

**Lambeth Libraries and
Archives
Safeguarding Policy and
Procedures for
Children, Young People and
Vulnerable Adults**

1. INTRODUCTION

Libraries for children and young people are dynamic and exciting services. Librarians are working across the community supporting literacy skills, providing study support programmes for all ages to realise their full potential and delivering proactive social inclusion projects with vulnerable young people and adults. Libraries deliver a key role as a place for reading and lifelong learning. To allow the range of services offered by libraries to flourish, it is essential that the library is always a safe place for children and vulnerable adults. It must be a place where they feel secure to explore, are confident in enjoying the resources around them and where they will receive suitable help.

The Children Act came into force in 1989. Library and Archives staff have to be aware of certain responsibilities to children and young people who visit Lambeth Libraries and Archives. We have a duty to provide a safe environment for children. These guidelines have been produced to aid staff and give a clearer understanding of their duty of care for young people who use our services and enable staff to carry out their responsibilities. Whilst it is impossible to anticipate every situation, the general principles should be followed.

Similarly we have a duty of care to vulnerable adults under the Care Act 2014 and will not tolerate the abuse of adults with care and support needs.

2. LEGAL BACKGROUND

Public library and archives staff do not assume the responsibility of a parent but do have a responsibility to provide for the care, control and safety of children. The ultimate responsibility for the child rests with the parent. This should be made clear to all parents whose children attend activities, homework club, story times and any other events in the library.

All children and young people should be encouraged to become members of Lambeth Libraries and should have permission to do so from their parent or carer along with emergency contact details.

Lambeth staff in charge of events should be mindful of their responsibilities for any children attending any events.

Where the service is in charge of the premises where the library service is delivered it has certain responsibilities to all visitors including children under the Occupiers Liability Act 1957. These duties exist in addition to any duties owed to children by the Council under other child care legislation. The duty of the Occupiers Liability Act 1957 is to take such care as is in all the circumstances reasonable.

3. CHILDREN

Terminology

- a) Child - anyone under the age of 18
- b) Abuse - the recognised maltreatment of a child including inflicting harm or failing to prevent harm:
 - ***Physical - hitting, shaking, throwing poisoning burning***

- **Emotional - conveying to children they are worthless**
- **Sexual - forcing a child to take part in sexual activities**
- **Neglect – the persistent failure to meet basic physical and/or psychological needs**
- c) Safeguarding - the process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully
- **Prevention - keeping children safe and creating a safe environment**
- **Action - responding quickly and appropriately if harm is suspected**

All Lambeth Libraries and Archives staff have to undertake children’s safeguard training and follow the procedures outlined in this document.

4. VULNERABLE ADULTS

Adult Safeguarding applies to people who are aged 18 years and more and have needs for care and support. This includes adults with physical, sensory and mental impairments and learning disabilities. It also includes people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol.

4.1 Abuse can take many forms and may be a single act or repeated acts. The following are examples:

- a) Physical abuse includes hitting, slapping, pushing, kicking, and misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.
- b) Domestic abuse is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.
- c) Sexual abuse includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.
- d) Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.
- e) Financial and material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- f) Modern slavery includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

- g) Neglect and acts of omission includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- h) Discriminatory abuse includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.
- i) Organisational abuse includes neglect and poor 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.
- j) Self-neglect covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding. A safeguarding response in relation to self-neglect may be appropriate where:
 - a person is declining assistance in relation to their care and support needs, and
 - the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing

4.2 All staff are expected to take part in adult safeguarding training and follow the basic steps outlined below as appropriate for adults, using the appropriate forms for adults and following the adult safeguarding policy and procedures set out by Lambeth Adult Safeguarding Board. All adult safeguarding concerns must be reported to your line manager or the duty manager at your branch in the first instance.

4.3 Lambeth Safeguarding Board for Vulnerable Adults:

- We aim to stop abuse or neglect wherever possible, prevent harm and reduce the risk of abuse or neglect to adults who need care and support.
- To help us decide what to do, we'll always contact the adult at risk or experiencing abuse or neglect. What they want to happen is very important. We'll try to talk to them first, even if it is difficult for them to communicate what has happened.
- If the person has substantial difficulty with being involved, then we may ask for an independent advocate to help them understand what is happening and to help them express their views.
- The person telling us about the possible abuse or neglect can remain anonymous.
- In Lambeth, the Quality and Safeguarding Adults' Service offers information and advice. You can email them at: safeguardingadults@lambeth.gov.uk (this is not where to report concerns).

Contact

In an emergency you should always call the Police on **999**. Alternatively if it is not an emergency you can call Police on **101**.

If you think an adult is at risk of being neglected, abused or someone is neglecting or abusing you, please contact **Lambeth's Adult Social Care using: [Safeguarding Adults online form](#)**

Tel: [020 7926 5555](tel:02079265555) (9am to 5pm. Monday to Friday) outside office hours (This includes public holidays)

Tel: [020 7926 5555](tel:02079265555) email your concerns to: adultsocialcare@lambeth.gov.uk or adultsocialcare@lambeth.gcsx.gov.uk (secure email address)

Report elsewhere

If you would prefer to contact someone other than Lambeth Council, there are charities that can offer advice and support:

- [Action on Elder Abuse](#) can be contacted on their Helpline on [080 8808 8141](tel:08088088141) or by email at enquiries@elderabuse.org.uk
- [Respond](#) can be contacted on their Helpline on [0808 808 0700](tel:08088080700) or by email at helpline@respond.org.uk

5. COMMUNITY HUBS

Lambeth Libraries and Archives also offer services within buildings run by other organisations such as charitable trusts and community hubs. In these building the safeguarding policy of these organisations is followed by their staff and they are in charge of maintaining a safe environment whether library staff are present or not. However when library staff are present they are responsible for upholding Lambeth Libraries and Archives Safeguarding Policy and report any issues they are concerned about in the normal way. Reports will be shared between Lambeth and the other organisations as appropriate.

Please refer to Appendices 1 and 2 for safeguarding policies for Upper Norwood Library Trust and Oasis Charitable Trust.

6. UNSUPERVISED CHILDREN IN LIBRARIES

The way in which library staff respond to unaccompanied children discovered in the library must be based both on an awareness of the responsibility of the parent or in loco parentis carer, and the library's duty of care to all children on library premises.

Children are the legal responsibility of their parents and carers and ***Library Byelaw 16*** states that it is an offence to leave a child unaccompanied in the library. This has been defined as a young person under the age of 8 years.

All young persons under the age of 8 must always be accompanied by their parents or carers whilst visiting any Lambeth libraries unless attending a pre-organised visit such as school class when they will be under the care of the person in charge of the visiting group.

If there is any unaccompanied child under the age of 8 years staff should immediately contact the parent or carer (where possible) or if not possible, the Duty Social Worker and / or the Police.

Children over the age of 8 are allowed to use library facilities unaccompanied provided they have their parent's permission to do so. However children of any age who are particularly distressed or who are disruptive to other library users may be asked to leave the library and /or their parent summoned to collect them.

6.1 General guidance – When a child is found alone in the library

Below are some steps which will help staff when dealing with this situation

- a) Where possible staff should avoid being left alone with a child. Colleagues should be present when dealing with unsupervised children.
- b) Establish whether the child is allowed by the parent or carer to come and go alone. If you are satisfied that this is so, then allow the child to leave.
- c) If you gather this information only from the child, then you will need to use your judgement to ascertain whether the child is competent to leave alone.

Relevant factors to judge the child's competency may be:

- whether the child exhibits signs of nervousness
 - whether the child appears to clearly understand your questions
 - whether the child seems physically capable
 - whether the child appears to know clearly and readily where he or she lives and how to get there safely
 - how far the journey is
 - whether you know of any particular hazards on the journey
- d) Library staff who question a young person's ability and safety to leave library premises unaccompanied should encourage the young person to remain in the library until a parent or carer can be contacted (where possible). In situations where the parent or carer cannot be contacted refer to the Duty Social Worker on 020 7926 5555 and/or police 101.
 - e) Ask the child if they are expecting to be collected by an adult. Even if the child is expecting to be collected soon, do not wait until closing time before taking the next step.
 - a) Try to contact the parent/carer, see if the child can give you an address or telephone number; check registration details to see if the child or a parent/carer is a library member.
 - b) Children should only be allowed to leave in the care of another child, if that child is of the age and competence to be able to accept responsibility for their own or another safety and you have permission from the parent/carer, or the child arrived in the care of that other child.

6.2 Unsupervised Children at Closing Time

- a) Approximately twenty minutes before library closing time, staff should check for any unaccompanied children who they can assume to be under 8 years old. Staff to then enquire whether child is with an adult and how they will be going home alone.

- b) Staff should telephone the child's home to clarify the situation if necessary.
- c) Staff should wait for parent/carer to collect child and reinforce library's policy to them.
- d) If parent/carer cannot be contacted then the Duty Social Worker should be contacted on **020 7926 5555**, as soon as it is clear the child has been abandoned but, if possible, before. After 5.00pm you will need to contact the Emergency Duty Team on **020 7926 5555**, for advice about how to proceed.
- e) If the Duty Social Worker cannot be immediately contacted, the Police should be contacted for child to be collected, making sure the child has not been reported missing.
- f) Under **no circumstances** should a member of staff escort a child home.
- g) Report incident immediately to manager.

6.3 Truancy and exclusion from school

If a child or young person assumed to be under the age of 16 is on library premises during normal term time school hours, the following steps should be followed:

- a) If you suspect a child/young person of truanting from school, approach child/young person with another member of staff to identify why they are not in school.
- b) Ask child/ young person their name and the name of the school they attend.
- c) Report incident to the school directly, in the first instance. Repeated incidents of suspected truancy involving the same child/young person should subsequently be escalated at school level.
- d) If the child/young person refuses to co-operate, contact your local beat officer or Community Support Police Officer who have powers under Section 108 of the Education and Inspections Act 2006 amended and Section 16 of the Crime and Disorder Act 1998, to allow for the removal from a public place of pupils who have been excluded either for a fixed period or permanently from school. This applies only to children of compulsory school age. This is limited to the first five days of the exclusion and to school hours only. Police officers and police community support officers in England (and Wales) have the power to take school pupils who should be attending school back to school or to another designated place if they have no good reason to be off. However:
 - the officer must have reasonable cause to believe the pupil is of compulsory school age and is absent from school (including a pupil referral unit and an independent school) without authority; and
 - the child or young person must be in a public place, including private premises to which the public have access e.g. shops, shopping centres and arcades, when the power is exercised.

Please note that young persons may not be in school for several reasons including:

- study leave
- teacher training

- school inset day
- school holidays (for out of borough, independent or faith schools)
- pupil has been temporarily excluded
- pupil is being bullied or abused at school or home
- pupil has run away from home
- is living in temporary accommodation (perhaps from a homeless family)
- is residing in a temporary 'safe house'
- Involved in gang activity
- comes from a gypsy / traveller background
- is a young carer
- is an unaccompanied asylum seeker
- is looked after
- is a teenage mother or is pregnant
- has learning difficulties or has learning or medical problems

Staff should be sensitive when approaching the young person and try to establish why they are not at school and use their discretion before contacting either the school or another service.

Lambeth's Inclusion Team can assist during office hours- **Tel: 020 7926 6928.**

For out of hours enquiries please refer to Social Care as previously stated.

6.4 Exclusion from School

1. Where a pupil is given a fixed-period exclusion of a duration of six school days or longer, the school has a duty to arrange suitable full-time educational provision from and including the sixth school day of the exclusion. This does not apply to pupils of non-compulsory school age.
2. For the first five school days schools should set work for the pupil to complete and arrange for it to be marked. During this time the parent has a responsibility to ensure the child / young person is not found in a public place – failure to do so could result in a fine.
3. If a pupil is excluded on a permanent basis the school will notify the Local Authority who are then responsible for providing an alternative by the 6th day of the exclusion. If you believe a child has been permanently excluded please approach the pupil / parent to ascertain whether the LA have been informed as they may be addressing the issue already.

6.5 Banning of Young People from Library Premises

Children will not be banned but will be required to be accompanied to the library with a parent or guardian for a fixed period.

A responsible parent /carer will be required to meet with a member of library staff to discuss reasons followed with a letter of confirmation.

Only in extreme circumstances will a young person have a ban from library premises.

7. CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS WITH SPECIAL NEEDS

Evidence suggests that children and young people and vulnerable adults with special needs are at an increased risk of abuse and vulnerable to abuse for several reasons:

- a. They may have fewer outside contacts than others.
- b. They may receive intimate personal care.
- c. They may have impaired capacity to resist or avoid abuse.
- d. They may have other communication difficulties which may include speaking louder and make noise in the library in order to communicate what is happening.
- e. Which make it difficult to inform others of what is happening.
- f. May be more vulnerable to bullying and intimidation.
- g. Be more vulnerable than others of abuse by their peers.

7.1 Health and Safety

The safety of users with special needs is essentially the same as for users without special needs. However, whilst each user should be treated with respect, staff should be taking into account the following:

- a) Are library services accessible for library user with a disability or special needs?
- b) Should there be an increased staff to children/vulnerable adult ratio at any organised event?
- c) Are all staff trained to respond to any challenging behaviours?
- d) Does the promotional or publicity material for any organised activities exclude any disadvantaged group of children, young people or vulnerable adult?
- e) Have risk assessments been carried out to address the health and safety needs of users with special needs

8. EVENTS AND ACTIVITIES

8.1 Planning and organising activities for children, young people and vulnerable adults on Library premises:

Things to consider before running any activity for young people in the library.

- 1. Risk Assessment:** must be carried out

- 2. Capacity:** Each library varies in size which will determine the capacity of specific organised activities. Bookings are sometimes required in advance. **Group size must not exceed the maximum stated in the fire regulations.**

Refer to events handbook:

<https://lambeth.sharepoint.com/teams/hub01/11a/Staffing%20Information/Forms/AllItems.aspx?id=%2Fteams%2Fhub01%2F11a%2FStaffing%20Information%2FSafeguarding%20Documents%202017>

- 3. Fire regulations:** Ensure you are complying with the requirements of the building's fire certificate and any recommendations or requirements of the fire authority and the premises 'insurers.
- 4. Number of staff required:** Consider what is appropriate for the activity.
- 5. Outside speakers etc.:** Any guest speakers / entertainers / volunteers must be supervised at all times: i.e. they should **never** be in the position of having unsupervised access to children.
- 6. Health and safety (H&S):** Check there is adequate space, access to a phone, clear fire exit routes.
- 7. Equipment:** must conform to safety standards. There must be a first aid box complying with the Health and Safety (First Aid). Regulations, and a member of staff trained in First Aid. Ensure staff are aware of first aid arrangements.
- 8. Special needs** Do not discriminate against any person on grounds of disability. Take reasonable steps to enable disabled children, young people and vulnerable adults can use the service.

8.3 Publicity

Any advertising or publicity should reflect and specify the age of the children at which the event is aimed. It should clearly state starting and finishing times.

8.4 During the event

Under 8s must be accompanied by responsible adult or carer

- a) Timing of an event

Events should be scheduled to end at least half an hour before the library closes to allow time for parents who are late in collecting their child

- b) Staff and volunteer to wear name badges to ensure they are identifiable.
- c) Staff are expected to make every effort to minimise the risk of accidents to children happening on library premises. On no account should staff leave scissors, crayons glue etc. unattended

8.5 Under 5 sessions

- a) Children to be accompanied to under 5 sessions by parent or carer.

- b) No hot beverages to be served at any under 5 activities.
- c) Where applicable, barriers to be placed across children's area to prevent children from leaving the area unnoticed by their parent or carer.

8.6 Pre-school and Nursery visits

- a) Staff from early years settings are required to book in advance of any library visit
- b) Staff from early years settings are responsible for the children they bring to the library and should stay with them during the organised event
- c) Staff from early years are solely responsible for taking children to toilets
- d) Only pre-booked children from early year settings are permitted to attend organised library events unless otherwise stated.

9. FILMING OR PHOTOGRAPHY OF YOUNG PEOPLE

Where Lambeth Libraries and Archives wish to photograph/film children and young people, written consent must be sought by library staff from the parent/carers. A Filming and Photography Permission Form is given to parents/carers at events and activities in **Appendix 3**

The same is required for schools who visit libraries for class visits. In some instances, schools have their own filming/permission form which they ask parents to sign.

If a young person notices someone filming or taking photographs without their consent they should immediately inform a member of library staff.

Refer to events handbook

<https://lambeth.sharepoint.com/teams/hub01/lla/Staffing%20Information/Forms/AllItems.aspx?id=%2Fteams%2Fhub01%2Flla%2FStaffing%20Information%2FSafeguarding%20Documents%202017>

10. EVACUATION OF LIBRARY

- a) In the event of an emergency library evacuation procedure to be followed
- b) A poster clearly showing the location of the library's assembly point should be displayed in the library.
- c) In the event of an evacuation any unaccompanied children should be taken by staff to the assembly point.
- d) Children who are expected to be met by a parent/carers should be kept with library staff until the parent/carers claims them.
- e) Children who are not expected to be met and who are allowed to leave the library unaccompanied may be allowed to make their own way home.
- f) In the event of an evacuation during an organised library activity for children, staff must lead children to the assembly point.

11. ADULTS IN AREAS DESIGNATED FOR CHILDREN AND YOUNG PEOPLE

- a) Children and Young People's areas need to be clearly signed as being for the use of children and their parents/carers.
- b) However it is also important to be aware that some adults will use the children's area to obtain information, borrow or return material.
- c) Staff need to be aware of adults or older children's actions which could threaten (or be perceived as threatening) a young person's safety and must be responsive to any child's or parents' concerns about inappropriate behaviours.
- d) Any adult found in a designated children's area without justifiable reason should be asked to move to the adult area, or offered assistance in finding the information they require.
- e) Except for during school hours computers in children's and young people's areas are solely for the use of parents/carers and their children.
- f) Any concerns a member of staff has about an adult's or older child's behaviour should be reported to a senior member of staff and if necessary they should be asked to leave the children's library. A report should be made of any incidents.

12. CHILD AND ADULT PROTECTION ISSUES

12.1 The following should be adhered to if there are any concerns you have about a child possibly being abused:

- a) Report to line manager.
- b) If a child reports that a crime has been committed the police should be called immediately

When making the call, it is important to have as much information as possible to hand. Staff taking the call will need to know the basic details about the child- name, address, date of birth etc. Then you will need to report clearly why you are concerned – if it is something the child has said to you, write it down as soon as possible so that you can report as accurately as possible what the child is saying. If it is an observation then it is again important to be as clear as possible in your account.

- c) Contact Duty Social Worker immediately on **0207 926 5555** or Safeguarding Team:
020 7926 8915 or 020 7926 9643
- d) Record information on RIDDO if an injury has occurred or an incident form if and incidents has occurred. Use the MAR-Form to report and refer any safeguarding issues. Refer to incident reporting guidelines:

<https://lambeth.sharepoint.com/teams/hub01/lla/Staffing%20Information/Forms/AllItems.aspx?id=%2Fteams%2Fhub01%2Flla%2FStaffing%20Information%2FSafeguarding%20Documents%202017>

12.2 Female Genital Mutilation ((FGM)

FGM has been a criminal offence in the U.K. since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and makes it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

The age at which girls undergo FGM varies enormously according to the community. The procedure may be carried out when the girl is new-born, during childhood or adolescence, at marriage or during the first pregnancy. However, the majority of cases of FGM are thought to take place between the ages of 5 and 8 and therefore girls within this age bracket are at a higher risk. It is believed that FGM happens to British girls in the UK as well as overseas (often in the family's country of origin). Girls of school age who are subjected to FGM overseas are thought to be taken abroad at the start of the school holidays, particularly in the summer, in order for there to be sufficient time for them to recover before returning to their studies.

There can also be clearer signs when FGM is imminent:

- It may be possible that families will practise FGM in the UK when a female family elder is around, particularly when she is visiting from a country of origin
- A professional may hear reference to FGM in conversation. For example, a girl may tell other children about it.
- A girl may confide that she is to have a 'special procedure' or to attend a special occasion to 'become a woman'
- A girl may request help from a teacher or another adult if she is aware or suspects that she is at immediate risk
- The girl's parents or close relatives may indicate they plan to take the child out of the country for a prolonged period
- A girl may talk about a long holiday to her country of origin or another country where the practice is prevalent

Indicators that a girl or woman has already been subjected to FGM:

- A girl or woman may have difficulty walking, sitting or standing
- A girl or woman may spend longer than normal in the bathroom or toilet due to difficulties urinating
- If library staff have any concerns please refer to senior member of staff who will contact the following for advice:

Telephone Numbers: 020 7926 3344

Email: dutymanager@lambeth.gov.uk

MARF form to be completed immediately

If person in immediate danger contact the police

13 PEOPLE'S NETWORK – INTERNET ACCESS

Lambeth Libraries has an Acceptable Use Policy regarding the “People’s Network”. Section 4 of the AUP includes information on parental responsibility:

13.1 Parental responsibility and child use of the public computers

- Parents or legal guardians are responsible for their children’s use of the public computers and signed approval is necessary to allow children under the age of 16 access to the Internet. It is recommended that parents or guardians supervise younger children when using the Internet and the library suggests that parents work with their children while they are online.
- Internetmatters.org has useful information for parents who want to keep their children safe online
- Children using the Internet are strongly advised to read the guidelines on chat rooms and social networking sites.
- Thinkuknow.co.uk has useful advice which is split into different age categories and has a button for reporting abuse.
- If someone feels vulnerable or needs help whilst in the library they are advised to contact a member of staff.

13.2 Lambeth Libraries Acceptable Use Policy

Any behaviour or actions that contravene the Lambeth Libraries Acceptable Use Policy, including suspected internet abuse or cyber bullying can result in penalties or the suspension of service and may also be reported to the police/school/parent or guardian

13.3 Internet Safety

The use of Internet chat rooms is not prohibited. However some chat rooms may present particular dangers to children and children using the Internet. So staff are strongly advised to make children aware of the following guidelines when using chat rooms:

- a) People on the Internet may not be who they say they are.
- b) Don’t give out contact information, like your phone number & address.
- c) Be careful what you say about your friends and their personal information and don’t pass anything on to people they don’t know.
- d) If you’re posting a profile, don’t include any information which could help to identify you offline – again which means your personal email address, mobile phone number, home or school address & also pictures of yourself.
- e) You should never meet up with someone you chatted to online – even if you think the person is OK. Paedophiles online will often spend months gaining your trust before asking to meet you. (This is known as ‘grooming’)
- f) If you do meet up with someone, then there are a few very important rules to follow. The most important thing to remember is ‘safety in numbers’. Never go on your own. Instead you should take a friend or two along with you. Choose a place to meet carefully. Make sure it is somewhere busy like a shopping centre, or outside a shop on the high street.

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13.4 Staff Training

Libraries and Archives staff receive training on Internet Safety

13.5 Radicalisation

Radicalisation is a growing problem online. Extremist groups or individuals often target vulnerable people who may be easily led towards terrorist ideologies. Staff should report actual or suspected extremist approaches without delay to the police or www.gov.uk/report-terrorism

14. OUTREACH VISIT

- a) When a member of library staff visits a school, youth club or other organisation, the supervision of staff remains the responsibility of the organisation being visited.
- b) A member of staff from the organisation must be present at all times.
- c) Library staff must wear badges at all times and adhere to the security procedures of the organisation being visited.
- d) Any concerns a member of staff has about child protection issues on an outreach visit, should be reported to the organisation as well as their line manager

14.1 Visits with Young People

- a) When a member of staff has arranged to take young people out e.g. to a bookshop visit, it is important to have the appropriate staff ratio.
- b) Never take young people out on your own.
- c) Inform your line manager of visit and contact details.
- d) Ensure a consent form has been submitted by parent/carer giving permission for young person to go on visit.
- e) It is essential to have contact details of parent/carer in case of emergency.
- f) In an event of photographs/filming being taken, permission forms have to be completed. Appendix 3

15 SURVEYING AND CONSULTING

- a) If you are surveying children under 14 in focus groups or more detailed consultation you do need permission from parents or the adults acting in *loco parentis*.
- b) Make sure that you provide adequate information and notice to ensure parents are kept informed.
- c) However, if you are collecting information which could identify a child, you will need the consent of their parent/carer.

- d) You do not need permission from parents to ask children general questions where you will not use or publish the information in such a way that individual children could be identified.
- e) If surveying in libraries make sure that notices are displayed that explain why you are approaching children. A publicity campaign before the survey is strongly recommended e.g. see the CIPFA Plus advice.
- f) Do not interview children alone in a separate room. Ensure that all one-to-one interviews with children are in public places.
- g) Identification should be worn by all staff while they are conducting a survey.

16 COME CORRECT

Come Correct is a health service offered by Lambeth Libraries for young people. This service is confidential and will require a member of staff who has had specific in Come Correct training. They will speak to the young person in a discreet area. The member of staff will always inform another member of staff where they are.

17 TIPS FOR LIBRARY AND ARCHIVE STAFF: AVOIDING VULNERABLE SITUATIONS

- a) Under no circumstances should a member of staff accompany a child into a toilet.
- b) Where there is no public toilet, it is reasonable to allow children to use staff facilities and ideally the parent or temporary carer of the child and a member of staff should direct the child to the staff toilet and wait outside.
- c) Unaccompanied children must be escorted to staff toilets by 2 members of staff who must wait outside the toilet.
- d) Avoid initiating physical contact with children.
- e) Do not allow a child to sit on your lap
- f) In a difficult situation involving a child try and ensure another member of staff listens/observes.
- g) If a child is obviously distressed, it is acceptable to comfort them in an open and transparent manner in front of other members of staff. Under no circumstances should this be done in a private space, away from other members of staff.
- h) Do not make arrangements to contact child outside the library.
- i) Never accompany a child home.
- j) If a child touches you in an inappropriate place, record this by filling in an Incident report form and report this to your line manager or in the absence of your line manager, the most senior person on duty. If this is ignored, it places you in an untenable situation. By ignoring this or allowing this to go on may place the young person in a vulnerable position as the next person may take advantage of them.

18. UNACCEPTABLE BEHAVIOUR

There are other instances where customer behaviour may be anti-social and Library staff should exercise judgment and discretion in challenging behaviour that has not been specified in this procedure.

- a) It is important to deal with such situations calmly and quietly and to avoid putting yourself or others in danger. It is better to be safe than sorry - It's everyone's responsibility to safeguard children and vulnerable adults.
- b) Where possible at least two members of staff should be present.
- c) If you witness someone being bullied or complaining of being bullied, this is not acceptable behaviour and you have a duty to do whatever you can to stop it. In the first instance, tell the bully that their behaviour is not acceptable. If necessary, ask them to leave. Libraries and Archives should be places where customers can feel safe.
- d) Staff witnessing a violent incident should always contact the police on **999** to speak to the police. If possible try and provide a description of the assailant.
- e) If identification is required by the police they will produce a formal written request for the information to be given to them by library staff. They should also provide a written request to see the CCTV footage.
- f) Library staff should ensure the appropriate paperwork is completed and passed to the senior team e.g. H&S Officer.
- g) **Informing the police / family of the incident:** Please refer to the appropriate Local Safeguarding Board. Where relevant report to the police and/or family member.
- h) Staff witnessing the incident should make a full report to senior managers/Health and Safety Officers.

19. DISCRETION

There may be instances where a customer who has a learning difficulty will speak in a loud tone. Making allowances and exercising patience may be more successful than taking an overly assertive approach.

Likewise, children should not be treated in an authoritarian manner where they are simply over excited; if possible Library staff should explain the dangers of running around the library and/or explain how laughing or shouting can disturb other customers.

Young unaccompanied children should not be compelled to leave the library (regardless of their behaviour) if this could in any way place them in physical danger. Pursue the matter through the parents/guardian.

20. REPORTING OF INCIDENTS

1. In the event of an incident occurring staff are to report to their Line Manager or most Senior Person in the library of the time incident occurs.
2. Staff must fill in the relevant incident report forms – please refer incident reporting instructions and completing relevant forms –

<https://lambeth.sharepoint.com/teams/hub01/lla/Staffing%20Information/Forms/AllItems.aspx?id=%2Fteams%2Fhub01%2Flla%2FStaffing%20Information%2FSafeguarding%20Documents%202017>

3. All library and archives safeguarding incidents must be reported to mmerson@lambeth.gov.uk except allegations against staff that must be reported to owilliams@lambeth.gov.uk. They will escalate these reports so they are investigated.
4. Information about incidents must be thoroughly recorded and documented as it may need to be used as evidence in court.

21. ADMINISTERING MEDICATION

The responsibility of administering medication for all young or vulnerable library visitors should **always** rest with the parent or the person responsible for the person at the time of the visit and not individual library staff.

Any young library visitors (including those on organised visits) with specific known allergies or who require medication to be regularly administered should consider wearing medical alert bracelets and should make staff aware of their condition and provide emergency contact details.

In the event of any medical emergency regarding a vulnerable person, only the trained first aider should assist. Under no circumstances should library staff administer any form of medication.

Young people aware of their own existing conditions should be encouraged to understand their condition and how to administer their medication. Contact Emergency Services for further assistance.

Whilst Library staff make every effort to include individual children with special requirements in activities, it remains the responsibility of the parent or the person responsible for the child to stay with the child.

21.1 EpiPens

Lambeth Libraries and Archives have designated first aiders but they should **not** administer EpiPens.

21.2 First Aiders

Lambeth Libraries and Archives have designated members of staff who have had first aid training

22. UNSOLICITED PUBLICITY

See Libraries and Archives Noticeboard and Leaflet Policy.

23. RECRUITMENT AND TRAINING OF STAFF

23.1 DBS

Lambeth Council is committed to Safer Recruitment practices to ensure that its workforce has undertaken stringent pre-employment vetting checks to ensure the safety and wellbeing of its customers. Where identified, the Council requires all potential and existing employees working

with or having access to sensitive information about children or vulnerable adults to undertake a Disclosure and Barring Service (DBS) check and all job advertisements must state if this is mandatory for the role.

The DBS Service advise that:

*A library is a public building assessable and open to members of the public of all ages. Unless there is a specificity towards children there would be no requirement or **legal entitlement** to request checks for these staff. The entitlement for an employer, voluntary organisation, or licensing organisation to ask an individual to apply for a Disclosure and Barring Service (DBS) check, at either Standard or Enhanced level, is set out in legislation. Eligibility – **legal entitlement** for the DBS check - is based upon the nature of the duties for the specific position.*

Two web links provide the qualification criteria and legal entitlement to access the service.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/143666/eligibility-guidance.pdf

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/158027/Regulated_activity_for_children_DB_S_v3.pdf

A librarian is not listed in the Rehabilitation of Offenders Act (Exceptions) 1974, so as a standalone profession there is no entitlement to check these positions. If the individual is meeting the criteria under 'regulated activity', the Enhanced and Children's Barred list check would apply... to meet regulated activity an individual must have regular, unsupervised contact with children via teaching, training, supervising or caring.

... most libraries... are for all and therefore there would appear to be no requirement for a check. If there is a specific children's club within the library, where one (or more) of the staff has supervisory responsibility for the children, then the Enhanced and Barred list check would apply. If the staff have contact with children coming in and out of the library on a daily basis – as is the norm – this would only be regarded as 'incidental' contact.

Ultimately it is the responsibility of the employing body to assess the role of an individual, measure the role and responsibilities against the DBS guidance and determine if the individual's role warrants a DBS check.

23.2 Training:

Lambeth Council is committed to the ongoing training and development of its frontline staff to ensure maximum service delivery and safeguarding practices are adhered to. All staff undertake training on safeguarding children and vulnerable adults.

24. PERFORMANCE ARTISTS

- a) Any performance artist employed or contracted by Lambeth Libraries for the purpose of working with young people and vulnerable adults will be required to have satisfactory DBS disclosure where they are working with a regular group.
- b) Performance artists should not be left alone or unsupervised with young people.
- c) Performing artists must not to take young persons to the toilet.

25. THE WIDER CONTEXT: SUPPORTING CHILD SAFETY IN THE LIBRARY WITH PARTNER ORGANISATIONS

The Lambeth Local Safeguarding Board (LSB) exists to bring together the main agencies working in partnership with children and adults, families and communities to provide an effective system which safeguards and promotes the welfare of children and vulnerable adults in need of protection.

Safeguarding adults and children - the action we take to promote the welfare of children and adults and protect them from harm - is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.

When library and archives services are delivered through partnership projects it is essential that the Safeguarding Policy is in line with that of other partner's. For example, if study support is being delivered in partnership with the local youth service a common approach to child safety will have to be agreed as part of the partnership agreement.

26. POLICY DOCUMENTS AND USEFUL WEBSITES

Disclosure and Barring Service (DBS)

<https://www.gov.uk/government/organisations/disclosures-and-barring-service>

Lambeth Acceptable Use Policy Computers and WiFi

<https://lambeth.sharepoint.com/teams/hub01/11a/Staffing%20Information/Forms/AllItems.aspx?id=%2Fteams%2Fhub01%2F11a%2FStaffing%20Information%2FSafeguarding%20Documents%202017>

London Child Protection Procedure

<http://www.londonscb.gov.uk/resurces/>

Children Act 2004

<http://www.legislation.gov.uk/ukpga/2004/31/contents>

Radicalisation

www.gov.uk/report-terrorism

27. WHO TO CONTACT

Adults:

Tel: 020 7926 5555

9am to 5pm. Monday to Friday- Outside office hours (This includes public holidays)

adultsocialcare@lambeth.gov.uk or adultsocialcare@lambeth.gcsx.gov.uk (secure email address) or

Action on Elder Abuse on **080 8808 8141** or by email at enquiries@elderabuse.org.uk
Respond can be contacted on their Helpline on **0808 808 0700** or email at helpline@respond.org.uk

Children left in libraries after closing time

Tel: 020 7926 5555

If unable to respond immediately contact the local Police station.

Integrated Referral Hub (IRH)- Formerly-First Response unit

Tel: 020 7926 3100 -professional telephone for library staff

Email: helpandprotection@lambeth.gov.uk

Child Protection Issues:

Tel: 020 7926 5555

If unable to respond immediately contact the local police station.

FGM Concerns

Tel: 020 7926 3344 or Tel 020 7926 5555

Lambeth Safeguarding Children Board

For more Information on the work of the LSCB please contact the LSCB office

Tel: 020 7926 7540 or <http://lambethscb.org.uk/>

LSCB Office, International House, Canterbury Crescent London SW9 7QE

The Inclusion Team

Tel: 020 7926 6928 Officers are available to offer advice and support in relation to education provision for under-sixteen's and their parent

NSPCC: Child Protection Helpline

24 hour service, which provides counselling information and advice to anyone, concerned about a child at risk of abuse.

Tel: 0800 800 5000

www.nspcc.org.uk

Childline

24 hour service for children experiencing fear, bullying or abuse

Tel: 0800 1111

www.childline.org.uk

Looked After Children:

Lambeth Virtual School

Tel: 020 7926 0112

Safeguarding Children Missing from School

Contact: Inclusion Team

Excluded Children

Contact: Inclusion Team

Truancy

When a young person is suspected of truanting from school should immediately be referred to the **Inclusion Team. Tel: 020 7926 8626** before contacting the below dedicated police Officers.

Police Stations:

Brixton Police Station:

Tel: 020 7230 1212 Main phone number: 101

Opening hours: 24 hours a day

Gipsy Hill Police Station (West Norwood Library)

Tel: 079 3159 8586

Wednesday 7-8pm, Thursday 7-8pm, Saturday 2-3pm

Kennington Police Station:

Tel: 020 7230 1212 Main phone number: 101

Opening hours: Monday 9-5, Tuesday 9-5, Wednesday 9-5, Thursday 12-8, and Friday 9-5, Saturday & Sunday closed.

Lavender Hill Police Station

Tel: 020 7230 1212

Safer Neighbourhoods Teams

Ward	Telephone
Bishops	Tel: 020 8721 2731
Brixton Hill	Tel: 020 86492032
Clapham Common	Tel: 020 8721 2623
Clapham Town	Tel: 0208 721 2825
Coldharbour	Tel: 020 8649 2008
Ferndale	Tel 020 8721 2774
Gipsy Hill -	Tel: 020 8721 2617
Herne Hill -	Tel: 02086492008
Knights Hill	Tel: 020 87212618
Larkhall	Tel: 0208 721 2625
Oval	Tel: 02086492465
Princes	Tel: 0208 721 2627
St Leonards	Tel: 0208 7212621
Stockwell	Tel: 0208 7212621
Streatham Hill	Tel: 0208 7212621
Streatham South	Tel: 020 8721 2628
Streatham Wells	Tel: 020 8721 2823
Thornton	Tel: 020 8721 2622
Thurlow Park	Tel: 0208 721 2619
Tulse Hill	Tel: 020 8721 2624

Appendix 1

Upper Norwood Library Trust **Policy Manual**

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Version Control

This section records any changes made to this document and provides the summary of the change and the date the change was made. Changes can only be authorised by the Management Board after discussion but can be raised at any time by any staff member or volunteer to their line manager. When using this manual please ensure that you are using the most up to date version.

Version	Date	Changes made
1.1	10 June 2015	Draft policies and introduction of manual

Introduction

Upper Norwood Library Trust is a charity established by the residents of Crystal Palace to take over the running of the Upper Norwood Library as a community learning hub.

Founded in 2014, we plan to provide employment, training and volunteering experience for people in a wide variety of circumstances. We are committed to both delivering a service that responds to the communities needs and also ensuring the staff and volunteers who work with us have as valuable and rewarding as possible, which we hope is reflected in the policies contained in this manual.

We aim to provide a culture of open opportunity to create new jobs and expand the revenue generating side of our charity into new areas to facilitate learning and community based activities and further develop the social enterprise to provide support for those seeking educational and life long learning support in our community.

This manual is a working guide to the policies, practices and administration forms to be used by Upper Norwood Library Trust.

Policies and practices are subject to change over time as the organization's needs change and grow. This manual will therefore be subject to review and change on a quarterly basis as a result of consultation and feedback of all employees and volunteers, in writing, at any time to the Management Board.

Changes will be UNLTraded in the version control sheet at the front of this manual and disseminated to all staff, volunteers and contractors.

Health and Safety at Work Policy

General statement

A safe and healthy working environment is essential for nurturing excellence and the wellbeing of our staff and volunteers. UNLT is committed to progressive improvement in health and safety performance leading to standards beyond legal minimum requirements. To achieve this, we will ensure that health and safety is integrated with the other core management functions and that all our employees and volunteers are equipped with the necessary information, instructions, training and supervision to carry out their responsibilities. Safety performance is monitored by means of regular inspections and audits, contributing to the review and development of this Policy.

1. UNLT UNLTgnizes and accepts its responsibilities as an employer for providing a safe and healthy environment for all its employees, contractors, volunteers and others who may be affected by its activities.
2. UNLT will meet its responsibilities under the Health and Safety at Work Act 1974, and will provide, as far as reasonably practicable, the resources necessary to fulfill the commitment.
3. UNLT will seek, as and when appropriate, expert technical advice on Health and Safety to assist in fulfilling its responsibilities for ensuring safe working conditions.

Aims of this Policy

To provide as far as is reasonably practicable:

1. A safe place of work and a safe working environment.
2. Arrangements for considering, reporting and reviewing matters of Health and Safety at work, including regular risk assessment of working activities.
3. Systems of work that are safe and without risks of health.
4. Obtaining specialist technical advice and assistance on matters of Health and Safety when necessary.
5. Sufficient information, instruction and training for employees, contractors and volunteers to carry out their work safely.
6. Care and attention to the health, safety and welfare of employees, contractors, volunteers and members of the public who may be affected by UNLTs activities.

Arrangements and responsibilities for carrying out the Health and Safety at Work Policy

A designated Safety Officer from the trustees will:

- Keep informed of relevant Health and Safety policy legislation.

Advise UNLT on the resources and arrangements necessary to fulfill UNLT's responsibilities under

- The Health and Safety at Work Policy.
- Make effective arrangements to implement the Health and Safety at work policy.
- Ensure that matter of Health and Safety are regularly discussed at monthly meetings.
- Ensure that regular risk assessments are carried out of working practices, with subsequent consideration and review of any necessary corrective/protective measures. Consider requesting contractors to supply a written method statement prior to starting major works. Maintain a file of risk assessment, summarized in the minutes.
- Make effective arrangements to ensure those contractors or volunteers working with UNLT comply with all reasonable Health and Safety at Work policy requirements.
- Ensure that work activities by UNLT do not unreasonably jeopardize the health and safety of members of the public.
- Maintain a central record of notified accidents.
- When an accident or hazardous incident occurs, take immediate action to prevent a recurrence or further accident and to complete the necessary accident reporting procedure,
- Act as the contract and liaison point for the Health and Safety Inspectorate.

All employees, contractors and volunteers will:

- Cooperate fully with the aims and requirements of the Health and Safety at work policy and comply with Codes of Practice or work instructions for Health and Safety.
- Take reasonable care for their own Health and Safety, to use appropriate personal protective clothing and, where appropriate, ensure that appropriate First Aid materials are available.
- Take reasonable care for the Health and Safety of other people who may be affected by their activities.
- Not intentionally interfere with or remove safety guards, safety devices or other equipment provided for Health and Safety.
- Not misuse any plant, equipment tools or materials so as to cause risks to Health and Safety.
- Follow the manual handling and lifting guidelines.

Safeguarding Policy and procedures

UNLT fully recognizes its responsibilities for child and vulnerable adult protection.

Our policy applies to all people employed by UNLT, partners, volunteers, and users of our services, from here onwards referred to in this document as our people.

The aim of the UNLT Safeguarding Policy is to promote good practice:

1. Providing children, young people and vulnerable adults with appropriate safety and protection whilst in the care of the company
2. Allow all of our people to make informed and confident responses to specific child and vulnerable adult's protection issues.

Our Values and Beliefs

3. All children and vulnerable adults have equal rights to protection from abuse and exploitation.
4. Child abuse or abuse to vulnerable adults is never acceptable
5. We have a commitment to protecting children and vulnerable adults with / for whom we work.
6. All child abuse involves the abuse of children's rights.

Our Commitment

1. We will ensure that all of our people are aware of the problems of child abuse and the risk to children.
2. We will ensure that all of our people are aware of the problems of abuse to vulnerable adults.
3. Establish a safe environment in which children and vulnerable adults can learn and develop.
4. We will ensure that our people understand the steps to take where concerns arise regarding the safety of children, young people and vulnerable adults with whom we work.
5. We will ensure that action is taken where concerns arise regarding possible abuse.

How We Will Ensure Our commitments are Met

1. Our induction will include briefing on the importance safeguarding issues and procedures.
2. Our people will have access to a copy of the safeguarding policy
3. Practice safe recruitment in checking the suitability of employees, partners and volunteers to work with children and vulnerable adults.
4. The designated safeguarding officer will have had a DBS check.
5. Any partner providing an activity at UNLT with regular attendance of children or vulnerable adults will need a DBS check.
6. Develop and implement procedures for identifying and reporting cases, or suspected cases, of abuse

7. Establish and maintain an environment where children and vulnerable adults feel secure, are encouraged to talk, and are listened to.
8. Ensure children and vulnerable adults know that there are adults in the company whom they can approach if they are worried
9. Ensure we have a designated senior person for safeguarding who is aware of the importance placed on this role
10. Ensure we have a nominated person responsible for safeguarding children and vulnerable adults.
11. Ensure every employee, partner or volunteer knows the name of the designated senior person responsible for safeguarding and their role
12. Ensure all of our people understand their responsibilities in being alert to the signs of abuse and referring any concerns to the designated senior person responsible for safeguarding
13. Develop and then follow procedures where an allegation is made against an employee, partner or volunteer

Our general approach

- Employee, partners and volunteers should be committed to treating children and vulnerable adults with respect and dignity.
- Always listening to what a child or young person is saying
- Valuing each child and vulnerable adult
- Recognising the unique contribution each individual can make
- Encouraging and praising each child or vulnerable adult
- Employees, partners and volunteers should endeavour to provide an example, which we would wish others to follow
- Use appropriate language with children and vulnerable adults and challenge any inappropriate language used by a young person or child or an adult working with them
- Respect a young person's right to privacy

Contact

- Employees, partners and volunteers should not spend excessive amounts of time alone with children, away from others
- In the unlikely event of having to meet with an individual child or vulnerable adult make every effort to keep this meeting as open as possible.
- If privacy is needed, ensure that other employees, partners or volunteers are informed of the meeting and its whereabouts
- Employees, partners and volunteers should never engage in sexually provocative or rough physical games, including horseplay
- Do things of a personal nature for a child or a vulnerable adult that they can do for themselves. If such an incident arises, for example, where a child or vulnerable adult has limited mobility,

If you suspect abuse or you are concerned about the welfare of any of our people or visitors, you should report the incident/suspicion to the Safeguarding Officer on our attached Incident Record Form.

Sharing Information

Good communication is essential in any organisation. Every effort will be made to assure that, should individuals have concerns, they will be listened to and taken seriously.

It is the responsibility of the trustees of UNLT to ensure that information is available to, and exchanged between all those involved in this organisation and its activities.

When sharing information, UNLT employees, partners or volunteers will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing

We achieve this by

- publicising information on all our services on our website and in our settings
- publishing the named Designated Safeguarding Person and how to make a complaint on our website
- publishing a full copy of the Safeguarding Policy on our website
- Offer him / her reassurance without making promises, and take what the child or adult says seriously.
- Allow the child or adult to speak without interruption, Accept what is said - it is not your role to investigate or question.
- Do not overreact.
- Alleviate feelings of guilt and isolation, while passing no judgement
- Advise that you will try to offer support, but that you must pass the information on.
- Explain what you have to do and whom you have to tell.
- Record the discussion accurately, as soon as possible after the event,
- Use the child or adults words or explanations -do not translate into your own words, in case you have misconstrued what the child or adult was trying to say.
- Contact the Designated Person for advice / guidance.
- The Designated Person may then discuss the concern / suspicion
- If you still have concerns, the safeguarding officer should, without necessarily identifying the child in question, discuss concerns with senior colleagues in another agency in order to develop an understanding of the child's needs and circumstances.
- If, after this discussion, you still have concerns, and consider the child and their parents would benefit from further services, consider which agency, including another part of your own, you should make a referral to.
- If you consider the child is or may be a child in need, you should refer the child and family to children's social care.
- This may include a child whom you believe is, or may be at risk of, suffering significant harm.
- If your concerns are about a child who is already known to children's social care, the allocated social worker should be informed of your concerns.
- In addition to children's social care, the police and the NSPCC have powers to intervene in these circumstances.

In general, seek to discuss your concerns with the child, as appropriate to their age and understanding, and with their parents and seek their agreement to making a referral to children's social care unless you consider such a discussion would place the child at an increased risk of significant harm.

When you make your referral, agree with the recipient of the referral what the child and parents will be told, by whom and when

If you make your referral by telephone, confirm it in writing within 48 hours. Children's social care should acknowledge your written referral within one working day of receiving it, so if you have not heard back within 3 working days, contact children's social care again

If you are responsible for making referrals, know who to contact in police, health, education, school and children's social care to express concerns about a child's welfare.

Recording information

Where an allegation is made, or someone in UNLT has concerns, a record should be made. Details must include, as far as practical:

- Name of child or vulnerable adult
- Age
- Home Address (if known)
- Date of Birth (if known)
- Name/s and Address of parent/s or person/s with parental responsibility
- Telephone numbers if available
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details
- What has prompted the concerns? Include dates and times of any specific incidents
- Has the child or vulnerable adult been spoken to? If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details
- Who has this been passed on to, in order that appropriate action is taken? e.g. social services etc
- Has anyone else been consulted? If so, record details

What happens after a referral

As a local authority, Croydon and Lambeth Councils have an overarching responsibility for the protection of adults at risk and for ensuring that enquiries or concerns are carried out or followed up. On receiving a referral the appropriate social work team will then ensure that an enquiry is undertaken within the agreed time frames as set out in the Pan London document:

- preliminary investigation (fact finding) within two working days
- following initial enquiry a decision will be made as to what happens next and whether to convene a safeguarding strategy meeting

Who to contact

Social Services Croydon

Tel 020 8726 6500

Referrals should be made using the form available here

<https://www.croydon.gov.uk/healthsocial/sva/reporting-abuserreferral.team2@croydon.gov.uk>

Lambeth Social Services

Tel: 020 7926 5555 dutymanager@lambeth.gov.uk

Referrals should be made using the form available here

http://lambethscb.org.uk/worried_about_a_child_young

NSPCC Help line Tel: 0808 800 5000

Internet usage Policy

Internet usage is granted for the sole purpose of supporting business activities necessary to carry out job functions. All users must follow the corporate principles regarding resource usage and exercise good judgment in using the Internet.

Acceptable use of the Internet for the performing job functions might include:

1. Communication between employees, volunteers and non-employees for business purposes;
2. IT technical support downloading software upgrades and patches;
3. Review of possible vendor web sites for product information;
4. Research.

Failure to adhere to the Internet Usage principles could result in disciplinary procedures

Equality, Diversity and Discrimination Policy

The Policy Statement

The purpose of this policy is to provide diversity and equality to all in UNLT irrespective of their gender, race, ethnicity, disability, age, nationality, sexuality, religion or belief, marital status, social class, family circumstances, responsibility for dependents and physical ability.

Everyone in UNLT whether part time, full time or voluntary or contractor, will be treated fairly and equally. Selection for employment, voluntary services, promotion, training or any other benefit will be on the basis of aptitude and ability.

Everyone in UNLT will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilized to maximize the efficiency of the organization.

STATUTORY DUTIES

This policy complies with the Equality Act 2010, which replaced the following legislation:

- Gender Equality Duty (2007)
- Employment Equality (Age Discrimination) 2006

- Disability Discrimination Act 2005
- Employment Equality Regulations 2003
- The Race Relations Act 1976 (Statutory Duties) Order 2001
- Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 (as amended by the Special Educational Needs and Disability Act 2001)
- The Sex Discrimination Act 1975, 1999

It also draws on the following legislation:

- The Human Rights Act 1998
- Employment Rights Act 1996
- The Protection from Harassment Act 1997
- EU Anti-Discrimination Directives (which currently include the Race Relations Act 1976 (Amendment) Regulations 2003, Religion and Belief Regulation 2003 and Sexual Orientation Regulation 2003)
- The above list is not exhaustive.

This policy is guided by the following principles, that:

- _Everyone is entitled to a working environment which promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated

The commitment to diversity and equality in the workplace is good management practice and makes sound business sense.

- _Breaches of our diversity and equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- _The policy will be monitored and reviewed annually.

Definitions

Equality can be described as breaking down barriers, eliminating discrimination and ensuring equal opportunity and access for all groups both in UNLT, and to goods and services; the basis of which is supported and protected by legislation.

Diversity can be described as celebrating differences and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for UNLT.

Equality and Diversity are not inter-changeable but inter-dependent. There can be no equality of opportunity if difference is not valued and harnessed.

Discrimination in the context of the law may take three main forms:

- _Direct Discrimination occurs when someone directly treats a person or a group of people unfavorably on the grounds of sex, race, ethnic or national origin, nationality or colour, marital status, gender reassignment civil partnership, disability, hours of work or caring responsibilities, sexual orientation, religion or belief or age or spent convictions.
- _Indirect Discrimination occurs when a certain provision, criteria, condition or practices which on the surface may look fair and equitable when applied but can have a particular disadvantage effect on a

particular group.

- Discrimination on protected grounds – there are currently nine grounds under equality legislation which prohibits discrimination: Sex or marital status, Gender re-assignment, Race, Religion or belief, Sexual orientation, Disability, Age, Part-time and Fixed time work
- Associative Discrimination occurs when an individual is discriminated against “on the grounds of association or perception” under the protected grounds of religion or belief, race, sexual orientation, disability, and age in employment. Gender is not currently included, but is under legislative review.

Complaints of Discrimination

UNLT takes all claims of discrimination very seriously and will take appropriate action against those concerned.

Any member of staff who is subject to harassment, bullying or discrimination is encouraged to refer to UNLT’s policy on Harassment, Bullying and Discrimination. This provides details of the steps that can be taken to deal with such an issue. In addition, staff are reminded that they can obtain external, confidential help if they so wish. If a member of staff considers they have not had adequate redress through the Harassment, Bullying and Discrimination procedures then they may seek recourse through the Grievance Procedure.

If a worker (engaged through, or by, an employment agency) considers they have been discriminated against they should raise their complaint directly with their employer.

What we Expect from our People

Whilst the responsibility for creating and monitoring a culture of equality of opportunity rests with UNLT, its success relies on everyone playing their part.

Everyone has a number of responsibilities; many of which are directly related to their roles, but the following are general instructions that apply to everyone:

- a) Everyone must comply with measures that are introduced to ensure equality of opportunity and non-discrimination. Training appropriate to each role will be provided.
- b) Those individuals responsible for others are not to discriminate when applying processes relating to the training, advancement, performance management, transfer, redeployment, discipline, retirement, dismissal or redundancy, benefits, facilities and services
- c) No-one should induce, or attempt to induce other employees or trade unions or management to discriminate
- d) No-one should victimise an individual on the grounds that they have made complaints or provided information about discrimination or harassment.
- e) No-one should harass, abuse or intimidate anyone else on any grounds.

Publicising and Advertising Vacancies

UNLT embraces equal opportunities and diversity in all its aspects, and aims to employ a workforce, that reflects, at every level, the community it serves by ensuring job advertisements are targeted at both mainstream and minority communities. This will involve advertising through recognized minority group’s publications. See Recruitment policy for more details.

Recruitment

Recruitment practice and procedures shall be as open and as barrier free as possible

Application forms and other supporting material shall be free of personal questions or requests for information from which inferences could be drawn as to the status of an individual that are irrelevant to the job description.

Selection criteria shall be kept under review to ensure that they are justifiable for the effective execution of the job More than one person shall be involved in short listing and selection for interview.

Any applicant for a post who wishes to declare that they have a disability and who satisfies the job description and person specification will be offered an interview. A statement to this effect shall appear in recruitment material and any advertisement.

Training: UNLT's policy of equality extends to training; this covers its general training programme and training in disability awareness and equality and diversity training. Everyone has the right to expect not to be unreasonably discriminated against, either directly or indirectly, in the opportunities to be trained, in how it is provided, where it is provided and through what medium

All new entrants will receive **induction training within one week** of starting work to give them a good understanding of the organisation and its policies and practices

UNLT is committed to ensuring that everyone is trained in equality and diversity. They will ensure that adequate training is provided so that managers are able to operate this policy.

Diversity and equality forms an integral part of UNLT's induction package and managers are to ensure that all new entrants are made aware of our Equality and Diversity Policy and Harassment, Bullying and Discrimination policy.

Monitoring

The Trustees are responsible for monitoring the effective implementation of the Equality & Diversity Policy with overall responsibility for its implementation and supervision remaining with UNLT. All aspects of Personnel policies and procedures shall be kept under review and as part of this, and in order to identify the effectiveness of Policy implementation.

A voluntary monitoring form shall be issued with every application form with a separate and identifiable envelope for its return with the application. The Human Resources Team shall ensure that they remain un-opened until a successful appointment has been made. The information will then be logged for monitoring purposes. Employees are entitled to access, check, correct and up-date their own record of these details.

UNLT undertakes monitoring above the statutory requirements to inform and improve our employment practices. If through monitoring any discrimination is identified, UNLT will take corrective action to eliminate it. In addition, the Staff Survey is conducted regularly in order to gain the views of all employees and includes a section on diversity and the working environment. UNLT will use the information from the Staff Survey to measure its record on meeting our equality and diversity policy aims

Practical support for a diverse workforce

As a company committed to diversity and equality, UNLT recognises its success depends on creating a working environment which supports the diverse make-up of its staff with supporting policies and procedures to create a framework of assistance.

UNLT is committed to everyone who have commitments outside work, irrespective of whether they have caring responsibilities. UNLT is committed to helping everyone fulfil their potential at work whilst finding the right work/life balance by offering a Flexible Working Hours Scheme and opportunities to job share where appropriate.

UNLT aims to improve the working lives of everyone by having a framework of policies such as the Statutory Right to Request Flexible Working, Special Leave to help with caring responsibilities and domestic emergencies and Career Breaks.

Implementation of the Policy

As part of the implementation of this policy, diversity and equal opportunities awareness will be an

essential part of staff induction, in-service training and ongoing development. The trustees has responsibility for the strategic and operational development of this policy. Also for monitoring and regularly assessing how effectively it is being implemented.

Responsibilities

The trustee board has ultimate responsibility for ensuring that this policy is fully implemented. Staff are accountable for delivering the equality commitments in their areas of responsibility.

All the staff are required to comply with this policy and with the associated policies set out. Everyone is required to promote a culture free from illegal discrimination and all forms of harassment and bullying. In addition, failure to adhere to these responsibilities under the law may lead to civil actions or criminal proceedings.

Any incidents of discrimination, harassment or bullying will be investigated and may be grounds for expulsion or dismissal.

Managers are responsible for:

- fostering a culture in which compliance with this policy is regarded as integral to the work of the area and in which equality and diversity issues are actively promoted;
- producing and implementing area action plans;
- ensuring staff are encouraged, supported and enabled to reach their full potential
- identifying appropriate staff development for themselves and their staff to meet the needs of their respective areas
- Individual member are responsible for:
 - supporting and implementing the aims of this policy;
 - promoting equality of opportunity;
 - contributing to an environment free of fear or intimidation and which celebrates diversity;
 - ensuring that their behaviour and actions do not amount to discrimination, harassment, bullying or victimisation in any way.

Breach of the Policy

UNLT will take seriously any instances of non-adherence to the Equality and Diversity

Data Protection Policy

Introduction

UNLT is fully committed to compliance with the requirements of the Data Protection Act 1998 (“the Act”), which came into force on the 1st March 2000. UNLT will therefore follow procedures that aim to ensure that all employees, elected members, contractors, agents, consultants, partners or other servants of the UNLT who have access to any personal data held by or on behalf of the ECS, are fully aware of and abide by their duties and responsibilities under the Act.

UNLT is required to maintain certain personal data about living individuals for the purposes of satisfying operational and legal obligations. UNLT recognises the importance of the correct and lawful treatment of personal data; it maintains confidence in the organisation and provides for successful operations.

UNLT fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation, and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for the UNLT must adhere to these principles

Statement of policy

In order to operate efficiently, UNLT has to collect and use information about people with whom it works. These may include members of the public, current, past and prospective employees, clients and customers, and suppliers. In addition, it may be required by law to collect and use information in order to comply with the requirements of central government. This personal information must be handled and dealt with properly, however it is collected, recorded and used, and whether it be on paper, in computer records or recorded by any other means, and there are safeguards within the Act to ensure this.

UNLT regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between UNLT and those with whom it carries out business with. UNLT will ensure that it treats personal information lawfully and correctly. To this end we fully endorse and adhere to the Principles of Data Protection as enumerated in the Data Protection Act 1998.

The Act stipulates that anyone processing personal data must comply with **Eight Principles** of good practice. These Principles are legally enforceable.

The Principles require that personal information:

1. Shall be processed fairly and lawfully and in particular, shall not be processed unless specific conditions are met;
2. Shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes;
3. Shall be adequate, relevant and not excessive in relation to the purpose or purposes for which it is processed;
4. Shall be accurate and where necessary, kept up to date;
5. Shall not be kept for longer than is necessary for that purpose or those purposes;
6. Shall be processed in accordance with the rights of data subjects under the Act;
7. Shall be kept secure i.e. protected by an appropriate degree of security;
8. Shall not be transferred to a country or territory outside the European economic Area, unless that country or territory ensures an adequate level of data protection.

Satisfaction of principles

In order to meet the requirements of the principles, UNLT will:

- observe fully the conditions regarding the fair collection and use of personal data;
- meet its obligations to specify the purposes for which personal data is used;
- collect and process appropriate personal data only to the extent that it is needed to fulfil operational or any legal requirements;
- ensure the quality of personal data used;
- apply strict checks to determine the length of time personal data is held;
- ensure that the rights of individuals about whom the personal data is held, can be fully exercised under the Act;
- take the appropriate technical and organisational security measures to safeguard personal data;
- and ensure that personal data is not transferred abroad without suitable safeguards.

Responsibilities

It will be the responsibility of each delegated officer to:

- ensure their Directorate's compliance with the Data Protection Act and implement agreed work and training programmes for Data Protection
- arrange for Subject Access Requests to be carried out within their Directorate
- arrange with trustees to ensure data protection training is included at induction and that training is monitored
- identify and record information asset owners who keep personal data within their Directorate
- disseminate guidance to information asset owners within their Directorate
- ensure that information asset owners are trained in the principles of the Act and the procedures for their implementation within UNLT
- Undertake other Data Protection tasks assigned by the Policy Officer (Information).
- police this policy

It will be the responsibility of each information asset owner to:

- inform their manager and the Policy Officer (Information) of existing records and proposals to process personal information for the register
- ensure that they receive training on the Data Protection Act
- ensure that the data custodians assigned to their datasets are made aware of the standards applicable to their datasets and monitor their adherence.
- Ensure that all donated c
- computer and laptop disks are totally wiped out before recycling or reused

Handling of personal/sensitive information

UNLT will, through appropriate management and the use of strict criteria and controls:-

- Observe fully conditions regarding the fair collection and use of personal information;
- Meet its legal obligations to specify the purpose for which information is used;
- Collect and process appropriate information and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- Ensure the quality of information used;
- Apply strict checks to determine the length of time information is held;
- Take appropriate technical and organisational security measures to safeguard personal information;
- Ensure that personal information is not transferred abroad without suitable safeguards;
- Ensure that the rights of people about whom the information is held can be fully exercised under the Act.

In addition, UNLT will ensure that:

- There is someone with specific responsibility for data protection in the organisation;
- Everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice;
- Everyone managing and handling personal information is appropriately trained to do so;
- Everyone managing and handling personal information is appropriately supervised;
- Anyone wanting to make enquiries about handling personal information, whether a member of staff or a member of the public, knows what to do;
- Queries about handling personal information are promptly and courteously dealt with;
- Methods of handling personal information are regularly assessed and evaluated;
- Performance with handling personal information is regularly assessed and evaluated;
- Data sharing is carried out under a written agreement, setting out the scope and limits of the sharing. Any disclosure of personal data will be in compliance with approved procedures.

All managers and staff within UNLT's organization will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:

- Paper files and other UN Trads or documents containing personal/sensitive data are kept in a secure environment;

- Personal data held on computers and computer systems is protected by the use of secure passwords, which where possible have forced changes periodically;
- Individual passwords should be such that they are not easily compromised. All contractors, consultants, partners or other servants or agents of UNLT must:
- Ensure that they and all of their staff who have access to personal data held or processed for or on behalf of UNLT, are aware of this policy and are fully trained in and are aware of their duties and responsibilities under the Act. Any breach of any provision of the Act will be deemed as being a breach of any contract between UNLT and that individual, company, partner or firm;
- Allow data protection audits by UNLT of data held on its behalf (if requested); Indemnify UNLT against any prosecutions, claims, proceedings, actions or payments of compensation or damages, without limitation.

All contractors who are users of personal information supplied by UNLT will be required to confirm that they will abide by the requirements of the Act with regard to information supplied by UNLT.

UNLT has appointed a Corporate Information Officer. Designated officers have also been identified in all directorates. These officers will be responsible for ensuring that the Policy is implemented. Implementation will be led and monitored by the Information Officer. The Corporate Information Officer will also have overall responsibility for:

1. the development of best practice guidelines.
2. For carrying out compliance checks to ensure adherence, throughout the authority, with the Data Protection Act.

Notification to the Information Commissioner

The Information Commissioner maintains a public register of data controllers. UNLT is registered as such.

The Data Protection Act 1998 requires every data controller who is processing personal data, to notify and renew their notification, on an annual basis. Failure to do so is a criminal offence.

To this end the designated officers will be responsible for notifying and updating the Information Officer of the processing of personal data, within their directorate.

The Information Officer will review the Data Protection Register with designated officers annually, prior to notification to the Information Commissioner. Any changes to the register must be notified to the Information Commissioner, within 28 days.

To this end, any changes made between reviews will be brought to the attention of the Information Officer immediately.

Risk Management

Summary

Identifying and managing the possible and probable risks that the Trust may face is a key part of effective governance.

Trustees of Upper Norwood Library Trust are responsible for ensuring there is a regular review and assessment of the risks faced by the Trust in all areas of its work and a plan for the management of those risks.

Introduction

Risk is defined as uncertainty surrounding events and their outcomes that may have a significant impact, either enhancing or inhibiting any area of the Trust's operations.

Risk is an everyday part of charitable activity and managing it effectively is essential if the trustees are to achieve their key objectives and safeguard the Trust's funds and assets. This policy outlines the basic principles and strategies that the Trust applies to help manage its risks through ensuring significant risks are identified, known, managed and monitored, enabling trustees and those working on their behalf to:

- make informed decisions about how to respond to these risks and take timely action
- make the most of opportunities and develop them with the confidence that any risks will be managed
- improve forward and strategic planning
- achieve the Trust's aims more successfully

Statement of Principles

The key areas of risk to be kept under review by Upper Norwood Library Trust are:

Income risk

This risk is mitigated through the application of the Trustees' reserves policy such that commitments are not undertaken until funds are secured.

Economic environment and competitive market for charities

This risk is mitigated through the Trust implementing a strategic fundraising plan which is:

- focused on a spread across a wide assortment of fundraising activities to reduce reliance on a more limited range;
- reviewed, updated and approved regularly by Trustees; and

- performance reviewed monthly against actual outcomes and key indicators, including review of the forecast financial outturn. Trends are acted upon through tactical shifts in the plan.

Environment risk of changes in Local Authority funding

This risk is mitigated through Trustees keeping informed of changes to central and local government policy and developments in other funding sources and the impact this is likely to have on the Library so they can assess the impact on the Trust and plan accordingly.

The Trustees are responsible for ensuring that regular risk assessments are undertaken and reviewed frequently to enable them to take appropriate action.

The identification, assessment and management of risk is set in the context of the achievement of the Trust's objectives.

Areas of risk to be considered include:

- Brand & Reputation
- Fundraising and Project Delivery
- Financial
- Systems, Processes and Operational Management
- Board Roles, Structure and Capacity
- Governance
- Legal and compliance

In addition to ongoing general risk assessment, the operational procedures for planning and execution of all Trust activities and new initiatives, including regulatory compliance, include pre- and post-activity risk assessment and management specific to that activity. Whilst the Trust operates within the Library building and uses common facilities it relies in part on the disaster recovery planning undertaken by the Local Authority.

Consideration is given to how the Trust's own activities could continue should the library building be unavailable to it.

Risk Management Statement

By law the Trust must make a risk management statement in their trustees' annual report confirming that the Trust trustees have given consideration to the major risks to which the Trust is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. Reporting in its trustees' annual report on the steps the Trust has taken to manage risk helps to demonstrate the Trust's accountability to its stakeholders including

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Reporting in its trustees' annual report on the steps the Trust has taken to manage risk helps to demonstrate the Trust's accountability to stakeholders including: beneficiaries, donors, funders, employees and the general public.

The statement includes:

- a description of the current key strategic risks faced
- how each risk is managed or mitigated
- that these risks and other identified risks relating to the Trust are analysed in a formal risk register which includes controls and actions to mitigate the risks.

Risk assessment and Risk Register

For each risk identified in each area:

- an analysis is undertaken of:

- the factors that may cause the risk to occur
- the controls that are in place to mitigate the risk occurring
- an action plan for further management of the risk
- an assessment is undertaken of :
 - the likelihood of the risk occurring on a scale 1-5 (rare to almost certain)
 - the severity of the impact if the risk were to occur on a scale 1-5 (insignificant to catastrophic)
 - the resulting risk rating (likelihood x severity)

Risks with a risk rating of 16 or above are recorded in the risk register.

The risk assessment including the impact of controls and implementation of any action plan is reviewed by senior management on a regular cycle:

- risk rating - up to 6 – annually
- risk rating - 7 to 11 – 6 monthly
- risk rating - 12 to 15 – quarterly
- risk rating – 16 and above – monthly

Appendix 2



Safeguarding Children, Young People and Adults at Risk Group Policy & Guidance

Oasis Charitable Trust

Oasis College of Higher Education

STOP THE TRAFFIK

Oasis Charitable Trust (OCT) and its subsidiaries are committed to providing a safe and secure environment for all children, young people and adults who may be 'at risk'. Oasis is committed to promoting a climate in which anyone can feel confident about sharing any concerns that they may have about their own safety or the well-being of others.

This policy is approved and endorsed by the Board of Trustees of Oasis Charitable Trust and all subsidiaries are required to operate in line with this guidance.

Who this policy applies to:

This policy applies to everyone who is connected with Oasis Charitable Trust and its subsidiaries regardless of their status as Trustee, Employee, Volunteer, Student, or Service User.

Definition of who this policy is intended to safeguard:

A child: defined as a person who is under the age of 18

Adult at risk: defined as someone aged 18 or over:

- Who is, or may be, in need of community services due to age, illness or a mental or physical disability
- Who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation
- (NB: in relation to Adults at Risk, the ability to make an 'Informed Decision' has to be taken into consideration once abuse has been disclosed/suspected (which has been made in line with the Mental Capacity Act 2005). If someone is deemed to have capacity, a referral to Safeguarding services can only be made with their consent).

Who is an adult at risk?

Abuse can affect any able adult, but particularly someone who is, or may be, unable to protect themselves against significant harm or exploitation, for example:

- Older people
- People with mental health problems
- Disabled people
- People with learning difficulties
- People with acquired brain damage
- People who misuse substances

Whilst childhood is defined and recognised in the eyes of the law, vulnerability is not a fixed category. We recognise that all of us can be 'at risk' to a wide range of pressures which can impact our ability to safeguard ourselves from abuse and therefore Oasis is committed to 'retain independence, wellbeing and choice and to access their human right to live a life that is free from abuse and neglect.'

Everyone, including children and other adults at risk, has a right to be treated equally regardless of age, gender, ethnic origin, culture, religious belief, language, disability or sexual orientation.

There are six main elements to our policy:

- Ensuring we practice safe recruitment in checking the suitability of staff and volunteers to work with children, young people and adults at risk.
- Raising awareness of child protection issues and equipping children with the skills needed to keep them safe.
- Raising awareness of safeguarding issues relating to adults at risk and how to equip them with the appropriate knowledge and information needed to keep them safe.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse.
- Supporting children and young people who have been abused in accordance with his/her agreed child protection plan.
- Establishing a safe environment in which children, young people and adults at risk can thrive.

We recognise that because of the regular contact with children, young people and adults at risk, Oasis staff are well placed to observe the outward signs of abuse. Oasis will therefore:

- Establish and maintain an environment where children, young people and adults at risk feel secure, are encouraged to talk, and are listened to.
- Ensure children, young people and adults at risk know that there are adults whom they can approach if they are worried.

Oasis Charitable Trust and its subsidiaries will:

- Ensure there is a nominated Executive responsible for Safeguarding.
- Ensure there is a designated senior person, and a deputy, responsible for Safeguarding in each subsidiary who have received appropriate training and support for this role.
- Ensure each subsidiary will have a sub-policy that details the named person responsible for Safeguarding, their deputy, responsibilities and procedures.

- Ensure every member of staff (including temporary staff and volunteers) know the name of the designated senior person responsible for Safeguarding and their role, responsibility and procedures.
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated senior person responsible for Safeguarding.
- Ensure that parents/guardians/carers have an understanding of the responsibility placed on Oasis and its staff for Safeguarding by setting out its obligations and publishing our policy on the website.
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding Safeguarding matters including attendance at case conferences.
- Keep written records of concerns about children, young people or adults at risk, even where there is no need to refer the matter immediately.
- Ensure all records are kept securely and in locked locations.
- Develop and then follow procedures where an allegation is made against a member of staff or volunteer.
- Ensure safe recruitment practices are always followed.

How the policy will secure an environment where children and vulnerable adults feel safe from harm and can address behaviours resulting from abuse:

Oasis recognises that children, young people or adults at risk who are abused or witness violence may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. Oasis or one of its subsidiaries may be the only stable, secure and predictable element in the lives of children/young people or adults at risk. Their behaviour may be challenging and defiant or they may be withdrawn. Oasis and its subsidiaries will therefore endeavour to support them by:

- Ensuring the Oasis ethos is evident in practice, promoting a positive, supportive and secure environment that gives a sense of being valued.
- Liaising with other agencies that support the child/young person or adult at risk, such as social services, Child and Adult Mental Health Service.
- Ensuring that, where a child/young person/adult at risk subject to a Safeguarding referral/Child Protection plan leaves the service/activity run by Oasis, the relevant social worker/agency (ie LD Team, Mental Health Services) is informed.

How the policy and procedures are communicated to those it is intended to safeguard and those responsible for them:

The policy and procedures will be included as part of the induction process for anyone working, either in a paid or voluntary capacity, or connected with a project or activity where children or other adults at risk receive services provided by Oasis and its subsidiaries. It is the responsibility of the line manager of any project or activity to ensure that the policy and local procedures are communicated and understood by those receiving them. It is also the responsibility of the person in charge of the project and/or activity to ensure that service users are aware of it and what to do if they are abused or suspect that someone else is being abused.

All staff and volunteers have a responsibility to:

- Read and understand the Safeguarding Policy and local procedures
- Co-operate with team leaders and managers on safeguarding matters;
- Follow the instructions of the safeguarding procedures

- Take reasonable care to avoid placing themselves or those in their care at risk of mistreatment
- Report all Safeguarding concerns to the designated person as detailed in the sub-policy statement.

Protection for Children, Young People and Adults at Risk

All staff and volunteers must recognise and accept that children/young people and adults at risk have a fundamental right to be protected from harm. In upholding this fundamental right we recognise there are four common definitions of abuse (a violation of an individual's human and civil rights by another person or persons which results in significant harm, which could include a single act/repeated acts/an act of neglect/failure to act):

1. Physical Abuse
2. Emotional and Psychological Abuse
3. Sexual Abuse
4. Neglect
5. Financial and Material
6. Discriminatory
7. Institutional

An explanation of these four common definitions is provided here:

Physical Abuse

May include: Hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk including the deliberate fabrication or causation of illness.

May be recognised by: Physical injury, such as bruising, bite marks, burns and scalds, fractures but also by aggressive behaviour or learning difficulties due to neurological damage. It may also be an indicator of concern where a parent/guardian/carer gives an explanation inconsistent with the injury or gives several different explanations for the injury.

Where physical abuse is suspected, staff and volunteers should be made aware that it is not appropriate to undress, photograph or body map any child/young person or adult at risk in an attempt to see physical injury; this is the role of child protection/social services and investigating agencies.

Emotional Abuse

May include: The persistent emotional ill-treatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development, mental health, behaviour and self-esteem. This may be caused by conveying to the person that they are worthless,

unloved or unvalued or by developmentally inappropriate expectations being made or by causing them to frequently feel frightened or the exploitation or corruption of a child or adult at risk.

May be recognised by: Developmental delay, attachment issues, aggressive behaviour, appealing behaviour, watchfulness or stillness, low self-esteem, withdrawn or a loner, or having difficulty in forming relationships. Emotional abuse may be difficult to recognise as signs are usually behavioural rather than physical.

Signs of emotional abuse may be associated or similar to other forms of abuse so presence of emotional abuse may indicate other abuse is prevalent as well.

Sexual Abuse

May Include: Involving or forcing or enticing a child or adult at risk to take part in sexual activities, whether or not the victim is aware of what is happening. Such activities may involve sexual acts (penetrative or non-penetrative) or may include involving a child or adult at risk in watching or taking part in pornographic material or to encourage pupils to behave in sexually inappropriate ways.

May be recognised by: Inappropriate sexualised conduct, age inappropriate sexualised play or conversation, sexually harmful behaviour – contact or noncontact, self-harm, eating disorders, continual, inappropriate or excessive masturbation, anxiousness or unwillingness to remove clothes – sports / PE etc, pain or itching in genital area, blood on underclothes, bruising in genital region and / or inner thighs etc.

A sexually abused person may also be recognised by disturbed behaviour such as sadness, depression or loss of self-esteem. Disclosure of sexual abuse must be taken seriously as it is recognised that victims are frequently scared to disclose due to guilt or fear. Therefore, staff should never attempt to question, interrogate or interpret a disclosure of sexual – disclosures should be listened to carefully and all reports of abuse recorded factually and objectively.

Neglect

May include: The persistent failure to meet a child or adults' at risk basic physical and/or psychological needs, likely to result in the serious impairment of their health or development (growth and intellect) such as failing to provide adequate food, shelter (including keeping them safe), clothing, or neglect of or unresponsiveness to a person's basic emotional needs.

May be recognised by: Being constantly hungry; constantly tired; have a poor state of clothing; be emaciated; have untreated medical problems; be frequently late or have poor or non-attendance at school; have low self-esteem; display neurotic behaviour and/or have poor social relationships, have poor personal hygiene.

A neglected child/young person or adult at risk may also be apathetic, fail to thrive, or be left with or in the care of adult's under the influence of alcohol or drug misuse.

Factors determining vulnerability in Adults at Risk

Personal characteristics of the adult at risk that **increase vulnerability** may include:

- Not having mental capacity to make decisions about their own safety including fluctuating mental capacity associated with mental illness
- Communication difficulties
- Physical dependency – being dependent on others for personal care and activities of daily life
- Low self-esteem

- Experience of abuse
- Childhood experience of abuse

Social/situational factors that **increase the risk** of abuse may include:

- Being cared for in a care setting, that is, more or less dependent on others
- Not getting the right amount or the right kind of care that they need
- Isolation and social exclusion
- Stigma and discrimination
- Lack of access to information and support
- Being the focus of anti-social behaviour

Personal characteristics of the adult at risk that **decrease vulnerability** may include:

- Having mental capacity to make decisions about their own safety
- Good physical and mental health
- Having no communication difficulties or if so, having the right equipment/support
- No physical dependency or if needing help, able to self-direct care
- Positive former life experiences
- Self-confidence and high self esteem

Social/situational factors that **decrease the risk** of abuse may include:

- Good family relationships
- Active social life and a circle of friends
- Able to participate in the wider community
- Stigma and discrimination
- Good knowledge and access to the range of community facilities
- Remaining independent and active
- Access to sources of relevant information

Guidance on Responsibility and Immediate Action to Signs of Abuse

All adults working for Oasis and its subsidiaries (including visiting staff, volunteers and students) are required to report instances of actual or suspected abuse or neglect of children, young people or adults at risk to their local Designated Safeguarding Officer/Alerting Manager (as detailed in the local sub-policy)

Where there are signs that a child/young person or adult at risk is suffering significant harm or is likely to suffer significant harm or is being neglected the Designated Safeguarding Officer may take advice before making a referral to the Local Authority's designated Officer (LADO) for Child Protection and/or Social Services.

Where there are any doubts as to the seriousness of this concern or disagreement between the Designated Safeguarding Officer and the person reporting the concern, advice will be sought from the Oasis Group Chief Executive Officer.

In circumstances where a child or adult at risk has a suspicious injury that requires urgent medical attention, the referral process should not delay the administration of first aid or emergency assistance. If a child/young person or adult at risk is thought to be at immediate risk (because of parental violence or intoxication, for example) urgent police intervention will be requested. Particular vigilance will be exercised in respect of children/young people who are subject to a Child Protection Plan and any incidents or concerns involving these children/young people/adults at risk will be reported immediately to Social Services (and confirmed in writing). In all cases of injury to a child consideration will always be given as to whether an urgent paediatric medical assessment is required to document injuries or to protect any forensic evidence.

If it is suspected that a child may be at further risk of harm if the parent is contacted, then in the first instance the LADO, or Social Services in the case of adults at risk, will be consulted.

Guidance on Training Staff and Volunteers

The Oasis Group, along with HAYS, has developed an on line Safeguarding Training Programme. All staff and volunteers will undertake the training at least every two years. Newly recruited staff will complete the online training as part of their induction. The Designated Senior Person for Child Protection will attend Local Authority and other training courses as necessary and other appropriate inter-agency training at least every two years. The Deputy Designated Senior Person will also be given the opportunity to attend these courses.

Guidance on Recruitment, Selection and Induction

It is a condition of engagement either as an employee, volunteer, student for anyone employed to work in projects or activities with children and/or other adults at risk to receive a cleared Enhanced Disclosure and Barring Service Certificate. This will be renewed every three years. If such a person is engaged and later found not to be appropriate to work with children and/or adults at risk then their ability to work will be terminated. All workers will be informed of the Safeguarding Children, Young People and Adults at Risk Protection policy as part of the Induction process.

Guidance on Involving Volunteers

Volunteers will work under the direct supervision of an established staff member (or senior volunteer) and will be subject to the same expectations as paid employees. They will be provided with the appropriate induction and volunteers will have a 'job outline' pertaining to the volunteering role they are to perform.

The requirements resulting from the Safeguarding Vulnerable Groups Act 2006 equally apply to volunteers. This includes complying with the legal requirement to ensure all employees undergo a Vetting & Barring Check and not barred from working with children and young people, before commencing work.

All permanent staff and volunteers will be inducted which will include the provision of the local policies and procedures, this will include temporary staff.

Guidance on Responses to Complaints/Allegations made Against Staff

Oasis takes seriously all allegations made against members of staff. Mechanisms are in place for children, service users, parents/carers and staff to share any concerns that they might have about the actions of any member of Oasis' staff. All such allegations will be dealt with in line with Oasis' 'Allegations Against Professionals Policy' and must be brought immediately to the attention of the Designated Safeguarding Officer. If the allegation is about the Designated Safeguarding Officer it should be reported to the next level of management within the organisation and ultimately to a member of the Oasis Board of Trustees.

Staff who are formally disciplined for any abuse of children, young people or adults at risk (or who resign before disciplinary action can be instigated) will be notified to the Local Authority, (if they are not already part of this process) and must be notified to the Independent Safeguarding Authority, for possible inclusion on their list of persons barred from working with children, young people and adults at risk.

Guidance on Keeping Records

Accurate written notes should be kept of all incidents of Safeguarding concerns. If a staff member or volunteer has a safeguarding concern they should inform the Designated Safeguarding Officer as soon as possible. These will be kept on Child Protection file for that service user.

Safeguarding records are not available to service users, parents or carers. Safeguarding records are kept by the Designated Senior Person for Safeguarding, separately from HR or other records, and can only be accessed by the Designated Senior Person or their Deputy. Other members of in senior leadership positions may have access to certain information on a need to know basis as appropriate.

Upon receipt of any request regarding direct access to documentation on a Safeguarding file appropriate steps may be taken to adopt the procedure of not allowing such access without the order of a court.

Policy, Monitoring and Review

This group policy was created by the Oasis Charitable Trust Board of Trustees in line with their Governance duty to Safeguarding.

This policy is available on the Oasis Zone. Upon request, parents or carers will be issued with a hard copy of this policy.

Oasis Charitable Trust will actively evaluate the effectiveness of this policy by monitoring staff group's understanding and application of the procedures within this policy as their overall duty to safeguard children, young people and adults at risk. Oasis will undertake an annual robust audit checklist to assure that safeguarding systems and processes are working effectively across its subsidiaries and activities.

Date of Acceptance: Enter Date Here

Date of Next Review: Enter Date Here

SUB-POLICY:

This Policy details the specific policy and procedures for Oasis Subsidiaries

SUBSIDIARY: OASIS HUB WATERLOO

These guidelines cover all activities in Waterloo, including (but not limited to):

- Breakfast and after school clubs, including Hub 678, Hub Homework, Hub Art
- Southside radio station
- Messy Sunday
- Hub athletic and Hub academy
- Table tennis club
- Youth church & kids church
- Transition mentoring
- St Thomas' youth inclusion project
- Hullabaloo
- Sports club
- Debt Advice Centre
- Waterloo Foodbank
- The Robes Project
- Career mentoring

All youth work are projects of Oasis UK, and are governed by the Safeguarding Children, Young People and Adults at Risk policy for the organisation.

Role & Name	Contact Details
Safeguarding Officer Dan Dowman	Dan.dowman@oasiswaterloo.org Mobile : 07912 505405
Deputy Safeguarding Officer Felicity Maries	Felicity.maries@oasisuk.org Mobile : 07772 412247

Guidelines for interacting with children/vulnerable persons

- Any staff member or volunteer must have a cleared Enhanced DBS Disclosure, with a registered number, before entering any establishment where he/she may come into contact with children and/or adults at risk. (If they are unsupervised),
- The staff member or volunteer must never be left alone in a room with a single child without another adult present or the door open – this is as much to safeguard yourself as for that of the child/adult at risk.
- Staff/volunteers may want to express concerns if they see bullying or intimidation. This should be reported if necessary (see below).
- A child/adult at risk may want to tell you what has happened to them, in this case try and have another adult present and never offer confidentiality.

- All staff/volunteers should be aware of the Child/Adult at Risk's welfare, therefore if they notice a suspicious, unexplained injury to the child/adult at risk they should bring this to the attention of the Team Leader of their activity.
- If a child/adult at risk wants to pursue confidential advice this should be dealt with reference to the Gillick Report for parental involvement.
- At present it is compulsory for parents to be contacted if a child is under 12 years, unless there is a direct risk for the Child's welfare.
- At 12 years and over a child has the right not to contact their parent /s, but should still be encouraged to do so.

The specific procedures relating to the activities of Oasis Hub Waterloo and how the Safeguarding Children, Young People and Adults at Risk policy will be implemented are detailed below:

If a Child, Young Person or Adult at Risk Confides in you about abuse, you must:

- Stay calm and approachable.
- Listen actively to what is being said without interrupting.
- Find an appropriate 'early' opportunity to explain that it is likely the information being given will need to be shared with others – to those who need to know. Do not in any circumstance promise to keep secrets.
- Allow the person to continue at his or her own pace.

- Ask questions for clarification only, and at all times avoid asking questions that are probing or suggesting a particular answer – you do not need to know all the details, that is the job of the child protection specialists.
- Make it clear that you are taking them seriously and acknowledge how difficult this must be for them.
- Reassure them that they have done the right thing by telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what has been said using the persons own words as much as possible – note date, time any names mentioned, to whom the information was given and ensure that the record is signed and dated.
- Do not delay in passing this information on.
- Make sure you have up to date contact details in case follow up action is required

The process for reporting concerns internally

If you have any suspicion or concern that abuse has been disclosed to you, you must:

Step 1

Write down your concerns on a logging a concern/disclosure form, copied from pages 14 to 18 of this document, with as much detail as possible. It is really important to use the same language the child, young person or adult at risk uses.

Step 2

Inform your Designated Safeguarding Officer or Deputy immediately, giving them all the information you have.

Step 3

The Designated Safeguarding Officer will consider all factors and information and decide what to do, following the Oasis Safeguarding Policy. They may decide to speak to the Child, young person or adult at risk to gather further information.

Step 4

The Designated Safeguarding Officer will either:

- Contact and report concerns to Social Services, the Police and or parents/carers (if appropriate)
- Or if the decision was made not to report this situation or to monitor the situation for a while, then all records must be kept and the decision must be recorded

Step 5

Record all decisions made and sign and date the records

Responsibilities and immediate action

All staff (voluntary or paid) working for Oasis are required to report instances of actual or suspected abuse or neglect of young/adults at risk to their designated supervisor. Reports should be made to the Designated Safeguarding Officer or Deputy as indicated above.

In exceptional circumstances where the member of staff is unable to contact any of those listed above and the person is at immediate risk of serious harm, they should contact the local Social Services directly or where necessary, the Police. In such circumstances the Designated Safeguarding Officer should be contacted at the earliest possible opportunity. Advice can also be sought from a CCPAS Churches Protection Advisory Service who run a 24 hour help line 01322 667207.

Social Services Numbers

Lambeth Social Services 020 7926 6010, 020 7926 6583, 020 7926 7868

Based at Referral and Assessment Team, 4th Floor, International House, Canterbury Crescent, Brixton SW9 7QE

Fax 020 7926 6874

Southwark Social Services 020 7525 1921 or out of hours 020 7525 5000

Email : RAD@southwark.gov.uk

Police Emergency 999 and non-emergency 101

If using an internal phone handset remember to dial 9 for an outside line

External Support

In addition to the Designated Safeguarding Officer, Social Services and/or Police detailed above the following agencies may also be contacted in the event of concern. The contact details will be clearly displayed and accessible.

<u>Organisation</u>	<u>Phone Number</u>
<u>NSPCC</u>	<u>0800 800 500</u>
<u>Childline</u>	<u>0800 1111</u>

<u>London Rape Crisis (for victims of rape or sexual abuse)</u>	<u>020 7837 1600</u>
<u>Survivors UK (for male survivors of abuse)</u>	<u>020 7357 6677</u>
<u>Incest Crisis Line</u>	<u>020 8890 4732</u>
<u>Samaritans (national)</u>	<u>08457 90 90 90</u>
<u>Youth reach (counselling and advice for young people)</u>	<u>020 8854 7744</u>

LOGGING A CONCERN/DISCLOSURE

Referrer's Details

Name of referrer	Job
Title	
Date of referral	

Person's Details

Name	
D.O.B	
Address	
Sex	Disability
Ethnic origin	
Previous address	
Any other names the person or family members may be known by	

The Person's Family

--

Any relevant information about other young/adults at risk in the family / household?

Family structure including any other significant people in the person's life

Involvement with other agencies

DETAILS OF THE CONCERN / DISCLOSURE

Date.....Time.....Venue.....

Context.....

Describe why you are concerned about this person (record actual words spoken by the person where possible)

Have there been any significant changes in the person's behaviour or presentation?

Describe any action you (the referrer) took at the time

Knowledge of concerns

Is the person aware of the referral?

If yes, what was their response to the concerns?

Any other relevant information

Is there anything else you feel you should record?

THIS FORM MUST BE PASSED ON IMMEDIATELY AND CONFIDENTIALY TO YOUR DESIGNATED PERSON.

Signed..... (referrer) Date.....

Action taken by designated person

Appendix 3 photo permission form

Dear Parent/Carer or Young Person

Date:

Event:

Lambeth Libraries and Archives run a number of events and activities for children and young people, we would like to take photographs or film specific events and activities, which will only be published to promote Lambeth Libraries and Archives nationally and locally.

Please fill in the form below to indicate whether the person below agrees to be photographed/ filmed.

I do/do not wish to be photographed /filmed

Signed _____

Print Name _____

Date _____

Contact number _____

For Parents and Carers:

For Children under 16:

I give permission for: _____

To be photographed/film

Name: _____

Signed: _____

Contact

Number: _____

I declare that I am the person named above.

I give full consent for my photograph to be taken and published in material to promote **Lambeth Libraries and Archives**.

I give my permission for this photograph to be used in (please tick all that apply and you wish to give permission for):

- On press releases and in the local press – eg Lambeth Life, the South London Press
- National press
- On the Lambeth Council intranet - <http://intranet.lambeth.gov.uk/>
- On the internet eg <http://www.lambeth.gov.uk>