



Policy Date	December 2024
Date of Next Review	December 2025

Safeguarding and Child Protection Policy

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1. Policy statement

This policy is one of a series in Westway Trust's integrated safeguarding procedures (including staff code of conduct, recruitment and selection process, health and safety, whistle blowing, bullying, IT acceptable use, lone working, complaints, first aid, disciplinary, risk assessments for educational visits, etc.) It should be considered alongside Health and Safety legislative requirements.

Our core safeguarding principles are:

- The Trust's responsibility to safeguard and promote the welfare of children and vulnerable adults is of paramount importance.
- Representatives of staff and trustees will be involved in policy development and review.
- The Trust's safeguarding policy will be reviewed annually unless an incident or new legislation or guidance suggests the need for an interim review. The review will include ensuring that as far as practical our policy and procedures remain consistent with best practice as recommended by leading organisations like the National Society for the Prevention of Cruelty to Children (NSPCC): <https://learning.nspcc.org.uk/safeguarding-child-protection/voluntary-community-groups/>
- The Trust will work with other agencies and share information appropriately to ensure the safety and well-being of our service users.

Safeguarding policy statement

At Westway Trust we recognise our moral and statutory responsibility to safeguard and promote the welfare of all children and vulnerable adults. We endeavour to provide a safe and welcoming environment where all service users are respected and valued. We will act quickly and follow our procedures to ensure relevant service users receive effective support and protection.

Policy principles

- The welfare of the child or vulnerable adult is paramount.
- All children and vulnerable adults, regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.



- All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child or vulnerable adult is at risk of harm.
- There is a culture of transparency, openness and, if needed, challenge with regards to maintaining high standards in safeguarding.
- Staff and service users involved in safeguarding and child protection issues will receive appropriate support.

Policy aims

- To provide all staff with the necessary information to enable them to meet their safeguarding and child protection responsibilities.
- To ensure consistent good practice throughout the Trust.
- To demonstrate the Trust's commitment with regard to safeguarding issues.

The procedures contained in this policy apply to all staff and trustees and are consistent with those of the RBKC Local Safeguarding Children Partnership (replacing the Local Safeguarding Children Board): <https://www.rbkc.gov.uk/lscb/information-professionals-and-volunteers>

Given the work we undertake and the relationships with our service users, Westway Trust staff have the potential opportunity to observe changes in behaviour and other warning signs of suspected abuse. Children and vulnerable adults may also turn to a trusted member of staff within the Trust when they are in distress or at risk. It is vital that all staff are alert to the signs of abuse, both inside and outside the Trust, and understand the procedures for reporting their concerns. The Trust will act on identified concerns and provide early help to prevent concerns from escalating.

Westway Trust has published a Safeguarding Policy Public Statement. This can be read on the Trust's website at: [Safeguarding-Policy-April-2022-public-statement.pdf \(westway.org\)](#) It is also at Appendix 1 of this document.

Westway Sports and Fitness

This policy does **not** extend to the work or staff of Westway Sports and Fitness. The Safeguarding policy and procedures of our operating partner Everyone Active cover Westway



Sports and Fitness. Everyone Active's Child Safeguarding Policy Statement can be viewed on their website at: www.everyoneactive.com/legal-policies/child-protection-policy/

2. Terminology

Child/Children includes everyone under the age of 18.

Vulnerable adult refers to any person aged 18 or over who is or may be unable to protect themselves against significant harm or exploitation.

Safeguarding and promoting the welfare of children and vulnerable adults refers to the process of protecting them from maltreatment, preventing the impairment of health or development, and creating an environment where the welfare of children and vulnerable adults is actively promoted, helping them to achieve their potential and ensuring they are safe.

Child protection refers to the processes undertaken to protect children who have been identified as suffering, or being at risk of suffering, significant harm.

Staff refers to all those working for or on behalf of the Trust, full time or part time, temporary or permanent, in either a paid or voluntary capacity.

Parent/Carer refers to birth parents and other adults who are in a parenting/carers role, for example step-parents, foster carers and adoptive parents.

DBS – Disclosure and Barring Service – checks for any past convictions or cautions for those seeking to work with children or vulnerable adults.

DSL - Designated Safeguarding Lead.

LSCB - Local Safeguarding Children Board (being replaced by Local Safeguarding Children Partnerships).

Channel - Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremism and/or terrorism. Channel works in a similar way to other safeguarding partnerships such as case conferences for children in need. Channel is a pre-criminal process that is designed to support vulnerable people at the earliest possible opportunity, before they become involved in illegal activity.

MASH – Multi-Agency Safeguarding Hub – Designed to improve the quality of information sharing between professionals in order to make timely and informed decisions about risk,



based on accurate and up-to-date information. With this information the MASH is able to provide a brief risk assessment and recommendation to services in Kensington and Chelsea, Hammersmith and Fulham and Westminster to assist in improving the quality of safeguarding decisions for children and their families and provide them with the most appropriate support and services as soon as possible.

3. Safeguarding legislation and guidance

Working Together to Safeguard Children 2018 covers the legislative requirements and expectations on individual services and inter-agency working to safeguard and promote the welfare of children. It also provides the framework for Local Safeguarding Children Partnerships to monitor the effectiveness of local services.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

Keeping Children Safe in Education – provides statutory guidance which schools and colleges must have due regard to when carrying out their duties to safeguard and promote the welfare of children. [Keeping children safe in education - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Prevent Duty Guidance – England and Wales covers the duty of schools and other providers in section 29 of the Counter Terrorism and Security Act 2015, to have due regard to the need to prevent people being drawn into terrorism.

<https://www.gov.uk/government/publications/prevent-duty-guidance>

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

4. Roles and responsibilities

All staff have a responsibility for Safeguarding no matter what their role in the Trust.

The Board of Trustees has a duty of care to the Trust's service users and staff and must take all reasonable steps to prevent harm. The Board ensures that the Trust:

- Creates a culture where the welfare of service users is paramount and staff feel confident to challenge over any concerns.
- Complies with their duties under legislation - including the Prevent Duty 2015.



- Contributes to inter-agency working and plans.
- Takes into account Local Safeguarding Children Partnership procedures.
- Has a nominated Trustee as a Safeguarding Champion. That Trustee will liaise with the Designated Safeguarding Lead (DSL) for Westway Trust in the event of an allegation being made against the Chief Executive.
- Has an effective safeguarding policy (updated annually and readily accessible to all staff, with a policy statement published externally on the Trust's website) as well as a Staff Safeguarding Code of Conduct and both are provided to, and followed by, all staff.
- Appoints a DSL for the Trust trained every 3 years, and that the responsibilities are explicit in the role holder's job description. The Trust's DSL should be given time, funding and training to support this. There should always be cover for this role. This means that deputy DSLs will also be appointed and trained.
- Has systems in place for feedback and service user views.
- Has procedures for dealing with allegations of abuse made against members of staff including allegations made against the Chief Executive and allegations against other service users.
- Has procedures in place for referral of individuals to the Disclosure and Barring Service.
- Has safe recruitment procedures that include statutory checks on staff suitability to work with children and ensures that the outcomes of the checks are recorded.
- Ensures volunteers are appropriately supervised and checked.
- Develops a training strategy that ensures all staff receive information about the Trust's safeguarding arrangements on induction, and appropriate safeguarding and vulnerable adult/child protection training, which is tailored as required to specific roles and regularly updated in line with any requirements of the Local Safeguarding Children Partnership.

The Chief Executive

- Ensures that the safeguarding policy and code of conduct are implemented and



followed by all staff.

- Allocates sufficient time, training, support and resources, including cover arrangements when necessary, to enable the DSL and deputies to carry out their roles effectively, including attendance at strategy discussions and other necessary meetings.
- Ensures that all staff feel able to raise concerns about poor or unsafe practice and that such concerns are handled sensitively and in accordance with the whistle blowing procedures.
- Liaises with the Trust's DSL where an allegation is made against a member of staff.
- Ensures that anyone who has harmed or may pose a risk to a child is referred to the Disclosure and Barring Service.
- Has a key designated officer role in cases concerning staff.

DSL responsibilities

Managing referrals

Refer all cases of suspected abuse to the local authority children's or adult social care and to:

- The Chief Executive for all cases which concern a staff member.
- Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child or vulnerable adult).
- Police (cases where a crime may have been committed).

Liaise with the Chief Executive to inform them of all relevant issues, especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations.

Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies.

Training

The Trust's DSL should attend appropriate training carried out every three years (or earlier subject to new information/legislation) and should also:



- Understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments.
- Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so.
- Ensure each member of staff has access to and understands the Trust's safeguarding policy and procedures, especially new and part time staff.
- Ensure the Trust keeps detailed, accurate and secure written records of concerns and referrals.
- Obtain access to resources and attend any relevant or refresher training courses.
- Encourage a culture of listening to children and vulnerable adults, and taking account of their wishes and feelings, among all staff, in any measures the Trust may put in place to protect them.

Raising awareness

The Trust's DSL should ensure the safeguarding and other relevant policies are known and used appropriately across the organisation:

- Ensure the safeguarding policy is reviewed annually and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this.
- Ensure the policy is available publicly and parents/ carers are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the Trust in this.
- Link with the Local Safeguarding Children Partnership to make sure staff are aware of training opportunities and the latest local policies on safeguarding.

Appoint one or more deputy DSLs for the Trust and:

- Ensure the deputies are appropriately trained and, in the absence of the designated lead, will carry out those functions necessary to ensure the ongoing safety and



protection of relevant service users. In the event of the long-term absence of the DSL, the deputies will assume all of the functions above.

All Managers will:

- Be familiar with Westway Trust’s safeguarding policy and procedures.
- Act as the first point of contact for staff or volunteers on their team/area of work concerned about the safety and welfare of a child or adult.
- Ensure staff, volunteers and contractors are informed about the procedures and know who to contact if they have a concern about the safety and welfare of a child or adult.
- Communicate to staff/volunteers/contractors any changes in the safeguarding policy and procedures.
- Ensure that new staff/volunteers/contractors understand the safeguarding policy and procedures early on in their induction period.
- Receive refresher training on the safeguarding policy and procedures.

5. Good practice guidelines and staff code of conduct

To meet and maintain our responsibilities towards service users we need to agree standards of good practice which form a code of conduct for all staff. Good practice includes:

- Treating all service users with respect including respect for diversity.
- Being alert to changes in a child’s or vulnerable adult’s behaviour and to signs of abuse and neglect.
- Recognising that challenging behaviour may be an indicator of abuse.
- Setting a good example by conducting ourselves appropriately, including online.
- Involving service users in decisions that affect them as appropriate.
- Encouraging positive, respectful and safe behaviour among service users, including challenging inappropriate or discriminatory language or behaviour.
- Avoiding behaviour or language which could be seen as favouring service users.



- Avoiding any behaviour which could lead to suspicions of anything other than a professional relationship with service users.
- Reading and understanding the Trust's child protection policy and guidance documents on wider safeguarding issues, for example bullying, behaviour, and appropriate IT and social media use.
- Cooperate with any vetting and recruitment requirements appropriate to role.
- Asking the service user's permission before initiating physical contact, such as physical support during instruction, or administering first aid.
- Maintaining appropriate standards of conversation and interaction with and between service users.
- Avoiding the use of sexualised or derogatory language; ensuring language and conversation is appropriate when talking with or within hearing distance of children, young or vulnerable people.
- Being clear on professional boundaries and conduct with other staff when service users are present.
- Being aware that the personal, family circumstances and lifestyles of some service users lead to an increased risk of abuse.
- Not using physical restraint unless the restraint is to prevent physical injury of the child/vulnerable adult/other children/visitors or staff/yourself.
- Referring all concerns about safety and welfare to the DSL, or, if necessary directly to police or children's social care.
- Following the Trust's rules with regard to communication with children and vulnerable adults and use of social media and online networking.
- Avoiding unnecessary time alone with children and vulnerable adults and risk-manage any 1:1 working.
- Avoiding sharing excessive personal information with service users.

A Staff Code of Conduct for Safeguarding is in operation. It can be seen at Appendix 2.



6. Abuse of position of trust

All Westway Trust staff are aware that inappropriate behaviour towards service users is unacceptable and that their conduct towards children and vulnerable adults must be beyond reproach.

Anyone working with children/young people/vulnerable adults on behalf of Westway Trust is considered to be acting in a position of trust. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise as a consequence of this relationship. Young people of 16 or 17 can legally consent to sexual activity but they may still be relatively immature emotionally. It is essential that those who may be in a position of responsibility and trust recognise this vulnerability and ensure that it is not exploited.

Where a person aged 18 or over is in a specified position of trust with a child under 18, it is an offence for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity even if the young person is ostensibly consenting.

Any behaviour, which might allow a sexual relationship to develop between the person in a position of trust and the children in their care, must be avoided. Any sexual relationship within a position of trust is unacceptable so long as the relationship of trust continues.

7. Children who may be particularly vulnerable

Some children may have an increased risk of abuse. It is important to understand that this increase in risk is due more to societal attitudes and assumptions, and child protection procedures that fail to acknowledge children's diverse circumstances, rather than the individual child's personality, impairment or circumstances. Many factors can contribute to an increase in risk, including prejudice and discrimination, isolation, social exclusion, communication issues and reluctance on the part of some adults to accept that abuse can occur.

To ensure that all children receive equal protection, we will give special consideration to



children who are:

- Disabled or have special educational needs.
- Young carers.
- Looked after children.
- Privately fostered children.
- Affected by domestic abuse.
- Affected by substance misuse or drug use.
- Affected by mental health issues, including self-harm and eating disorders.
- Affected by poor parenting.
- At risk of fabricated or induced illness.
- At risk of gang and youth violence.
- Asylum seekers.
- Living away from home.
- Vulnerable to being bullied, or engaging in bullying including cyber, homophobic, racist etc.
- Live transient lifestyles.
- LGBT (lesbian gay bisexual transgender).
- Living in chaotic and unsupportive home situations.
- Vulnerable to discrimination and maltreatment on the grounds of race, ethnicity, religion, disability or sexuality.
- Vulnerable to extremism or radicalisation.
- Vulnerable to faith abuse.
- Involved directly or indirectly in child sexual exploitation (CSE) or trafficking.
- Do not have English as a first language.



- At risk of female genital mutilation (FGM).
- At risk of forced marriage.

This list provides examples of additional vulnerable groups and is not exhaustive.

8. Some current issues

We will adopt a consistent approach of following our procedures and consulting with other agencies if there are any concerns for any of our service users. All staff will be aware of the signs of risk and individual triggers including travelling to conflict zones, FGM and forced marriage.

Missing Children - A child going missing from education (which includes time within the school day) is a potential indicator of abuse and neglect, including sexual exploitation. Unauthorised absence or non-attendance will be monitored and followed up in line with procedures.

Child Sexual Exploitation (CSE) involves exploitative situations where a child, male or female, receives something from an adult as a result of engaging in sexual activity. This includes seemingly 'consensual' relationships to serious organised crime gangs. There will be an imbalance of power where the perpetrator holds power over the victim. This is a serious crime. The police team can be contacted for extra support and information. (NB: This does not take the place of our usual reporting procedures).

Female Genital Mutilation (FGM) is illegal and a form of child abuse. It involves a procedure to remove all or some of the female genitalia or any other injury to these organs. Staff will be aware of the signs and indicators of this and their duty to report.

Preventing Radicalisation is part of our wider safeguarding duty. We will intervene where possible to prevent vulnerable children and adults being radicalised. The internet has become a major factor in radicalisation and recruitment. As with all other forms of abuse, staff should be confident in identifying those at risk and act proportionately. We will work with other partners, including the Channel Panel.

The DSL will be appropriately trained and able to offer advice, support and information to other staff.

We will ensure safe internet filters are in place.



Private Fostering - A private fostering arrangement is one that is made privately (without the involvement of a local authority) for the care of a child under the age of 16 years (under 18, if disabled) by someone other than a parent or close relative, in their own home, with the intention that it should last for 28 days or more (*close family relative is defined as a 'grandparent, brother, sister, uncle or aunt' and includes half-siblings and step-parents; it does not include great-aunts or uncles, great grandparents or cousins).

9. Support for those involved in a child protection issue

Child abuse is devastating for the child and can also result in distress and anxiety for staff who become aware of the abuse. We will support children, their families, and staff by:

- Taking all suspicions and disclosures seriously.
- Nominating a link person (*DSL*) who will keep all parties informed and be the central point of contact.
- Where a member of staff is the subject of an allegation, separate link people will be nominated to avoid any conflict of interest.
- Responding sympathetically to any request from child or member of staff for time out to deal with distress or anxiety.
- Maintaining confidentiality and sharing information on a need-to-know basis only with relevant individuals and agencies.
- Maintaining and storing records securely.
- Offering details of helplines, counselling or other avenues of external support.
- Following the procedures laid down in our whistleblowing, complaints and disciplinary procedures.
- Co-operating fully with relevant statutory agencies.

10. Complaints procedure

Our external complaints policy and procedure will be followed where a service user or parent or carer raises a concern about poor practice towards a child or vulnerable adult that initially does not reach the threshold for safeguarding or child protection action. Poor practice



examples include unfairly singling out a service user or belittling or discriminating against them in some way. Complaints are managed by senior staff, the DSL and the Chief Executive. Complaints from staff are dealt with under the Trust's disciplinary and grievance procedures.

11. If you have concerns about a colleague or poor safeguarding practice

Staff who are concerned about the conduct of a colleague or poor safeguarding practice within the Trust are placed in a very difficult situation.

All staff must remember that the welfare of the child or vulnerable adult is paramount, and staff should feel able to report all concerns about a colleague or the safeguarding practice within the Trust. The Trust's **whistleblowing policy** enables staff to raise concerns or allegations in confidence and for a sensitive enquiry to take place.

All concerns of poor practice or possible abuse by colleagues should be reported to the Chief Executive. Complaints about the Chief Executive should be reported to the Chair of Trustees. Staff may also report their concerns directly to the Local Authority or the police if they believe direct reporting is necessary to secure action.

When an allegation is made against a member of staff, set procedures must be followed. It is important to have a culture of openness and transparency. A consultation with the Trust's DSL will happen if staff have:

- Behaved in a way which has harmed, or may have harmed a child or vulnerable adult.
- Possibly committed a criminal offence against or related to a child or vulnerable adult.
- Behaved towards a child or vulnerable adult in a way that indicates they would pose a risk of harm to children/ vulnerable adults.

It is rare for a child or vulnerable adult to make an entirely false or malicious allegation, although misunderstandings and misinterpretations of events do happen. We recognise that a child or vulnerable adult may even make an allegation against an innocent party because they are too afraid to name the real perpetrator. An uncomfortable fact is that some professionals do pose a serious risk to children and we must act on every allegation. However, staff who are the subject of an allegation have the right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress. Suspension is



not the default option, and alternatives to suspension will always be considered. In some cases, staff may be suspended where this is deemed to be the best way to ensure that children and vulnerable adults are protected. Staff will be advised to contact their trade union and will also be given access to a named representative.

Allegations against staff should be reported to the Chief Executive. Any allegation against the Chief Executive should be reported to the Chair of Trustees. Staff may also report their concerns directly to police or the Trust's DSL if they believe direct reporting is necessary to secure action.

Reporting to the LADO –Local Authority Designated Officer

The Trust's DSL has a legal responsibility to report all allegations made against people who work or volunteer with children or vulnerable adults to the **Local Authority Designated Officer** (LADO) who they can contact if they have a concern and need to have a consultation or make a formal referral.

In the first instance contact should be made by calling RBKC on 020 7361 3013 and asking to speak to the duty Child Protection Adviser.

Reporting to the Charity Commission

Trustees have a duty to notify the Charity Commission of suspicions, allegations and incidents of abuse or mistreatment of vulnerable service users. This means the Charity Commission should be notified if:

- There has been an incident where a service user has been abused or mistreated while engaging in activities at the Trust or by someone connected with the Trust.
- There has been an incident where someone has been abused or mistreated and this is connected with the Trust's activities.
- Allegations have been made that such an incident may have happened.
- There are grounds to suspect that such an incident may have occurred.

This is in addition to the requirements to notify, as appropriate, the police, local authority and other relevant bodies in individual cases.

If a report is made, the Charity Commission will focus on the steps Trustees have taken to



protect the charity and its service users both now and in the future.

Notification of deaths and serious incidents

If a death or serious incident occurs whilst a service user is taking part in activities at the Trust, or a service user is taken seriously ill, we have a duty to notify:

- Ofsted as soon as reasonably possible, but at the latest within 14 days, of the incident and the Trust's response to it.
- The local child protection agency where a child has died whilst in the Trust's care, has been involved in a serious accident or has suffered an injury.
- The Health and Safety Executive where there has been:
 - A work-related accident leading to the death of a service user.
 - A work-related accident leading to an injury to a service user for which he/she is taken directly to hospital for treatment.

This is in addition to notifications at the time to parents/relatives, medical services and, where appropriate, the police.

Westway Trust will co-operate fully and promptly with any investigation carried out by a statutory body into the incident. An internal investigation into the incident will always be conducted, with a view to identifying what factors led to the incident and what lessons can be learned to minimise the risk of similar incidents in the future.

12. Staff training and induction

All staff will be regularly trained in safeguarding to enable them to recognise the possible signs of abuse and neglect and to know what to do if they have a concern.

The DSL will receive training updated at least every three years, including training in inter-agency procedures. They will be supported and encouraged to attend additional training to keep up to date, including forums and multi-agency training offered by RBKC.

All training will be recorded and monitored to flag in advance when relevant updates are required.

New staff and Trustees will receive an induction in safeguarding which includes the Trust's



safeguarding policy, details for the DSL, reporting and recording arrangements, dates of their last training, the staff code of conduct and the whistleblowing policy. Staff will sign to say they have received these policies and understand them.

Contractors, freelancers and temporary cover staff and other visiting staff will be given a brief summary of the above to sign (see Appendix 10).

13. Recruitment

The Trust endeavours to ensure that we do our utmost to employ vetted staff by ensuring that recruitment, selection and pre-employment checks are carried out in accordance with legislative requirements, including:

- Verifying identity.
- Enhanced Disclosure and Barring Service (DBS) check for those in regulated activity.
- Assessment process in place for DBS reports that show previous convictions.
- Verification on mental and physical fitness for duty.
- Right to work in UK.
- Professional qualifications checks.
- Risk assessments.
- References will be taken.
- We will obtain written confirmation from supply agencies that relevant agency and third party staff have been appropriately checked.
- For staff in child care provision or directly managing these, appropriate checks will also be carried out in accordance with Disqualification under the Childcare Act 2006 statutory guidance.

Volunteers, including Trustees, will undergo checks commensurate with their work and contact with vulnerable adults/ children – i.e. depending on whether they are in regulated activity or not.

Contractors - We will check the identity of all unsupervised contractors working on site and request checks where they work in regulated activity or unsupervised.



14. Site security

Visitors are asked to sign in at Westway Trust premises and if necessary show ID. Parents who are simply delivering or collecting their children for activities do not need to sign in. All visitors are expected to observe the Trust's safeguarding and health and safety regulations to ensure children and vulnerable adults are kept safe. The reception staff will exercise professional judgement in determining whether any visitor should be escorted or supervised while on site. Staff will be aware of protocols for appropriate challenge.

15. Organised activities and off-site arrangements

Where extended activities are provided by and managed by the Trust, our own safeguarding and child protection policy and procedures apply. If other organisations provide services or activities on our site, we will check that they have appropriate procedures in place, including recruitment procedures, and clarify whose procedure is to be followed if there are concerns. There will be clear communication channels to ensure the DSL is kept appropriately informed.

When our service users attend off-site activities, including visits, we will risk-assess and check that effective child protection and safeguarding arrangements are in place. We will clarify whose procedures are to be followed, with the DSL kept appropriately informed.

If alternative providers are used, we will ensure they have effective safeguarding in place, with the DSL kept appropriately informed.

16. Photography and images

The vast majority of people who take or view photographs or videos of children do so for entirely innocent and acceptable reasons. Sadly, however, some people abuse children through taking or using images, so we must ensure that we have appropriate safeguards in place. To protect children, we will:

- Seek parental consent for photographs to be taken or published (for example, on our website or in newspapers or publications).
- Not use the full name with an image.
- Ensure they are appropriately dressed.
- Ensure that personal data is not shared.



- Store images appropriately, securely and for no longer than necessary.
- Only use Trust equipment – personal cameras, phones, tablets and other devices will never be used.
- Encourage children and vulnerable adults to tell us if they are worried about any photographs that are taken of them.

17. Physical intervention and use of reasonable force

There may be circumstances when staff may need to intervene, for example, if children are fighting. All staff are encouraged to use de-escalation techniques and creative alternative strategies that are specific to the child. Restraint will only be used to prevent physical injury of the child/vulnerable adult/other children/visitors or staff and all incidents of this are reviewed, recorded and monitored. Frontline staff have access to training on conflict resolution.

18. E-safety

People increasingly use mobile phones, tablets and computers on a daily basis. They are a source of fun, entertainment, communication and education. However, we know that some adults and young people will use these technologies to harm children. The harm might range from sending hurtful or abusive communications, to enticing children to engage in sexually harmful conversations, webcam photography, encouraging radicalisation or face-to-face meetings.

Westway Trust recognises the opportunities and challenges new technology brings to those working with children and young people. We advocate applying the same principles, expectations and standards for interacting and communicating with children and adults online as in other areas of practice, maintaining personal and professional boundaries in their communications and contacts with children, and their families. All staff must abide by the Acceptable Use of IT policy. Acceptable IT use for staff will be enforced and parents and carers are also informed of expectations.

The term 'e-safety' is defined here as the process of limiting the risks to children and young people when using any internet, digital and mobile technology. To this end Westway Trust expects the following online behaviour by staff, volunteers and contractors:



- When communicating with children or adults online observe the same rules of behaviour as if speaking with them in person that is by being polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination. Maintain professionalism in your communications online and on mobile devices at all times. Remember that in online communications you cannot be sure who you are actually communicating with.
- Westway Trust IT equipment (including network and wireless connections, computers, laptops, mobile phones, notebooks, cameras, etc.) must not be used to view, download, create or share illegal content (such as abusive images of children) or material inappropriate to the workplace, e.g. pornography or any other illegal content.
- Appropriate filtering is in place to prevent access to sites of an illegal nature including terrorist/extremist material.
- Contact with children online should only be with the knowledge and approval of your line manager and strictly for Westway Trust work purposes only.
- If staff or volunteers identify e-safety concerns – be they be about illegal online content or suspicious behaviour by another adult online – then they must follow Westway Trust procedures for reporting on those concerns (see Acceptable Use of IT policy).
- Any images that are taken (e.g. film or photographs) are business-appropriate.
- Where an image has been taken that requires the completion of an LTM Consent Form it must be stored on an LTM drive and not held on a personal camera, phone or any other mobile device.

Behaviour that is not permitted:

In respect of any child met through work for or on behalf of Westway Trust staff and volunteers must not:

- Seek to befriend a child or their family online whom you have met through work for any purpose whatsoever, including for the purpose of developing a personal and/or sexual relationship.



- Give their personal contact details (including personal mobile number and e-mail address) to any child or adult at risk. This includes mobile phone numbers, home address, social networking accounts, personal website/blog URLs, online image storage sites, passwords etc.
- Communicate with any child or adult at risk via any personal social networking sites;
- Use the internet or web base communication to send personal messages to anyone unless this is part of official Westway Trust business using professional accounts and devices.
- Ask to become an online friend/contact of a child or adult at risk.
- Add/allow a child or adult at risk to join your contacts/friends list on personal social networking profiles.
- Share personal details with any child on a personal social network site.
- Use your own digital camera/video for work – this includes integral cameras on mobile phones.
- Play online games with any child unless part of official Westway Trust business using professional accounts and devices.
- Send any illegal or inappropriate content (written, images or icons) including ‘sexting’.
- Use your personal mobile phone to communicate with children or adults at risk. This includes phone calls, texts, emails, social networking sites etc.

19. Taking action – please see Appendix 4 for an overview of the process

- It is the responsibility of staff to report and record their concerns as soon as possible.
- We actively encourage a ‘never do nothing’ attitude if staff have a concern about a child or vulnerable adult, and promote discussion with the DSL if in any doubt.
- It is not their responsibility to investigate or decide whether a child or vulnerable adult has been abused.

Any child or vulnerable adult in any family could become a victim of abuse. Staff should always



maintain an attitude of “it could happen here”. Key points for staff to remember for taking action are:

- In a real emergency, take the action necessary to help the child or vulnerable adult – e.g. call 999.
- REPORT your concern to the DSL as soon as possible and certainly by the end of the day. Please use the RBKC Inter-Agency Referral form (Appendix 7) to note relevant details if possible.
- The DSL will **submit** the RBKC Inter-Agency Referral form (Appendix 7) if a referral is considered to be appropriate.
- Do not start your own investigation.
- Share information on a need-to-know basis only – do not discuss the issue unnecessarily with colleagues, friends or family.
- Seek support for yourself if you are distressed.

If you are concerned about a child or vulnerable adult’s welfare

There will be occasions when staff may suspect that an individual may be at risk, but have no real evidence. The person’s behaviour may have changed, or physical but inconclusive signs may have been noticed. In these circumstances, **staff will offer the opportunity to talk**. The signs they have noticed may be due to a variety of factors, for example, a parent has moved out, a pet has died, a grandparent is very ill. It is fine for staff to ask if they are OK, or if they can help in any way.

Staff should record these early concerns on an **Early Concern Record Form** (Appendix 8). If the person does begin to reveal that they are being harmed, staff should follow the advice below. Following an initial conversation, if the member of staff remains concerned, they should discuss their concerns with the DSL. All concerns will be recorded using Legend. It is good practice to inform the parent or responsible adult if you have a concern unless you consider there could be a risk to the child/vulnerable adult.

If an individual discloses to you

It takes a lot of courage for a child or vulnerable adult to disclose that they are being abused.



They may feel ashamed, particularly if the abuse is sexual; their abuser may have threatened what will happen if they tell; they may have lost all trust in adults; or they may believe, or have been told, that the abuse is their own fault.

If a child or vulnerable adult talks to a member of staff about any risks to their safety or wellbeing, **the staff member will need to let the child or vulnerable adult know that they must pass the information on** – staff are not allowed to keep secrets. The point at which they tell the child or vulnerable adult this is a matter for professional judgement. If they jump in immediately the person may think that they do not want to listen, if left until the very end of the conversation, the person may feel that they have been misled into revealing more than they would have otherwise.

During their conversations, it is best practice for staff to:

- Allow individuals to speak freely.
- Remain calm and not over-react – they may stop talking if they feel they are upsetting their listener.
- Give reassuring nods or words of comfort – ‘I want to help’, ‘This isn’t your fault’, ‘You are doing the right thing in talking to me’.
- Not be afraid of silences, and allow space and time for them to continue, staff will recognise the barriers they may have had to overcome to disclose.
- Clarifying or repeating back to check what they have heard if needed, but not to lead the discussion in any way, and not ask direct or leading questions.
- Use open questions such as: Tell me.....? Is there anything else?
- At an appropriate time tell them that in order to help them, the member of staff must pass the information on.
- Not automatically offer any physical touch as comfort: it may be anything but comforting to a person who has been abused.
- Remember professional boundaries and not to share personal experiences such as ‘that happened to me’.
- Avoid admonishing the individual for not disclosing earlier. Saying things such as ‘I do



wish you had told me about this when it started' or 'I can't believe what I'm hearing' may be the staff member's way of being supportive, but may be interpreted by the individual to mean that they have done something wrong.

- Tell the individual what will happen next. They may agree to go with you to see the Trust's DSL, otherwise let them know that you will be consulting them.
- Write up their conversation as soon as possible on the Inter-Agency referral form and send it to the designated lead.
- Seek support if they feel distressed.

Notifying parents and carers

The Trust will normally seek to discuss any concerns about a child with their parents. This must be handled sensitively and the DSL will be in the most informed position to make contact with the parent in the event of a concern, suspicion or disclosure. However, if the Trust believes that notifying parents could increase the risk to the child or exacerbate the problem, advice will first be sought from the local authority.

Records and monitoring

Why recording is important

Staff are encouraged to understand why it is important that recording is timely, comprehensive and accurate and what the messages from serious case reviews are in terms of recording and sharing information.

Inter-agency Referral forms and Early Concern Records

Any concerns about a child/vulnerable adult will be recorded ASAP and definitely within 24 hours. All records will provide a factual and evidence based account and there will be accurate recording of any actions. Records will be signed, dated and, where appropriate, witnessed.

At no time will staff take photographic evidence of any injuries or marks to a child's person. The body map (Appendix 9) will be used instead in accordance with recording guidance. It may be appropriate for the DSL to open a secure safeguarding file and start a chronology page. This will help in building patterns and decision making. We will feedback to the staff member any actions, however this will be on a need to know basis. It may not be appropriate



for staff members to know every detail of the child's life.

The safeguarding file

The establishment of a safeguarding file is an important principle in terms of storing and collating information which relates to either a safeguarding concern or an accumulation of welfare concerns which are outside of the usual range of concerns in ordinary life events. (It needs to be borne in mind that what constitutes a 'concern' for one individual may not be a 'concern' for another and the particular circumstances and needs will differ. We will therefore use professional judgement when making this decision.) This file will be held securely only to be accessed by appropriately trained people.

The Trust will keep written records of concerns even where there is no need to refer the matter to external agencies immediately.

All incidents or episodes will be recorded e.g. phone calls to other agencies, in the chronology with more detail and analysis in the body of the file. This will help build a picture and help the DSL in analysis and action, which may include no further action, monitoring, or whether a referral should be made to other agencies. In cases where there is multi agency involvement - meetings and plans, actions and responsibilities shall be clarified and outcomes recorded. **Files will be made available for external scrutiny for example by a regulatory agency or because of a serious case review or audit.** Records will be kept up to date and **reviewed regularly by the DSL** to evidence and support actions taken by staff in discharging their safeguarding arrangements.

Any member of staff can refer to other agencies in exceptional circumstances i.e. in an emergency or when there is a genuine concern that action has not been taken.

Confidentiality and sharing information

Staff will only discuss concerns with the DSL, Chief Executive, or Chair of Trustees (dependant on who is the subject of the concern). That person will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis. We will normally seek to discuss any concerns about an individual with their parents or carers. This must be handled sensitively and the DSL will be in the most informed position to make contact with the parent/ carer in the event of a concern, suspicion or disclosure. However, if we believe



that notifying parent or carer could increase the risk, or exacerbate the problem, advice will first be sought from RBKC.

The seven golden rules for safeguarding information sharing:

- Data Protection/Human rights laws are not a barrier.
- Be open and honest (unless unsafe or inappropriate).
- Seek advice (anonymise if necessary).
- Share with consent if appropriate.
- Consider safety and wellbeing.
- Necessary, proportionate, relevant, adequate, accurate, timely and secure.
- Keep a record of decision and reason for it.

<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

The Data Protection Act and the General Data Protection Regulation (GDPR) do not prevent Trust staff from sharing information with relevant agencies, where that information may help to protect a vulnerable person. Ideally information sharing will be done in writing so that there is an evidence trail however there may be occasions where this method is too slow. **In cases where agencies phone to request information, staff will take a message and inform the DSL *immediately*** - the DSL will ensure they can identify who is requesting the information before sharing and then record what has been shared, when, why and with whom.

Child protection records are normally exempt from the disclosure provisions of the Data Protection Act, which means that children and parents do not have an automatic right to see them. If any member of staff receives a request from a parent or carer to see child protection records, they should refer the request to the Chief Executive.

Any personal safeguarding information shared with external agencies will be done so securely (e.g. by secure email, password protected or recorded delivery).

20. Work Experience

The Trust has specific procedures to safeguard children undertaking work experience,



including arrangements for supervising children. Similar responsibilities apply for safeguarding any vulnerable adults who may come to us for work experience or volunteering. If we are partnering with another organisation, we need to ensure all compliance checks are in place. A thorough risk assessment must always be undertaken prior to every work experience placement.

Please read in conjunction with Westway Trust Work Experience Policy. The following sections outline basic safeguarding guidelines for work experience for young people up to the age of 18 (or in Year 13) and vulnerable adults.

Prior to the start of any placement

The following information will be collected by the relevant department prior to the start of the placement:

- Name of school/organization.
- Name of key teacher or sponsor contact.
- Address and telephone number of school/organization.
- Name of parent/carer/next of kin.
- Telephone number for parent/carer/next of kin.
- Name and contact details of young person/vulnerable adult.
- Any additional needs they may have to enable the placement to run smoothly.

Pre-placement visit

The young person/vulnerable adult should visit the department prior to the placement starting to:

- Meet their nominated supervisor.
- Familiarise themselves with the department and the proposed activities;
- Develop some learning goals for the placement.
- Ensure the young person/vulnerable adult, and his/her school/college/organisation is comfortable with the proposed arrangements.



Induction

The young person/vulnerable adult (student) should have a carefully planned induction using the Westway Trust Induction schedule for Work Experience Students at the start of the placement which will include an explanation of any essential health and safety elements (e.g. layout of the building and any hazards, fire evacuation, first aid, accident reporting) as well as safeguarding and whom to speak to if they have concerns or worries during their placement at Westway Trust.

Work experience students should be working on carefully selected activities; these will be timetabled in cooperation with the supervisor within the department they have been allocated, allowing them to be aware of the student's location at any given time. The line manager of the person that is going to supervise the work experience placement must ensure that the member of staff is suitable to do so and has undergone the required vetting checks.

It is not necessary for work experience students to be supervised or accompanied by more than one member of staff. However, the welfare of the young person is paramount. Therefore, to enable the student to have a positive experience it is essential that the supervisor of the placement and any other staff involved in it adhere to the staff code of conduct and, in addition, they must:

- Ensure that the line manager knows your location and the proposed activity.
- Avoid being in an isolated space alone with the student.
- Travel with a student should be undertaken on public transport only. If travelling alone with a student you must ensure that the line manager knows where you are going, what you are intending to do and the estimated duration of your journey.

If there is a safeguarding concern about the young person/vulnerable adult on work experience at Westway Trust, this needs to be reported to the DSL who is then responsible for alerting the designated safeguarding lead in the school or college or referring organisation. Together they should agree a plan for responding to the concern. The RBKC Inter-Agency Referral form (**Appendix 7**) must be completed in all cases even if the school/college is assuming responsibility for managing the concern.



Appendix 1

SAFEGUARDING POLICY PUBLIC STATEMENT

Westway Trust has a duty of care to safeguard and promote the welfare of children, young people and vulnerable adults using our facilities and services.

We uphold the principle that everyone has the right to protection from harm or abuse.

We have a duty to raise concerns about the behaviour of colleagues, volunteers and others, which may be harmful to children, young people or vulnerable adults.

Westway Trust has a Safeguarding Policy that applies to everyone working with us, whether paid or unpaid.

To meet our safeguarding responsibilities Westway Trust will:

- Appoint designated safeguarding officers whose specific remit will support the implementation of this policy.
- Recruit colleagues safely, ensuring all necessary checks are made, in line with our recruitment procedures and selection policy.
- Provide a code of conduct for staff and volunteers to promote best practice.
- Train and supervise all staff to adopt best practice to safeguard and protect children, young people and vulnerable adults using our facilities and services.
- Take all suspicions and/or allegations of abuse or risk seriously and respond to these swiftly and appropriately, in accordance with our safeguarding policy.
- Share information about concerns with those relevant agencies that have a legal duty to act, involving parents/carers and children where appropriate.

The policy and procedures will be reviewed and updated annually unless there is a change in legislation or guidance or an incident that warrants them being reviewed sooner.

If you have any concerns or queries regarding safeguarding at Westway Trust, please email our Designated Safeguarding Lead: joanna.atogdina@westway.org



Appendix 2

STAFF SAFEGUARDING CODE OF CONDUCT

This Code of Conduct sets out the standards of behaviour and good practice Westway Trust expects all staff to follow in working with children, young people and vulnerable adults. It provides guidance to help you in exercising your safeguarding responsibilities, but will also help you identify any practices that could be mistakenly interpreted and perhaps lead to false allegations of abuse or inappropriate behaviour being made against you. You should also familiarise yourself with the Trust's detailed Safeguarding policy and procedures.

You should clearly understand the need to maintain appropriate boundaries in all your dealings with children, young people and vulnerable adults. You should be aware that you may be seen as a role model by them, and must always act in a professional manner.

When you are working with vulnerable service users on behalf of the organisation, you are considered to be acting in a position of trust. It is vital that you understand the power this can give you and the responsibility you must clearly exercise as a result

If it is necessary to act contrary to this Code of Conduct at any time, you should do so **ONLY** after discussion with, **AND** with the explicit approval of, your manager or other senior person. Breaches of this Code may be investigated in line with the Trust's disciplinary procedures and in certain circumstances could also be reported to the police, local authority or other relevant bodies.

You should:

- Ensure your contact with children, young people and vulnerable adults is only in direct pursuit of your role on behalf of the Trust.
- Listen to and respect children, young people and vulnerable adults at all times, regardless of their age, gender, ethnicity, disability or sexual orientation.
- Ensure any allegations, suspicions or concerns about possible abuse are reported promptly in accordance with the Trust's Safeguarding procedures.



- Avoid unobserved situations of one to one contact with a child, young person or vulnerable adult. If such a situation is genuinely unavoidable, always ensure a colleague knows where you are, with whom and why.
- Ensure that relationships with children and young people are professional and appropriate to their age and gender.
- Ensure that relationships with the parents of children and young people attending Trust activities always remain professional.
- Take care that your language or conduct does not allow any scope for comment or speculation.
- Ensure that if you need to comfort or reprimand a child, you do so in ways which are both age appropriate and respectful. Never act in a way which may be perceived as threatening or intrusive and always ask children before you comfort them.
- Ensure that dangerous or otherwise unacceptable behaviour by a child, young person or vulnerable adult in your care is challenged and addressed.
- Be aware that children can and do develop infatuations towards adults working with them. If you become aware of this happening towards yourself, you should inform your manager and then respond to the situation in a way that maintains the dignity of all concerned.
- Ensure that the focus of your relationship with a child, young person or vulnerable adult you have met through your work always remains professional and strictly work-related. The relationship should never develop into a long-term friendship. In order to achieve this, do not:
 - Invite, or allow, a child, young person or vulnerable adult you have met through work into your home or make contact with him or her outside of work.
 - Give them your personal contact details (including personal mobile number and personal e-mail address).
 - Communicate with them from your personal account on social networking sites such as Facebook, Instagram or Twitter; or from your own account on messaging services.

You should never:

- Discriminate against, or show favouritism towards, any individual.
- Ask children to keep secrets.



- Make promises that you know you cannot keep, particularly in relation to confidentiality.
- Trivialise abuse or its effects.
- Do things of a personal nature for a child, young person or vulnerable adult that they can do for themselves.
- Patronise children, young people or vulnerable adults as if they are silly.
- Act in a way that could be perceived as threatening or intrusive.
- Make sexually suggestive remarks or discriminatory comments to, or in front of, a child, young person or vulnerable adult.
- Offer to transport a child alone in a vehicle, unless in an emergency and having first notified your manager or other responsible person.
- Take photos of a child on your personal camera, phone, tablet or other device. Only official Trust equipment should be used for taking photos.
- Engage in, or allow, any activity with sexual connotations.
- Engage in, or tolerate, any inappropriate physical activity involving children, or any bullying of a child by an adult or another child.
- Make demeaning or insensitive comments to a child, young person or vulnerable adult.
- Use any physical punishment as part of disciplining children.
- Engage in any sexual activity with, or form a sexual relationship with, a child, young person or vulnerable adult attending Trust activities.
- Allow allegations about abuse or misconduct to go unreported.



Appendix 3

GUIDANCE ON DISCLOSURE OF INCIDENT OR SUSPECTED ABUSE AND HOW TO DEAL WITH IT

How do you react?

Do

- Stay calm
- Recognise and control your own feelings
- Receive the information
- Reassure
- Listen
- Record
- Report to the DSL/manager
- Get support – ask DSL for advice/ where to go

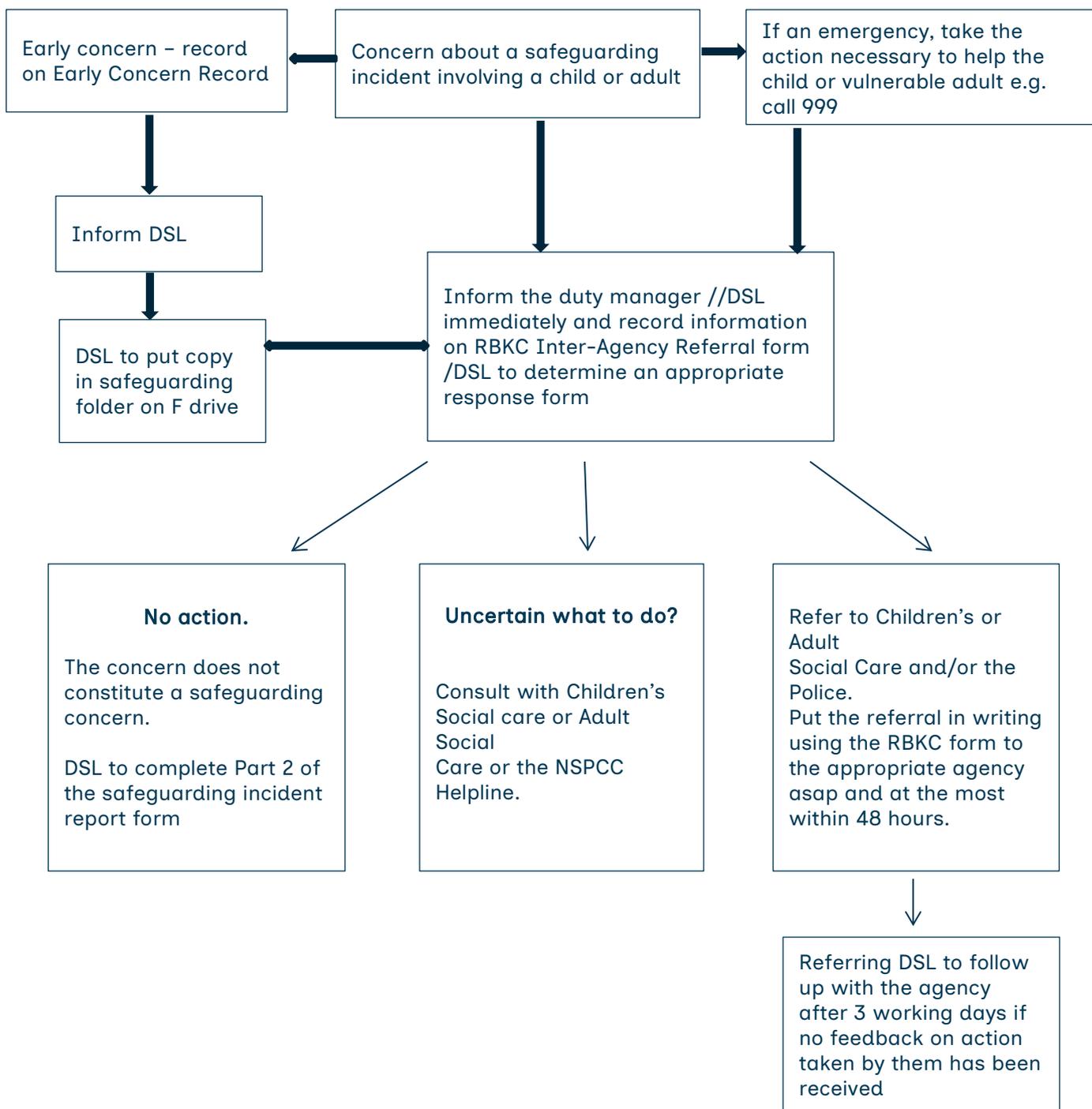
Don't

- Promise confidentiality to the child/ vulnerable adult
- Probe for more information/ investigation
- Panic
- Make the vulnerable adult/ child repeat the story unnecessarily
- Use leading questions



Appendix 4

FLOW CHART OF PROCEDURES

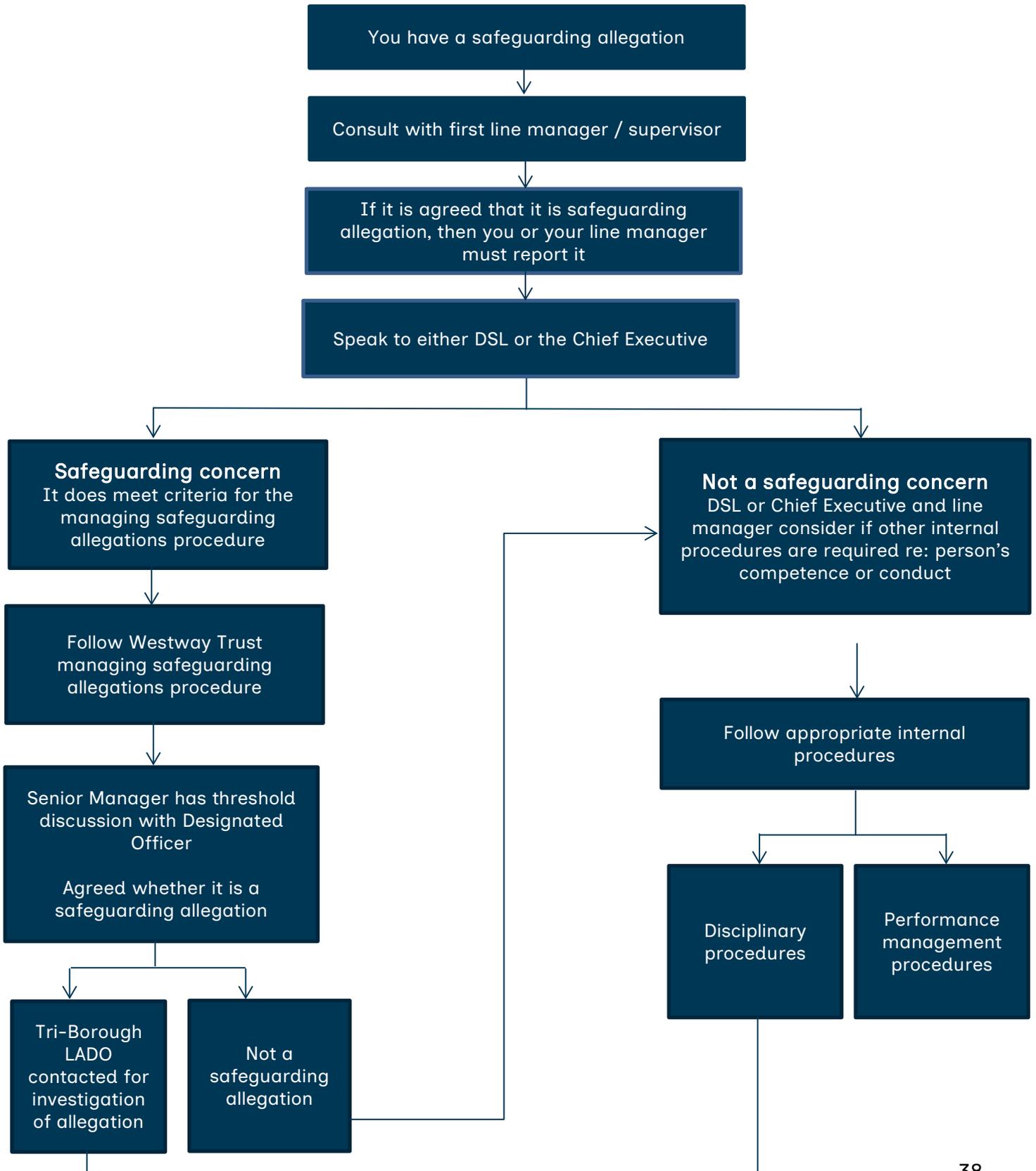




Appendix 5

PROCEDURAL FLOWCHART

What do you do if there is a safeguarding allegation against a member of staff or volunteer.





Appendix 6

KEY CONTACTS AND TELEPHONE NUMBERS

If you have an immediate concern about a child, young person or vulnerable adult, call the Police on 999

Designated Safeguarding Lead for Westway Trust: Joanna Atogdina: 07824 141412

Deputy Designated Safeguarding Leads:

Martin Parker: 020 8962 5767 and Nicola Tedore: 020 8962 5778

Chief Executive: Venu Dhupa: 07936 940412

Designated Trustee Safeguarding Lead: Minal Patel

Police: 999 – emergency
 101 – non-emergency

For safeguarding advice regarding a child in the Tri-Borough about **whom you have concerns**, please contact the relevant local authority Children’s Services or duty Child Protection Adviser as listed below. Contact the Borough the child lives in. If unsure, call the RBKC line:

- **020 7361 3013** – The Royal Borough of Kensington and Chelsea (including out of hours) socialservices@rbkc.gov.uk and ask to speak to the duty [Child Protection Adviser](#)
- **020 8748 8588** – London Borough of Hammersmith and Fulham
- **020 7641 4000** – City of Westminster

Other people also have legal duties to keep children safe, so you can talk to:

- A health professional – GP, health visitor, designated nurse
- A teacher
- The [NSPCC Helpline](#) 0808 800 5000

For case consultations or Local Authority Designated Officer referrals, please contact the following:



Sarah Stalker (Child Exploitation Lead)

Family Support and Child Protection Adviser (Monday/Tuesday and Wednesday only)

Telephone: 020 7598 4640

Mobile: 07971 322 482

Email: sarah.stalker@rbkc.gov.uk

Prabha Vashee

Family Support and Child Protection Adviser

Mobile: 07890 380 253

Email: pvashee@westminster.gov.uk

Sharon Aggor

Family Support and Child Protection Adviser

Mobile: 07929 8222840

Email: sharon.aggor@rbkc.gov.uk

Sarah Mangold

Interim Service Manager for Safeguarding, Bi-Borough

Mobile: 07984 016 841

Email: sarah.mangold@rbkc.gov.uk

For any discussions or advice regarding safeguarding in your educational setting, including supplementary schools, you can contact:

Di Donaldson

Safeguarding Lead for Schools and Education

Mobile: 07890 397061

Email: di.donaldson@rbkc.gov.uk

Tri-Borough FGM

Rochelle-Ann Naidoo

Tri-Borough Senior Practitioner

Telephone: 020 7641 1610

Email: rnaidoo@westminster.gov.uk



Metropolitan Police (Project Azure – FGM) Helpline: 020 7161 2888

NHS FGM helpline: 0800 028 3550

Bi-Borough PREVENT

Contact the local team on: 020 8753 5727, prevent@lbhf.gov.uk

Tri-borough Multi-Agency Safeguarding Hub (MASH)

Karen Duncan

Triborough MASH Business Support Officer

Telephone: 020 7641 3991

Email: kduncan1@westminster.gov.uk

Bi-Borough Admissions and Access to Education (Children Missing Education, Child Employment and Elective Home Education enquiries)

Wendy Anthony

Bi-Borough Head of Admissions and Access to Education

Telephone: 020 7745 6440

Email: wendy.anthony@rbkc.gov.uk

For concerns about Domestic Violence

RBKC Out of Hours Emergency Housing: 020 7373 6099

020 7361 3484

Angelou (Advance- Triborough DV Team): 020 8741 7008

Women’s Immigration and Advice Line: 020 7490 7689

Monday 10.00 am – 4.00 pm

Thursday 10.00 am – 4.00 pm

General enquiries 020 7608 1137

Monday 11.00 am – 1.00 pm

Tuesday 2.00 pm – 4.00 pm



Wednesday 2.00 pm – 4.00 pm

Thursday 2.00 pm – 4.00 pm

National Domestic Violence Helpline 24 hrs: 0808 2000 247

Women & Girls Network Hub: 0808 801 0660

Al Hasaniya (part of Advance - supports 020 8964 8843

Arabic-speaking women):



Appendix 7

INTER-AGENCY REFERRAL FORM

This form is for recording information given by a child or vulnerable adult or staff member in relation to a safeguarding related incident

- *Include as much information as you can, but don't worry if you can't complete all the boxes*
- *Don't ask leading questions*
- *Do not investigate – leave this to the professional services*
- *Do record any information you are given*

This form is to be completed by the Designated Safeguarding Lead or relevant Manager

REFERRER'S DETAILS

1. Name and surname:
2. Role:
3. Agency:
4. Address:
5. Telephone number:
6. E-mail:
7. Fax number:
8. Date the referral is being made to Family and Children's Services:
9. Has the family been informed of the referral and what was their response to this?



SUBJECT'S DETAILS

Name	Date of Birth	Ethnicity

FAMILY DETAILS & SIGNIFICANT OTHERS E.G. SIGNIFICANT RELATIVES/ FRIENDS.

Title	Family Name	First Name	Relationship	PR	DoB	Ethnicity	Gender

ADDITIONAL INFORMATION

<ol style="list-style-type: none">1. Family address:2. Main language:3. Religion:4. Is an interpreter required?5. If yes, what language:6. Is the family subject to any immigration controls?
--



OTHER AGENCIES INVOLVED WITH THE FAMILY (if known)

Has there been previous statutory or specialist involvement? (Please mark with an 'X')

Agency	Yes	Details of Involvement & Contact Information
Children's Social Care		
Early Help		
CAMHS – Child & Adolescent Mental Health Service		
Special Educational Needs		
School Attendance Service / Education Welfare		
Specialist Domestic Violence Service		
Adult Services – Mental Health / Drugs or Alcohol		
Housing		
Police / Probation		
Youth Offending Team		
New to Borough		
Other (give details):		



REASON FOR REFERRAL

<p>Why are you contacting us? What are you worried about?</p>	
<p>If this is an allegation of abuse, please include specific details regarding any disclosures made or injuries observed.</p>	
<p>What do you know about how the family functions and parenting ability?</p>	
<p>Strengths – please comment on what is working well for the child / family at present. This may include resources within the wider family or community.</p>	



CHRONOLOGY OF INVOLVEMENT

Please provide us with a timeline of your agency's involvement with the child / family; including significant events for the family and any interventions that have been offered to date (including the outcome of these interventions).



ACTION TAKEN TO DATE & ANY ADDITIONAL INFORMATION

Please provide any further relevant information which you feel may be relevant for Family Services to be aware of as part of this referral. Outline any discussions that have already taken place with the child / family and any immediate action taken by your agency. Please give details of and attach copies of any assessments that have already been carried out in relation to the child / family.



Action

Once you have confirmed with Social Services Line via telephone (020 7361 3013) which Locality Team the family reside in; please email this referral to either FCSLadbrokeSouth@rbkc.gov.uk or FCSLadbrokeNorth@rbkc.gov.uk

A Duty Social Worker should acknowledge receipt of the referral within 48 hours; and inform you as to whether the referral is being forwarded to our MASH (Multi-Agency Safeguarding Hub) for additional checks.

NB - If you have an immediate concern about the safety or welfare of a child or young person, this referral needs to be followed up with a telephone call to the Ladbroke South & North Duty Worker - 020 7341 5790.

If the referral is being made outside of normal working hours (9am - 5pm; Monday - Friday) then it will not be responded to until the next working day at the earliest. If the concerns require immediate attention, please contact the Emergency Duty Team on 020 7373 2227.



Appendix 8

EARLY CONCERN RECORD

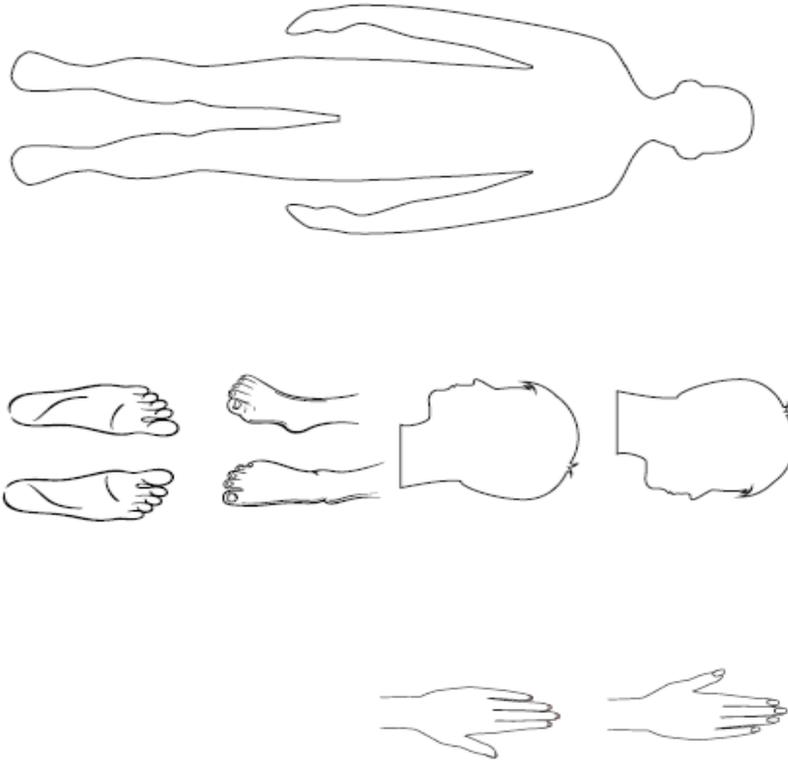
Full name of the child/vulnerable adult				DOB	
Address					
Name(s) of parent(s) / carer(s)					
About the incident					
Time	Date	Location	People involved	What role did they play (affected person / participant / witness)	

Any further information



About the person filling out this form:			
Your full name		Your role in the organisation	
Your address			
Your telephone number			
Action taken			
Outline any discussions that have already taken place with the child/vulnerable adult/family			
If you referred this directly to Children's Services or the Police please state why, include the name of the worker / officer you spoke to and the date / time			
Date you sent this form to the designated lead for Safeguarding			

Appendix 9



Name Of Child

.....

Date Of Birth

.....

Name Of Worker

.....

Date Recorded

.....

Observations

.....

.....

.....



Appendix 10

GENERAL GOOD PRACTICE PRINCIPLES FOR SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

This guidance must be issued to and signed by all contractors, cover staff and freelancers to confirm their understanding and acceptance of the requirement to adhere to/ comply with the listed points. These guidelines apply to all on-site or off-site activities with children or vulnerable adults organised with or on behalf of Westway Trust.

- Always ensure that language and conversation is appropriate with or within hearing of children or vulnerable adults.
- Be aware that the child or vulnerable adult may not know or understand the context of a flippant, overheard remark.
- Always treat people equally and with respect and dignity.
- Avoid being alone with a single child or vulnerable adult – avoid private and/ or unobserved situations. Plan your time with them to be in open plan space or with other colleagues.
- Do not accompany a child/young person home. Ensure any transport arrangements for off-site events comply with Off-site Guidance Policy.
- Provide constructive feedback and encouragement.
- Do not initiate physical contact with children or vulnerable adults. If you are approached by them for physical contact, deflect where possible, being mindful of the situation, with compassion and understanding.
- Only physically restrain them if it is necessary to avoid personal injury to the child/vulnerable adult.
- Do not make any sexually suggestive comments, even in fun.
- Never shout at a child or vulnerable adult, unless it is appropriate that they hear your instruction because they are at risk of danger.



- If you suspect that a child or vulnerable adult is being abused in any way (including if they make a disclosure to you, or if you suspect abuse) immediately report it to one of the designated people listed in Appendix 4.
- Never give your personal mobile number, contact details or exchange or accept social networking contacts with a child or vulnerable adult.
- Be aware of your own behaviour and avoid smoking or drinking in their presence.
- If a child or vulnerable adult wishes to share information with you, ensure you do this in an open space or open meeting room and that you can be observed.
- Signed permissions must be obtained to photograph or record children participating in Westway Trust activities or events.

What to do if a child or vulnerable adult makes a disclosure – listening to the vulnerable person

If an individual reports they are suffering, or have suffered harm through abuse or neglect, or they are causing physical or sexual harm to others, the initial response from all professionals should be limited to listening carefully to what they say in order to: **clarify the concerns; offer assurance about how the child will be kept safe; explain what action will be taken.** The child or vulnerable adult must not be pressed for information, led or cross examined, nor given false assurances of absolute confidentiality, as this could prejudice potential police investigations, especially in cases of sexual abuse. If the individual can understand the significance and consequences of making a referral to the Local Authority, then they should be asked their view. However, it must be explained that the professional has a responsibility to take whatever action is required to ensure the child's safety and that of other children.

Next steps: Record details using referral form and report to the Designated Safeguarding Lead or Duty Manager. The designated responsible person will contact the appropriate agency.

I have read Appendix 10. I confirm my understanding and acceptance of these guidelines.

Signed:

Date



Appendix 11

Vulnerable adult safeguarding practice guidance

This guidance is for Westway Trust staff who work with vulnerable adults who have care and support needs and who may be at risk of abuse or neglect.

Who does safeguarding apply to?

People's wellbeing is at the heart of the care and support system under the *Care Act 2014*, and the prevention of abuse and neglect is one of the elements identified as going to make up a person's wellbeing. In the context of the legislation, specific adult safeguarding duties apply to any adult who:

- Has care and support needs and
- Is experiencing, or is at risk of, abuse or neglect and
- Is unable to protect themselves because of their care and support needs.

Safeguarding duties apply regardless of whether a person's care and support needs are being met, whether by the local authority or anyone else.

An adult with care and support needs may be:

- An older person.
- A person with a physical disability, a learning difficulty or a sensory impairment.
- Someone with mental health needs, including dementia or a personality disorder.
- A person with a long-term health condition.
- Someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

Note this is not an exhaustive list. In its definition of who should receive a safeguarding response, the legislation also includes people who are victims of sexual exploitation, domestic abuse and modern slavery. These are all largely criminal matters, however, and safeguarding duties would not be an alternative to police involvement, and would only be applicable at all



where a person has care and support needs that mean that they are not able to protect themselves.

People who abuse vulnerable adults are often well known to the person and may be:

- A paid carer or volunteer.
- A partner, relative or friend.
- A health, social care or other worker.
- A visitor or other contact.

The person who abuses may also be another vulnerable adult.

What do you do if you suspect abuse?

- Make sure the person is not in immediate danger.
- If required, seek medical treatment as a matter of urgency.
- Contact the police if a crime has been committed.
- Do not disturb anything that may be evidence.
- Assure the person making the complaint that they will be taken seriously.
- Listen to what is being said.
- Stay calm.
- Do not probe for detail.
- Empathise but do not jump to any conclusions.
- Do not promise complete confidentiality: explain that you have a duty to report the concern.
- Do not attempt to question the alleged abuser.

What if my concern involves another member of staff or a volunteer?

- You have a duty to report your concern if you think that someone is being abused or poor standards of care are creating conditions in which there is a risk of abuse to



vulnerable adults using the services of Westway Trust. Contact the Designated Safeguarding Lead: Joanna Atogdina.

Staff must be prepared to:

- Act on any concern of abuse.
- Treat all abuse or potential abuse seriously.
- Know about the safeguarding policy and how this applies to vulnerable adults.
- Know what to do and who to tell if you have concerns.



Appendix 12

CHILD PROTECTION PROCEDURES - CATEGORIES AND DEFINITIONS

To ensure that children are protected from harm, we need to understand what types of behaviour constitute abuse and neglect. Abuse and neglect are forms of maltreatment. There are four categories of abuse: physical abuse, emotional abuse, sexual abuse and neglect.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Emotional abuse

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

Sexual abuse

Child sexual exploitation is a form of child abuse. It occurs where anyone under the age of 18 is persuaded, coerced or forced into sexual activity in exchange for, amongst other things, money, drugs/alcohol, gifts, affection or status. Consent is irrelevant, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation does not always involve physical contact and may occur online. [Department of Education consultation, February 2016.]



Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males: women can also commit acts of sexual abuse, as can other children.

Position of trust

The age of consent for sexual activity is 18 years old if you are in a position of trust over that young person.

Neglect

Neglect is the persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment).
- Protect a child from physical and emotional harm or danger.
- Ensure adequate supervision (including the use of inadequate care-givers).
- Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Definitions taken from *Working Together to Safeguard Children* (HM Government, 2015).

Bullying

While bullying between children is not a separate category of abuse and neglect: it is a very serious issue that can cause considerable anxiety and distress. At its most serious level, bullying can have a disastrous effect on a child's wellbeing and in very rare cases has



been a feature in the suicide of some young people.

All incidences of bullying, including cyber-bullying and prejudice-based bullying should be reported and will be managed through our tackling-bullying procedures. If the bullying is particularly serious, or the tackling bullying procedures are deemed to be ineffective, the Interim Chief Executive and the DSL will consider implementing child protection procedures.

There will be occasions when a child's behaviour warrants a response under child protection rather than anti-bullying procedures.

Children with sexually harmful behaviour

Research suggests that up to 40 per cent of child sexual abuse is committed by someone under the age of 18.

The management of children and young people with sexually harmful behaviour is complex and the Trust will work with other agencies to maintain the safety of the wider Trust community. Young people who display such behaviour may be victims of abuse themselves and the child protection procedures will be followed for both victim and perpetrator. Staff who become concerned about a child's sexual behaviour should speak to the DSL as soon as possible.

Indicators of abuse

Physical signs define some types of abuse, for example, bruising, bleeding or broken bones resulting from physical or sexual abuse, or injuries sustained while a child has been inadequately supervised. The identification of physical signs is complicated, as children may go to great lengths to hide injuries, often because they are ashamed or embarrassed, or their abuser has threatened further violence or trauma if they 'tell'. It is also quite difficult for anyone without medical training to categorise injuries into accidental or deliberate with any degree of certainty.

However, children may have no physical signs or they may be harder to see, therefore staff need to also be alert to behavioural indicators of abuse.

A child who is being abused or neglected may:

- Have bruises, bleeding, burns, fractures or other injuries.



- Show signs of pain or discomfort.
- Keep arms and legs covered, even in warm weather.
- Be concerned about changing for sport.
- Look unkempt and uncared for.
- Change their eating habits.
- Have difficulty in making or sustaining friendships.
- Appear fearful.
- Be reckless with regard to their own or other's safety.
- Self-harm.
- Frequently miss sessions or arrive late.
- Show signs of not wanting to go home.
- Display a change in behaviour – from quiet to aggressive, or happy-go-lucky to withdrawn.
- Challenge authority.
- Become disinterested.
- Be constantly tired or preoccupied.
- Be wary of physical contact.
- Be involved in, or particularly knowledgeable about drugs or alcohol.
- Display sexual knowledge or behaviour beyond that normally expected for their age.

Individual indicators will rarely, in isolation, provide conclusive evidence of abuse. They should be viewed as part of a jigsaw, and each small piece of information will help the DSL to decide how to proceed.

It is very important that staff report any suspicions and record their concerns – you do not need ‘absolute proof’ that the child is at risk.



The impact of child abuse

The impact of child abuse should not be underestimated. Many children do recover well and go on to lead healthy, happy and productive lives, although most adult survivors agree that the emotional scars remain, however well buried. For some, full recovery is beyond their reach, and research shows that abuse can have an impact on the brain and its development. The rest of their childhood and their adulthood may be characterised by anxiety or depression, self-harm, eating disorders, alcohol and substance misuse, unequal and destructive relationships and long-term medical or psychiatric difficulties.



Appendix 13

PREVENTING RADICALISATION AND INVOLVEMENT IN EXTREMISM

“Safeguarding children and young people from radicalisation is no different from safeguarding them from other forms of harm” - The Government’s Prevent Strategy 2011

What is Prevent?

The threat we face from terrorism is real and the Prevent strategy recognises that we can’t arrest our way out of the problem. The Prevent strategy therefore aims to stop people becoming terrorists or supporting terrorism. The focus of Prevent is on the significant threat posed by international terrorism and those in the UK who are inspired by it. But it is also concerned with reducing threats, risks and vulnerabilities posed by domestic extremists such as those from the far right and far left, extreme animal rights activists and those involved in Northern Irish related terrorism.

Prevent is supported by three objectives:

- Responding to the ideological challenge of terrorism and the threat we face from those who promote it (ideology).
- Preventing people from being drawn into terrorism and ensure that they are given appropriate advice and support (individuals).
- Working with sectors and institutions where there are risks of radicalisation which we need to address (institutions).

If you suspect it, report it.

The National Counter-Terrorism Strategy (CONTEST)

The Government’s counter-terrorism strategy (CONTEST), has four areas of work:

- Pursue: to stop terrorist attacks.
- Prevent: to stop people becoming terrorists or supporting terrorism.
- Protect: to strengthen our protection against a terrorist attack.
- Prepare: to mitigate the impact of a terrorist attack.

[More information about CONTEST](#)



Safeguarding Referrals: Channel and Prevent Case Management

One of the key requirements of the Prevent Duty is that staff know how to identify people at risk of radicalisation or extremism and the safeguarding pathways they should use. If you are concerned that an individual may be at risk of radicalisation, you should treat this as you would any other safeguarding issue; and escalate it using your normal, internal procedures, such as informing your safeguarding lead and/or LADO.

If a referral is then made to the Prevent team, and it is determined that there are concerns around radicalisation and violent extremism in relation to the referred individual, they can be supported through either Channel or Prevent Case Management processes.

Channel

What is Channel?

Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremism and/or terrorism. Channel works in a similar way to other safeguarding partnerships such as case conferences for children in need. Channel is a pre-criminal process that is designed to support vulnerable people at the earliest possible opportunity, before they become involved in illegal activity.

Who can make a referral to Channel?

Referrals to Channel come from a wide range of partners including education, health, youth offending teams, and social services. When referrals are received, they are screened for suitability by the police and Council Prevent teams. If a referral is considered to be suitable, it will be discussed at the Channel Panel meeting.

How does Channel work?

Each Channel Panel is chaired by a Local Authority and brings together a range of multi-agency partners to collectively assess the risks in relation to an individual and decide whether a support package is needed. The panel may include statutory and non-statutory partners, as well as lead safeguarding professionals. If the panel feels that an individual who has been referred would benefit from support; a bespoke package of support will be tailored for that individual, based on their particular needs and circumstances. When an



individual is referred to Channel, the referrer (or an appropriate person from the referring institution) will be invited to attend the Channel Panel meeting. Similarly, other professionals who are working with an individual will also be invited to attend. This partnership approach ensures that the people who work most closely with vulnerable individuals, and who best understand their specific needs and risks have a key role to play in developing support packages for them.

Extremism

If you are concerned that a child, young person and/or their parents may hold extremist views or are at risk of being radicalised you have a duty to ensure that they receive support to protect them from being drawn into terrorism.

Contact Designated Safeguarding Lead: Joanna Atogdina

To get in touch with the local Prevent Team:

Telephone: 020 8753 5727

Email: prevent@lbhf.gov.uk



Appendix 14

LOCAL CODE OF PRACTICE: SUPPLEMENTARY SCHOOLS

Supplementary schools are separately constituted organisations that have their own employment, safeguarding and health and safety guidelines. They largely follow the guidelines produced by the National Resource Centre for Supplementary Schools. (NRC). The NRC has worked closely with Safe Network to develop a safeguarding policy for supplementary schools. The NRC has developed a quality assurance framework, the Quality Framework Award that ensures the schools have all the policies and procedures in place to run a school safely and effectively. Each year Westway Trust checks each school that obtains financial support through the Trust meets the guidelines below. These guidelines are based on the specifications in the contract with RBKC. Westway Trust also provides support with training and DBS checks in order for supplementary schools to meet their responsibilities.

Roles and responsibilities of supplementary school providers and Westway Trust

Checklist	Supplementary School responsibility	Westway Trust responsibility
DBS	<p>DBS checks completed for all staff and volunteers and entered on RBKC Staff/DBS form*.</p> <p>Updated each time a new member of staff/volunteer is appointed. New copy of Staff/DBS form sent to WT.</p>	<p>RBKC Staff/DBS form checked at the beginning of each academic year.</p> <p>Updated forms stored in school file.</p> <p>Checks done on schools using the form.</p>
Employment of staff or appointment of volunteers	2 references taken up.	Nominated teachers checked.



Public and liability insurance*	<p>Purchased each year.</p> <p>If receiving RBKC funding:</p> <p>10 million Employee and 5 million Public liability.</p> <p>Updated version submitted if expires during the academic year.</p>	Certificated checked and note made of expiry date.
Registration forms	<p>Registrations forms to be collected from parents and stored securely within easy access in case emergency contacts needed.</p> <p>Copies to be sent to Westway Trust</p>	<p>Entered on Upshot/IYSS.</p> <p>Stored securely.</p>
Attendance	Attendance to be recorded for each session and submitted to Westway Trust.	Attendance data entered onto Upshot/IYSS.
Complaints policy*	<p>Updated each year.</p> <p>Copies of complaints kept on file and reported to Westway Trust.</p>	Complaints stored and monitored.
Safeguarding (Child Protection) policy*	<p>Updated each year with new contact details.</p> <p>Shared with new staff/volunteers as part of induction.</p> <p>Ensure all staff undergo basic</p>	<p>Collect copy of updated safeguarding policy and update spreadsheet with new contact details.</p> <p>Training held annually for basic</p>



	<p>safeguarding training and a training record is kept for each member of staff.</p> <p>Appoint a Designated Officer and deputy. Ensure they receive one-day multi-agency training.</p>	<p>and designated persons.</p> <p>Circulate information on accessing LSCB training.</p>
Health and Safety policy*	<p>Ensure all current and new staff/volunteers are familiar with the Health and Safety policy.</p> <p>Liaise with venue to undertake regular fire drills and record dates.</p> <p>Update risk assessment each year or if change to venue or after review of accident/incident.</p> <p>Use accident form/book to record accidents.</p> <p>Report accidents of registered pupils to Westway Trust.</p> <p>Use RIDDOR if appropriate.</p> <p>Ensure qualified First Aider is always on duty. Submit name annually to Westway Trust.</p> <p>Ensure access to First Aid box.</p>	<p>Collect copy and store in file.</p> <p>Spot checks.</p> <p>Collect copy and store in file.</p> <p>Spot check.</p> <p>Record.</p> <p>Record of named First Aiders kept. Spot check.</p>



<p>Ratios of adults to pupils</p>	<p>School to ensure it meets ratio in the overall venue set by Safe Network.</p> <p>Age 4-8 6</p> <p>9-12 8</p> <p>13-18 10</p>	<p>Spot check.</p>
<p>E-safety systems +</p>	<p>Update policy each year.</p> <p>Ensure computers used by children have parental controls.</p> <p>Ensure any administrator who has access to information stored on a computer has enhanced DBS check.</p>	<p>Collect copy of policy and store on file.</p> <p>Check person responsible for data has correct level of DBS check.</p>
<p>Confidentiality +</p>	<p>Update policy each year and ensure communicated to all staff.</p>	<p>Collect copy of policy.</p>
<p>Events off site</p>	<p>Schools follow RBKC guidelines on off-site activities.</p> <p>Permission letters obtained from parents for off-site activities that do not include the parent of the child. Letters to contain emergency medical treatment consent and emergency contact details.</p>	<p>Westway Trust projects to ensure permission letters obtained from parents for off-site activities that do not include the parent of the child. Letters to contain emergency medical treatment consent and emergency contact details.</p>



Name and contact details for Chair of Trustees*	Submit to Westway Trust.	Keep updated list on spreadsheet.
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* All schools who wish to access support

+ in addition RBKC contract schools