

21. The Magic Club Safeguarding Policy

Statement of Commitment

21.1 The Magic Club believes that it is always unacceptable for a child or vulnerable adult to experience abuse of any kind and recognises its statutory and moral responsibility to safeguarding the welfare of all children and vulnerable adults, by a commitment to practice which protects them.

21.2 The Magic Club is committed to ensuring that the organisation:

- provides a safe environment for children and vulnerable adults
- Identifies children and vulnerable adults who are suffering, or likely to suffer, significant harm and;
- Takes appropriate action to see that such children and vulnerable adults are kept safe
- ensures delivery of activities are planned so as to minimise situations where the abuse of children and vulnerable adults may occur.

The purpose of this policy is:

- To provide protection for the children who receive services from The Magic Club and other children and vulnerable adults we may come into contact with
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or vulnerable adult may be experiencing or be at risk of abuse, exploitation and/or mistreatment.
- This policy applies to all staff, including managers and trustees, paid staff, volunteers and sessional workers, contractors, students or anyone working on behalf of The Magic Club

21.3 We will seek to safeguard children and vulnerable adults by:

- Valuing them, listening to and respecting them.
- Adopting clear safeguarding procedures and a code of conduct for all staff and volunteers.
- Ensuring that all our staff and volunteers are carefully selected, trained and supervised.
- Sharing information about safeguarding & good practice with children, parents/carers, families, staff, contractors and volunteers.
- Sharing information about concerns with agencies who need to know and involving parents, carers, children and vulnerable adults appropriately.

21.4 Safeguarding Policy

The Magic Club is aware that Safeguarding is everyone's responsibility and that, all staff, volunteers and contractors who have direct or indirect contact with children and adults, or who have access to information about them, have a responsibility to safeguard and promote their welfare. All staff and volunteers will receive safeguarding training every two years and applicable contractors will be required to provide proof of training.

The Magic Club will offer children and vulnerable adults a confidential service but this will be withdrawn without the consent of the young person where a worker has reason to believe that they may be at risk of significant harm or may cause harm to someone else. It is essential that children and vulnerable adults are made aware of this at the time of disclosure.

Principles

21.5 To protect the basic civil and human rights the Magic Club will work within a set of six principles which will underpin the work with and around children and adults at risk.

21.6 The Department of Health has identified these key principles in a number of documents which are considered applicable to all work with children and adults at risk:

Privacy – The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs

Dignity – Recognition of the intrinsic value of people regardless of circumstances by respecting their uniqueness and their personal needs; treating people with respect

Independence – Opportunities to act and think without reference to another person, including a willingness to incur a degree of calculated risk

Choice – The opportunity to select independently from a range of options

Rights – The maintenance of all entitlements associated with citizenship

Fulfilment – The realisation of personal aspirations and abilities in all aspects of daily life.

21.7 In practice, this means that all staff, volunteers & contractors should:

- Actively work together with other agencies
- Actively promote the empowerment and wellbeing of children and adults and risk
- Act in a way which supports the rights of individual to self-determination and personal choice
- Recognise people who are unable to take their own decisions and/or protect themselves, their assets and bodily integrity
- Recognise that the right to self-determination can involve risk and ensure that such risk is recognised and understood by all concerned, and minimised wherever possible
- Ensure that when the right to an independent choice is at risk, the individual concerned receives appropriate help, including advice, protection and support from relevant agencies

Definitions

Children and Young People

- 21.8 Children and Young People: In this policy, as in the Children Act 1989 and 2004, a child is anyone who has not yet reached their 18th birthday. 'Children' refers to children and young people throughout.
- 21.9 Adult: A person who has had their 18th Birthday
- 21.10 Vulnerable Adult: The term 'Vulnerable Adult' under section 59 Supporting Vulnerable Groups Act 2006 has been amended by the Protections of Freedoms Act 2012. The new definition no longer labels adults as 'vulnerable'. Instead, the definition identifies the activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time. This means that the focus is on the activities required by the adult and not on the setting in which the activity is received, nor on the personal characteristics or circumstances of the adult receiving the activities.
- 21.11 There are six categories of people who will fall within the new definition of regulated activity (and so will anyone who provides day to day management or supervision of those people). A broad outline of these categories is set out below. For more information please see the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012.
- 21.11.1 Providing health care
 - 21.11.2 Providing personal care
 - 21.11.3 Providing social work
 - 21.11.4 Assistance with cash, bills and/or shopping
 - 21.11.5 Assisted with the conduct of a person's own affairs
 - 21.11.6 Conveying
- 21.12 For the purposes of this policy adults in vulnerable activities will be referred to as vulnerable adults.

Vulnerability and Abuse

- 21.13 For the Magic Club therefore, an adult or a child at risk is an adult or child whose wellbeing would be at risk if they did not receive appropriate support.
- 21.14 The Magic Club defines abuse as: 'A violation of an individual's human and civil rights by any person or persons.'

21.15 Forms of abuse and mistreatment

- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Financial or material abuse
- Neglect and acts of omission

- Discriminatory abuse
- Institutional abuse

See APPENDIX A for a more detailed description of the types of abuse and indicators relating to each

21.19 Designated team member with responsibility for protection of young people & vulnerable adults

21.19.1 Senior Staff Member with Lead Responsibility

The designated senior member of staff with lead responsibility for safeguarding issues at the Magic Club is Laura White.

The designated safeguarding lead has a key duty to take lead responsibility for raising awareness within the staff, volunteers and contractors of issues relating to the welfare of children and vulnerable adults, and the promotion of a safe environment for everyone using the service.

They have received training in child protection issues and inter-agency working and will receive refresher training at least every 2 years. They should keep up to date with developments in child protection issues.

The designated safeguarding lead is responsible for:

- Providing advice and support to other staff, volunteers and contractors on issues relating to child protection
- Maintaining a proper record of any complaint or concern
- Ensuring that parents/carers of children and vulnerable adults within the organisation are aware of its' safeguarding policy
- Liaising with the relevant/appropriate agencies on these matters
- Ensuring that staff, volunteers and contractors receive some basic training in safeguarding/child protection issues and are aware of the organisations' safeguarding procedures at least every two years
- The designated safeguarding lead will provide an annual report to the board of trustees setting out how the organisation has discharged its duties. They are responsible for reporting deficiencies in procedure or policy to the board of trustees at the earliest opportunity.

21.19.2 Designated team members

Other designated members with responsibility for child/safeguarding protection issues is the Lead Youth Worker. This designated team member has a responsibility to:

- Report to the designated safeguarding lead
- Will know how to make an appropriate referral
- Will be available to provide advice and support to other staff and volunteers on issues relating to safeguarding/child protection
- Will deal with individual cases, including attending case review meetings as appropriate.
- Have received training in child protection issues and inter-agency working and will receive refresher training at least every 2 years

21.20 General principles and responsibilities for staff responding to abuse

21.21.1 Alerting

Alerting is the responsibility of any member of staff, contractor and volunteer if they suspect that abuse of an child or adult may have taken place or is likely to take place. A concern that a child or adult at risk is or could be abused may have arisen either from:

- A direct disclosure by the child or adult at risk
- A complaint or expression of concern by another member of staff, a volunteer, contractor, another customer, carer, member of the public or relative
- An observation of the behaviour of an child or adult by a volunteer, member of staff, contractor, carer, member of the public or relative

Potentially there are two people who have responsibilities at the Alert stage of an incident; these are the person first made aware of the issue, and their manager.

21.22 Responsibility of the person first aware of the situation

It is the responsibility of the person first becoming aware of a situation where there may be a child or adult subject to, or at risk of abuse to:

- Make sure the person is safe
- Inform
- Record
- Make Safe
- Deal with the immediate needs of the person

This may mean:

- Taking reasonable steps to ensure the child or adult is in no immediate danger
- Seeking medical treatment if required as a matter of urgency

Do **NOT** discuss the allegation of abuse with the alleged perpetrator.

Do **NOT** disturb or destroy articles that could be used in evidence and where an assault of some kind is suspected do not wash or bath the person unless this is associated with first aid treatment necessary to prevent further harm.

Do **NOT** discuss any suspicion or allegation to inappropriate or unnecessary personnel

Procedure

- Listen carefully and stay calm.
- Do not interview the individual, but question normally and without pressure, in order to be sure that you understand what they are telling you.
- Do not put words into the individual's mouth, do not lead the conversation.
- Reassure the individual that by telling you, they have done the right thing.
- Inform the individual that you must pass the information on, but that only those that need to know about it will be told. Inform them of to whom you will report the matter.
- Note the main points carefully.
- Make a detailed note of the date, time, place, what the individual said, did and your questions etc.

21.23.1 Inform

- Inform your line manager immediately or the designated safeguarding lead if your line manager is implicated in the allegation. Your line manager or designated safeguarding lead should contact Blackpool Children's Social Care Duty Team immediately if a child is at risk when leaving the premises.
- Contact the police if you think a crime has been committed

21.23.2 Record

- Details of the allegation in Safeguarding Incident/Concern Reporting Form (SG1) which can be found in APPENDIX B or in the filing cabinet.
- The allegation or concerns, including; the date and time of the incident, what the child or adult has said about the abuse and how it occurred or what has been reported to you in their voice.
- The appearance and behaviour of the victim
- Any injuries observed.
- When completed ensure this record is kept secure by returning to the appropriate file in the filing cabinet.

21.24 Responsibilities of line managers

Once the allegation or suspicion of abuse has been raised with the line manager, s/he must decide without delay on the most appropriate course of action.

It is the responsibility of the line manager to:

21.24.1 Make Safe

Deal with any immediate needs:

Ensure that the victim of the alleged abuse is safe

Ensure that any necessary emergency medical treatment is arranged

Ensure that no forensic evidence is lost

If the alleged perpetrator is also child or adult at risk, ensure that a member of staff is allocated to attend to their needs and ensure that other members are not put at risk.

21.24.2 Clarify

- The facts stated by the member of staff but do **NOT** in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim
- That the circumstances fall within the safeguarding procedures, i.e. meeting the definition of abuse as defined in this Policy
- Issues of consent and confidentiality

21.24.3 Refer

- To Blackpool Council Safeguarding Adults Team on 01253 477592 or 01253 477600 (out of hours) or to Blackpool Children's Social Care Duty Team on 01253 477299 or to the Police on 999 if the adult or child is at immediate risk of harm.
- To the police if you think a crime may have been committed

21.25 Reporting and dealing with allegations of abuse against members of staff, contractors and volunteers

The procedures apply to all staff, whether administrative, management or support, as well as to contractors volunteers and trustees. The word "staff" is used for ease of description.

In some instances, staff of educational and therapeutic institutions have been found responsible for abuse. Because of their frequent contact with children or vulnerable adults, staff may have allegations of abuse made against them. The Magic Club recognises that an allegation of abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigations are thorough and not subject to delay.

The organisation recognises that the Children Act 1989 states that the welfare of the child is the paramount concern. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, those dealing with such allegations will do so with sensitivity and will act in a careful, measured way.

21.26 Receiving an Allegation from a Child or 'Vulnerable Adult'

A member of staff who receives an allegation about another member of staff from a child or vulnerable adult should follow the guidelines in APPENDIX C for dealing with disclosure.

- The allegation should be reported immediately to the Lead Youth Worker unless they are the person against whom the allegation is made, in which case the report should be made to the Designated Safeguarding Lead. The Lead Youth Worker or (or Designated Safeguarding Lead if the allegation is against the Lead Youth Worker) should:
- Obtain written details of the allegation from the person who received it, that are signed and dated using the Safeguarding Incident/Concern Reporting Form (SG1) (APPENDIX B). The written details should be countersigned and dated by the designated person
- Record information about times, dates, locations and names of potential witnesses.

21.27.1 Initial Assessment by the Lead Youth Worker (or Designated Safeguarding Lead)

The Lead Youth Worker (or Designated Safeguarding Lead) should make an initial assessment of the allegation, consulting with the Designated Safeguarding Lead the Designated Trustee and Blackpool Children's Social Care Duty Team as appropriate. Where the allegation is considered to be either a potential criminal act or indicates that the child or adult has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the Police.

21.27.2 It is important that the Lead Youth Worker (or Designated Safeguarding Lead) does not investigate the allegation. The initial assessment should be on the basis of the information received and is a decision whether or not the allegation warrants further investigation.

21.27.3 Other potential outcomes are:

- The allegation represents inappropriate behaviour or poor practice by the member of staff, contractor or volunteer and is neither potentially a crime nor a cause of significant harm to the child or vulnerable adult. The matter should be addressed in accordance with the organisations' disciplinary or problem solving procedures.
- The allegation can be shown to be false because the facts alleged could not possibly be true.

21.28 Enquiries and Investigations into Internal Allegations:

Child protection or adult safeguarding enquiries by social services or the police are not to be confused with internal, disciplinary enquiries by the organisation. The organisation may be able to use the outcome of external agency enquiries as part of its own procedures. The social services agencies, including the police, have no power to direct the Magic Club to act in a particular way, however, the organisation should assist the agencies with their enquiries.

- 21.28.1 The organisation may need to hold in abeyance its own internal enquiries while the formal police or social services investigations proceed; to do otherwise may prejudice the investigation. Any internal enquiries shall conform to the existing staff disciplinary procedures.
- 21.28.2 If there is an investigation by an external agency, for example the police, the Lead Youth Worker (or Designated Safeguarding Lead) should normally be involved in, and contribute to, the inter-agency strategy discussions. The Lead Youth Worker (or Designated Safeguarding Lead) is responsible for ensuring that the Magic Club gives every assistance with the agency's enquiries. They will ensure that appropriate confidentiality is maintained in connection with the enquiries, in the interests of the member of staff, contractor or volunteer about whom the allegation is made. The Lead Youth Worker (or Designated Safeguarding Lead) shall advise the member of staff, contractor or volunteer that they should consult with a representative, for example, a trade union (if staff) or another representative if a volunteer.
- 21.28.3 Subject to objections from the police or other investigating agency, the Lead Youth Worker (or Designated Safeguarding Lead) shall:
- 21.28.3.1 inform the child/children, vulnerable adult or parent/carer/worker/volunteer making the allegation that the investigation is taking place and what the likely process will involve
- 21.28.3.2 ensure that the parents/carers/workers of the child or vulnerable adult making the allegation have been informed that the allegation has been made and what the likely process will involve.
- 21.28.3.3 inform the member of staff, contractor or volunteer against whom the allegation was made of the fact that the investigation is taking place and what the likely process will involve.
- 21.28.3.4 inform the Chair of the Board of Trustees and/or the designated person of the allegation and the investigation.
- 21.28.3.5 The Lead Youth Worker (or Designated Safeguarding Lead) shall keep a written record of the action taken in connection with the allegation.

21.29 Suspension of Staff

Suspension should not be automatic. In respect of staff other than the Lead Youth Worker (or Designated Safeguarding Lead), suspension can only be carried out by the Chief Executive Officer or Contracted Company In respect of the Lead Youth Worker suspension can only be carried out

by the Chief Executive Officer or Director of the Contracted Company delivering youth work services.

- 21.29.1** Suspension may be considered at any stage of the investigation. It is a neutral, not a disciplinary, act and shall be on full pay. Consideration should be given to alternatives: e.g. paid leave of absence; agreement to refrain from attending work; change of, or withdrawal from, specified duties.
- 21.29.2** Suspension should only occur for a good reason. For example: where a child or vulnerable adult is at risk.
- 21.29.3** where the allegations are potentially sufficiently serious to justify dismissal on the grounds of gross misconduct.
- 21.29.4** where necessary for the good and efficient conduct of the investigation.
- 21.29.5** If suspension is being considered, the member of staff should be encouraged to seek advice, for example from a trade union.
- 21.29.6** Prior to making the decision to suspend, the Chief Executive Officer or Director of the Contracted Company delivering youth work services should interview the member of staff. In particular, if the police are engaged in an investigation the officer in charge of the case should be consulted.
- 21.29.7** The member of staff should be advised to seek the advice and/or assistance of their trade union and should be informed that they have the right to be accompanied by a colleague. The member of staff should be informed that an allegation has been made and that consideration is being given to suspension. It should be made clear that the interview is not a formal disciplinary hearing, but solely for raising a serious matter which may lead to suspension and further investigation.
- 21.29.8** During the interview, the member of staff should be given as much information as possible, in particular the reasons for any proposed suspension, provided that doing so would not interfere with the investigation into the allegation. The interview is not intended to establish the member of staff's innocence or guilt, but give the opportunity for the member of staff to make representations about possible suspension. The member of staff should be given the opportunity to consider any information given to him/her at the meeting and prepare a response, although that adjournment may be brief.
- 21.29.9** If the Chief Executive Officer or Director of contracted company considers that suspension is necessary, the member of staff shall be informed that they are suspended from duty. Written confirmation of the suspension, with reasons, shall be despatched as soon as possible and ideally within one working day.
- 21.29.10** Where a member of staff is suspended, the Chief Executive Officer or Director of the Contracted Company delivering youth work services should address the following issues:
- 21.29.11** The Chair of the Board of Trustees should be informed of the suspension in writing.

- 21.29.12** The Board of Trustees should receive a report that a member of staff has been suspended pending investigation, the detail given to the Board of Trustees should be minimal
- 21.29.13** Where the Lead Youth Worker has been suspended, the Chief Executive officer and/or the Chair of the Board of Trustees will need to take action to address the management of the organisation
- 21.29.14** The parents/carers of the child or vulnerable adult making the allegation should be informed of the suspension. They should be asked to treat the information as confidential. Consideration should be given to informing the child or vulnerable adult making the allegation of the suspension
- 21.29.15** Senior staff who need to know of the reason for the suspension should be informed
- 21.29.16** Depending on the nature of the allegation, the Chief Executive Officer should consider with the nominated Chairperson whether a statement to service-users should be made, taking due regard of the need to avoid unwelcome publicity
- 21.29.17** The Chief Executive Officer shall consider carefully and review the decisions as to who is informed of the suspension and investigation.
- 21.29.18** The suspended member of staff should be given appropriate support during the period of suspension. They should also be provided with information on progress and developments in the case at regular intervals.

The Disciplinary Investigation

21.30 The disciplinary investigation should be conducted in accordance with the existing staff disciplinary procedures, or in the case of Volunteers, the Problem Solving Procedure.

21.31 The member of staff/volunteer should be informed of:

21.31.1 the disciplinary charge against them, or in the case of a Volunteer the issue that has been made

21.31.2 their entitlement to be accompanied or represented by a trade union representative or colleague, or in the case of a volunteer, another representative.

21.32 Where the member of staff has been suspended and no disciplinary action is to be taken, the suspension should be lifted immediately and arrangements made for the member of staff to return to work. It may be appropriate to offer counselling.

21.32.1 The child or vulnerable adult making the allegation and/or their parents/carers should be informed of the outcome of the investigation and proceedings. This should occur prior to the return to work of the member of staff (if suspended).

21.33 The Chief Executive Officer should give consideration to what information should be made available to the general population of the project.

Allegations without foundation

- 21.34 Obviously false allegations may be indicative of problems of abuse elsewhere. A record should be kept and consideration given to a referral to Blackpool Child Protection Duty Team in order that other agencies may act upon the information.
- 21.35 In consultation with the Chair of the Board of Trustees the Chief Executive Officer shall:
- 21.35.1** inform the member of staff against whom the allegation is made orally and in writing that no further disciplinary or child protection action will be taken. Consideration should be given to offering counselling/support
 - 21.35.2** inform the parents/carers of the alleged victim that the allegation has been made and of the outcome.
 - 21.35.3** where the allegation was made by a child or adult other than the alleged victim, consideration to be given to informing the parents/carers of that child or vulnerable adult.
 - 21.35.4** prepare a report outlining the allegation and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken.

Records

- 21.36 It is important that documents relating to an investigation are retained in a secure place, together with a written record of the outcome and, if disciplinary action is taken, details retained on the member of staff's/volunteer's personal and confidential file.
- 21.37 If a member of staff is dismissed or resigns, or a volunteer leaves, before the disciplinary process, or in the case of volunteers the Problem Solving Procedure, is completed, they should be informed about the organisation's statutory duty to inform the Disclosure and Barring Service (DBS) under the Children's Barred list and the Adults Barred" list procedures.

Monitoring Effectiveness

- 21.38 Where an allegation has been made against a member of staff, the Chair of Trustees, together with the Designated Safeguarding Lead should, at the conclusion of the investigation and any disciplinary procedures, consider whether there are any matters arising from it that could lead to the improvement of the organisation's procedures and/or policies and/or which should be drawn to the attention of the Area Child Protection Agency or Disclosure and Barring Service (DBS). Consideration should also be given to the training needs of staff.

Recruitment and Selection Procedures

- 21.39 The organisation has recruitment and selection procedures. These are reviewed regularly in order to ensure that they take account of the following:
- 21.39.1 They should apply to staff and volunteers who may work with children or vulnerable adults.
 - 21.39.2 The post or role should be clearly defined.
 - 21.39.3 The key selection criteria for the post or role should be identified.

- 21.39.4 Vacancies should be advertised widely in order to ensure a diversity of applicants.
- 21.39.5 Require documentary evidence of academic/vocational qualifications
- 21.39.6 Obtain professional and character references.
- 21.39.7 Verify previous employment history.
- 21.39.8 Disclosure and Barring Service (DBS) disclosure (maintain sensitive and confidential use of the applicant's disclosure).
- 21.39.9 Use a variety of selection techniques (e.g. qualifications, previous experience, interview, reference checks).

Information Sharing

- 21.40 The Magic Club holds information that in the normal course of events is regarded as confidential. Personal information is subject to the principles of the Data Protection Act 2018, the Human Rights Act 1998, the Freedom of Information Act 2000, and the common law doctrine of confidentiality. Concern about the abuse of children and adults at risk provides sufficient grounds to warrant sharing information on a "need to know" basis and/or "in the public interest" in accordance with established data protection principles. Unnecessary delays in sharing that information should be avoided.
- 21.41 The principles that govern the sharing of information include the following:
- Information should only be shared on a 'need to know basis' when it is in the best interests of the individual.
 - Confidentiality must not be confused with secrecy.
 - Informed consent to the sharing of information should be obtained from the individual involved, but if it is not possible and other children and adults are at risk, it may be necessary to override the requirement.
- 21.42 It is not appropriate to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.

*This policy and procedure was approved by the Magic Club Board of Trustees in May 2019
This policy and procedure will be reviewed no later than May 2020*

APPENDIX A

21.15 Forms of abuse and mistreatment

Physical Abuse

Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, misuse of restraint, or inappropriate sanctions;

Indicators

- A history of unexplained falls, minor injuries or malnutrition
- Unexplained bruises in various stages of healing
- Unexplained fractures or fractures in various stages of healing
- Injuries reflecting the shape of an object
- Unexplained burns, particularly to the soles of the feet, palms of the hands or back
- Immersion burns, roper burns or cigarette burns
- Injuries to the head, face or scalp
- Varicose ulcers, pressure sores
- Being left in wet clothing or bedding
- Sign of under or over use of medication

Sexual Abuse

Sexual abuse includes rape and sexual assault or sexual acts to which the person at risk has not consented, or could not consent or was pressured into consenting;

Indicators

- A significant change in sexual behaviour
- Sexually implicit/explicit behaviour around certain individuals
- Unexplained changes in behaviour
- Unusual difficulty in walking or sitting
- Torn, stained or bloody underwear
- Sexually transmitted disease
- Urinary tract or vaginal infection
- Full or partial disclosure or hints of sexual abuse

N.B. Sexual abuse is usually thought of as the involvement of a person in sexual activity to which they have not consented or which they do not truly comprehend. However, it must be remembered that to prevent a person from expressing their chosen sexuality may also threaten their human rights and may be considered a form of abuse

Psychological Abuse

Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;

Indicators

- The person appears withdrawn, agitated or anxious in general
- The person appears intimidated or subdued in the presence of a carer
- The person appears frightened of making choices or expressing their wishes
- The person appears fearful or flinches on approach
- Changes in sleep patterns
- The person may be tearful

Financial or Material Abuse

Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

Indicators

- Unexplained withdrawals from bank or building society accounts
- Unexplained disappearance of financial documents
- Sudden inability to pay bills
- Disparity between assets and apparent living conditions
- Carer concerned preoccupied with financial questions, rather than about care or well being
- Lack of reasonable co-operation from the person managing finances
- Carers failing to account for expenses incurred on a persons behalf

Neglect and acts of Omission

Neglect and acts of omissions, includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;

Indicators

- Inadequate food, fluids, heating, lighting
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Clothing in poor condition
- Failure to seek medical advice or summon assistance as required
- Failure to access dentistry, chiropody services, etc.
- Refusal to allow access to appropriate callers or visitors

Discriminatory Abuse

Discriminatory abuse includes racist or sexist remarks or comments based on a person's impairment, disability, age, illness, or any other protected characteristic, and other forms of harassment, slurs or similar treatment. This may also include isolation or withdrawal from religious or cultural activity, services or supportive networks;

Indicators

- Inappropriate remarks or comments
- Poor quality care or support to certain groups of clients
- Client prefers not to be cared for or supported by certain member(s) of staff
- Staff member may seem to avoid supporting certain groups of clients
- Inappropriate social contact or activity offered
- Lack of choice of appropriate food
- Minimal or no contact with relevant groups or organisations, etc.
- No individualised care plan or no reference in care plan to specialised needs-led

Institutional Abuse

Institutional abuse involved the collective failure of an organisation to provide an appropriate and professional service to children and vulnerable adults. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect adults and children at risk and maintain good standards of care in accordance with

individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

**APPENDIX B
The Magic Club**

SAFEGUARDING INCIDENT/CONCERN REPORTING FORM (SG1)

Name of Individual:			
Address:		D.O.B:	
Date and time of incident:		Session:	
Disclosure or observation:			
Nature of Incident/Concern: (Written in the YP voice, do not add opinion) (Continue on another sheet if required)			
Action Taken: (Continue on another sheet if required)			
Reported to LA safeguarding board?			
School Informed?			
Police informed?			
Family/carer informed?			
Learning shared?			
Further action: (i.e. continue to monitor, complete CAF, Convene TAC, refer to social care/police)			
Name of person completing form: (print and sign)			
Details obtained by: Staff/Volunteer Name, sign and date			
Safeguarding lead has reviewed: (Name, sign and date)			

Appendix C

Dealing with a Safeguarding Concern

What to do if you have a safeguarding concern:

Concern may arise from observations of the child or vulnerable adult (e.g. injury, behaviour, appearance and nature of play or work produced) or as a result of something said by the child, vulnerable adult, another child or an adult. Arrangements must be made to notify your line manager as soon as you can, this information will then be shared with the designated Safeguarding Lead. It is then the responsibility of the Designated Safeguarding Lead to liaise with the Children's Social Services on individual cases of suspected or identified child abuse.

Making Written Notes:

As soon as you can, write down your concerns and record the facts accurately on the Report of Safeguarding Incident/Concern Form. Be clear when you are expressing an opinion and what your opinion is based on. These notes must be given to your line manager immediately and will help to ensure accuracy in recalling events. Use open questions when talking to the young person (when, where, who, what but not why) and refrain from recording any assumptions or opinions. The notes should be formally recorded within 12 hours if possible and should be as accurate as possible.

Talking to children & vulnerable adults:

When talking to children & young people you must not assume anything and refrain from interrogating the child or young people. Full training will be given on safeguarding but the following will act as a guide to best practice.

- 1. Listen - do not ask leading questions or interrogate.**
- 2. Remain calm - If you are shocked, upset or angry the child will sense this and this may prevent them from talking further.**
- 3. Reassure - The child has done nothing wrong - tell her / him it is all right to talk.**
- 4. Do not promise to keep it secret - Tell the child or vulnerable adult that what they have said cannot be kept secret and that you will tell someone who can help.**

If in doubt, consult with senior staff members or safeguarding lead. Do not ignore concerns, even if these are vague. Your first responsibility is to the child or vulnerable adult.

Contact with the family:

Before speaking to the child's or vulnerable adult's carers, you should talk to your line manager, who may consult outside the bounds of The Magic Club in cases where a physical injury causes concern, it may be appropriate to discuss this with the parent or carer. If the explanation suggests the injury was non-accidental (or a failure to protect the child or vulnerable adult from harm), the

parent or carer should be informed of the need to refer the matter to Children's or Adult's Social Services.

In cases of possible neglect or emotional abuse, the concern is likely to have built up over a period of time. There may have been discussion with the family about sources of help (e.g. Social Services, NSPCC), but if concerns persist, there must be an immediate referral to Children's or Adult's Social Services. Where there are suspicions of sexual abuse, the Designated Safeguarding Lead must consult with Children's or Adult's Social services immediately.