



POLICY AND PROCEDURES FOR

SAFEGUARDING & PROTECTING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS



Introduction and Aims

WAND UK believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice, which protects them.

We recognise that

- The welfare of the child, young person or vulnerable adult is paramount
- All children, young people and vulnerable adults regardless of age, disability, gender, racial heritage, religious belief or lack thereof, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- All our staff and volunteers need to be carefully selected and trained and accept responsibility for safeguarding children, young people and vulnerable adults they come into contact with

The purpose of the policy is to:

- Protect the children, young people and vulnerable adults who receive WAND UK's services
- Provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child, young person or vulnerable adult may be experiencing, or be at risk of, harm

This policy is mandatory for anybody working for or on behalf of WAND UK meaning all paid staff, contractors and volunteers including the Board of Trustees and Advisers. The policy must be applied whenever there is a concern about a child, young person or vulnerable adult or about the behaviour of an adult.

We will work together to safeguard children, young people and vulnerable adults by

- Listening, valuing, and respecting them
- Adopting child protection guidelines through our procedures and a code of conduct for staff and volunteers
- Conducting robust recruitment and selection processes including the necessary safety checks in respect of references declarations and DBS checks
- Sharing information about child protection and good practice with stakeholders



Woman's Association for Networking and Development

Empowering women to become agents for their own change

- Reporting to Social Services any suspicion that a child, young person or vulnerable adult has suffered, is suffering, or is at risk of suffering abuse
- Providing effective management for staff and volunteers through supervision, support and training including guidance on what to do if an individual is worried about a child or young person

Scope:

This policy applies to all employees, volunteers, trustees, independent advisors, contracted associates and unpaid staff working on behalf of WANDUK in any capacity and in any setting. WAND UK requires that our partners, current or in future, share our commitment to safeguarding.

Roles and Responsibilities

Trustees

The Charity Commission is clear that Trustees have primary responsibility for safeguarding in their charity. WAND UK's Board of Trustees is accountable for ensuring that the organisation has appropriate structure, processes, and resources in place to ensure safeguarding is central to all the organisation does, and for monitoring compliance. It is an essential duty for trustees to take reasonable steps to safeguard beneficiaries and to protect them from abuse and mistreatment of any kind (including neglect).

- Put safeguarding policies and procedures in place
- Take all reasonable steps to prevent any harm to them
- Assess and manage risk
- Undertake ongoing monitoring and reviewing to ensure that safeguards are being implemented and are effective
- Respond appropriately to allegations of abuse

The Director

The Director is responsible for

- Working with the coordinator to maintain this policy through different levels from planning, implementing, measuring and reviewing performance
- Ensuring all staff, volunteers, contractors have implemented the Safeguarding Policy and have received the appropriate safeguarding training

All Employees

All employees and volunteers have the responsibility to recognise, report, and record safeguarding concerns about children, young people, and adults at risk in line with this policy document and associated guidance.



Woman's Association for Networking and Development *Empowering women to become agents for their own change*

Volunteers must work with employees directly on the reporting and recording of safeguarding concerns.

Designated Safeguarding Officer

WAND UK Designated Safeguarding Person (DSP) is Gladys Jusu-Sheriff, who is responsible for:

- Responding in a timely manner to any suspected abuse allegations
- Keeping accurate and secure records in line with our Data Protection Policy
- Referring a case on to other agencies where necessary

Within WAND UK there must be one DSP and also one for each provider who delivers work for WAND UK with the lead DSP being the overall manager or designated member of staff for their service.

Safer Recruitment

All staff and volunteers, temporary personnel and helpers who have contact with children and young people will be subject to a careful and rigorous selection and vetting process with the elements listed below:

- A Disclosure and Barring Service (DBS) check will also be obtained for staff, volunteers and trustees recruited to certain positions. A repeat DBS check will be obtained every three years for all eligible employees, volunteers, and trustees.
- During interview all candidates will be questioned regarding their understanding of safeguarding and how that might be a consideration in the role they are applying for.

Safer Working

All staff and volunteers working for WAND UK have a responsibility to safeguard the welfare of the children, young people and vulnerable adults that they are working with to ensure their physical, sexual and emotional safety. To achieve this all staff and volunteers should follow some simple guidelines.

Code of Practice for Staff and Volunteers

WAND UK staff and volunteers are required to abide by this Code of Practice to safeguard children and young people.

- DO treat all children and young people with respect
- DO make sure any suspicions or allegations are recorded and reported timely
- DO NOT get personally involved – leave it to the professionals.

Good Practice Guidelines for working with children, young people and vulnerable adults

- Plan activities so that they involve more than one member of staff, volunteer, or other relevant accompanying (e.g. youth coordinator) adult being present, or are at least in sight or hearing of others



Woman's Association for Networking and Development

Empowering women to become agents for their own change

- Always be publicly open when working with a child young person or vulnerable adult. If privacy is needed other staff and volunteers should be informed of the meeting
- Do not let allegations made by a child, young person or vulnerable adult be unrecorded, or not acted upon
- Do not discourage anyone from making allegations through fear of not being believed
- Don't engage in sexually provocative or rough physical games with a child, young person or vulnerable adult
- Do not show favouritism to any individual
- Do not allow yourself to be drawn into inappropriate attention-seeking behaviour. Everyone is expected to always observe professional and appropriate boundaries in their relationships with the children and young people.

Training

All WAND UK staff, volunteers and trustees will be given safeguarding training. Staff are required to attend the internally run training course within the first three months of their employment. Volunteers will be given safeguarding training relevant to the position in which they are volunteering. This will be organized locally through their line manager. Trustees will be invited to attend the Safeguarding Training course or will be required to complete online Safeguarding Training.

Physical Contact

Adults should ensure that the touch and physical contact they use is not exploitative and is not open to misunderstanding. However, there may be occasions when physical contact is unavoidable or positively desirable or necessary for safety reasons, for example

- Providing reassurance for a distressed person
- When working with a person with a disability who requests such assistance
- Administering first aid

Privacy and photographs:

Photos of young people taking part in WAND UK activities are an excellent way of communicating and promoting WAND UK but when personal information is added to photographs, these images can be used to identify children, and put their safety and privacy at risk. Photographs can also be adapted for inappropriate use. To manage the risks associated with photographing children and young people all employees must comply with WAND UK's Photography Policy.

Responding to Safeguarding Concerns

Whenever a child, young person or vulnerable adult reports that they are suffering or have suffered significant harm through abuse or neglect, or have caused or are causing harm to others, the initial response should be limited to listening carefully to the child, young person and/or adult. If someone makes a disclosure this might be the only time, they will tell someone about what is happening.



Woman's Association for Networking and Development

Empowering women to become agents for their own change

Do:

- Listen.
- Take what is said seriously.
- Only use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Remain calm.
- Consider the person's age and level of understanding.
- Check, if face to face, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly.
- Offer reassurance that disclosing is the right thing to do.
- Establish only as much information as is needed to be able to tell your activity leader/manager/nominated safeguarding Person/DSA and statutory authorities what is believed to have happened, when and where.
- Report to your Designated Safeguarding Officer, Gladys Jusu-Sheriff as soon as you can, and definitely before the end of the shift/day
- Check what the person hopes to result from the disclosure.
- Tell the child or adult what you are going to do next.

Do not:

- Make promises that cannot be kept (e.g. that you won't share the information).
- Make assumptions or offer alternative explanations.
- Investigate.
- Contact the person about whom allegations have been made.
- Do a physical or medical examination.

Record

- Make some very brief notes at the time, if appropriate, and write them up in detail as soon as possible.
- Record the date, time, place and the actual words used.
- Record facts and observable things, not your interpretations or assumptions.
- Don't speculate or jump to conclusions.

Report

- If there is immediate danger to a child/adult, contact the police. Ring 999.



Woman's Association for Networking and Development

Empowering women to become agents for their own change

- Otherwise avoid delay and take action: talk immediately, within 24 hours, to your activity leader/manager/nominated safeguarding officer and share any concerns.
- Within 24 hours, the nominated safeguarding person reports the concerns to the Local Designated Authority Officer (LADO).
- The LADO will advise regarding reporting to child/adult social care and/or the police and This must be done within 24 hours.
 - **Kensington and Chelsea**
Please call 020 7361 2120 and ask to speak to the Duty Child Protection Adviser
Email kclado.enquiries@rbkc.gov.uk
 - **LADO referral form**. Instructions to fill in the form can be found [here](#).

Named LADO:

Aqualma Daniel

Safer Organisations Manager & Local Authority Designated Officer (LADO) Kensington and Chelsea and Westminster

Tel : 07870 481712

Email Aqualma.Daniel@rbkc.gov.uk

- If a parent, carer or another member of the public tells you of their concerns about a young person or the behaviour of an adult
- Do not leave it to them to make their own referral to social care services. You should make your own report
- Take adequate details about their concern and the identity of the young person
- Report your concerns to your Designated Safeguarding Person as soon as you can, and before the end of the shift/day

Concerns raised by members of the public should always be taken seriously and where necessary WAND UK should take responsibility to make the referral to social care services. If you are dissatisfied with the response to any of your concerns above, raise these again with your Designated Safeguarding person. If you are unable or unwilling to do this, you can approach another Designated Safeguarding person or line manager or the Director.

Working with Partner Agencies

Working with partner agencies is a key part of our work. It is important in these circumstances that there is clarity of responsibility for different aspects of safeguarding between the two parties.

Concerns about the behaviour of a member of staff or a volunteer

These procedures should be used in respect of all cases where it is alleged that a person who works with children, young people or vulnerable adults has:

- behaved in a way that has or may have harmed a child, young person or vulnerable adult



Woman's Association for Networking and Development *Empowering women to become agents for their own change*

- possibly committed a criminal offence against or related to a child, young person or vulnerable adult
- behaved towards a child, young person or vulnerable adult in a way that indicates he or she may pose a risk of harm

If the concern is not connected to the person's employment or work activity, these procedures may also apply.

- It is in everyone's interest to resolve cases as quickly as possible, consistent with a fair and thorough investigation. All allegations must be investigated as a priority to avoid any delay. The time taken to investigate and resolve individual cases depends on the nature, seriousness, and complexity of the allegation.

In case of immediate risk, appropriate actions may need to be taken by the member of staff e.g. urgent involvement of police; suspension of a member of staff and removal from the WAND UK premises; securing evidence; urgent medical attention.

Any allegation or concern which arises should be reported immediately to the Designated Safeguarding Person, Gladys Jusu Sheriff (see WAND UK's Information)

In case staff receive an allegation against someone from another organisation, this should be reported to a Designated Safeguarding Person.

Confidential Information and Retaining Records

All children, young people and vulnerable adults, and their families, are entitled to their privacy. However, where there are concerns about the safety or welfare of a child, young person or vulnerable adult, those concerns and other necessary personal information need to be shared with decision's makers.

Employees should make written notes at the earliest opportunity, and these should be passed to the Designated Safeguarding Person who must keep all written documents relating to a safeguarding issue in a secure place. These detailed records should be kept until WAND UK is confident that the information is held accurately with the agency responsible for taking further action to safeguard the child, young person or vulnerable adult i.e. partner agencies, social services or the police. All decisions made and actions taken will be kept on file once the detailed records are deleted or destroyed. It is important that all records are kept in a secure place and only shared in accordance with legislation and practice guidelines.

Where concerns have been raised about a member of staff or a volunteer and these relate to behaviour that has harmed, or may have harmed a child, young person, or vulnerable adult; or behaved in a way that indicates s/he is unsuitable to work with children, young people or vulnerable adults, then:



Woman's Association for Networking and Development

Empowering women to become agents for their own change

- The Director must be informed
- A clear and comprehensive summary of any allegations made, details of how the allegations were followed up and resolved, action taken, and decisions reached, will be recorded and kept in the person's confidential personnel file (including people who leave the organisation at least for 10 years) and a copy will be given to the individual in question.

This will enable us to provide accurate information in response to any future request for a reference and will provide clarification in cases where a future DBS disclosure reveals information from the police that an allegation was made but did not result in a prosecution or a conviction.

Supporting Children and Young People's safety through learning

WAND UK recognises the fundamental role that Children and Young People's personal, social and emotional development plays in their wellbeing and their ability to develop and learn 'normally' – as well as the potential impact it might have on their ability to stand up for themselves and keep themselves safe. Within WAND UK we promote the fundamental British Values of Democracy, Rule of Law, Individual Liberty and Mutual respect and tolerance of others

WAND UK therefore plan to:

- Build children and young people's self-esteem, self-awareness, and self-confidence.
- Build their ability and willingness to say what they want/need and speak up for themselves, knowing they will be listened to.
- Help them understand boundaries and acceptable behaviour.
- Help them understand that they have the right to feel safe and not be frightened.
- Help them deal with conflicts by talking, explaining their motives and negotiating.
- Teach them to say no if they don't like something/don't want to do something.
- Help them think about keeping safe/keeping away from danger.
- Teach them where to go for help and how to ask for it.
- Teach them to treat others as they would want to be treated themselves.

Policy:

Activities and events	Outdoor Events: <ul style="list-style-type: none">- Gardening- Young Girls' project- Outing trips (Visits to museums, Kensington palace, Kew gardens.) Indoor Events <p>We ensure the presence of 2 safeguarding focal points at each indoor activity</p> <ul style="list-style-type: none">- HHFC – Happy Healthy Family Club
------------------------------	--



Woman's Association for Networking and Development
Empowering women to become agents for their own change

	<ul style="list-style-type: none"> - Community Food Distribution - Reflexology - Massage - Multilingual Telephone Befriending - Young Girls' project - Beauty and selfcare - Online Dance - Digital Literacy - One to one emotional support - Drop-In sessions <p>Use of photographs</p> <p>Due to the nature of the work of the charity photographs are frequently taken and used for reporting purposes to funders and permission is obtained from parents and legal guardians.</p> <p>Where photographs are taken permission from parents and or legal guardians is requested (videos and photograph consent).</p>
<p>About us</p>	<p>WAND UK is a London wide volunteer-led women's charity that helps women and girls in isolated and excluded communities. WAND does that through outreach services and regular networking events</p> <p>We aim to support vulnerable women and girls, including refugees, asylum seekers, migrants, lone parents, unemployed, low-income families, and domestic violence survivors some with long term health conditions many of whom may feel isolated from or find it difficult to access mainstream services. We empower women to become agents for their own change, by instilling in them a sense of belonging, helping them to see their purpose and in turn ending the cycle of isolation and economic disadvantage.</p> <p>WAND works at two levels - at the individual and at group as stated below:</p> <p>Main activities:</p> <ul style="list-style-type: none"> - HHFC – Happy Healthy Family Club - Community Food Distribution - Reflexology - Massage - Multilingual Telephone Befriending - Gardening - Young Girls' project - Beauty and selfcare - Online Dance - Digital Literacy - One to emotional support



Woman's Association for Networking and Development
Empowering women to become agents for their own change

	<ul style="list-style-type: none"> - Outing trips (Visits to museums, Kensington palace, Kew gardens, boat trips.)
Aim	<ul style="list-style-type: none"> - There can be no doubt that despite the legal obligations, the reputational risk to a charity is enormous if an incident occurs. - Funders are keen to see that all organisations give due consideration to what is legally required of them by law to safeguard and protect children and vulnerable adults, and transpose this into their own tailored specific safeguarding policy - To bring together existing practice and to ensure compliance with the requirements of the Charity Commission. - To create a safe place to work, a supportive and rewarding one. Help everyone feel more comfortable in coming forward to ask for help and enable them to get the assistance they need before a situation ends up out of control.
Why is this protection important?	<p>We believe and are committed to ensuring that our young people, vulnerable adults, staff and volunteers are protected from all forms of direct and indirect harm.</p> <p>This policy is intended to ensure that our entire workforce and external organisations are informed of our safeguarding processes and procedures, and this policy provides guidance of our approach to child protection and safeguarding.</p>
Who is responsible for its implementation?	<p>Safeguarding at WAND UK is the responsibility of everyone within our workforce including staff, volunteers, managers, directors, and our board of trustees.</p> <p>Everyone working for the organisation on a paid or volunteer basis is required to demonstrate an understanding and compliance with the processes and procedures set out in this policy.</p>
Risk factors	<ul style="list-style-type: none"> - Financial exploitation - Digital exploitation - Physical, emotional, and psychological abuse - Self-harm <p>Relevant duty-bearers:</p> <ul style="list-style-type: none"> - All staff, volunteers and associated personnel - Safeguarding leads
Identifying and managing risks	<ul style="list-style-type: none"> - Use of password to access meetings / activities. - Use of official mobiles and laptops to carry out the assigned tasks - Undertake a pre-event risk assessment including site facilities



Woman's Association for Networking and Development

Empowering women to become agents for their own change

	<ul style="list-style-type: none">- Ask parents for their consent before we start our activities; agree to some rules to keep everyone safe.- All services provided are in line with our charity's code of conduct- Protect people's personal data and follow GDPR legislation- Ask for permission to display any images on the website or social media accounts (individual or parental permission)- Explain how users can report concerns- Display ground rules.- All staff and volunteers are DBS check.
--	---

WAND UK's Information

At WAND UK, Gladys Jusu-Sheriff, is the Nominated Safeguarding Person (NSP); this person is the nominated safeguarding advisor for the organisation.

Reporting hierarchy for safeguarding

Name	Role in organisation	Reports to	Role in organisation	Phone number/s
Anya Stewart	CYP safeguarding Designated Person	Reports to Gladys Jusu-Sheriff CYP and Adults safeguarding Designated Person	Lead Management	07534155619 (Gladys) 07736932049 (Anya)

External Agencies who can offer support

Bi-borough PREVENT

Contact the local team on: Telephone: 020 8753 5727

Email: prevent@lbhf.gov.uk

[NSPCC](#) Tel: 0844 892 1026

NSPCC Child Protection Helpline (24 hours): To report or discuss concerns about a child's welfare. Tel: 0808 800 5000 or textphone: 0800 056 0566 or email: help@nspcc.org.uk
Childline Tel: 0800 1111

[Save The Children](#). Tel: 020 7012 6400 Freephone: 0800 814 8148

[UK Safer Internet Centre](#) Tel: 0344 381 4772

[Children's Safeguarding - Kensington and Chelsea](#)

Telephone: 020 7361 3013

Out of hours: 020 7373 3227



Fax: 020 7368 0228

Email: socialservices@rbkc.gov.uk

Appendix I- Key definitions and concepts

Although the legal context is different for vulnerable adults, much of the following information on the types of abuse and neglect of children is also applicable to vulnerable adults.

Legislation

Children Act 2014

Working together to safeguard children 2023: [Working together to safeguard children 2023: Statutory guidance](#)

NSPCC of December 2017 - [full information can be found here](#)

Abuse and Neglect – Children

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional setting or community setting; by those known to them, or by a stranger. They may be abused by adult/s or another child or children.

1. Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness. An important indicator of abuse is where bruises, bite marks, burns or scalds or injuries are unexplained, or the explanation does not fit the injury.

2. Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

3. Sexual Abuse

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



4. Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

5. Bullying

Bullying may come from another child or an adult. Bullying is defined as - deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of bullying:

- physical (e.g. hitting, kicking, slapping),
- verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages, abuse via social media),
- emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group),
- sexual (e.g. unwanted physical contact or abusive comments).

6. Vulnerable Adults Abuse

Adult abuse is:

- a violation of an individual's human and civil rights by any other person or persons
- any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights
- physical, sexual, emotional, financial or through neglect or discrimination
- perpetrated by an individual, a group or an organisation

7. Financial Abuse, Discriminatory Abuse & Institutional Abuse

- Financial abuse is abuse or misuse of possessions or money. Indicators may be unusual shortage of money to pay bills, to buy food or to maintain adequate living conditions.
- Discriminatory abuse is harassment or similar discriminatory or derogatory treatment, which is racist, sexist or refers to disability.
- Institutional abuse or practice abuse is neglect due to bad or poor care practice or unsatisfactory professional practice and low standards.



Woman's Association for Networking and Development
Empowering women to become agents for their own change

Appendix II- Safeguarding Concerns Report Form

Your Name:	
Name of Organisation:	
Your Role:	
Address:	
Postcode:	
Telephone Number:	
E-mail	

Child/ vulnerable adult's Name:	
Child/ vulnerable adult's Date of Birth:	
Child/ vulnerable adult's Ethnic Origin:	
Does Child/ vulnerable adult's have a disability?	
Child/ vulnerable adult's Gender:	

Parent's / Carer's Name(s):	
Address:	
Postcode:	
Telephone Number:	
Email:	

Have Parent's / Carer's been notified of this incident? YES ☐ NO ☐

If Yes, please provide details of what was said / action agreed:

Are you reporting your own concerns or responding to concerns raised by someone else?

Responding to my own concerns ☐

Responding to concerns raised by someone else ☐

If responding to concerns raised by someone else, please provide further information below:



Woman's Association for Networking and Development
Empowering women to become agents for their own change

Date and times of incident:	
Details of the incident or concerns: Include other relevant information such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay:	
Child/ vulnerable adult's account of the incident:	
Please provide any witness accounts of the incident:	
Witness Name:	
Position within the organisation or relationship to the Child/ vulnerable adult's:	
Date of Birth (if child):	
Address:	
Postcode:	
Telephone Number:	
Email:	
Please provide details of action take to date:	



Woman's Association for Networking and Development
Empowering women to become agents for their own change

Has the incident been reported to any external agencies? YES <input type="checkbox"/> NO <input type="checkbox"/>	
If YES, please provide further details:	
Name of Organisation / Agency:	
Contact Person:	
Telephone Number:	
Email:	
Agreed actions / advice	

Print Name:	
Signature:	
Date:	

Data protection: WAND UK may use the information in this form (together with other information they obtain as a result of any investigation) to investigate the alleged incident and to take whatever action is deemed appropriate, in accordance with their Safeguarding children, young people and vulnerable adults Policy and Procedures. Strict confidentiality will be maintained, and information will only be shared on a "need to know" basis in the interests of safeguarding. This may involve disclosing certain information to a number of organisations and individuals including relevant County bodies, individuals that are the subject of an investigation and/or Statutory agencies such as the Police and Adult Social Care.

Reviewing the policy This policy will be reviewed on an annual basis to ensure that it is meeting its aims and there will be consultations on any amendments with the Board of the trustees.

REVIEWED :SEPTEMBER 2024

NEXT REVIEW:.....SEPTEMBER 2025