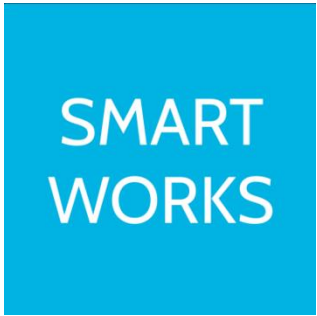




SAFEGUARDING CHILDREN

Document Revision History

Version	Issue Date	Purpose of issue / description of revision
2.0	08/09/2026	Reviewed and updated version by Fiona Hollow (Deputy Designated Safeguarding Lead)

SAFEGUARDING CHILDREN

OVERVIEW

Smart Works Charity recognises its responsibilities to protect and safeguard the welfare of all children involved in activities conducted by Smart Works or at Smart Works facilities in accordance with the Children Act and Working Together to Safeguard Children 2018. Typically, this would include clients who are aged 16-18 years old, and, in exceptional circumstances, clients under this age if accompanied by a parent or responsible adult.

Smart Works will do its utmost to ensure the safety and protection of all children involved with Smart Works activities whilst under the supervision of staff and volunteers. Smart Works expects all staff, volunteers and Trustees to comply with this policy.

The Charity is committed to ensuring that people who use the services are not abused and that the working practices minimise the risk of such abuse. All staff, volunteers and trustees have a duty to identify abuse and report it.

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children in England, Scotland and Wales. A summary of the key legislation is available from nspcc.org.uk/learning.

This Policy should be read in full, including all five appendices.

PRINCIPLES

The guidance given in the policy and procedures is based on the following principles. Smart Works believes that:

- children and young people should never experience abuse of any kind
- the organisation has a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

The Charity recognises that:

- the welfare of children is paramount in all the work Smart Works does and in all the decisions it takes
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse. This is in line with the Smart Works Equality Policy.
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, their parents, carers and other agencies is essential in promoting young people's welfare.

Smart Works will seek to keep children safe by:

- valuing, listening to and respecting them
- appointing a nominated safeguarding/child protection lead for children, a deputy and a lead trustee/board member for safeguarding
- adopting child protection and safeguarding best practices through policies, procedures and code of conduct for staff and volunteers
- providing effective management for staff and volunteers through supervision, support,

training and quality assurance measures so that all staff and volunteers know about and follow

our policies, procedures and behaviour codes confidently and competently

- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- using safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- it is the general approach of Smart Works that individual volunteers and employees do not have sustained relationships with clients, and that clients hold their relationship with Smart Works as an organisation.
- using procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that policy and procedures are in place to help deal effectively with any bullying that does arise
- ensuring that there are effective complaints and whistleblowing measures in place
- ensuring a safe physical environment for clients, staff and volunteers is provided, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers and children, treat each other with respect and are comfortable about sharing concerns.

DEFINITIONS

To assist in working through and understanding this policy a number of key definitions need to be explained:

A child or young person is anyone aged 18 or under.

Abuse is a violation of an individual's human and civil rights by another person or persons. See below for further explanations.

Safeguarding is protecting a person's right to live in safety, free from abuse and neglect.

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2005). See Appendix 2 for further guidance and information.

TYPES OF ABUSE AND NEGLECT

There are different types and patterns of abuse and neglect and different circumstances in which they may take place. The NSPCC has broadly defined the following types of abuse that may affect children and young people, but this is not an exhaustive list as to the sort of behaviour which could give rise to a safeguarding concern:

- **Bullying** - Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable (Oxford English Dictionary, 2018). It can

involve people of any age, and can happen anywhere – at home, school or using digital technologies (cyberbullying). This means it can happen at any time. Bullying encompasses a range of behaviours which are often combined including verbal, physical and emotional abuse.

- **Child Sexual Abuse** - Child sexual abuse (CSA) is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children and young people may not always understand that they are being sexually abused
- **Child Sexual Exploitation** – Child sexual exploitation (CSE) is a type of [child sexual abuse](#). It occurs when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity. Children and young people in sexually exploitative situations and relationships are persuaded or forced to perform sexual activities or have sexual activities performed on them in return for gifts, drugs, money or affection. CSE can take place in person, online, or using a combination of both. Perpetrators of CSE use a power imbalance to exploit children and young people. This may arise from a range of factors including age; gender; sexual identity; cognitive ability; physical strength; status and access to economic or other resources.
- **Child Trafficking and Modern Slavery** – Child trafficking is child abuse. It's defined as recruiting, moving, receiving and harbouring children for the purpose of exploitation. Child trafficking is a form of modern slavery. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.
- **Cyber Bullying** – cyberbullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.
- **Domestic Abuse and Coercive Control** – including psychological, physical, sexual, financial and emotional abuse. It also includes so-called 'honour' based violence. It can occur between any family members.
- **Discriminatory Abuse** – discrimination is abuse that centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.
- **Emotional or Psychological Abuse** – this includes threats of harm or abandonment,

deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

- **FGM** - Female genital mutilation (FGM) is the partial or total removal of the external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. FGM is often performed by someone with no medical training who uses instruments such as a knife, scalpel, scissors, glass or razor blade. Children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained.
- **Forced Marriage** – forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry. The forced marriage of young people with learning disabilities occurs when the young person does not have the capacity to consent to the marriage.
- **Mate Crime** – a ‘mate crime’ as defined by the Safety Net Project as ‘when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.’ Mate Crime is carried out by someone the child or young person knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.
- **Neglect** – including 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.
- **Online Abuse** - Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices. It can happen anywhere online that allows digital communication. Children and young people can be re-victimised (experience further abuse) when abusive content is recorded, uploaded or shared by others online. This can happen if the original abuse happened online or offline.
- **Organisational Abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Physical Abuse** – including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- **Radicalisation** – the aim of radicalisation is to attract people to their reasoning, inspire recruits and embed their extreme views and persuade vulnerable individuals of the

legitimacy of their cause. This may be direct through a relationship, or social media. For more detail on this, and the Prevent Strategy refer to Appendix 3.

SIGNS AND INDICATORS OF ABUSE AND NEGLECT

Abuse can take place in any context and by all manner of perpetrators. Abuse may be inflicted by anyone in the organisation who comes into contact with the child. This might include staff members, Trustees, volunteers or any other person on-site at the time.

There are many signs and indicators that may suggest someone is being abused or neglected. These include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- A person has belongings or money going missing.
- Someone with an unkempt appearance.
- They may self-harm.
- They may have a fear of a particular group or individual.
- They may express extreme political or religious views
- They may tell you / another person they are being abused – i.e. a disclosure.

WHAT TO DO IF YOU HAVE A CONCERN, OR IF SOMEONE RAISES CONCERNS WITH YOU

- It is not your responsibility to decide whether or not a child has been abused. It is, however, everyone's responsibility to respond to and report concerns.
- If you are concerned someone is in immediate danger, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must report this to the Smart Works Safeguarding Officer in your centre. Or, if the Safeguarding Officer is implicated, then report to the local Safeguarding Lead or the Overall Safeguarding Lead on the Smart Works Charity Board.
- It is important when considering your concern that you keep the person informed about any decisions and actions taken, and always consider their needs and wishes, as recommended in The Children's Act (1989).

HOW TO RESPOND TO A CONCERN

- **Reassure the person concerned, listen to what they are saying and remain calm**
 - Do not show shock or disbelief
 - Tell the person that the information will be treated seriously
 - Don't start to investigate or ask detailed or probing questions
 - Don't promise to keep it a secret
- **Make a note of what the person has said using his or her own words as soon as practicable**
 - Complete an Incident Report Form and submit it to the Smart Works Safeguarding Officer in your centre immediately or within 24 hours if this is not possible.
 - Describe the circumstances in which the disclosure came about.

- Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.
- Be mindful of the need to be confidential at all times. This information must only be shared with your Safeguarding Officer and others on a need-to-know basis.
- **If the matter is urgent and relates to the immediate safety of a child at risk, then contact the emergency services if necessary and inform a member of staff immediately.**
- Safeguarding incidents are dealt with at a local level, however, Group Safeguarding Officers can be consulted for advice or guidance by colleagues in local centres at any time.
- All Safeguarding Incidents should be recorded using the incident report form (regardless of whether or not Group Officers were consulted) and submitted to the Safeguarding Officer or Deputy for your local centre. The local Safeguarding Officer should then email the form to the Group Officers as soon as possible after the incident (Jess Beider and Fiona Hollow). Group Officers will then save all Incident Report Forms to the national safeguarding folder.

Roles and Responsibilities of those within Smart Works

Smart Works is committed to having the following in place:

- A Safeguarding Officer and Deputy in every Smart Works centre to support staff, volunteers and trustees with safeguarding issues and training.
- A Safeguarding Lead on each Smart Works centre's Board of Trustees to oversee safeguarding issues and work in tandem with the Overall Safeguarding Lead.
- An Overall Safeguarding Lead on the Smart Works Charity Board to oversee safeguarding issues across the organisation, working closely with the Safeguarding Leads and Officers in every centre to produce and disseminate guidance and resources to support the policy and procedures.
- A clear line of accountability within the organisation for work on promoting the welfare of all adults.
- Procedures for dealing with allegations of abuse or poor practice against members of staff, trustees and volunteers. These procedures are details in this policy, Complaints policy and Whistleblowing policy all of which can be found on Smart Works in a Box.
- Safeguarding to be a regular agenda item on Monthly Operations Call (attended by all centre managers and local senior leaders) and clear communication channels for flagging any significant or persistent safeguarding concerns to Group.
- A Case Referral Group (CRG) that effectively deals with issues, manages concerns and refers to a disciplinary panel where necessary (i.e. where concerns arise about the behaviour of someone within Smart Works). The CRG consists of the CEO, Director of People, Group Safeguarding Lead and Deputy Group Safeguarding Lead.
- A Disciplinary Panel will be formed as required for a given incident, if appropriate.
- Arrangements to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.

- Appropriate whistle-blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.
- Clear codes of conduct are in place for staff, trustees and volunteers. These can be found in the Smart Works Staff, Trustee and Volunteer Handbooks.
- All staff and volunteers to have up-to-date basic DBS checks to ensure that all regulated activities are covered.

Specifically, during an appointment at Smart Works:

- Clarifying whether a client is under the age of 18 ahead of their appointment and, if so, ensuring that they are either accompanied by a trusted adult (e.g. a support worker, a mentor, a parent/carer, a tutor etc.)
or
ensuring that there are an adequate number of volunteers and staff in place to deliver appropriate support during their appointment.
- In the exceptional circumstances of a child under the age of 16 attending the centre, ensuring that they are accompanied by their parent or responsible adult throughout the duration of their time in centre.
- Ensuring that any client who is under the age of 18 is never alone in the dressing room with just one person. They should always be supported during their dressing appointment by two volunteers, a trusted adult and a volunteer or a volunteer and a member of staff.
- Ensuring that any client who is under the age of 18 is never alone in the coaching room with just one person. They should always be accompanied by a trusted adult or supported during their coaching appointment by two volunteers, a trusted adult and a volunteer or a volunteer and a member of staff.

SAFEGUARDING OFFICERS

SMART WORKS CHARITY GROUP

Role	Name and Contact information
Safeguarding Officer	Jess Beider, Director of Programmes & Operations Jess.beider@smartworks.org.uk 0207 288 1770
Deputy Safeguarding Officer(s)	Fiona Hollow, Head of London Service Delivery Fiona.hollow@smartworks.org.uk 0207 288 1770
Safeguarding Lead on Smart Works Charity Board	Rachel Atkins, Trustee

LONDON

Role	Name and Contact information
Safeguarding Officer	Fiona Hollow, Head of London Service Delivery Fiona.hollow@smartworks.org.uk 0207 288 1770
Deputy Safeguarding Officer(s)	North London: Lindsey Southwell Lindsey.southwell@smartworks.org.uk Pan-London: Lusine Akopyan Lusine.akopyan@smartworks.org.uk
Local Safeguarding Lead on Smart Works centre Board	N/A in London as the Smart Works Charity Board covers the London centres

BIRMINGHAM

Role	Name and Contact information
Safeguarding Officer	Ann Powell, Centre Manager Ann.Powell@smartworks.org.uk 0121 643 8109
Deputy Safeguarding Officer(s)	Emmy Phillips, Service Delivery Assistant emmy.phillips@smartworks.org.uk 0121 643 8109
Local Safeguarding Lead on Smart Works Birmingham Board	N/A in Birmingham as the Smart Works Charity Board covers the Birmingham centre

BRISTOL

Role	Name and Contact information
Safeguarding Officer	Imogen Franklin, Head of Bristol imogen.franklin@smartworks.org.uk
Deputy Safeguarding Officer(s)	Kate Murphy, Chair of Trustees katse.murphy@smartworks.org.uk
Local Safeguarding Lead on Smart Works Birmingham Board	Kate Murphy, Chair of Trustees katse.murphy@smartworks.org.uk

YORKSHIRE

Role	Name and Contact information
Safeguarding Officer	Kate Murphy, Centre Manager Kate.murphy@smartworks.org.uk

	0113 234 6503
Deputy Safeguarding Officer(s)	Emily Zadok, Centre Manager Emily.zadok@smartworks.org.uk 0113 234 6503
Local Safeguarding Lead on Smart Works Leeds Board	Tracey Fletcher, Chair tracy.fletcher@smartworks.org.uk

GREATER MANCHESTER

Role	Name and Contact information
Safeguarding Officer	Victoria Cronquist, Head of SWGM victoria.cronquist@smartworks.org.uk 0161 974 0669
Deputy Safeguarding Officer(s)	Claire Goodman, Centre Manager (Stockport) Claire.goodman@smartworks.org.uk 0161 974 0669 Megan Brough-Aikin, Client Delivery Lead (City) Megan.Brough-Aikin@smartworks.org.uk
Local Safeguarding Lead on Smart Works Manchester Board	Victoria Cronquist, Head of SWGM Victoria.cronquist@smartworks.org.uk 0161 974 0669

NORTH EAST

Role	Name and Contact information
Safeguarding Officer	Helen Boyd, Centre Manager helen.boyd@smartworks.org.uk 0191 691 7900
Deputy Safeguarding Officer(s)	Diane Lambton diane.lambton@smartworks.org.uk 0191 691 7900
Local Safeguarding Lead on Smart Works Newcastle Board	Lisa Bell, Trustee Lisa.Bell@smartworks.org.uk 07842 910 665

READING

Role	Name and Contact information
Safeguarding Officer	Camilla Lovell, Interim Service Delivery Manager camilla.lovell@smartworks.org.uk 01189 594245

Deputy Safeguarding Officer(s)	TBC
Local Safeguarding Lead on Smart Works Reading Board	Sim Scavazza, Interim Chair of Trustees Sim.scavazza@smartworks.org.uk

SCOTLAND

Role	Name and Contact information
Safeguarding Officer	Saorsa Treanor, Head of Centre saorsa.treanor@smartworks.org.uk 0300 373 0955
Deputy Safeguarding Officer(s)	Lesley Hamilton-Messer, Service Delivery and Outreach Manager lesley-hamilton.messer@smartworks.org.uk 0300 373 0955
Local Safeguarding Lead on Smart Works Scotland Board	Jackie Arnott-Raymond, Trustee jackie.arnott@smartworks.org.uk

These contact details are displayed in communal areas in both centres and also included in the Safeguarding Training which all staff, volunteers and trustees must complete.

Recruitment Checks

Where the Board is operating a policy of completing DBS checks, the recruiter will:

- obtain a basic Disclosure Barring Service (DBS) check;
- renew DBS checks every 3 years

Recruiting managers must ensure that the above checks are included into the role profile when recruiting to ensure that applicants are aware of what checks they will be required to satisfy.

Checks must be completed before employment commences or before a member of staff or volunteer carries out any unsupervised activity. This must be done with their consent.

It is important to ensure that any members of staff or volunteers who have not had any checks or are still awaiting the outcome of any checks are not responsible for the supervision and care of children without being accompanied by a member of staff or volunteer who has had the relevant checks.

A basic check will contain details of convictions and conditional cautions considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974. Smart Works will not automatically refuse applicants who have a criminal record as this is discriminatory. All cases should be reviewed on their own merits and applicants should be allowed to meet to discuss any record before a decision is taken on whether the job or volunteering offer is withdrawn.

In addition to the above, there will be a formal recruitment and interview process for staff, trustees and volunteers.

Lone Working

Smart Works will ensure, so far as is reasonably practicable, that staff, volunteers and any other person who is required to work alone or unsupervised are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by solitary work.

Full details are available in the **Lone Working Policy**.

Sharing the information in this Policy

Staff, Volunteers and Trustees

To ensure staff, volunteers and Trustees are aware of their Safeguarding responsibilities, the following steps are taken:

- Safeguarding is included in all staff, volunteer and Trustee inductions. This includes the compulsory reading of the staff, volunteer or trustee handbook, completion of the Smart Works online safeguarding training and all new starters being directed to where they can find relevant policies on Sharepoint.
- The Smart Works online safeguarding training is reviewed annually and must be completed annually by all staff, trustees and volunteers.
- Externally provided training is accessed by Safeguarding Officers, Service Delivery staff and any other relevant team members

To check these steps are adhered to, Safeguarding is a regular agenda point at Board Meetings and where possible completion of the steps above is tracked (eg. online training logs the date someone completed the training and staff confirm they have read the Staff Handbook in writing).

Smart Works Clients

To ensure those who use Smart Works' service know what to do if they are concerned about possible abuse or neglect by a staff member, volunteer or trustee information is displayed in waiting areas. This includes the photo and contact details for the Safeguarding Officer and Deputy Officer.

Reviewing this Policy

This policy is reviewed annually, with external advice being sought to verify approach. In 2025 The Ann Craft Trust advised on and reviewed the Safeguarding Policies and the accompanying scenarios. The Ann Craft Trust also reviewed the policy in January 2022 and February 2024.

Policy reviewed by Smart Works Charity Safeguarding Officers, September 2026.

APPENDIX 1

Behaviour Code for staff, trustees and volunteers working with children and young adults

This behaviour code is based on guidance from the NSPCC and outlines the conduct Smart Works expects from all staff and volunteers. This includes trustees, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.

The behaviour code aims to help the Charity protect children and young people from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people in conjunction with the NSPCC.

The role of staff and volunteers

In your role at Smart Works, you are acting in a position of authority and have a duty of care towards the children and young people the Charity works with. You are likely to be seen as a role model and are expected to act appropriately.

Responsibility

You are responsible for:

- prioritising the welfare of children and young people
- following principles, policies and procedures
 - including policies and procedures for child protection/safeguarding, whistleblowing and online safety
- staying within the law at all times (Children Act and Working Together to Safeguard Children 2018)
- modelling good behaviour for children and young people to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the Safeguarding Officer
- reporting all concerns about abusive behaviour, following the safeguarding and child protection procedures
 - this includes behaviour being displayed by an adult or child and directed at anybody of any age
- providing a safe environment for children and young people
 - ensuring equipment is used safely and for its intended purpose
 - having a good awareness of issues to do with safeguarding and taking action when appropriate.

Rights

You should:

- treat children and young people fairly and without prejudice or discrimination
- understand that children and young people are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate and relevant to the work of the project you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people
 - if a situation arises where you are alone with a child or young person, ensure that you are within sight or hearing of other adults.
 - If a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are.
- Only provide personal care in an emergency and make sure there is more than one adult present if possible
 - Unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

Respect

You should:

- listen to and respect children at all times
- value and take children's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible.
 - If you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

Unacceptable Behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive
 - including having any form of sexual contact with a child or young person.
- **let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account**
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

Any unacceptable behaviour when working with children and young people in a Smart Works centre will be referred to the Local Authority Designated Officer (LADO).

If you have any concerns about another staff member or volunteer in a Smart Works centre, these should be reported to the Safeguarding Office immediately. If your concerns are about the Safeguarding Officer, you can also report these to the CEO or Safeguarding lead on your Local centre's board.

APPENDIX 2

CHILDREN'S SAFEGUARDING INCIDENT REPORT FORM

Safeguarding Children: Incident Report Form		
Name of Person Reporting a Concern:	Date:	Location:

Details of Child or Young Person:		
Name of Child:	Address:	Telephone Number:
Date of Birth:	Any Relevant Further Information (e.g. where they were referred from, any additional needs, if not a client – what is the context for them being in the centre etc.):	

Parent/Carer Details:		
Name:	Address:	Telephone Number:
Email Address:	Have Parents/Carers been notified of the incident?: Yes / No	If yes, please provide details:

Has this child or young person been informed of the report of this allegation of abuse?	Yes/No
Has this child or young person been informed of the action that will be taken?	Yes/No
Does this child or young person have any particular wishes relating to the reporting process?	

Are there any outcomes that this person wishes to achieve from this process?

Incident Details:	
Date/Time:	Location:
Description of the incident or concern: <i>Please provide as much detail as possible about the incident or concern including:</i> • <i>The circumstances in which the disclosure came about, including what happened, how it happened and who was involved</i> • <i>As much detail as possible, including behaviour witnessed, any disclosures made, the allegation of abuse and the concern raised. Take care to discern between facts, opinion, observation and allegation</i>	
Child or young person's account of the incident or concern (if applicable): <i>(use their own words)</i>	
Details of anyone else who present during or witnessed this incident or concern: <i>(e.g. volunteers, other staff members, other clients, other family members etc.)</i> <i>Please include their name, relationship to the child or young person and contact details.</i>	

Outcome of Incident or Concern:	
Details of the outcome, immediate actions taken and external agency referral details (if applicable): <i>(Please list these clearly.)</i>	

External Agency Referral:	
Social Services Notified?: Yes / No	Date of Referral:
Name of Contact Person:	Contact Number/Email:

Agreed Action or Advice Given:	

Signature of the author	
Name and signature of the Safeguarding Officer this incident was reported to	
Date reported to Safeguarding Officer <i>(please ensure this is reported as soon as possible after the incident, ideally within one working day):</i>	
Next Steps and Actions (including dates and who is responsible) – to be completed by the person completing this form:	

ONCE COMPLETED, PLEASE SEND A COPY OF THIS FORM VIA EMAIL TO THE SAFEGUARDING OFFICER OR DEPUTY FOR YOUR LOCAL CENTRE.

APPENDIX 3

THE PREVENT STRATEGY AND SAFEGUARDING VULNERABLE PEOPLE FROM EXTREMISM

The Prevent strategy is part of the UK Counter Terrorism Strategy (CONTEST) published by the Government in 2011.

Prevent has three main objectives to:

- respond to the ideological challenge of terrorism
- support vulnerable people and prevent people from being drawn into terrorism
- work with key sectors and institutions and address risks

It focuses on early intervention before any illegal activity takes place. The aim is to reduce the likelihood of individuals who support a violent extremist ideology of becoming terrorists.

Indicators

There is no single profile of a person likely to become involved in extremism and the process of radicalisation is different for every individual.

Radicalisers use normal social processes such as loyalty, self-perception, and fear of exclusion to influence others. Signs that an individual may be being groomed into extremism could be:

- expressing extreme political or religious views
- individuals becoming withdrawn and stopping participating in their usual activities
- expressing feelings of anger, grievance or injustice
- discussing a new group of friends who have an extremist ideology
- using language that supports 'us and them' thinking
- possessing or discussing searching for extremist literature online.

REPORTING CONCERNS AND MAKING A PREVENT REFERRAL

How to report concerns about a child or adult at risk of extremism.

1. Make safe

If there is immediate danger then contact the emergency services on 999

2. Inform the Safeguarding Officer

Inform the Safeguarding Officer using the Incident Form (Appendix 1)

3. Refer

The Safeguarding Officer or Deputy, will make a referral to the appropriate body:

- Local council Prevent Team. These are specific to your area.

Islington, North London

To make a referral from the North London centre, call the Prevent team. For children call 020 7527 7400 (9 am to 5pm, Monday to Friday) or 020 7226 0992 (out of hours and weekends). You can also email prevent@islington.gov.uk.

For Adults, call 020 7226 0992 (9 am to 5pm, Monday to Friday) or 020 7226 0992 (out of hours and weekends). You can also email prevent@islington.gov.uk.

Croydon, South London

To make a referral in Croydon, email channel@croydon.gov.uk or email referral form to preventreferrals@met.pnn.police.uk.

Birmingham

To make a referral in Birmingham, call 0121 303 7682 or 07557 203290. You can also email Waqar Ahmed, Prevent Manager (waqar.ahmed@birmingham.gov.uk)

Scotland

To make a referral for adults and children in Scotland, call ACT Early Support Line on 0800 011 3764 or email PreventReferrals@scotland.police.uk.

Leeds

To make a referral in Leeds, call 0113 535 0810 or email prevent@leeds.gov.uk

Greater Manchester

To make a referral in Greater Manchester, call [0161 8566345](tel:01618566345). Or fill in this [online form](#).

North East

To make a referral in Newcastle, you should [complete this Prevent Referral Form](#). If you have any questions whilst filling in the form, call: **Prevent Coordinator, Joe Hogan 0191 277 7072 or 07710 845366 or Prevent Education Officer, Gail Forbes 0191 277 2066 or 07817 549 748** email prevent@newcastle.gov.uk

Reading

To make a referral in Reading for adults call 0118 937 3747 (or 01344 786 543 for out-of-hours emergencies). To make a referral for children call 0118 937 3641 9am to 5pm, Monday to Friday (out-of-hours emergencies only: 01344 786 543, 5pm to 9am Monday to Friday, and 5pm Friday to 9am Monday). Or email national Prevent referral form to preventreferralsreading@thamesvalley.police.uk.

Bristol

To make a referral can either phone on 0800 789 321 or complete the [docxNational Prevent referral form \(docx, 60 KB\)](#) and send it to PreventSW@avonandsomerset.police.uk.

- If you are concerned about extremism in a school or organisation that works with children you should contact call 020 7340 7264. You can also email counter.extremism@education.gov.uk.

APPENDIX 4

DEFENSIBLE DECISION MAKING

A defensible decision is one that will withstand scrutiny with hindsight. Importantly, it is not a *defensive* practise where you are 'covering your back', but instead justifies decision making, evaluating all the evidence and options available, and recording all the information properly.

A defensible decision:

- Is evidence based, using all the information available
- Thoroughly evaluates and analyses the information
- Has weighed up different outcomes and options
- Evidences the rationale for the decision, including anyone consulted
- Follows policy and legislation
- Is recorded in a way that evidences all the above

Recording a defensible decision:

- Follow the steps outlined in the Smart Works Safeguarding policy, including using the Incident Report Form to record any allegations of abuse
- A written record is crucial
- Cover what has been decided and also why
- How have you come to this decision?
- What information have you used in making the decision?
- What other options are there and why did you not consider them to be viable?

Email chains can be used as evidence of decision making, so it is important to ensure that they always cover the rationale behind the decision. Written records are retained in line with Smart Works GDPR policy (which can be read in full on Smart Works in a Box).

Sources: <https://www.nottinghamshire.gov.uk/media/1739968/defensible-decision-making-ppt.pptx>

Ann Craft Trust Training session for Smart Works, September 2021

APPENDIX 5

A full list can be found and searched using the link below- each borough in London has its own Safeguarding team. Client paperwork can be checked to find the borough that they live in.

Adults: <https://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board/>

Children: <https://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links>

APPENDIX 6

LOCAL SAFEGUARDING TEAMS

A full list can be found and searched using the link below- each borough in London has its Safeguarding team. Client paperwork can be checked to find the borough that they live in.

Adults: <https://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board/>

Children: <https://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links>

Islington:

<https://www.islington.gov.uk/social-care-and-health/abuse/safeguarding-adults-board>

Adults: Islington Social Service Access Service on 020 7527 2299, or email access.service@islington.gov.uk

Children: call the Children's Services Contact Team on 020 7527 7400.

Croydon:

Adult Safeguarding: call 020 8726 6500, or fill in the [online form](#)

Children's Safeguarding: call 0208 255 2888 or fill in the [online form](#).

Birmingham:

Adults:

<https://www.bsab.org/>

CSAdultSocialCare@birmingham.gov.uk or **Telephone: 0121 303 1234**

Children:

<https://lscpbirmingham.org.uk/>

Children's Advice & Support Service (CASS) on 0121 303 1888 or via secure email; CASS@birminghamchildrenstrust.co.uk. Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team

Bristol:

To make a referral in Bristol, call the First Response Team on **0117 903 6444**.

Reading:

Adults:

<https://www.westberks.gov.uk/article/38900/Safeguarding-Adults-Board-and-Review>

West Berkshire Safeguarding Adults Board, safeguardingadults@westberks.gov.uk or 01635 519056.

Children:

<https://www.berkshirewestsafeguardingchildrenpartnership.org.uk/scp>

Berkshire West Safeguarding Children Partnership, Tel: **0118 937 3641**, 9 am to 5 pm, Monday to Friday (excluding bank holidays). Outside these hours, contact the Emergency Duty Service (EDS) on **01344 351999**.

Leeds:

Adults:

<https://leedssafeguardingadults.org.uk/>

Adults: Leeds Safeguarding Adults Board, Social Care 0113 222 4401.

Children:

<https://www.leedsscp.org.uk/>

Leeds Safeguarding Children Partnership, **During office hours** (9.00 am – 5.00 pm) call the Duty and Advice team on 0113 376 0336 (Monday, Tuesday, Thursday, 9am to 5pm; Wednesday 10:30am to 5pm; Friday 9am to 4:30pm). **Out of office hours** (evenings, weekends and bank holidays) call the Children's Emergency Duty Team (EDT) on 0113 535 0600.

Manchester:

Adults and Children:

<https://www.manchestersafeguardingpartnership.co.uk/>

Manchester Safeguarding Partnership, Manchester Contact Centre **0161 234 5001** (open 24 hours a day, seven days a week) or email: mcsreply@manchester.gov.uk

North East:

Adults and Children:

<https://www.newcastlesafeguarding.org.uk/report-a-concern/>

Children: Initial Response Service – 0191 277 2500, Emergency Duty Team – 0191 278 7878

Adults: complete the [online referral form](#); OR download the [Safeguarding Adults Initial Enquiry Form](#).

Edinburgh:

Adults: Adult Protection, 0131 200 2324 or socialcaredirect@edinburgh.gov.uk or 0800 731 6969 (out of hours).

Children: Social Care Direct, 0131 200 2327 or socialcaredirect@edinburgh.gov.uk

Glasgow:

<https://www.glasgow.gov.uk/article/3612/Report-concerns-about-an-adult>

Adult Protection: **During office hours** - phone Social Care Direct on **0141 287 0555**. **Out of Office hours** – phone **0300 343 1505**.

Child Protection: Phone **0141 287 0555**, Out of office Hours Phone **0300 343 1505**

Whistleblowing

If you have serious concerns about how Smart Works have handled a safeguarding concern, you can contact the local authority safeguarding team directly.

whistleblowing@charitycommission.gov.uk

Please refer to the Complaints and Whistleblowing Procedure for further information.