

# City College Stratford

## Safeguarding & PREVENT Policies Jan 2024 v6

The policy merely covers

- Aim and objectives of policy
- Use of technology and Action plan

## Safeguarding Adults Policy Statement

This policy will enable City College Stratford to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. City College Stratford acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable City College Stratford to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- And to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

(No Secrets, Department of Health, 2000)

The policy applies to all staff, including senior managers, management committee members, trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of City College Stratford.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that City College Stratford has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy the City College Stratford will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

**City College Stratford:**

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within the framework, issued under No Secrets guidance (Department of Health, 2000)
- will act within it's confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to Adult and Culture Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult Social Care Direct team as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)

The Designated Named Person for Safeguarding Adults in City College Stratford is Mahabub Sumon, Safeguarding Officer, 07903726642

They should be contacted for support and advice on implementing this policy and procedures.

## **Procedures Template**

### **1. Introduction**

City College Stratford provides education or training service to Locally or nationally based people. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by City College Stratford. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. City College Stratford is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

### **2. Preventing abuse**

City College Stratford is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within City College Stratford will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- Equal Opportunity and Diversity Policy
- Complaints Policy and Procedure
- Whistle blowing Policy and Procedure
- Privacy Policy
- Disciplinary policy and procedure
- Data Security and Protection Policy with GDPR
- Recruitment and Selection Procedure Policy

City College Stratford is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include Disclosure and Barring Service (DBS) for staff and volunteers, ensuring references are taken

up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a Disclosure and Barring Service (DBS).

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

### **3. Recognising the signs and symptoms of abuse**

City College Stratford is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. City College Stratford will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

#### **Abuse includes:**

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs

- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

### **Delivering learning online safely (Covid-19 like situation)**

Delivering learning online has its own unique safeguarding implications over and above those which are normally important for delivering learning to adults. These particularly apply to privacy and data protection, professionalism, safe use of technology and staff welfare.

Existing safeguarding policies still apply, so tutors and learners should be aware of their general responsibilities and the procedures for reporting safeguarding issues.

Staff and tutors delivering learning online should be aware of the following:

#### **Privacy and Data Protection**

- All learners should agree to an online code of conduct before taking part in learning sessions. This should include agreements on recording, image sharing, language, punctuality, privacy for members of a learner's household and other classroom norms such as respect and politeness.
- The time, date, attendance and length of online sessions with learners should be documented, as appropriate. Where possible, live events should be recorded by providers (with consent from learners) in case of future dispute.
- Providers should be clear about how recordings will be stored, how long they will be kept for and who will have access to them in line with Data Protection requirements.

- Where possible, staff should not use personal phones, emails or social media accounts to contact learners.
- If staff members are accessing learners' contact details at home, they must comply with the Data Protection Act 2018.
- Any resources shared should take licensing and copyright into account.

### Professionalism

- When taking part in online learning, staff and learners should ensure they are in a private environment and make sure that backgrounds in videos do not share any personal information or inappropriate content.
- Staff should continue to follow professional appearance/behaviour expectations and maintain professional boundaries.
- One-to-one contact with any learner should only take place by telephone or written communication using a work phone (or a phone with a blocked number).

### Safe use of technology

- All staff should use provider-approved communication channels and not use any personal accounts. This includes blocking personal phone numbers.
- Delivery staff should keep online sessions as invitation-only and maintain privacy settings on posted materials.
- Learners should be given information on how to turn off cameras if needed.
- Tutors should be mindful of language and personal support to learners online as acceptable classroom behaviour can be misinterpreted online.

### Staff Welfare

- Additional technical support and guidance should be given to staff lacking skills or confidence.
- Staff should not be required to live stream sessions where other options are possible

## 4. Designated Named Person for safeguarding adults

City College Stratford has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person(s) for Safeguarding Adults within City College Stratford is/are:

Designated Named Person for Safeguarding Adults :

**Mahabub Sumon**

**Phone Number: 07903726642**

**Email: [M.Sumon@citycollegestratford.com](mailto:M.Sumon@citycollegestratford.com)**

### **Deputy Safe Guarding Officers details**

**Dr. Mizanur Rahman Phone number: +44 7359 178875**

**Alima Akhter Phone Number: +44 7518 822489**

#### **5. Responding to people who have experienced or are experiencing abuse**

City College Stratford recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them 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

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organisation

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of the management committee, a



trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

#### **Adult Social Care Direct**

Phone: 020 33730440

Available: 24 hours.

#### **Safeguarding Adults Unit**

Phone: 020 33730440

Available: 24 hours.

#### **London Police**

Phone: 999

Available: 24 hours.

<b>Date</b>	<b>15<sup>th</sup> Jan 2024</b>
<b>Names</b>	<b>Dr. M Rahman M Sumon</b>
<b>Review Date</b>	<b>15<sup>th</sup> Jan 2024</b>
<b>Current Version</b>	<b>V6</b>
<b>Next Review Date</b>	<b>17<sup>th</sup> Jan 2025</b>