

City College Stratford

Safeguarding Policy January 25 **v7**

The policy merely covers

- Safeguarding policy statement
- Policy and procedures including reporting and actions

Safeguarding Policy Statement

This policy will enable City College Stratford (CCS) to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. The CCS acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse over any of its staffs and students including their family members and children to ensure their safety and security.

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 CCS 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.

The purpose of this safeguarding policy is to protect people including learners and their family members where applicable, staffs, visitors and all other people who work with CCS from abuse, neglect, and harm. 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 CCS regardless their age, gender, race, background, disability and so on to protect them well.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that CCS 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 safeguarding policy, the CCS will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse

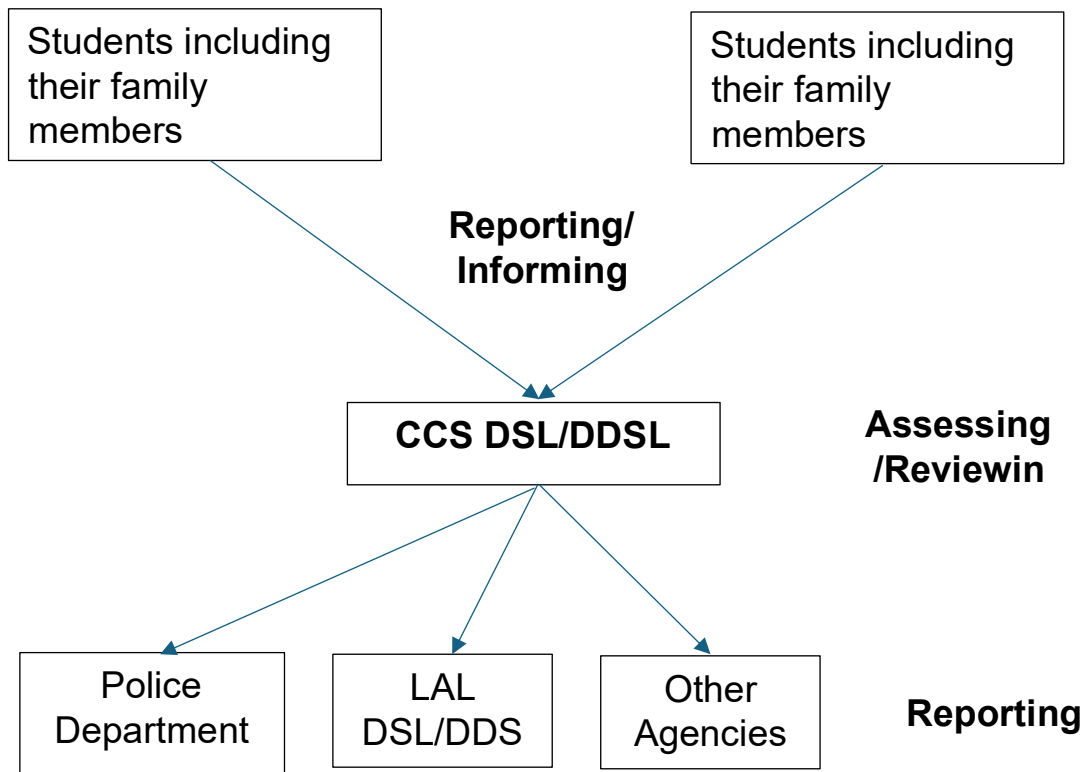
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit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

This policy should be read in conjunction with the following policies to understand how safeguarding policy and procedure is implemented across the CCS:

- 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 (CCS):

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures in place such as how to report an incident or safeguarding issue to the Designated Safeguarding Lead (DSL) or Deputy (DDSL) if the absent of DSL filling or without filling a safeguarding reporting form.
- will work with other agencies within the framework, issued under No Secrets guidance (Department of Health, 2000)
- will act within its 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 DSL understands his/her responsibility and assess the safeguarding issues/situation until they are resolved fully and refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate) including police department and Lambeth council where required.



Flowchart – How CCS deals with safeguarding issues

The Designated Safeguarding Lead (DSL) for Safeguarding Adults at 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

The City College Stratford (CCS) 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 the CCS. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. The CCS is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody’s responsibility and they ensure that all managers, trustees of the organisation,

management committee members, staff and volunteers act appropriately in response to any concerns around adult abuse as early as possible to minimise the impacts.

Safeguarding below shows the specific elements which make up safeguarding for our students and staffs but they are not limited to.



- Attendance and punctuality – poor attendance and punctuality lead to many safeguarding issues or concerns
- School/college policies – that are related to safeguarding such as health and safety policy, prevent policy and so on
- E-safety – safety for online while students and staffs do their work online
- SEN/D and Inclusion – students with special educational needs and disabilities could be risks while they are at CCS premises in the case of emergency evacuations and so on
- Buildings/environment – should be secured at all time
- Health and Safety – fire exit signs, smoke detectors, fire alarms, and so on should be tested on regular interval and working well at all time

- Governance – CCS' Designated Safeguarding Lead (DSL) ensures implementing and enforcing policies and procedures that protect all individuals from harm, including clear lines of responsibility, reporting mechanisms, and regular reviews to ensure safeguarding practices are effective across an organization; essentially, good governance creates the foundation for a robust safeguarding system.
- Curriculum – should include safeguarding including online safety, reporting concerns, personal boundaries, first aid and awareness of potential risks
- Child protection – though CCS does not provide any education to any children below 18 years but they are fully aware about child protection as students and staffs may have their children, and their health and safety, and welfare may affect them at home or outside CCS.

2. Preventing abuse

The CCS 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 CCS will be treated with respect.

CCS is committed to implement safer recruitment policies and practices for paid staff, trustees and volunteers. Each staff's background is checked, and references are collected and reviewed to ensure that he/she has no sanctions or restrictions to work at the college. 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 City College Stratford will work within the current legal framework for reporting staff or volunteers that are abusers. For example, if any staff becomes an accuser, he/she will be reported to the police for persecution and job will be terminated immediately following job contract.

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

The CCS 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 and practise at the college premises. They all will ensure that they know what to do or how to report if there is any concern or if any sign and/or symptoms of abuse is found over any students. The CCS will ensure that the DSL, DDSL and other members of staff, trustees and volunteers have access to training around Safeguarding Adults and safety and

security to all individuals recognising the signs and symptoms of abuse as early as possible.

The Care Act 2014 defines abuse and neglect as any behaviour that is harmful to a person. The Department of Health's 2000 document No Secrets defined abuse as the violation of someone's human and civil rights. This could be done by inflicting harm or by failing to act to prevent harm. Although CCS does not educate children under the age of 18, they do train their staff and learners on how to recognize the different signs and symptoms of adult and child abuse. CCS believes that if an adult student's (or staff's) child is abused or harmed, the student (or the staff) will also be affected. Signs and symptoms of adult and child abuse includes the following:

- 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

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 while they are online. Staff and tutors delivering learning online should be aware of data protection and use of technologies.

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 while they will communicate with learners. 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. DSL for safeguarding adults including learners and their children

CCS has an appointed person, the DSL, who is responsible for dealing with safety concerns for adults, including learners and their immediate family members such as their children. In the absence of DSL, a deputy will be available for workers to consult with. The DSL and DDSLs for Safeguarding Adults within CCS are given below.

Designated Safeguarding Lead's details:

Mahabub Sumon

Phone Number: 07903726642

Email: M.Sumon@citycollegestratford.com

Deputy Safeguarding Leads 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

The CCS 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 we receive an allegation from any individuals:

- Reassure the person concerned

- Listen to what they are saying
- Record what they 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 and confidentially.
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret.

If we witness abuse or abuse has just taken place the priorities will be given for the following:

- An ambulance will be called if required
- The police will be called if a crime has been committed
- The evidence or area of the scene will be reserved
- Keeping ourselves, staffs, learners, volunteers and service users safe
- Informing the DSL/DDSL of CCS for reporting and/or recording.

Through inductions, CPD trainings and all other means CCS encourages all adults including learners and staffs to discuss all safeguarding issues including their concerns with the DSL and/or DDSL as early as possible. It is expected that staffs and students will complete the Safeguarding reporting form for future reference but it is not mandatory. They can discuss their concerns verbally or informally as well. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the DSL or the DDSLs 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 available 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 DSL 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 where required.

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.

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