



SAFEGUARDING ADULTS' POLICY AND PROCEDURE

This document should be read in conjunction with Berkshire Safeguarding Partnership policies 2024 and Slough and RBWM Safeguarding partnerships, the Dash Charity Maintaining Professional Boundaries Policy 2025 and the Dash Charity Anti-Abuse Policy 2025 and Care Act 2014.

Safeguarding and the protection of adults at risk (of harm) is everyone's responsibility. All Safeguarding concerns will be documented on the Oasis Safeguarding log (The Dash Charity data base) and reviewed by the Safeguarding trustee quarterly.

Introduction

The legal definition of adults at risk under the Care Act 2014 (England) is an adult aged 18 or over:

- Has needs for care and support (whether or not those needs are being met by the local authority)
- Is experiencing or at risk of abuse or neglect
- As a result of those care and support needs, is unable to protect themselves from the risk of, or the experience of abuse or neglect

The focus is on circumstances causing risk rather than labelling an individual as "Inherently vulnerable" and applies to all safeguarding duties under the Care Act.

Everyone is entitled to live their life free from violence and abuse. Adults at risk in our care should be protected from abuse from other residents, children, staff or volunteers. This policy aims to enable The Dash Charity's employees and volunteers to recognise, prevent and report abuse.

Within Safeguarding adults, capacity refers to the ability for an individual to make decisions for themselves (Mental capacity act 2005) with 5 factors to consider:

- Presumption of capacity
- Assessing capacity
- Best interests
- Safeguarding implications
- Consent and capacity

There are six principles of safeguarding adults are part of the UK's Care Act 2014 framework, designed to protect adults at risk of abuse or neglect. These principles guide professionals and organisations in their safeguarding duties and include:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

An adult at risk (of harm) is someone over the age of 18 who is at risk by reason of old chronological age, young mental age, infirmity or disability (including mental disorder within the meaning of the Mental Health Act 1983, amended in 2007) they may be unable to take care of themselves or to protect themselves from others.

Adults at risk of harm may:

- Have communication difficulties
- Suffer from emotional problems
- Have difficulty understanding certain decisions or transactions
- Be victims of discrimination and abuse
- Have low self-esteem
- Be less likely to be served well by the criminal justice system
- Have limited life experience and find it difficult to anticipate abusive situations
- Need help with personal care
- Be dependent on others for their basic needs
- Be socially isolated in terms of friendships, family etc.

The Berkshire Multi-Agency Safeguarding Adults Policy and Procedures (2019) identifies the framework for The Dash Charity. The East Berkshire Safeguarding Adults Workforce Development Strategy 2019 provides the strategic direction to ensure we are able to respond to safeguarding matters. We apply the below into our practice:

- All people within our community have the basic human rights to dignity, freedom and respect.
- 'Safeguarding Adults' relates to all work which enables an adult 'who is, or may be, eligible for community services and who may be at risk of significant harm or exploitation to retain independence, well-being and choice and to be able to live a life that is free from abuse and neglect.'
- It is the responsibility of individual agencies to ensure that appropriate levels of training are accessed.
- Each training level has related competencies. Following attendance at training, attendees will be expected to demonstrate these competencies within their work role.
- Safeguarding Adults Level One Training is essential training for all The Dash Charity staff.
- The partnership's training strategy advocates that training is made available to and/or specifically tailored for service users and carers e.g. 'how to make a complaint about abuse or neglect'.

No recourse to public funds (NRPF)

The Care Act 2014 stipulates that adults can now access care and support in the same way that every other adult would and are also subject to the same eligibility criteria. This also goes hand in hand with paragraph 3, Schedule 3 Nationality Immigration Asylum Act 2002 which says that the Local Authority is required to provide care and support if not doing so would breach a person's human rights.

Raising issues of suspected abuse or neglect

Where personnel suspect abuse or neglect has occurred, it should be raised with a line manager in the first instance. The line manager will then initiate the Complaints and Allegations policy and procedure.

Multi-agency Approach

Safeguarding is about preventing abuse and neglect as well as promoting good practice for responding to concerns on a multi-agency basis. Presently, there is no legislation that places a statutory duty to co-operate on any agencies involved in safeguarding adults. However, the Department of Health 'No Secrets' document has been replaced with chapter 14 of the Care Act 2014 which requires the establishment of Safeguarding Adults Boards, thereby enforcing the need for partnership working.

The Safeguarding Adults Partnership Board will conduct a Safeguarding Adults Review (SAR) in cases involving the death of an adult in which abuse or neglect is known or suspected. A SAR will also be held if an adult suffers a life-threatening injury, serious sexual abuse or serious or permanent impairment as a result of known or suspected abuse or neglect, particularly where the Adult was known to services and/or acknowledged to be at risk of harm.

Organisations represented on the Adults Safeguarding partnerships include:

- Berkshire Care Association
- Berkshire East Primary Care Trust
- Berkshire Healthcare Foundation Trust
- Bracknell Forest Council
- Commission for Social Care Inspection
- Heatherwood & Wexham Park Hospitals NHS Foundation Trust
- Royal Borough Windsor Maidenhead (RBWM)
- Slough Borough Council
- Thames Valley Police
- South Central Ambulance Service
- Probation Service
- Health Watch

Multi-agency working is vital to The Dash Charity's processes and encourages a coordinated approach to Safeguarding Adults from abuse. An increased understanding of everyone's roles in Safeguarding Adults process and a coordinated approach to Safeguarding adults from abuse.

Where there is cause for concern for an adults safety and wellbeing, practitioners should consult the [Berkshire Safeguarding Adults Policy and Procedures](#) the purpose of which is

to support staff to respond appropriately to allegations of abuse. A direct link to these Procedures can be found on the Dash Toolbar.

[Adult Safeguarding and Domestic Abuse](#) The local Government Association and the Association of Directors of Adult Social Services has published a guide that describes the overlaps between safeguarding and domestic abuse with the approaches and legal frameworks for domestic abuse that can be used in the safeguarding context.

Staff members should consult a line manager where there have been allegations of abuse and a decision to share information will be made in the Data Protection Act 2018. All discussion and actions taken should then be recorded on The Dash Charity's Oasis safeguarding log and fully recorded in client case notes.

The Dash Charity is committed to staff training and Level 1 Safeguarding Adults training will be completed by all staff members and volunteers as a core training module. This will be refreshed every three years.

Summary of main forms of abuse

These are examples only and the list is not exhaustive.

Physical Abuse

- Hitting
- Slapping
- Kicking
- Inappropriate restraint or sanctions

Emotional/Psychological Abuse

- Intimidation
- Humiliation
- Harassment
- Controlling
- Coercion

Neglect/Deprivation

- Neglect of physical and emotional needs
- Deprivation of food, clothing or medical attention
- Denial of basic right to make informed choices

Sexual Abuse

- Unwanted physical and sexual contact
- Intercourse with someone who lacks the capacity to consent
- Rape
- Indecent exposure
- Displaying pornographic literature or videos

Financial Abuse

- Misuse and/or misappropriation of monies, benefits or property

Discrimination

- Unfair treatment based on colour, age, disability, sexual orientation, gender definition, religion or status

Institutional Abuse

- Neglect and poor professional practice may lead to other forms of abuse

Indicators of Abuse

Staff and volunteers should make themselves aware of behaviours which may indicate abuse, including but not restricted to:

- Seeking shelter or protection
- Unexplained reactions towards particular individuals
- Unexplained reactions towards particular settings
- Frequent or regular visits to the GP or hospital
- Unexplained change in material circumstances
- Destruction of physical environment
- Chronic sleep disturbance
- Self-harm
- Obsessive behaviour
- Extreme physical and/or emotional dependence

Organisational factors which may contribute to abuse include:

- Inadequate staffing
- Inadequate staff supervision or support
- Insufficient training
- Rigid routines
- Closed communication channels

Risk Assessments

The Dash Charity conduct Safelives DASH risk assessments at point of referral to service to ascertain the appropriateness of the service to the client. The risk assessment informs the type of support which each individual client receives from the service. This, along with key working sessions, shapes the support plan.

Security

The Dash Charity completes enhanced Disclosure Barring Check (DBS) for all employees and volunteers working with adults at risk of harm and children. These checks are renewed every three years.

GDPR and Data Protection Act 2018

It is The Dash Charity's policy to maintain clear and accurate records of all the information handled within its services. This is important not just for good practice, but also because such records may be used as evidence if there is a case brought regarding suspected neglect or abuse. The Act covers the recording and sharing of personal information. Personal data must be recorded and shared lawfully and must only be shared if disclosure is either:

- Agreed by the client
- Required by court order or legal duty
- Necessary to protect the clients 'vital interests'
- Necessary to carry out a statutory function e.g. duty to assess

It is important that the client has the capacity to make decisions about data sharing meaning that they are able to understand and retain the information and use it to inform a decision. Clients should be assumed to have capacity unless they are shown not to.

Reducing Risk of Allegation

In order to reduce the risk of allegation of abuse from clients it is important that personnel ensure that they follow the Dash Charity Maintaining Professional Boundaries policy and The Dash Charity Code of Conduct.



Safeguarding Children Policy

This document should be read in conjunction with Berkshire Safeguarding Partnership policies 2024 and Slough and RBWM Safeguarding partnerships, the Dash Charity Maintaining Professional Boundaries Policy 2025 and the Dash Charity Anti-Abuse Policy 2025.

Safeguarding and the protection of children is everyone's responsibility. All Safeguarding concerns will be documented on the Oasis Safeguarding log (The Dash Charity data base) and reviewed by the Safeguarding trustee quarterly.

This document offers a comprehensive guide to The Dash Charity duties and its employee's duties to safeguard children and young people. The Safeguarding lead is responsible for updating and circulating new information and changes in legislation for this policy.

All new employees, returning to work employees, students, volunteers, interns and apprentices should familiarise themselves with section 1 and 2 within their induction period and then refresh their understanding periodically. This will be overseen by their supervisor.

Sections 3 and 4 should be read within the first 12 weeks of employment as part of a staff member's induction, and they should discuss the contents with their supervisor to demonstrate understanding.

Contents:

Section 1 - Overview

- 1.1 Introduction
- 1.2 Summary of The Dash Charity Child Protection Policy
- 1.3 Designated Child Protection Co-ordinator
- 1.4 What to do if you are worried a child is being abused

Section 2 - The Dash Charity Safeguarding Policies and Procedures

- 2.1 Procedure for reporting concerns
- 2.2 Responding appropriately to a child making an allegation of abuse
- 2.3 Procedure to be followed if a child or young person is felt to be at risk of abuse
- 2.4 Confidentiality Policy and Regulations in relation to Child Protection
- 2.5 Making a Professional Judgment
- 2.6 Power and Positions of Trust

Section 3 – Appendices

- 3.1 Definitions of terms referenced
- 3.2 Definitions of Abuse
- 3.3 Prevention Education: Child Protection
- 3.4 Working in Partnership Policy
- 3.5 Recruitment and Selection Procedures
- 3.6 Vetting and Barring
- 3.7 Online training resource

Section 1 Overview

1.1 Introduction

The Dash Charity has a responsibility for the safety of children under its care. The organisation recognises that good safeguarding policies and procedures are of benefit to everyone; including team members, as they can help protect them from erroneous or malicious allegations.

The welfare of children and young people is paramount to the ethos. The DASH Charity is committed to practices which protect children from harm. All team members who have access to or contact with children and young people are required to:

- recognise and accept their responsibilities
- develop awareness of the issues which can cause children harm
- report concerns following the procedure below

The organisation will ensure the safeguarding of children by:

- a) adopting Safeguarding Partnerships procedures and The DASH Charity codes of practice for all who work on behalf of the organisation
- b) reporting concerns to the relevant authorities
- c) carefully following procedures for recruitment and selection of staff, students and volunteers
- d) providing effective management for staff, students and volunteers through supervision, support and training

The DASH Charity work in partnership with the Slough and RBWM Safeguarding Partnerships, our Domestic Abuse Co-ordinators, Ofsted, our inspectorate and other relevant agencies to ensure that the information in this document reflects National Policy and Guidelines.

1.2 Summary of The DASH Charity Child Protection Policy

- All team members working on behalf of The DASH Charity accept responsibility for the welfare of children who come into contact with the organisation in connection with its tasks and functions, and that they will report any concerns about a child or somebody else's behaviour, using the procedures laid down
- All operational managers, namely Refuge Manager, Advocacy and Outreach Manager, and Chief Executive will act as designated safeguarding lead officers who will take action following any expression of concern and the lines of responsibility in respect of child protection are clear.
- All staff know how to make appropriate referrals to child protection agencies.
- All those who are involved with children on behalf of The DASH Charity should adhere to the Standards of conduct, performance and ethics – Health and Care Professions Council.
- Information relating to any allegation or disclosure will be clearly recorded as soon as possible, and there is a procedure setting out who should record information and the timescales for passing it on.
- The Children Act 1989 states that the “welfare of the child is paramount” (s1 Children Act 1989). This means that considerations of confidentiality which might apply to other situations should not be allowed to over-ride the right of children to be protected from harm. However, every effort should be made to ensure that confidentiality is maintained for all concerned when an allegation has been made and is being investigated
- The organisations and workers 'duty of care' to children will be referred to or included in recruitment, training, moderation and policy materials where

appropriate. The policies are openly and widely available to team members and actively promoted within the organisation.

- A culture of mutual respect between children and those who represent The DASH Charity in all its activities will be encouraged, with team members modelling good practice in this context.
- All team members, students, volunteers and anyone in paid or unpaid work on behalf of The DASH Charity will be checked appropriately, through the process of enhanced DBS checks, induction, references and supervision.
- It is part of The DASH Charity acceptance of its responsibility of duty of care towards children that anybody who encounters child protection concerns in the context of their work will be supported through the disclosure when they report their concerns in good faith.

1.3 Designated Child Protection co-ordinator

The Refuge Services Manager and the Advocacy & Outreach Manager are designated to uphold all safeguarding practice, policies and procedures.

Their roles are to:

- know which outside (external) child protection agency to contact in the event of a child protection concern
- provide information and advice on child protection within the organisation
- ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover
- liaise with local social care and other agencies, as appropriate
- keep relevant people within The DASH Charity informed about any action taken and any further action required.
- ensure that a proper record is kept of any child protection referral and action taken, and that this is kept safely and in confidence
- co-ordinate training logs and advise Management of safeguarding children training needs
- Oversee the central organisation safeguarding log and prepare a quarterly update for the Board of Trustees
- Liaise with Safeguarding Partnerships

1.4 What to do if you are worried a child is being abused¹

Everyone working with children and young people should be familiar with local procedures and protocols for safeguarding the welfare of children and young people. Team members have a duty to report any child protection or welfare concerns to a designated member of team members in their organisation and/or report any concerns to the local social care office or the social care team that is currently working with that family. Anyone who has concerns or is in doubt should refer to the document '**What to Do if You're Worried a Child Is Being Abused**' and follow that guidance. This guide is available at the office in each house. Confidential advice can be sought from NSPCC on their helpline. Guidance can also be found online at <http://proceduresonline.com/berks/> and '**Working Together to Safeguard Children 2023**'²

Section 2 The DASH Charity Safeguarding Policies and Procedures

2.1 The DASH Charity Procedure for Reporting Concerns

Team members could have their suspicion or concern raised in a number of ways, the most likely of which are:

- the conduct of a member of The DASH Charity team
- a child "disclosing" abuse
- bruising (unexplained/ suspicious/ severe) or evidence of physical hurt, which may or may not be accompanied by
- unusual behaviour by a child
- disclosure from an Adult around a child witnessing/experiencing domestic abuse

If a member of the team has such concerns they should be reported to a Manager.

Concerns about a specific child should be reported immediately by telephone to Management or other staff member and confirmed in writing within 24 hours. Delay could prejudice the welfare of a child. If the concerns relate to the conduct of a member of a team these should be reported by phone to a manager at the earliest opportunity.

Management will consider the concerns and either escalate using own procedures or refer this immediately to the authorities or, after taking appropriate advice (which may include discussing the circumstances on a confidential basis with the local social care services), decide not to refer the concerns to the authorities but keep a full record of the concerns.

The DASH Charity has a duty to make enquiries where there is reason to believe that a child is at risk of significant harm.

Harm is defined as ill treatment, impairment of health, or impairment of physical, emotional, intellectual, social or behavioural development.

If you think a child or young person is suffering harm, or is at risk of harm, you should follow the procedure outlined above.

2.2 Responding Appropriately to a child Making an Allegation of Abuse

- Stay calm and help the child remain as comfortable / relaxed as possible. Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Tell the child that the matter will only be disclosed to those who need to know about it.
- Allow the child to continue at her/his own pace.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next, and with whom the information will be shared.
- Record in writing what was said, using the child's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional child protection agencies, following a referral from the designated child protection person in the organisation.

2.3 Procedure to be followed if a child or young person is felt to be at risk of abuse

It is important to give the young person the message that children and young people will be safeguarded and protected from abuse.

When any adult becomes aware of an incident or allegation the following action should be taken:

- 1) Take any action necessary to protect the child/young person. All risks should be assessed, including appropriate supervision of the young person involved.
- 2) Inform a manager and discuss action to be taken.

- 3) Record the following details on a cause for concern form (see appendices);
 - Nature of the allegations/concern and the relevant parties involved
 - Action taken to safeguard the child at risk, and record who has been informed
- 4) The worker receiving the allegation or if applicable witnessing the incident, should record exactly what the victim has said and their use of words rather than trying to interpret this at this stage. The worker's direct duty is to protect the alleged victim from further abuse, but there is also a responsibility (until more is known about the allegation) to respect the rights and position of the alleged abuser.
- 5) Once the Designated Person has been informed of the allegations, they, in turn, should ensure that the following have also been informed.
 1. The relevant social worker if allocated
 2. Those with parental responsibility (other than the social worker) if appropriate (after discussion between staff and Social Worker)
 3. Manager/Chief Executive at The DASH Charity.

The central safeguarding Log on Oasis should then be updated.

Note: The child's permission and their social worker's consent where appropriate and if relevant the consent of the person/s holding parental responsibility should be sought prior to discussing a referral about a child with other agencies, unless seeking permission may itself place the child at increased risk of significant harm. If the allegation of abuse has come from a third party, not another professional, permission needs to be sought from them before disclosing their personal details. Where the police become involved the timing of the decision about when to involve the perpetrator will have a bearing on the conduct of police allegations.

4. The child who may have been a victim of abuse should be made aware of their rights e.g. access to the children's rights service or their right to report the matter to the police. In turn, the accused young person/ adult should also be made aware of their rights, if it is appropriate for you to speak to them.

5. A meeting should take place between the professionals involved to discuss how the safety and welfare of all young person/ people/ adult involved be safeguarded and protected. Following the outcome of the investigation reports will be dispatched promptly to the relevant agencies.

Note: When referring a child protection concern to the Local Authority children's social care, they will seek information on the nature of concerns, how and why they have arisen and what appear to be the needs to the child. This will result in a decision about what action needs to be taken, if any to safeguard the child immediately. It is the team member's responsibility to confirm the concern in writing within 24 hours, a copy of this should be kept on file at The DASH Charity. The Common Assessment Framework should be used to structure the written referral. The Local Authority children's social care should acknowledge a written referral within one working day of receiving it.

2.4 Confidentiality Policy and Regulations means that team members:

- be clear about when information can be shared and in what circumstances it is

appropriate to do so

- are expected to treat information they receive about children and young people in a discreet and confidential manner
- should seek advice from a senior member of the team if they are in any doubt about sharing information they hold, or which has been requested of them
- need to know to whom any concerns or allegations should be reported

2.5 An important note about making a professional judgment

This guidance cannot provide a complete checklist of what is or is not appropriate behaviour for team members in all circumstances. There may be occasions and circumstances in which team members have to make decisions or take action in the best interests of the child or young person which could contravene this guidance or where no guidance exists. Individuals are expected to make judgements about their behaviour in order to secure the best interests and welfare of the children in their charge. Such judgements, in these circumstances, should always be recorded and shared with a senior manager or if the adult does not work for an organisation, with the parent or carer. In undertaking these actions individuals will be seen to be acting reasonably.

Team members should always consider whether their actions are warranted, proportionate and safe and applied equitably.

2.6 Power and Positions of Trust

As a result of their knowledge, position and/or the authority invested in their role, all team members working with children and young people are in positions of trust. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over children and young people and the responsibility they must exercise as a consequence of this relationship.³

A relationship between an adult and a child or young person cannot be a relationship between equals. There is potential for exploitation and harm of children at risk and young people. Team members have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

Team members should always maintain appropriate professional boundaries and avoid behaviours which might be misinterpreted by others. They should report and record any incident with this potential.

It is an offence for an adult 18 years or over, in a position of trust to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity.

If an employee begins a relationship with an adult who has been but is no longer in the care of The DASH Charity, it is at their discretion to inform The DASH Charity's Management.

If concerns that a staff member could be abusing a child – management should consider whether to contact the LADO, [Local Authority Designated Officer - Slough Children First](#)

Local Authority Designated Officer (LADO) LADO@acheivingforchildren.org.uk

Achieving for Children

Richmond, Kingston and Windsor & Maidenhead LADO Service

07774 332 675

3.1 Definitions of terms used in this document

Children and Young People: Throughout this document references are made to "children and young people". These terms are interchangeable and refer to children who have not yet reached their 18th birthday. This guidance, however, also has value for those working with children at risk team members.

Team members/adults: References to 'team members' or 'adults' or 'volunteers' refer to any adult who is employed, commissioned or contracted to work with or on behalf of, children and young people, in either a paid or unpaid capacity.

Manager: The term 'manager' refers to those adults who have responsibility for managing services including the supervision of employees and/or volunteers at any level.

Employer: The term 'employer' refers to the organisation which employs, or contracts to use the services of individuals in pursuit of the goals of that organisation. In the context of this document, the term 'employer' is also taken to include 'employing' the unpaid services of volunteers.

Safeguarding: Process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully⁴.

Duty of Care: The duty which rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible. Any person in charge of, or working with children and young people in any capacity is considered, both legally and morally to owe them a duty

3.2 Definitions of Abuse

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. It may be the result of a deliberate act but could also be caused through the omission or failure to act to protect.

Emotional Abuse

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Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of ill-treatment 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, whether or not the child is aware of, or consents to, what is happening. It may involve physical contact, including rape or oral sex, or non-penetrative acts such as fondling. Boys and girls can be sexually abused by males and/or females, and by other young people. It also includes non-contact activities such as involving children in watching or taking part in the making of pornographic material or encouraging children to behave in inappropriate ways.

Neglect

Neglect is 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. It may involve failing to provide adequate food, shelter and clothing, or failing to ensure that a child gets appropriate medical care or treatment.

Please note there are forms of abuse such as financial abuse, although in general these come into emotional abuse as a betrayal of trust.

Indirect Abuse

Children may suffer from abuse directly or indirectly. Witnessing/ overhearing any form of abuse is likely to have an effect on a child's behaviour, emotional and physical development, cognitive functioning, attitude and can result in long term difficulties. Where it is known that abuse occurs within a family/ home, team members should consider the risks to the child, and liaise with Child Protection professionals to ensure the necessary monitoring and support is offered to safeguard the child. Further more, any further concerns relating to the child should be reported through the child protection procedure outlined in this policy.

3.3 Prevention Education: Child Protection

- It is important to get the clear message over that it is morally wrong for sexual encounters between a child/young person and an adult to occur.

- Team members will be provided with external and internal guidance/training. Safeguarding Children Level 1 will be undertaken by all staff every three years. All designated Officers will undertake Level 3 Safeguarding training every three years.
- Team members will be provided with relevant information about child protection. All should be aware of the Berkshire Area Safeguarding Procedures. Team members will also be encouraged to carry out their own research on Child protection and the law.
- All team members will be provided with The DASH Charity Safeguarding Procedures prior to employment.
- The involvement of team members is important. Team members can provide constant reinforcement and clarification of learnt themes. They can also provide support for the very small number of children/young people who may be distressed. Children/young people will get the feeling that team members/ child workers are on their side and subsequent communication may be improved.
- Sex education is important. If children/young people do not have knowledge about sex-related matters they may not understand the significance of what has happened to them and may not have the necessary language to tell someone about it. If team members persist in feeling awkward about raising issues about sex, children/young people learn that it is something not to be discussed with adults. This will be addressed through awareness sessions and direct work.
- Self-esteem is an extremely important issue when working with children/young people at risk of harm. In some studies, children/young people with higher self-esteem showed more improvement after the intervention. This Research has shown that children/young people with low self-esteem are more likely to be victims of abuse. This will be addressed through awareness sessions and direct work.
- It is important to teach children/young people problem-solving strategies. Younger children in particular are more unrealistic in the solutions they offer to sensitive problems presented to them. Teaching problem-solving strategies, and practice, should aid consistency in choosing effective strategies when required. This will be addressed through awareness sessions and direct work.
- Some of the concepts are difficult for young children to grasp. It's important any work carried out is consistent and meets their individual needs. All the work of The DASH Charity takes into account varying communication and learning needs.
- There may be difficulties for children/young people in discriminating against 'bad' sexual touches if other 'bad' touches are allowed e.g. physical punishment. Under no circumstances should workers use physical force towards any child/young person. This would be grounds for instant dismissal.
- Preventive education changes what a large number of children/young people say they will do but may not actually change their behaviour in an abusive/ dangerous scenario.
- Appropriate role play/one to one/direct work is a particularly effective method for reinforcement and learning.

3.4 Working in Partnership Policy

The DASH Charity must ensure that they maintain a good standard of partnership working with both children/young people and their mothers. The DASH Charity must also work in partnership with outside agencies and ensure that communication is consistent and concise. By maintaining partnership working as a whole, it helps to maintain consistency throughout the organisation and give the young person a sense of belonging and importance.

Partnership with Children and Young People

It is important to encourage open and honest dialogue between social care practitioners and children/young people themselves. At The DASH Charity, we deem it vital that children/young people feel valued and feel able to voice their opinions freely.

At The DASH Charity, we make every effort to help young people to become actively involved in the decision making process and take into account learning or language differences. Some of the steps that we take to work in partnership with young people are as follows:

- All comments made by children/young people are thoroughly discussed and respected and feedback is not tokenistic but specific to the comment made and genuine.
- Children/young people, who have language or learning differences, will be given the correct support to communicate their views.
- Display information in posters and booklets which outline the need for children/young people to stay safe and secure.
- Display complaints procedures and contact details for outside agencies should children/young people have concerns or queries.
- Ensure that all documents relating to our purpose state boundaries clearly and outline all unacceptable behaviours such as, bullying, or racism. These can be found in our guide for children.
- Ensure that consequences for actions are discussed and children/young people are aware of why consequences are in place and how they can avoid them.
- Team members discuss consequences on a regular basis and ensure that they are relevant to the behaviours exhibited and are consistent.

Partnership with Parents

By working in partnership with mothers, team members can maintain consistency throughout a child/young person's life and monitor issues for concern.

Working in partnership with parents may include:

- Encouraging involvement wherever possible, for example, day to day activities trips during the holidays, reading, and homework.

- Sending identification letters to all parents/guardians to inform them of the names of members of team members. Also, updating parents/guardians when members of team members leave the organisation or new members join.
- Obtaining consent for all activities either as a group or as an external activity.
- Ensuring that communications between The DASH Charity and mother's takes communication or language differences into account.
- Involving mothers, as well as young people, in the development of policies relating to issues such as bullying, racism, sectarianism, sexism etc.
- Responding to complaints immediately and professionally and setting the conditions and intentions of the organisation firmly and in a way that leaves no room for ambiguity.

The DASH Charity does not make assumptions about the child/young person's family based upon our own beliefs and experiences.

Partnership with Outside Agencies

At The DASH Charity, we view our relationship with outside agencies as being integral to the work we do. If communications are not clear and concise, this can lead to inconsistencies in the care that young people receive. Team members deal with all comments and queries in a professional manner and promote consistent sharing of information with relevant outside agencies. In the community, The DASH Charity also works in partnership with key people (Local Safeguarding Partnerships) . It is important that we create a culture within The DASH Charity whereby everyone feels comfortable in communicating with one another.

3.5 Recruitment and Selection Procedures

Appropriate recruitment and selection procedures for team members and examiners in the context of child protection have been adopted by The DASH Charity and include the following.

-A clear definition of any role so that the most suitable appointee can be identified.

-Identification of key selection criteria.

-A wide circulation of vacancies to ensure equal opportunities.

-Confirmation of the identity of the applicant including personal details obtained either through using an application form where appropriate, or through other means.

-Requirement of a declaration of previous convictions and submission to formal checks, together with the issue of the Safeguarding Policy for those candidates whose work will bring them into contact with children or who will have a management responsibility in relation to those whose work does bring them into such contact.

-A clear guarantee that disclosed information will be treated in confidence and not used against applicants unfairly, including adherence to the Criminal Records Bureau code of

practice.

-Use of several selection techniques to maximise the chance of safe recruitment, e.g. interview, written and verbal references, Enhanced DBS checks (Disclosure and Barring Service checks)

-At least one representative from the Management, meeting personally with every applicant, and an exploration of their attitudes towards working with children.

3.6 Vetting and Barring

It is a requirement that The Dash Charity staff **MUST** have received a satisfactory Enhanced Disclosure **BEFORE** commencing employment with The Dash Charity. For further information please refer to The Dash Charity's **DBS Policy** and The Dash Charity's **Safer Recruitment Policy**

3.7 Online Training Resource

Virtual interactive training for Safeguarding/Child Protection is available for all agencies and professions, independent and voluntary sector team members who are part of the Local Safeguarding partnerships.

Useful Contact Details

Slough:

Executive director of children's services for SBC and Chief Executive of Slough children's service trust

Slough Children First
Observatory House
25 Windsor Road
Slough
Berkshire
SL1 2EL

General enquiries: 01753 477321
Concerns about a child: 01753 875362

Emergencies/Concerns

If you are concerned that a child or young person is being harmed through abuse or neglect, our Referral and Assessment Service is where to start.

If the child or young person requires immediate protection please call 01753 875362 and send the electronic Multi-Agency Referral Form (MARF) to sloughchildren.referrals@sloughchildrenfirst.co.uk. The operating hours (for this team only) are 9am to 5pm.

Please do NOT use the number above for general enquiries. For these, use 01753 477321 between 9am and 5pm.

For emergencies outside of Monday to Friday, 9am-5pm, call the Emergency Duty Team on 01344 351999 email: EDT@bracknell-forest.gov.uk or dial 999.

- Adult Social Care 01753 690444 / safeguarding.adults@slough.gov.uk
- Community Mental Health team 01753 690 950
- Community Team for People with a Learning Disability 01753 690 860
- Out of Hours contact the Emergency Duty Team 01344 786 543

RBWM:

MASH Access Officer
Single Point of Access and Multi Agency Safeguarding Hub
Achieving for Children
Providing children's services for the Royal Borough of Windsor and Maidenhead
Phone: 01628 - 683150 Option 5
Email: mash@achievingforchildren.org.uk
MASH Room, 2nd Floor, Zone E, Town Hall, St Ives Road, Maidenhead, Berkshire, SL6 1RF
Tel: 01628 683150

Out of hours services Tel: 01344 786543

The Royal Borough Windsor & Maidenhead Safeguarding Partnership website
(rbwmsafeguardingpartnership.org.uk)

Safeguarding Board Manager &
Assurance and Policy Officer
Adult Services and Health
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road, Maidenhead SL6 1RF
Tel: 01628 796287

- Adult Services Access team 01628 683 744. In an emergency and outside of office hours, please call 01344 786543 www.berkshiresafeguardingadults.co.uk
- Optalis (Adult social care): info@optalis.org , text: 18001 0118 9778600
- Learning Disability service 01753 638677
- Mental Health Service: 01628 640 200
- Integrated Hub team: 0300 365 1234 bks-tr.hub@nhs.net
- Physical disabilities and older people's service: 01628 683 744

South Bucks

- Adult Social Care 01895 837200/ sbdc@southbucks.gov.uk

Thames Valley Police Service non-emergency

Police Station
Windsor Road
Slough SL1 2HH

Tel: 01865 - 841 148

Tel 101 non-emergency/ in an emergency 999

NSPCC

Child Protection Helpline 24-hour service
Tel: 0800 800 500 / 0808 800 5000

Ofsted

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
enquiries@ofsted.gov.uk
08456 404045

The Dash Charity Designated Safeguarding Leads (DSL)

Claire Batchelor – Head of A&O Outreach Services

Claire@thedashcharity.org.uk

Tel: 01753 549865

Tracey Noble – Head of Refuge Services

Tracey@thedashcharity.org.uk

Tel: 01753 549865

The Dash Charity

Live: October 2025

Review Due: October 2026

Reviewed by: Safeguarding trustee and Senior Management Team (SMT)