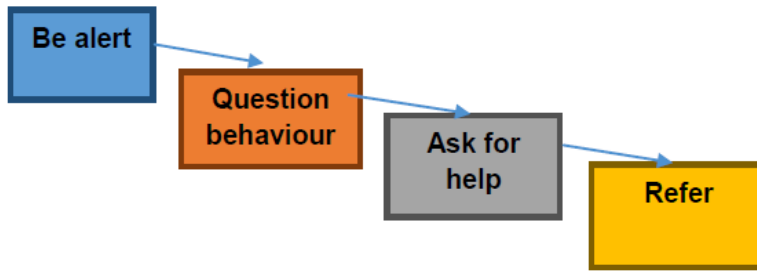
3.25 Further information on Preventing Radicalisation

Protecting children from the risk of radicalisation should be seen as part of an organisation's wider safeguarding duties and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised.

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many different ways and settings. Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or online, and with specific needs for which an extremist or terrorist group may appear to provide an answer. The internet and the use of social media in particular has become a major factor in the radicalisation of young people. As with managing other safeguarding risks, staff/volunteers should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

3.3 Taking Action

There are 4 key steps to follow to help you identify and respond appropriately to possible abuse and or neglect.



It may not always be appropriate to go through all 4 stages sequentially. **If a child is in immediate danger or is at harm or risk you should refer to the children's social care and/or the police.** Before doing so, you should try to establish the basic facts. However, it will be the role of the social workers and the police to investigate cases and make a judgement on whether there is statutory intervention and/or a criminal investigation.

You should record, in writing, all concerns and discussions about a child's welfare the decisions made and the reasons behind those decisions.

The first step is to be alert to the signs of abuse and neglect, and to have read this policy.

3.4 When You Must Not Discuss Your Concerns with Parents/Carers

It is good practice to be as open and honest as possible with parents/carers about any concerns. However, you **MUST NOT** discuss your concerns with parents/carers in the following circumstances:

- Where sexual abuse or sexual exploitation is suspected;
- Where organised or multiple abuse is suspected;
- Where fabricated or Induced Illness (previously known as Munchausen Syndrome by proxy) is suspected;
- Where Female Genital Mutilation is the concern;
- In cases of suspect Forced Marriage;
- Where contacting parents/carers would place a child, yourself or others at immediate risk.

These decisions should not be taken in isolation. Consult with the designated safeguarding lead, the Chair or Secretary of the Management Committee.

3.5 What to do if Children Talk to You about Abuse or Neglect

It is recognised that a child may seek you out to share information about abuse or neglect, or talk spontaneously individually or in groups when you are present. In these situations YOU MUST:

- Listen carefully to the child. DO NOT directly question the child;
- Give the child time and attention;
- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events;

- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence;
- Use the child's own words where possible;
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality;
- Reassure the child that:
 - they have done the right thing in telling you;
 - they have not done anything wrong;
- Tell the child what you are going to do next and explain that you will need to get help to keep him/her safe;
- DO NOT ask the child to repeat his or her account of events to anyone.

If a child discloses information to you about abuse or neglect you must take action.

Contact the Memorial Hall Management Committee's designated safeguarding person or if you cannot contact them go straight to the Cumbria Local Safeguarding Children Board
<https://www.cumbria.gov.uk/secure/LSCBContact>

If a child is in immediate danger of being harmed, the police should be called on 999.

3.6 Consult about your Concern

Because of your observations of a child, or information received you may become concerned about a child who has not spoken to you.

Ask a child why they are upset or how a cut or bruise was caused, or respond to a child wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action.

If you are concerned about a child you must share your concerns. Initially you should talk to one of the people designated as responsible for child protection within your organisation. For Burton Memorial Hall Management Committee the designated children's safeguarding people are:

Name	Contact Details
Helen Dawson	07505 470964
Raegan Preston	07530 327904

If you are worried about a child and cannot contact a designated person, speak to another member of the Memorial Hall Management Committee or go direct to Cumbria Local Safeguarding Children Board.

If your concerns need a response during Weekday Office Hours, 8am - 5pm Monday-Thursday [8am-4.30pm Friday]

<http://cumbrialscb.com/professionals/hub/whattodoifyouhaveconcernsaboutachild.asp>

If urgent contact: 0333 240 1727

If your concerns need a response outside of Office Hours - Weekends, Bank Holidays, and between 5pm [4.30pm on Fridays] and 8am during the week

<http://cumbrialscb.com/professionals/hub/whattodoifyouhaveconcernsaboutachild.asp>

If a child is in immediate danger of being harmed, or if a child is home alone, the police should be called on 999.

If you believe there is a safeguarding concern which requires a social work response out of hours call the **Emergency Duty Team (EDT) on 0333 240 1727**.

If a caller rings out of office hours, facilities will be in place to divert the call so no alternative numbers need to be provided.

3.7 Make a Referral

A referral involves giving the Cumbria Local Safeguarding Children Board, the Police, or the Local Authority Designated Officer (LADO) information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency followed by any necessary action.

Parents/carers should be informed if a referral is being made except in the circumstances outlined in Section 3.4.

However, inability to inform parents for any reason should not prevent a referral being made. It would then become a joint decision with the Cumbria Local Safeguarding Children Board about how and when the parents should be approached and by whom.

If your concern is about harm or risk of harm from a family member or someone known to the children, you should make a referral to the Cumbria Local Safeguarding Children Board.

If your concern is about harm or risk of harm from someone not known to the child or child's family, you should make a telephone referral directly to the Police and consult with the parents.

If your concern is about harm or risk of harm from an adult in a position of trust see Section 3.8: Allegations against Adults Who Work with Children.

3.7.1 Information required when making a referral

Be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available). Unavailability of some information should not stop you making a referral.

- Your name, telephone number, position and request the same of the person to whom you are speaking;
- Full name and address, telephone number of family, date of birth of child and siblings;
- Gender, ethnicity, first language, any special needs;
- Names, dates of birth and relationship of household members and any significant others;
- The names of professionals known to be involved with the child/family e.g. GP, Health Visitor, School;
- The nature of the concern; and foundation for the concern;

- An opinion on whether the child may need urgent action to make them safe;
- Your view of what appears to be the needs of the child and family;
- Whether the consent of a parent with Parental Responsibility has been given to the referral being made.

3.72 Action to be taken following the referral

You must take the following action after making a referral:

- Ensure that you keep an accurate record of your concern(s) made at the time.
- Or if you contacted The Bridge Partnership via phone, fill out an online form at <https://www.cumbria.gov.uk/secure/LSCBContact>
- Accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

3.8 Allegations against Adults who work with Children

If you have information which suggests an adult who works with children (in a paid or unpaid capacity) has:

- Behaved in a way that has harmed, or may have harmed, a child;
- Possibly committed a criminal offence against children, or related to a child; or
- Behaved towards a child or children in a way that indicates s/he may pose a risk to children. (*Working Together 2015*).

You should speak immediately with the designated safeguarding lead for the Management Committee who has responsibility for managing allegations. They will consult with/make a referral to the **Cumbria Local Safeguarding Children Board**.

If one of those people is implicated in the concerns you should discuss your concerns directly with the **Cumbria Local Safeguarding Children Board**.

3.9 Confidentiality

The Memorial Hall Management Committee will ensure that any records made in relation to a referral should be kept confidentially and in a secure place.

Information in relation to child protection concerns will only be shared on a "need to know" basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child's need for protection.

For further information refer to *Information sharing advice for safeguarding practitioners*, which provides guidance on information sharing for people who provide safeguarding services to children, young people, parents and carers. (<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>)

If in doubt, consult.

4 Useful Cumbria Contacts

Worried about a child? In Cumbria all reports or enquiries concerning the welfare or safety of a child must go straight to the **Cumbria Local Safeguarding Children Board**.

If a child is in immediate danger of being harmed, or if a child is home alone, the police should be called on 999.

Referrals to the Cumbria Local Safeguarding Children Board

You can now simply fill out an online form at <https://www.cumbria.gov.uk/secure/LSCBContact>

Cumbria LSCB
Cumbria House
117 Botchergate
Carlisle
Cumbria CA1 1RD

Phone: 01228 226898

Email: LSCB@cumbria.gov.uk

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