

The ClementJames Centre Safeguarding Policy

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Final Version Approved by	Leo Reid
Final Version Approval Date	14/05/2025
Review Date (within 12 months of approval)	01/05/2026

Policy Statement

ClementJames is an organisation that supports people to realise their potential. We believe that it is unacceptable for anyone to experience abuse of any kind. It is the responsibility of everyone within The ClementJames Centre to ensure the safety and wellbeing of our students and clients. This could be on the grounds of harassment, abuse, neglect or personal safety.

Purpose

To protect the children, young people, and adults who engage with ClementJames services.

To provide staff and volunteers, as well as children, young people, and their families, with the principles and practices that guide our approach to safeguarding and child protection.

Scope

This policy applies to all ClementJames employees including non-delivery and temporary staff, as well as volunteers, trustees, and contractors. Safeguarding is everyone's responsibility. In the context of the Children Act 1989 (CA 1989), a child means a person under the age of 18. Therefore, references within this policy to children are intended to refer to children and young people up to the age of 18 years.

A vulnerable adult is someone who is aged 18 years or over who 'is or may be in need of community care services by reasons of mental health or other disability, age or illness' an 'is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.
(Who Decides- Lord Chancellor's Department (1997))

A vulnerable adult may be a person who for example:

- has learning disabilities
- suffers from mental illness
- has physical disability
- is a substance misuser
- is homeless
- is in an abusive relationship

We recognise that:

- The welfare of the child is paramount, as enshrined in the Children Act 2004 and this is true for all children regardless of age, disability, gender, race, religion/belief, sex, or sexual orientation.
- Some children are additionally vulnerable due to previous experiences, their level of dependency, communication needs, or other issues.
- Working in partnership with children, young people, parents/guardians, and other agencies is essential in promoting young people's welfare.
- Adults may also require safeguarding support. See the [Adult Safeguarding Policy](#) for further information.

We seek to keep children, young people and vulnerable adults safe by:

- appointing a dedicated safeguarding team, who advise and respond to concerns.
- ensuring Safer Recruitment Processes are in place.
- adopting child-centred safeguarding policies, procedures, and practices and ensuring they are known and followed throughout the organisation.
- recording and storing information in line with our Data Protection Policy.
- sharing our safeguarding processes with students, their families, staff, and volunteers and ensuring they know how to raise a concern.
- promoting multi-agency working where concerns are escalated and relevant information shared with appropriate agencies to ensure safety.
- managing allegations and low-level concerns against staff, volunteers, and those in a 'Position of Trust' and involving other agencies when required.
- ensuring complaints are taken seriously and there is organisational awareness of our Whistleblowing Policy.
- providing a comprehensive training package for staff, volunteers, and Trustees.

Managing Concerns and Disclosures

All concerns and disclosures will be taken seriously and managed appropriately following ClementJames' safeguarding procedures.

Procedure when there is a safeguarding concern

Where there is a suspected concern or a direct disclosure of abuse or neglect from a child, young person or vulnerable adult, ClementJames staff and volunteers should follow the below steps:

- If someone is at immediate risk of significant harm, the emergency services should be contacted.
- If there has been a disclosure, ensure the person is aware that we may not be able to keep the information confidential and do not let the person leave our care until the Safeguarding Team has assessed that it is safe to do so.
- Inform a member of the Safeguarding team as soon as practically possible. They will then decide whether they can manage the concern, or should be escalated to the Designated Safeguarding Lead (or Deputy Designated

Safeguarding Lead when appropriate). The Programme Managers and Safeguarding Leads make up the Safeguarding Team.

- The Safeguarding Team member will assess the current safety and establish the next steps which may include making a referral to the Local Authority Social Care, contacting parent/guardian, and/or informing the school or other services.
- If a referral is made to Social Care, this should be done in communication with the Safeguarding Team and using the relevant guidance. Referrals should always be submitted promptly.
- If the concern is related to a child, it should be shared with their parent/guardian, and their consent sought if applicable, unless it would increase the risk of harm to the child or young person. If it has not been possible to gain consent within a reasonable time frame as assessed by the Safeguarding Team, a referral may be made without the consent of the parent/guardian and they should be informed as soon as possible.
- Regardless of whether a referral is made, all observations, relevant information and actions taken should be recorded as soon as possible on Salesforce.
- Depending on the seriousness of the concern, the Senior Management Team may also report the case to The Charity Commission.

It is the responsibility of the Programme Manager, with the support of the Safeguarding Team, to ensure all follow-up actions are completed and the child or young person is safe. All follow-up actions and updates must be recorded on Salesforce.

Contextual Safeguarding

Contextual Safeguarding is an approach to understanding, and responding to, young people's experiences of significant harm beyond their families. It recognises that the different relationships that young people form in their neighbourhoods, schools, and online can feature violence, exploitation, and abuse. Staff should consider whether children are at risk of abuse or exploitation in situations outside their families. Extra-familial harm takes a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual abuse (including harassment and exploitation), child-on-child abuse, criminal exploitation, serious youth violence, county lines, and radicalisation.

If staff and volunteers are made aware of possible abuse or significant harm at school, online, or in the community they must take steps to ensure the student is protected from harm. They should follow the same procedure as mentioned above.

The Student's Wishes

Where there is a safeguarding concern, ClementJames staff and volunteers should ensure the student's wishes and feelings are taken into account when determining what action to take and what services to provide. Systems should be in place for the student to express their views and give feedback. However, it should be remembered that sometimes the individual will not feel ready or know

how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful. We will always consider the age of the individual, consent, and their wishes while acting with their best interests at heart.

Parent/Guardian Involvement

ClementJames recognises the role of parents/guardians when safeguarding children and young people and seeks to include them in conversations if it does not pose further risk to the child or young person. Whenever it is safe and possible, the parent/guardian's consent is sought to make referrals to Local Authorities or external agencies and staff should aim to update parents/guardians throughout the safeguarding process unless the young person is an adult.

Multi-Agency Working

At ClementJames we recognise the importance of collaborative working to safeguard the young people and vulnerable adults in our care. Effective multi-agency partnerships are crucial for recognising, assessing, and addressing the needs of children, young people, and adults at risk. We are committed to working closely with statutory agencies, such as social care, police, and schools and will do so by sharing necessary information, working collaboratively, and creating clear lines of communication. ClementJames staff should always verify a visiting external agency (e.g. the police or social care) by checking identification and should inform the Safeguarding Team.

The age of criminal responsibility is 10 in England so children under this age cannot be arrested. No child should be left unsupervised where the suspect is a child or vulnerable person, the Police and Criminal Evidence Act (PACE) requires the presence of an Appropriate Adult for many procedures and this would likely be the parent/guardian so we would make every effort to contact them if safe to do so.

Supporting Staff and Volunteers

Recruitment and Onboarding

ClementJames operates Safer Recruitment procedures. All roles are advertised with the clear requirement that staff and volunteers of the charity who are eligible for an enhanced DBS will be checked, including verifying the applicants' identity. All staff applicants must complete a declaration on the application form declaring any criminal convictions.

The application process and/or interviews for staff and long-term volunteers (including Academic Support Tutors and Mentors) include safeguarding and safer recruitment questions. These questions gauge the candidate's motivation and attitudes to working with children and young people. The application process for staff also includes questioning of any CV gaps.

On conditional offer, written references for staff and long term volunteers are checked. For staff, any gaps / inconsistencies in employment are investigated and staff applicants' identity and qualifications are verified.

DBS Disclosure

All staff and all volunteers in England that have regulated contact with ClementJames's young people must have a satisfactory Enhanced DBS check (with Child Barred list) and the charity will ensure that all paid staff are registered on the online update service. No unsupervised contact with young people or access to information regarding service users (including access to Salesforce) will be authorised until the DBS check has been returned and approved. During this period all staff and volunteers will be supervised by a ClementJames staff member who has undergone a satisfactory enhanced DBS check.

In advance of DBS clearance being received all staff and volunteers must complete a Disclosure Declaration Form. This form will be held securely by ClementJames.

In the event a DBS application returns an adverse disclosure or a self disclosure is made by a volunteer or staff member, further consideration will need to be given to the applicant. The COO will review and assess if this person is suitable to work with ClementJames's young people.

If any external agencies need to be contacted, permission will be sought from the individual. If they are unable to reach an outcome or need further input, a Risk Assessment Panel will gather to review the information. The panel will include: members of the Senior Management Team and where appropriate the panel may seek input from the Trustee with responsibility for safeguarding.

The Risk Assessment Panel will make a decision on whether to employ the applicant as a paid member of staff or permit them to volunteer. In making this decision the panel may take the following into account:

- the nature and seriousness of the offence(s)
- the age at which the offence(s) was committed
- the time elapsed since the offence(s) was committed
- any further offence(s)
- circumstances at the time of the offence(s)
- the potential risk to children and young people
- legal advice
- whether the applicant declared any offences on the Disclosure Declaration Form, job application form and/or at interview

The Risk Assessment Panel will decide whether any further action is required, for example contacting the police or safeguarding authorities. The Risk Assessment will be kept securely on file.

If a former staff member or volunteer returns to work or volunteer with the organisation, despite any former relationship, they will be treated as a new joiner and will receive an enhanced DBS check, references collected and given applicable safeguarding training. Any exceptions to this will require sign off by the Senior Management Team.

Training

All Trustees, staff and volunteers undergo safeguarding training that is applicable to their role during their induction. Staff and volunteers will not be able to work independently with young people without attending safeguarding training; until this is attended, they will need to be supervised while working with children and young people.

Probation

Staff can only pass their probation if they have completed Safeguarding Training and have completed all relevant safer recruitment checks.

Staff Welfare

We recognise that working with children, young people, and adults at risk who are victims of abuse can be challenging and can impact staff wellbeing. ClementJames offers the following support mechanisms:

- Employee Assistance Programme access
- HR and Line Manager support
- Promotion of helplines such as NSPCC

Allegations against staff and volunteers

ClementJames promotes an open and transparent culture in which all concerns about adults working in or on behalf of the organisation (including volunteers, visitors, and contractors) are dealt with promptly and appropriately enabling the organisation to identify concerning, problematic, or inappropriate behaviour early; minimise the risk of abuse; and ensure that adults working in or on behalf of the organisation are clear about professional boundaries, and act in accordance with the ethos and values of the organisation.

Low-level concerns

A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a ‘nagging doubt’ - that an adult working in or on behalf of the organisation may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work

- does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the Local Authority Designated Officer (LADO)

All low-level concerns regarding adults working in or on behalf of the charity (including staff, volunteers, visitors, contractors and trustees) must be reported as soon as possible.

Allegations

Keeping Children Safe in Education 2024 states that allegations meeting the harms threshold might indicate a person would pose a risk of harm if they continue to work in their present position, or in any capacity with children. They may have:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved or may have behaved in a way that indicates they may not be suitable to work with children

Allegations can be made by anyone including colleagues, volunteers, parents/guardians, children/young people, and community/external staff and all should feel safe to express them without fear of victimisation.

Procedure for allegations against staff and/or volunteers

All allegations of safeguarding misconduct regarding staff must be immediately and confidentially reported directly to a member of the Senior Management Team by phone or email. The Senior Management Team will manage the investigation and may consult the Trustees if appropriate.

Allegations of safeguarding misconduct against a volunteer should be immediately brought to the attention of the Programme Manager or the Safeguarding Team. Concerns will be escalated in line with the aforementioned procedures.

The following action should be taken in the event of an allegation:

- Make sure that the person is safe and away from the alleged perpetrator.
- If the matter is concerning a staff member, refer this immediately to the Senior Management Team
- If the matter is regarding a volunteer, refer this immediately to the Safeguarding Team.
- The appropriate team will advise on the next steps and will lead the investigation. It is the responsibility of the reporting staff member to ensure

that the concern has been received and acknowledged by the appropriate member of the SMT.

- The Senior Management Team will discuss and consider the need for a referral to the Local Authority.
- The charity may consider it necessary, taking into account the nature of the concern and/or taking into consideration the employee/volunteer's wellbeing, to limit the scope of the employee/volunteer's activities until the matter has been resolved.
- Follow the advice given regarding contact with the parents/guardian of the alleged victim if they are a child.
- Consider whether the alleged perpetrator has access to children, young people, or adults at risk elsewhere and if so consider if a referral to the LADO is required.
- ClementJames will work closely with the Local Authority as well as the police in following procedures.
- ClementJames will follow any external investigation with an internal review to promote better safeguarding practices.
- ClementJames's disciplinary procedures may be implemented, irrespective of the action that is taken by social care or the police.
- ClementJames will keep a record of all low-level concerns, allegations, investigations, and reviews. Staff conduct will be managed and recorded by ClementJames's HR team and volunteer conduct should be recorded by the Centre Leader/Programme Manager on the volunteer's Salesforce record.
- In the event of a staff member being in breach of the Safeguarding Policy ClementJames will follow the disciplinary rules and procedures outlined in the staff handbook

Whistleblowing Policy

ClementJames has a clear [whistleblowing policy](#), found in the staff handbook and referenced in staff training, and promotes a culture that enables issues about safeguarding and the welfare of children and young people to be addressed.

Information Sharing and Record Keeping

ClementJames understands that information sharing is essential for effective safeguarding and promoting the welfare of our clients. It is a key factor identified in many Child Safeguarding Practice Reviews (CSPRs), where poor information sharing has resulted in missed opportunities to take action that keeps children and young people safe and we are therefore committed to multi-agency working. Staff should be proactive in sharing information as early as possible to help identify, assess, and respond to risks or concerns about the safety and welfare of children and should do so with support and advice from the Safeguarding Team. If you are unsure of when it is appropriate to share information, please speak to the Safeguarding Team.

All information regarding safeguarding incidents and concerns is stored centrally on ClementJames's database (Salesforce) and not on individual devices. Safeguarding concerns and disclosures will only be shared in circumstances that

will further protect the child from harm and, when safe to do so, with the consent of the child and their parent/guardian. When information is being shared, it is done so in a safe and secure way such as via secure email or password-protected databases or documents. If you are unsure of how to share information about a safeguarding case safely, please contact the Safeguarding Team.

External Opportunities and Third Party Providers

ClementJames may promote external opportunities and partner with third-party programmes if we feel that they will benefit our student's education and experience,

When arranging external opportunities, ClementJames staff should:

- consider if the service is safe and appropriate for the group (age/level of need/context)
- assess ClementJames's role (are we sharing information, recruiting students, arranging transport)
- assess any associated risk factors (travel, residential, age of students)
- conduct necessary due diligence and arrange mitigations. Opportunities, where we are recruiting and sending students, will require us to do more due diligence than an offer shared in a newsletter

If the external opportunity does not meet our safeguarding due diligence then we should not move forward with the partnership until this is rectified.

If a staff member is unsure if the service or opportunity is safe for students, they should seek support from the Safeguarding Team before promoting it to children and young people or their parents/guardians.

Safeguarding Risk Assessments

ClementJames's risk assessments cover all staff and volunteers who work and interact with children and young people as part of the service. In preparing risk assessments for off-site visits, staff should ensure that external providers, where appropriate, have a risk assessment in place.

ClementJames's staff and volunteers are expected to dynamically assess risk during all activities and respond appropriately to ensure clients are supervised and we adhere to safeguarding mitigations. These should be added to risk assessments when necessary.

Individual risk assessments will be completed for people with extenuating circumstances to ensure they can participate safely in on and off-site activities. Cases, where an individual risk assessment is needed, could include but are not limited to, young people displaying behaviours that may pose a risk to themselves or others, self-harm or external dangers such as prohibited parental contact. Individual risk assessments should be written and shared with the Safeguarding Team and discussed with the parent/guardian and child/young person when it does not cause further risk to do so.

Children Potentially at Greater Risk of Harm

Whilst all children should be protected, it is important that we recognise some groups of children are potentially at greater risk of harm. Keeping Children Safe in Education 2024 states the following as children and young people potentially at greater risk of harm:

- children who need a social worker (Child in Need and Child Protection Plans)
- children who are absent from education or those opting for Elective Home Education (EHE) - EHE can be a positive experience for a child and is not always a safeguarding concern but it does mean that children are less visible to the services that are there to keep them safe and supported.
- children requiring mental health support
- care experienced children and young people
- children with special educational needs, disabilities (SEND) or health issues
- children who are LGBTQIA+ - the fact that a child or young person may be LGBTQIA+ is not in itself an inherent risk factor for harm, however, they are sometimes targeted by others

ClementJames recognises that these children and young people may be at a higher risk of experiencing harm. Staff should therefore be aware of children and young people with these risk factors and consider how we support them and their individual needs.

Glossary of Safeguarding Terminology

Safeguarding: Safeguarding is the action that is taken to promote the welfare of children and protect them from harm and is defined in “Working Together to Safeguard Children 2023” as:

- protecting children from maltreatment
- preventing impairment of children’s mental and physical health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

Child Protection: Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Adult at risk: See [Adult Safeguarding Policy](#)

Children's Social Care: The work of local authorities exercising their social services functions with regard to children. Arrangements for children's social care will differ within each Local Authority and each Centre Leader should ensure that they are familiar with the systems operated by their Local Authority. In Scotland, Local Authority social work departments have responsibility for social service functions with regard to children.

Parent/Guardian: The birth or adoptive parent, legal guardian, or other person having responsibility for, or legal custody of, a child. When working with young people and their families, we may use the term 'Adult at Home' to promote inclusive language but due to legal definition, we continue to use parent/guardian in this policy.

Position of Trust: This refers to certain roles and settings where an adult has regular and direct contact with children and is placed in a position of authority.

Internal Roles and Responsibilities

The Trustees are required to take steps to protect everyone who comes into contact with their organisation from harm (Charity Commission for England and Wales, 2019)

The Safeguarding Trustee provides governance oversight for safeguarding within the organisation and ensures that safeguarding obligations are met at the board level. They act as an advocate for safeguarding on the board of trustees.

The Designated Safeguarding Lead has overall responsibility for safeguarding and child protection within the organisation. They provide strategic leadership to ensure that safeguarding policies and practices are aligned with legal standards and best practices. They are supported by the Deputy Designated Safeguarding Lead

The Programme Managers are responsible for the coordination and planning of the different programme strands and are the first point of contacts for safeguarding concerns. Programme Managers escalate concerns to the Local Authority. The Programme Managers and the Safeguarding Leads make up the Safeguarding Team

Chief Operations Officer is responsible for ensuring that all staff and all volunteers that have regulated contact with young people have an approved Enhanced DBS check (England).

11. Appendices

Appendix A: Supporting Policies and Documents

Appendix B: KCSIE Indicators of Abuse and Neglect

Appendix C: Safeguarding Team

Appendix D: Legislative Framework

Appendix E: Prevent Policy

Appendix F: External Roles and Responsibilities

Appendix G: Flowchart for dealing with a concern

Appendix A: Supporting Policies and Documents

The below Policies and Documents should be read in conjunction with the Safeguarding Policy. Volunteers do not need to read those applicable to staff only.

Staff Handbook, namely:

- Code of Conduct
- [Behaviour Policy](#)
- [Child-on-Child Abuse Policy](#)
- [Data Protection Policy](#)
- [Health and Safety Policy](#)
- [Online Safety Policy](#)
- [Physical Intervention Procedure](#)
- Safer Visiting Policy
- [Social Media Policy](#)
- [Whistleblowing Policy](#)
- [Adult Safeguarding Policy](#)

Appendix B: KCSIE Indicators of abuse and neglect

Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing the ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or by another child or children.

Please see Keeping Children Safe in Education 2024 paragraphs 24-28 for more information on the indicators of abuse and neglect.

Appendix C: Safeguarding Team

Safeguarding Team

SMT
Safeguarding
Line



**Designated Safeguarding
Lead: Dami Solebo**



**Deputy Designated Safeguarding
Lead: Esther Pickering**

Safeguarding Managers



Jill Watson



Shabana Ghor



Munera Sheikh-Mao



Lily Dwyer (IUNK)

Please note that changes in the Safeguarding Team may occur prior to the next policy review.

Appendix D. Legislative Framework and National Guidance

Legal Framework

This policy has been drawn up based on legislation, policy, and guidance that seeks to protect children, young people, and adults at risk in England and Scotland, namely:

- Children Act 1989 (and 2004 amendment)
- The Care Act 2014
- Working Together to Safeguard Children 2023
- [Keeping Children Safe in Education 2024](#)

Please note this list is not exhaustive and does not preclude other legislation and frameworks having relevance to our practices.

Children Act 2004

The Children Act 2004 sets out the vision for Children and Young People in terms of five key outcomes:

- staying safe

- being healthy
- enjoying and achieving
- making a positive contribution
- achieving economic well-being

The 'staying safe' outcome is underpinned by a statutory duty of all agencies working with Children and Young People to promote safeguarding in the way it carries out its function.

Section 11 of The Children Act 2004 says that every organisation working with children, young people, and parents that receives grant funding must show that they are run safely.

Children and Young People have a legal right to be protected from harm under the Children Act 1989 and also the European Convention of Human Rights 1953.

Sections 36 to 41 of the Counter Terrorism and Security Act 2015 sets out the duty on local authorities, schools and organisations to provide support for people vulnerable to being drawn into terrorism. This is known as the Channel programme. The Safeguarding Team should be contacted in the event that any staff member has a concern about a child or young person being vulnerable to being drawn into terrorism and all staff have completed PREVENT training.

Appendix E. Prevent Policy

This policy is the Charity's response to Prevent, part of the Government's counter-terrorism strategy. We understand the need to safeguard our learners, and all children, young people and vulnerable adults, from harm and the risk from radicalisation of any type is no different.

We recognise our responsibility to participate in such work and to safeguard the welfare of people by committing to practice in a way, which prevents and protects people from being drawn into terrorism. The Charity reserves the right to modify this policy from time to time at its discretion and in line with legislation.

Principles

Preventing people from being drawn into terrorism, extremism and radicalised ideology has never been more important. As a provider of education and training programmes for people from ethnically diverse and socially and economically disadvantaged areas it is essential that the Charity is involved in the Prevent Strategy. As part of our legal duty, we are committed to ensuring that learners and apprentices are educated in the dangers of extremism and understand how to protect themselves and report concerns. The Charity will promote and reinforce values of openness and respect, tolerance, cohesion and equality of opportunity and treatment by:

- creating space for free and open debate; and by listening, valuing and respecting the learner voice

- breaking down barriers and supporting inter-faith and inter-cultural dialogue and understanding and by engaging all learners (including apprentices) in playing a full and active role in wider engagement in society
- making sure that the Charity is free from bullying, harassment and discrimination
- providing support for learners who may be at risk by providing appropriate sources of advice and guidance
- making sure that staff and learners are aware of their roles and responsibilities in preventing violent extremism
- promoting British values

Training, Support and Monitoring

Training on the Prevent strategy will be delivered for all staff.

Ongoing support will also be provided to make sure that staff are informed and confident to take appropriate preventative and responsive steps. Information, advice and guidance for staff will be available and regularly updated through briefings at staff meetings and training interventions.

All staff and volunteers must be aware of the potential dangers of the availability online of extremist doctrines and be alert to the risk of radicalisation. Resources are delivered to ensure that learners, apprentices, staff Trustees and volunteers understand how to protect themselves and others and how to report concerns.

Such material should, as far as possible, be made inaccessible through appropriate filters. Where this fails, any interaction with extremist websites or materials must be recorded and reported. The DSL should then talk to the learner or staff member and appropriate action taken.

Everyone who engages with the Charity, all the way up to Board level, is required to successfully complete the Charity's mandatory Prevent eLearning modules on an annual basis.

Designated Safeguarding leads and local safeguarding officers will be required to undertake external face-to-face Prevent training every 2 years, in order to keep up to date with recent changes and remain aware of referral processes.

Appendix F: External Roles and Responsibilities

The Local Authority Designated Officer (LADO). The role of the LADO is set out in the HM Government guidance Working Together to Safeguard Children (2006). Appendix 5 outlines the procedures for managing allegations against people who work with children, for example, those in a position of trust, including club welfare officers. The LADO is located within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child

- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children
-

The LADO is involved from the initial phase of the allegation through to the conclusion of the case.

Hammersmith and Fulham

Please call 020 8753 5125 and ask to speak to the Duty Child Protection Adviser
Email lado@lbhf.gov.uk

Kensington and Chelsea

Please call 020 7361 3013 and ask to speak to the Duty Child Protection Adviser

Email kclado.enquiries@rbkc.gov.uk

Westminster

Please call 020 7641 7668 and ask to speak to the Duty Child Protection Adviser

Email lado@westminster.gov.uk

Local Authority Social Services. The local authority has a team overseeing safeguarding. Any concerns raised about children, young people or adults within The ClementJames Centre will be referred to the local authority.

Contact: socialservices@rbkc.gov.uk or tel: 020 7361 3013.

Bi-Borough Prevent Team. The local authority's Prevent department oversees the safeguarding of children and vulnerable adults from radicalisation and extremism. Any concerns raised about children, young people or adults within The ClementJames Centre will be referred to:

Contact: Bi-borough PREVENT

prevent@lbhf.gov.uk or tel: 020 8753 5727

The Police. Where a child, young person or adult has made a direct allegation or there is clear evidence of a person suffering or at risk of suffering significant harm the matter should be immediately referred to the Police (if it is not possible to obtain a response from social services).

Other Agencies. Other agencies who may be involved with the care of children, young people and adults or may be able to provide helpful information include:

- Schools (contact details can be found on the database)
- Education welfare (020 7598 4886)
- Blenheim Project (the London drug agency 02089605599)
- NSPCC (www.nspcc.org.uk, 08088005000)

- Family Friends (a charity helping families to help themselves: 020 8960 9099, info@familyfriends.uk.com)
- Mind (a charity working to improve the lives of people suffering from mental distress: 020 8964 1333, enquiries@kcmind.org.uk)

Appendix G: Flowchart for dealing with a concern

