

Safeguarding Policy

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and students or anyone working on behalf of East Twickenham Neighbourhood Association (ETNA). It also places a responsibility on all users to ensure that they and their clients have read and understood the policy and that they have a policy in place where appropriate:

The purpose of this policy:

- To protect adults, children and young people who use ETNA community centre to ensure that everyone using the building is treated with respect and is safe and free from harm.
- To provide staff and volunteers with the overarching principles that guide our approach to adult and children safeguarding and child protection.
- Ensuring that the names and contact details of the designated trustee and Centre Director are displayed in a prominent position within the centre and available to all users on request.

Safeguarding Adults

ETNA has links with local groups, some of whom have members who potentially could be seen as vulnerable adults. ETNA takes the safety and welfare of service users and vulnerable users very seriously and wishes to safeguard them from abuse or breach of trust and likewise accusation from abuse and/or malicious gossip.

Vulnerable adults are defined as those aged 18 or over who may be in need of community support, by reason of mental and other disability, age or illness; homelessness, and who are unable to take care of themselves, and /or unable to protect themselves against significant harm or exploitation. Each of us has different levels of vulnerability, each of us may be regarded as vulnerable at some time in our lives.

The Government (gov.uk) requires charities to ensure that they and their users are aware of the following risks, which include:

sexual harassment, abuse and exploitation

bullying or harassment

commercial exploitation

forced marriage

female genital mutilation

people may abuse a position of trust they hold within a charity

discrimination on any of the ground in the Equality Act 2010

negligent treatment

health and safety

extremism and radicalisation

child trafficking

people who may target your charity

a charity's culture may allow poor behaviour

Safeguarding Children

ETNA aims to provide for people of all ages to use its facilities to carry out a range of activities where they will feel welcome and safe, and where children using ETNA's facilities can benefit from being with each other and developing their potential.

The overall responsibility of the safeguarding of children using ETNA, lies with the individual and/or group organiser who has the authority for the activity/session/group. ETNA requires that all such groups provide the office with an up to date safeguarding policy which will be available to anyone upon request.

In the event of misuse/negligence by one of the group organisers then this must be reported to the relevant authorities and brought to the attention of the Centre Director who will involve the designated trustee if appropriate. It is expected that group organisers would have had reviewed all relevant legislation including but not limited to:

- DfE guidance publications entitled 'Keeping Children Safe in Education' (September 2018) (KCSIE). KCSIE incorporates the additional statutory guidance, Disqualification under the Childcare Act 2006 (June 2016) ☐ KCSIE also refers to the non-statutory advice for practitioners:
- What to do if you're worried a child is being abused (March 2015) London Child Protection Procedures 2015 (5th Edition amended 31st March 2016)
- 'Working Together to Safeguard Children' (March 2015) (WT). WT refers to the non-statutory advice: Information sharing (March 2015) Prevent Duty Guidance: for England and Wales (July 2015) (Prevent). Prevent is supplemented by non-statutory advice and a briefing note: The Prevent duty: Departmental advice for schools and childminders (June 2015) The use of social media for on-line radicalisation (July 2015)

Responsibilities

ETNA

All members of ETNA's staff and Board of Trustees will always wear lanyards showing their name and position with a photo so as to be clearly identified.

Groups

Groups who run activities for their membership at ETNA are there to ensure safety, well-being and enjoyment in a variety of surroundings. They do not act as carers but must ensure that they have put in place policies as required to take into account any particular needs of and safety for their users.

Many groups, where necessary, who deal with children or vulnerable adults, must have their own Safeguarding policy which must be submitted and filed with ETNA and it will work in conjunction with this policy- a copy of which can be obtained, on request, from the ETNA office.

Groups must ensure that they do not, at any time, allow anyone into the building unless they are coming in specifically for their group or activity.

At no time should the main front door be left open, unless agreed by a member of ETNA's staff, to prevent anyone entering the building who is not a part of a group or attending an activity.

Junk Food Café

During the operation of the Junk Food Café, there will be visitors to the centre who are not members of groups but should not be in any part of the building other than that designated for the café. A member of staff will, at all times, be available and all users are responsible for advising them if they see anyone in any other part of the building to safeguard all users and, in particular vulnerable adults and children.

Covid-19 Update

ETNA recognises that Covid-19 will have an impact on all our users and has put in place a number of safeguarding measures to protect staff, users and visitors to the centre. We all also understand that procedures may need to change, subject to Government guidelines and reserve the right to put in or removes measures at any time:

- **Users of the centre** – current Government guidelines (August 2020) require **ALL** users to wear a face covering whilst in the building and so this will be strictly applied unless an individual can provide evidence that they are in the exempt category. The latest Government guidelines for community buildings (September 2020) require that *'People meeting in a club or group context at a community centre should be encouraged to socially distance from anyone they do not live with or who is not in their support bubble.'*
- Staff and volunteers will be required to wear face coverings at all time that they are in contact with users, contractors and members of the public.
- Contractors must wear a face covering at all times when inside the premises.

Testing

ETNA does not have the capacity to test onsite and so all users, staff and contractors must ensure that they have no symptoms and/or have not been contacted by Test and Trace as having been in contact with an individual who tested positive for Covid-19. ETNA reserves the right to refuse entry to anyone who they suspect could be infectious until such time as they have received a negative Covid-19 test result. We do have facilities to test temperature on arrival and have provided hygiene stations with hand sanitisers as well as thermometers and have a schedule of in-depth cleaning. Users should advise the office or the person leading their group immediately if they notice any areas that require cleaning.

Designated Person(s)

The Centre Director of ETNA, or ETNA office staff are the first point of contact, supported by the nominated Safeguarding member of the Board of Trustees, Susan Chappell. ETNA aims to maintain a protective culture that ensures that the activities it supports are run safely and that sensible steps are taken to preclude anyone being abused while they are taking part in those activities.

Code of Behaviour

There is a code of behaviour outlining good practice when working with everyone but in particular, vulnerable adults and children. This makes it clear that bullying, shouting, abusive language, harassment, racism, sexism or any form of discrimination are not acceptable at any time and will not be tolerated.

Handling Disclosures of Abuse

ETNA has a clearly defined process for any complaints/disclosures:

1. In the event that a complaint or disclosure of abuse is made about a group/individual using ETNA, the facts of the alleged incident must be established without delay by the Centre Director of ETNA and reported immediately to the Chair of the Board of Trustees and the nominated Safeguarding Trustee. A written record should be made within a week of the incident.
2. If there is a complaint against a member of ETNA's staff, this will be handled by the Board of Trustees to prevent any conflict of interest.
3. Witness statements should be sought at the time including facts about all those involved such as name, home address, contact details, next of kin and about the person in charge of the particular group.

4. In all cases, the Board of Trustees will be informed by the Chair as soon as possible after a complaint has been made and will agree how the matter should be handled. Depending on the gravity of the allegation it may be necessary to involve the Social Services and/or the Police.
5. Where the complaint can be handled internally, every effort will be made to deal with it sensitively and with fairness to all parties. A timetable of the process will be available to all those involved, and all meetings will be minuted to ensure that all parties have a clear understanding of the process and outcomes.
6. Where it is necessary to interview witnesses and those involved, they will be seen only in the presence of a spouse, next of kin, carer or another responsible adult.
7. A written record of any allegation or complaint together with the action taken will be kept securely at ETNA.

Monitoring

ETNA will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken for staff and checked for groups where appropriate
- References applied for and checked for all new ETNA staff
- Training of ETNA's safeguarding processes for all staff and trustees and awareness of our policies of those booking rooms
- That all concerns are dealt with and records kept by ETNA
- All policies will be reviewed annually and updated as required
- The Board of Trustees will appoint a designated Safeguarding Lead who will work in liaison with the Director of the Centre

Conclusion

ETNA's policy and procedures for the protection of vulnerable adults and children will be reviewed annually. Its prime aim is to prevent inappropriate behaviour and to prevent injurious situations from arising while having proper procedures in place should it occur.

Updated: June 2021

Next review June 2022