The Green Nunhead Community Centre - Safeguarding Policy

## 1. Introduction

Nunhead's Voice provides a range of events at The Green community centre and in the course of its work may come into contact with all sections of the community which may include vulnerable adults and their carer community, children/young people, their parents, babies and unborn babies. This could involve us in a number of safeguarding issues. Nunhead's Voice recognises the responsibility it has and will work to ensure the safety and wellbeing of all in the delivery of its work.

In everything we do we pass our practice through the lens of our organisational values, objectives and principles.

### Legislation

The Green Manager and Nunhead's Voice trustee body recognise their obligation under both the adult and children legislation to promote the welfare and wellbeing, safety and protection of both vulnerable adults and children.

**Safeguarding Children** - Safeguarding is defined as 'protecting children from maltreatment; preventing impairment of children's health and development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes'

**Adult Safeguarding** - "Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse and neglect"

**Who is an adult at risk?** - An "Adult at Risk" is defined as any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

### Context for Safeguarding

As an open access provision, we recognise that we will potentially come into contact with all dimensions of neglect, exploitation and abuse within our community. Vulnerable people along with their caring community, parents and their children or young people, may bring examples of this to our attention:

- Within the home environments
- Within professional settings, including at The Green
- Within the broader community context.

These kinds of abuses might include:

- honour based abuse
- coercive control and domestic abuse, including in a community context
- a variety of behaviours that are exploitative
- human trafficking
- radicalisation and extremism

To name but a few within a busy urban environment.

Nunhead's Voice believes that it is always unacceptable for children/young people, vulnerable adults and their caring communities to experience abuse of any kind and recognises its responsibility to safeguard all and promote their welfare, by a commitment to practice which protects them. All dimensions of our practice integrate our safeguarding duties.

**Safer recruitment and selection**

Nunhead's Voice has a policy that reflects our alignment to the safer recruitment and selection consortium guidance. This includes all advertisements, composition of panel members and interview questions which will reflect the safeguarding of our community. Equally, identity checks are undertaken for all staff, volunteers and trustees along with taking up at least one reference.

**Induction**

Nunhead's Voice has a policy that addresses the induction of all staff, volunteers and trustees. This includes making all aware of our values, objectives, and expectations in relation to our policies. Within this process we address issues of safeguarding practice. A great deal of time and effort is put into the induction process over a course of a week to ensure that everyone reflects the culture of The Green.

**Training**

Following a comprehensive induction process, we ensure all volunteers, staff and trustees conduct a level 2 safeguarding training, which explicitly guides them in their duties to all service users. This includes clues to harm, responsibilities to actively engage with service users and duties to report concerns to our designated lead person for safeguarding. This course equally addresses duties to report concerns in professional conduct and behaviour both within The Green and in wider professional services, including a duty to whistleblow.

**Health, Safety & Security**

Key to safeguarding and protecting all service users is the health, safety and security of The Green as an environment. We monitor people's arrival into the Community Centre, welcome them and signpost, offer advice or information and introduce them to the services available at The Green.

Staff and volunteers are trained in the safe use and storage of cleaning materials and equipment. Equally all sessions and activities have a risk assessment in place and staff/volunteers are made aware of what measures need to be maintained for each session. For example, there are specific requirements around keeping doors closed according to the vulnerabilities of the user group - i.e. very young children, adults with Alzheimer's.

**First Aid**

It is our policy that there are first aid kits available in the office along with a bleed kit and phone to be able to call an ambulance.

**Responding To Emergencies**

Like all open access community provision our volunteers, staff members and trustees are familiar with what to do should we need to respond to an emergency. This includes:

- The need to evacuate the building should a fire or other risk arise
- Calling for Police intervention in the event of an assault, public order offence
- Calling for an ambulance in the event of serious physical injury or acute mental health breakdown

Any safeguarding related matter **may** then be followed up with a referral to either Adult Social Care or Multi Agency Safeguarding Hub for Children (MASH) after the immediate emergency has been responded to.

**External Hirers & Activity Providers**

All private hirers are made aware of the potential risks around the centre, are made aware of their responsibility to supervise their child/ren or any adults with complex care needs. The Green's Risk Assessment makes this clear to all hirers.

Those organisations and individuals providing activities are required to provide us with their own safeguarding policy, including evidence of their training, DBS check, professional insurance and association documents. We make these hirers aware of our duty to pass them through The Green Safeguarding procedure should a serious safeguarding matter come to our attention through one of their users. This might pertain to the hirers own professional conduct and behaviour as a service provider, or perception of a failure to respond to a safeguarding matter. We maintain an oversight with regards to the standards of service and conduct of activity providers and bring any safeguarding concerns to their attention. This ensures that our scrutiny with regards to high standards is maintained at all times.

**Safeguarding Specific Policy and Accompanying Procedures**

In addition to this safeguarding policy which essentially sets out the foundations for practice, we have the following safeguarding specific guidance:

- The professional behaviour policy, which guides all of our volunteers, staff and trustees in their conduct and behaviour in The Green, outside of The Green and online
- Whistleblowing Policy, which tells volunteers, staff and trustees what they should do if anyone associated with The Green in a professional capacity is behaving in an inappropriate way around any of our service users, whether this is within the setting or not.
- Allegations against professionals who abuse their position of trust policy, which outlines The Green's managerial responsibility to ensure that any complaint or allegation is followed up through the appropriate protection procedures in the first instance.
- The child protection procedure and Adult at risk procedure, which lay out what to do should a volunteer, staff member or Trustee believe that a child, including unborn baby, parent, vulnerable adult or member of their caring community is being neglected, abused or exploited at a more serious level.

Reference documents can be found in the appendices of this document:

- The five underpinning principles for practise when working with adults at risk (Appendix 1)
- Categories of harm as they relate to children and young people (Appendix 4)
- Categories of harm with regard to adults at risk (Appendix 3)

**Designated Lead Person for Safeguarding**

The Green has a designated safeguarding lead. They are responsible for the oversight and day to day management of safeguarding in The Green. This includes all dimensions of practice referred to in this safeguarding policy and making referrals to Adult Social care and the MASH Service when the threshold for this has been met.

A member of the Trustee Body has also attended this specialist training which enables them to maintain an objective oversight of safeguarding at a strategic level for The Green. This trustee also ensures the entire trustee body is fully informed and understands The Greens overall safeguarding duties.

**Review**

Nunhead's Voice's Child Protection Policy will be reviewed annually.

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| Date(s) of last review(s) | July 2025 | Nunhead's Voice |

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**The 5 underpinning principles for practise when working with Adults at Risk**

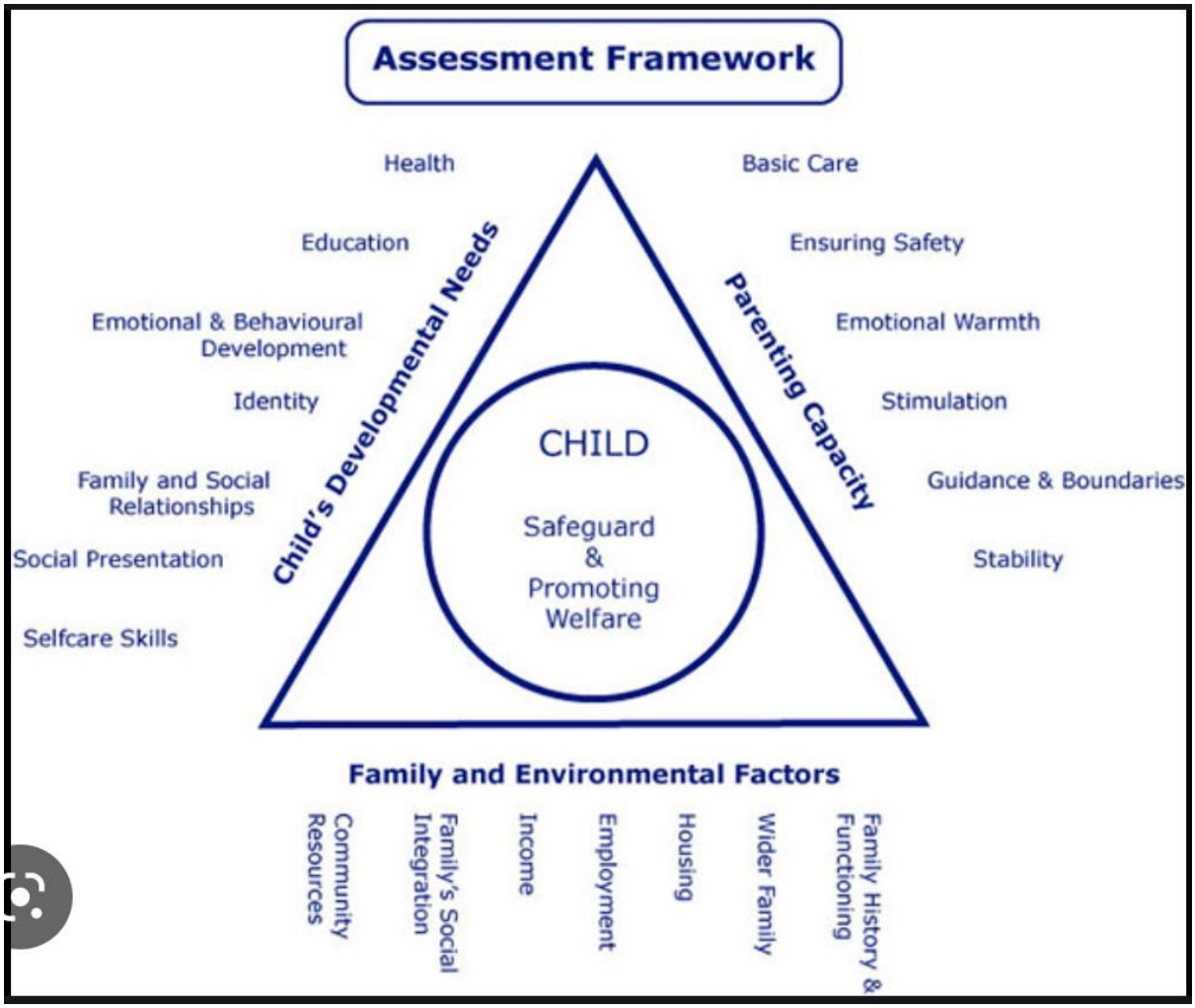
- A rights-based approach – to promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality and freedom from discrimination.

- An empowering approach - to empower adults to make informed choices about their lives; to maximise their opportunities to participate in wider society; to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.

- A person-centred approach – to promote and facilitate full participation of adults in all decisions affecting their lives taking full account of his/her views, wishes and feelings and, where appropriate, the views of others who have an interest in his/her safety and wellbeing.

- A collaborative approach – to acknowledge that adult safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand in hand.

- A consent driven approach – to make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity and consent; and intervening in the life of an adult against his or her wishes only in particular circumstances or very specific purposes and always in accordance with the law.




Dimensions to consider when thinking about neglect, harm or abuse to babies, including unborn babies, children, or young people.

| **Types of Abuse (England and Wales)**<br><br>**Source: Adult Safeguarding: Types and Indicators of Abuse (Social Care Institute of Excellence)** | |
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| **Type of Abuse** | **Definition** |
| 1<br><br>Physical Abuse | Types of physical abuse<br><br>•Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing<br><br>•Rough handling<br><br>•Scalding and burning<br><br>•Physical punishments<br><br>•Inappropriate or unlawful use of restraint<br><br>•Making someone purposefully uncomfortable (e.g., opening a window and removing blankets)<br><br>•Involuntary isolation or confinement<br><br>•Misuse of medication (e.g., over-sedation)<br><br>•Forcible feeding or withholding food<br><br>•Unauthorised restraint, restricting movement (e.g., tying someone to a chair) |
| 2<br><br>Sexual Abuse | Types of sexual abuse<br><br>•Rape, attempted rape or sexual assault<br><br>•Inappropriate touch anywhere<br><br>•Non- consensual masturbation of either or both persons<br><br>•Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth<br><br>•Any sexual activity that the person lacks the capacity to consent to<br><br>•Inappropriate looking, sexual teasing or innuendo or sexual harassment<br><br>•Sexual photography or forced use of pornography or witnessing of sexual acts<br><br>•Indecent exposure |

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| 3 Psychological or Emotional Abuse | Types of psychological or emotional abuse<br>•Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends<br>•Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance<br>•Preventing someone from meeting their religious and cultural needs<br>•Preventing the expression of choice and opinion<br>•Failure to respect privacy<br>•Preventing stimulation, meaningful occupation or activities<br>•Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse<br>•Addressing a person in a patronising or infantilising way<br>•Threats of harm or abandonment<br>•Cyber bullying |
| 4<br>Financial Abuse | Types of financial or material abuse<br>•Theft of money or possessions<br>•Fraud, scamming<br>•Preventing a person from accessing their own money, benefits or assets<br>•Employees taking a loan from a person using the service<br>•Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions<br>•Arranging less care than is needed to save money to maximise inheritance<br>•Denying assistance to manage/monitor financial affairs<br>•Denying assistance to access benefits<br>•Misuse of personal allowance in a care home<br>•Misuse of benefits or direct payments in a family home<br>•Someone moving into a person's home and living rent free without agreement or under duress |

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| | •False representation, using another person's bank account, cards or documents<br>•Exploitation of a person's money or assets, e.g., unauthorised use of a car<br>•Misuse of a power of attorney, deputy, appointeeship or other legal authority<br>•Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship |
| 5<br>Organisational or Institutional Abuse | Types of organisational or institutional abuse<br>•Discouraging visits or the involvement of relatives or friends<br>•Run-down or overcrowded establishment<br>•Authoritarian management or rigid regimes<br>•Lack of leadership and supervision<br>•Insufficient staff or high turnover resulting in poor quality care<br>•Abusive and disrespectful attitudes towards people using the service<br>•Inappropriate use of restraints<br>•Lack of respect for dignity and privacy<br>•Failure to manage residents with abusive behaviour<br>•Not providing adequate food and drink, or assistance with eating<br>•Not offering choice or promoting independence<br>•Misuse of medication<br>•Failure to provide care with dentures, spectacles or hearing aids<br>•Not taking account of individuals' cultural, religious or ethnic needs<br>•Failure to respond to abuse appropriately<br>•Interference with personal correspondence or communication<br>•Failure to respond to complaints |
| 6<br>Neglect and Acts of Omission | Types of neglect and acts of omission<br>•Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care<br>•Providing care in a way that the person dislikes<br>•Failure to administer medication as prescribed |

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| | •Refusal of access to visitors<br>•Not taking account of individuals' cultural, religious or ethnic needs<br>•Not taking account of educational, social and recreational needs<br>•Ignoring or isolating the person<br>•Preventing the person from making their own decisions<br>•Preventing access to glasses, hearing aids, dentures, etc.<br>•Failure to ensure privacy and dignity |
| 7<br>Self-Neglect Types of self-neglect | •Lack of self-care to an extent that it threatens personal health and safety<br>•Neglecting to care for one's personal hygiene, health or surroundings<br>•Inability to avoid self-harm<br>•Failure to seek help or access services to meet health and social care needs<br>•Inability or unwillingness to manage one's personal affair |
| 8<br>Domestic Violence and Abuse | Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.<br>Coercive or controlling behaviour is a core part of domestic violence.<br>Coercive behaviour can include:<br>acts of assault, threats, humiliation and intimidation; harming, punishing, or frightening the person; isolating the person from sources of support; exploitation of resources or money; preventing the person from escaping abuse; regulating everyday behaviour. |
| 9 Modern Slavery | Types of modern slavery<br>•Human trafficking<br>•Forced labour<br>•Domestic servitude<br>•Sexual exploitation, such as escort work, prostitution and pornography<br>•Debt bondage – being forced to work to pay off debts that realistically they never will be able to |

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| 10 Discriminatory abuse | Types of discriminatory abuse<br>•Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)<br>•Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic<br>•Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader<br>•Harassment or deliberate exclusion on the grounds of a protected characteristic<br>•Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic<br>•Substandard service provision relating to a protected characteristic |

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**Categories of Abuse from Working Together to Safeguard Children 2018**

**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. 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 adults, or another child or children.

**Physical abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional abuse**

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

**Sexual abuse**

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

technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Child Criminal Exploitation (CCE)**

CCE is where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. CCE does not always involve physical contact; it can also occur through the use of technology. CCE can include children being forced to work in cannabis factories, being coerced into moving drugs or money across the country (county lines), forced to shoplift or pickpocket, or to threaten other young people.
Some of the following can be indicators of CCE:
• children who appear with unexplained gifts or new possessions;
• children who associate with other young people involved in exploitation;
• children who suffer from changes in emotional well-being;
• children who misuse drugs and alcohol;
•children who go missing for periods of time or regularly come home late; and
• children who regularly miss school or education or do not take part in education.

**Child Sexual Exploitation (CSE)**

CSE occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through the use of technology. CSE can affect any child or young person (male or female) under the age of 18 years, including 16- and 17-year-olds who can legally consent to have sex. It can include both contact (penetrative and non-penetrative acts) and non-contact sexual activity and may occur without the child or young person's immediate knowledge (e.g., through others copying videos or images they have created and posted on social media). The above CCE indicators can also be indicators of CSE, as can:
• children who have older boyfriends or girlfriends; and
•children who suffer from sexually transmitted infections or become pregnant.

**Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
a) provide adequate food, clothing and shelter (including exclusion from home or abandonment);
b) protect a child from physical and emotional harm or danger;

c) ensure adequate supervision (including the use of inadequate care-givers)
d) ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

**Extremism**

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination ; justify discrimination towards women and girls ; persuade others that minorities are inferior ; or argue against the primacy of democracy and the rule of law in our society.