Centre for ADHD and Autism Support (CAAS)

Safeguarding Policy

Review Date: July 2026

Next Review Date: July 2027



Signed by
CEO:_____Date:_____16/07/202_____

Signed by Chair of The Board:_____Date:_____

Context

This policy sets out CAAS's commitment to safeguarding children and adults at risk of harm or abuse and clarifies roles and responsibilities.
It defines key terms, outlines required procedures when concerns arise, and signposts related policies and guidance.

The contents of this policy are as follows:

Context....2
Introduction....3
Guiding Principles....3
Responsibilities....4
Definitions....5
CAAS Approach to Safeguarding....6
Legal Framework....9
Supporting Documents....9
Indicators of Abuse....9
Safeguarding Procedures and Processes....9
Safeguarding Reporting and Escalation process....10
Staff Training....10
Staff Supervision....11
Support for an Employee who has had an allegation made against them....12
Breach of Safeguarding Policy....12
GDPR and Confidentiality....12
Equality, Diversity and Inclusion....12
Ownership, Review and Monitoring....12
Appendix One: Safeguarding Process and Procedure....14
1A: Specific Processes around Children....14
1C: Specific Processes around Radicalisation, Prevent duty and Counter Terrorism....18
Appendix Two: Internal Policies and Procedures....19
Appendix Three: Guidance and Information....20

Key Safeguarding Contacts

Our current DSL and DDSL is listed below. The Service Managers will deputise where required

Julie Gaynor Director of Services Designated Safeguarding Lead	Contact Details	julie@adhdandautism.org **0330 102 1392**
Helen Fleetwood Deputy Designated Safeguarding Lead Karen Crocker Family Family Services Manager Blaise McDonald Youth Services Manager	Contact Details	helen@adhdandautism.org **0330 102 1392** karen@adhdandautism.org **0330 102 1392** blaise@adhdandautism.org **0330 102 1392**

Safeguarding Trustee

Zoe Campbell	Contact Details	zoe.campbell@dicentrus.co.uk 0330 102 1392

Introduction

The Centre for ADHD & Autism Support is a charity based in Northwest London. We support ADHD and Autistic individuals, families, and professionals.

Our vision is to raise awareness, break down barriers and drive lasting positive change for neurodivergent people in our community. We do this by providing support, education and empowerment through individual support, courses, groups, training and workshops to families, adult and youth service users.

As our work involves working directly with children and with adults at risk of harm/abuse, and as our staff are often treated as trusted adults, we place extremely high importance on our staff having appropriate training and good practice procedures in place to enable them to deal with any safeguarding concerns that may arise.

This policy sets out our commitment to keeping children and adults at risk from harm/abuse safe.

Guiding Principles

Safeguarding is everyone's responsibility, and this policy applies to all staff, volunteers, trustees, freelancers and anyone representing CAAS.

The policy is intended to ensure representatives of CAAS are transparent in their approach to safeguarding, that they promote and safeguard the welfare of all service users that they encounter, and that they are aware of their duty of care.

This policy covers interactions between anyone who is representing CAAS and our clients, service users, relevant professionals, or any other person who is representing CAAS.

The Trustees approve the Safeguarding Policy and ensure safeguarding risks and concerns are managed effectively.

The CEO and senior leadership team will ensure that safeguarding is included, as a standard agenda item, on SLT meetings and where appropriate, in the strategic plans, risk assessments, communications and quality assurance processes at CAAS.

Responsibilities

It is the responsibility of the Designated Safeguarding Lead (DSL) to support all representatives of CAAS in understanding this policy, and in knowing the procedures they should follow, applying it in their everyday work, and ensuring safe working practice guidance that all have read and understood.

All safeguarding concerns must be reported to the DSL or Deputy DSL who provide advice and oversight. However, if staff believe there is a risk of harm, they must not delay action and should refer directly to local safeguarding authorities

Below is a summary of roles and responsibilities and reporting lines:

Role / Responsibility	Key Duties	Training / Checks	Reporting Line
Board of Trustees	• Approve & review safeguarding policy annually • Appoint Safeguarding Trustee • Oversee serious incidents	Trustee induction, safeguarding awareness	Report to Charity Commission, external agencies
Safeguarding Trustee	• Act as trustee lead for safeguarding • Monitor policy implementation	Trustee Safeguarding training	Chair of Board, liaises with DSL
Designated Safeguarding Lead (DSL) and Deputy (DDSL) in DLS absence	• Informed of disclosures • Maintains records • Escalates external referrals as needed	Accredited safeguarding training (Level 3)	Reports to CEO/ Safeguarding Trustee
Service Line Managers	• Support Staff with Safeguarding concerns • Deputise for the DLS and DDLS if required		
CEO	• Embed culture of safeguarding • Ensure risk management • Ensure recruitment checks	DBS checks, Safer Recruitment Practices	Reports to Board
Staff & Volunteers	• Attend training • Follow safeguarding policies and the 7R's of safeguarding. • Report concerns promptly to service line manager, DLS as needed. However, if unavailable to report serious incidents directly to the appropriate safeguarding team within the borough.	Basic safeguarding awareness (Level 1 annually all staff, Level 2 every two years for client facing staff)	Report to DSL

Service Users	• Know how to raise a concern • Understand their rights	Provided with accessible info on website and centre information	Report to staff or DSL

Definitions

What is harm/abuse?

The term harm/abuse covers all harmful behaviour, such as

- physical harm
- psychological harm (eg fear, alarm, distress)
- financial or material abuse self-harm
- neglect
- Exposure to radicalisation or manipulation
- Human Trafficking
- Modern Day Slavery
- County Lines: a form of criminal exploitation where gangs and organised crime networks exploit individuals to move drugs and money between urban and rural areas, often across police and local authority boundaries.
- Hate crimes
- Cyber Bullying
- Organisational Abuse
- Discriminatory abuse

What is safeguarding?

Adult safeguarding is working with adults at risk of harm/abuse to keep them safe from harm, abuse or neglect.

Safeguarding of children is the action that is taken to promote the welfare of children and protect them from harm, enabling them to grow up with the provision of safe and effective care.

Who is a child or young person?

Where the policy or procedure refers to a 'child' or 'young person' we mean anyone who has not yet reached the age of 18 years.

Who is an adult at risk of harm/abuse?

Where the policy or procedure refers to an "adult" we mean anyone who has reached the age of 18 and above.

An adult at risk of harm/abuse is someone who:

- has needs for care and support (whether or not the local authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Being disabled or having a condition does not automatically mean that an adult is at risk of harm. A person can have a diagnosis and be able to look after their own wellbeing. The circumstances

as a whole should be considered, and all 3 elements of the definition must be met in order for them to be classed as an adult at risk of harm.

CAAS will always take a person-centred approach to safeguarding adults, which means that staff will listen to the adult taking their views seriously, supporting their rights to make choices, ensuring they are fully involved in decisions about their safety and care, recognising their autonomy and lived experience, work in partnership with them, not overriding their wishes unless absolutely necessary to prevent harm or if we have a legal duty.

How do we categorise safeguarding items?

At CAAS we use the following terms to categorise safeguarding items:

- A safeguarding disclosure occurs when someone has shared some information with us that discloses a potential risk to staff, clients or members of the public. We will consider what to do with this information and often follow up with an action plan around keeping the person safe.
- A safeguarding concern occurs when we become aware of a potential risk to staff, clients or members of the public. We will discuss it with the person (or relevant parent / carer) concerned, consider what to do with this information, and often follow up with an action plan around keeping the person safe
- A safeguarding referral occurs when we take steps to share a safeguarding disclosure or concern with either children's or adult social care teams for additional support and external case review and management

What is risk management?

At CAAS we have developed a separate approach to managing situations where our clients are at risk from themselves, rather than from someone else, for example if they are considering self-harm or suicide. Our approach to supporting people at risk will always take account of our commitment to empowering people to make their own decisions and act for themselves. However, we balance this with active support to help people to have free choice whilst also offering help.

Similarly, we have separate procedures in place where we may be at risk from our client, for example where lone working may not be appropriate. Our approach to supporting people who may present risk to us will balance our desire to provide a safe space for people to explore their diagnosis, and to receive the help and support they need in order to be able to access opportunities in our community, with ensuring we take the necessary steps to keeping our staff safe.

Both of these situations are covered within our risk management processes, links to which can be found in the appendix.

CAAS Approach to Safeguarding

CAAS believes that it is always unacceptable for a child or an adult at risk of harm to experience abuse of any kind and recognises its responsibility and duty of care to safeguard the welfare of all service users and CAAS representatives by a commitment to a practice which protects them.

CAAS recognises that:

- the welfare of the service users is paramount in the work that we do and in all the decisions we take

- all users, regardless of age, disability, gender/reassignment, race, religion or belief, sex, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- some service users are identified as additionally vulnerable due to previous experiences, level of dependency, communication needs or other issues, and extra safeguards may be needed to keep those service users safe
- working in partnership with service users, their parents, carers and other agencies is essential in promoting their welfare.

1. CAAS has a duty of care to both services users, staff and volunteers and will safeguard appropriately as needed.

CAAS will seek to keep service users safe by:

- appointing a DSL and a deputy DSL in their absence alongside a lead Safeguarding Trustee for adopting safeguarding best practice through our policies, procedures and code of conduct for staff, suppliers and volunteers.
- monthly meetings with the DSL/DDSL regarding current safeguarding cases, reviewing the safeguarding dashboard.
- valuing, listening to and respecting our service users
- developing and implementing an effective online safety policy
- providing effective management of CAAS representatives through supervision, support, training and quality assurance measures, so that they all know about and follow our policies, procedures and behaviour codes confidently and competently.
- recruiting and selecting CAAS representatives safely, ensuring all necessary checks are made.
- accredited training on safer recruitment for all SLT and service line managers renewed every 3 years
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance, including CAAS escalation processes and system recording ensuring the correct action is taken as soon as possible. CAAS are registered with the Information Commissioner's Office (ICO)
- sharing information about safeguarding and good practice with all relevant policies available on our website
- making sure that service users know where to go for help if they have a concern
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and service users and carers appropriately
- using our procedures to manage any allegations against CAAS representatives appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- following NSPCC guidelines on adult to child ratios in our children and young person groups, and in our creche service. For groups with neurodivergent young people, we will ordinarily have two adults present in the group, even in the group is small, as our children and young people may have additional needs. We limit group numbers and assess members of the group for suitability before they can access the group or take part in activities.
- ensuring that we provide a safe physical environment for our service users and the team, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where service users and CAAS representatives treat each other with respect and are comfortable about sharing concerns.

- ensuring that all safeguarding contact details for DSL and DDSL are visible in staff and client areas.

This policy ensures that that all CAAS representatives accept their responsibilities for safeguarding by:

- supporting us to safeguard service users in practice, by identifying safeguarding concerns and informing us what steps to take.
- ensuring we all work to the same policy and procedure
- ensure CAAS representatives receive mandatory annual safeguarding training for all CAAS staff delivered by the DLS and DDSL
- making sure we are accountable for what we do
- being clear what roles and responsibilities we all have in safeguarding. See Appendix 1 for detailed breakdown of accountability and responsibilities for safeguarding within CAAS.

Safeguarding disclosures that occur via Social Media Platforms procedures

Safeguarding via Social Media

- All safeguarding concerns raised via social media must follow standard organisational safeguarding procedures.

If the individual is a known client:

- Record the concern on the appropriate system (e.g. CLOG)
- Follow internal safeguarding procedures, including escalation to the Designated Safeguarding Lead (DSL)
- Take appropriate action based on risk, including referrals to statutory services where required

If the individual is not known to the service:

- Do not provide ongoing or case-based support via social media
- Provide clear and appropriate signposting, including:
    - Shout (24/7 text support service):
        - Text SHOUT to 85258 for confidential mental health support
    - Samaritans (24/7 support):
        - Call 116 123 (free from any UK phone)
        - Email: jo@samaritans.org
    - GP or relevant local services
    - 999 if at immediate risk or the individual can present at A&E
- Encourage the individual to seek support through these appropriate channels

Where there is an immediate risk of harm

- Clearly advise the individual (or the person raising the concern) to contact 999 if they would like help.
- The CAAS will also take responsibility to contact emergency services (999) where an immediate threat to safety is identified

All interactions must:

- Remain professional and clearly boundaried
- Avoid detailed safeguarding conversations via social media platforms
- Be recorded appropriately where required

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Legal Framework

The Charity has statutory responsibilities in relation to safeguarding under legislation and statutory guidance such as:

- Children Acts 1989 and 2004
- KCSie-Keeping Children Safe in Education
- The Care Act Adult Safeguarding (2014)
- Mental Capacity Act (2005)
- Human Rights Act (1998)
- Safeguarding Vulnerable Groups Act (2006)
- Equality Act (2010)
- Children and Families Act (2014)
- What to do if you are worried a child is being abused (2015)
- London Multi-Agency Adult Safeguarding Policy & Procedures (revised for Care Act 2014 – Implementation (December 2015)
- Counter-Terrorism and Security Act (2015)
- Children and Social Work Act (2017)
- Working Together to Safeguard Children (2023

The Charity also has statutory responsibilities to ensure that all service users and representatives of CAAS are protected under health and safety legislation and practice.

This policy is informed by and supports our organisational purpose and is how we comply with the Safeguarding Boards requirements within the 8 NW London Boroughs.

Supporting Documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents, the links to which can be found in the appendices.

Indicators of Abuse

CAAS provides training to all staff around identifying abuse, and when to act. Further guidance can be found in the resource documents in the appendix, but key things to be aware of could be:

- Changes to someone's appearance, behaviour or routines
- Weight gain or loss
- Appearing frightened in the presence of certain people
- Unexplained lack of money or inability to maintain lifestyle
- Appearing withdrawn and isolated
- Unexplained marks/ bruising to the body

Safeguarding Procedures and Processes

If you become aware of any safeguarding risks or concerns, you must act. If you are unsure as to whether something constitutes a risk or concern, talk to your Service Manager or the DSL, and they will support you in determining whether a risk or concern has arisen. It is better to take advice than it is to ignore a potentially harmful situation.

Details of CAAS safeguarding procedures in respect of both children and adults at risk of harm can be found in appendix one. CAAS expects all representatives to follow the principles of best practice (the 7Rs) as follows:

- Recognise concerns that a child or an adult is being harmed or might be at risk of harm.
- Respond appropriately to a child or adult at risk of harm who is telling you what is happening to them.
- Report the concerns in line with our procedures
- Record the concerns appropriately and any subsequent action taken; ensure there is no delay in passing on concerns.
- Refer all concerns where there is a concern about significant harm of risk, must be referred to the appropriate safeguarding borough service. Do not delay. If staff cannot speak to the service manager or the DLS, they are to make the report without discussion.
- Resolve to take responsibility to ensure that reports and referrals made are followed up in a timely way and take further action if not satisfied with the response.
- Reflect on your learnings from the safeguarding process and on how to support the wellbeing of yourself and others involved.

Safeguarding Reporting and Escalation process

- Create a safeguarding report on CLOG and create a further action for the DLS/ DDLS and service line manager which will automatically inform them of safeguarding concern raised
  Staff should then raise concerns with their **Service Line Manager** during their working hours.
- If the manager is unavailable, staff should inform the **Designated Safeguarding Lead (DSL)** or, if they're also unavailable, the **Deputy DSL**.
- **Staff are empowered** to make a direct safeguarding referral themselves if they believe it's necessary—no one should feel prevented from acting in a serious situation.
- Outside working hours, the **DSL is available by Teams or mobile** for advice and support.
- **In urgent cases**, where there is a risk of harm and no manager or DSL is reachable, staff must **not wait**; they should take **immediate action** and then report to the relevant safeguarding authority.

Please refer to the process notes in the appendices to this document to ensure you are completing all the necessary steps when a safeguarding incident or disclosure occurs. Our safeguarding process flow chart is a practical, operational document designed to support you in following our procedures.

Staff Training

All staff at CAAS will be required to complete our Level 1 Safeguarding training every three years
All new staff at CAAS will be expected to undertake induction safeguarding training from their line manager that incorporates information on our safeguarding policy, procedures and documents.

All client facing staff at CAAS will be required to complete a level 2 safeguarding training commissioned specifically for CAAS, every three years.

The DSL and the Deputy DSL will be required to undertake level 3 DSL training every two years, and must receive, review and action the updates received from the LADO regarding safeguarding process, practice and information sharing.
All SLT and Service Managers complete safer recruitment training, renewed every three years.
All staff to complete mandatory safeguarding training delivered by the DLS and DDSL

All representatives of CAAS will be expected to undergo the relevant DBS check, in line with our DBS policy.

All frontline staff will receive regular refresher training on safeguarding bespoke to their needs.

Staff Supervision

All staff working for CAAS have access to case management meetings and supervision. A line manager or DLS/DDLS will be available to debrief and advise at the time, in addition to this staff are encouraged to use case meetings to discuss safeguarding concerns and reflect upon actions.

A list of internal CAAS safeguarding leads, as well as Local Authority contact details and referral forms can be found in the appendices.

Specific Information Regarding Adults who may be causing harm, including CAAS staff or CAAS representatives

There are specific additional responsibilities to note should an allegation be made about adults who may be causing harm, as below.

Allegations against Adults Who Work with Children or with Adults at Risk from Harm/Abuse

If there is information which suggests an adult who works with children or with adults at risk of harm/abuse (in a paid or unpaid capacity) has:

- behaved in a way that has harmed or may have harmed a child or an adult at risk from harm
- possibly committed a criminal offence against, or related to, a child or an adult at risk from harm
- behaved towards a child or an adult at risk from harm in a way that indicates they are unsuitable to work with children or adults at risk
- The representative of CAAS should speak immediately with the relevant Service Manager or DSL. In the case of an adult in a position of trust, the DSL will consult with/make a referral to the Adult Social Care Service Manager (SAM) or Position Of Trust Team (POT)/Safeguarding Co-ordinator or the Police. If one of those people is implicated in the concerns, these concerns should be discussed directly with the LADO (Local Authority Designated Officer). If the concerns relate specifically to adults in positions of trust working with children, the DLS will report directly to the LADO (Local Authority Designated Officer).

Any safeguarding concerns or allegations of current or historical harm/abuse regarding the DSL must be reported immediately to the Safeguarding Trustee. This is known as "Whistle blowing" which is an organisational policy. See CAAS Whistle Blowing policy for further details. (link in appendix)

Making a Referral for an Allegation Towards a Representative of CAAS.

If there is information suggesting that a CAAS representative may pose a risk of harm or abuse, the concern must be reported to the Designated Safeguarding Lead (DSL), unless the concern involves the DSL.
The DSL must then seek advice:
From the Local Authority Designated Officer (LADO) where the concern involves a child (see appendix for contact details)
For adult-related concerns, from the Adult Social Care Service Manager (SAM), Position of Trust (POT) Team, Safeguarding Coordinator, or the Police, as appropriate
All safeguarding concerns must be recorded by the DSL or Deputy DSL on the Charity Log extended private database for internal reporting purposes.
Where required, the MASH (Multi-Agency Safeguarding Hub) or Adult Safeguarding Team will be contacted so that the LADO, POT Team, or SAM can be informed. These agencies will:
Carry out enquiries

Provide guidance
Request further information if necessary
Decide on appropriate action
Depending on the circumstances, the CAAS representative may be asked to attend a meeting with the LADO, POT Team, or SAM.
In serious cases, the LADO, POT Team, or SAM may consult with or refer the matter to the Police to determine whether a criminal offence has occurred. The Police may then carry out an investigation.
The CAAS representative will be informed of any actions decided by the LADO, POT Team, or SAM

Support for an Employee who has had an allegation made against them.

The member of staff of whom the allegation is made against will be subject to CAAS disciplinary Policy and Procedure, and appropriate actions will be taken to safeguard clients and service users.

However, CAAS recognises that the event of an allegation being made can be a stressful situation for a staff member, particularly if the allegation is not upheld. Therefore, CAAS will support the staff member whilst the investigation is taking place in the form of offering external supervision, supervision with line manager and access to the employee support programme.

Breach of Safeguarding Policy

Failure to comply with the CAAS Safeguarding Policy may be managed in a number of ways, depending on the nature and consequences of the incident. In some cases, a combination of responses may be required, eg:

- Local authority co-ordinated safeguarding investigation
- Police investigation
- Referral to the Disclosure and Barring Service
- Conduct and performance disciplinary processes
- Serious incident reporting to the charity commission
- Internal review or co-operation with an external review

GDPR and Confidentiality

CAAS will ensure that any records made in relation to a referral are kept confidentially and in a secure place in line with our GDPR and privacy policies.

Information in relation to safeguarding concerns should only be shared on a "need to know" basis. However, the sharing of information is vital in protecting children and adults at risk of harm and, therefore, the issue of confidentiality is secondary to the need for protection.

Equality, Diversity and Inclusion

CAAS is committed to providing services which embrace diversity and that promote equity in opportunity. Everyone who accesses our services or who represents us in a paid or voluntary capacity should be safe, empowered to play a part in promoting their own welfare and that of others, and be able to live a life free from abuse. This applies to all, regardless of age, sex, ethnicity, disability, sexuality or belief, however we recognise that some children and adults at risk from harm/abuse may be additionally vulnerable, because of the impact of discrimination, previous experiences, their level of care or support needs, or other circumstances.

Ownership, Review and Monitoring

This policy is owned and approved by the Board.

It will be reviewed every year, or sooner if needed, should legislation or best practice change. The DSL will also review this policy, and the processes and procedures which surround it, whenever a safeguarding incident occurs, to ensure any learnings can be incorporated within our practice, or the policy improved where appropriate.

The Board will receive a report twice per year, detailing summary information about the safeguarding disclosures, referrals, incidents and risk management clients over the prior period, to ensure that safeguarding at CAAS remains well controlled. Any concerns arising from the review of such reports will be followed up by the DSL, to ensure best practice is continually reviewed and incorporated.

Appendix One: Safeguarding Process and Procedure

Recording Concerns

If any representative of CAAS is concerned about a service user, they must inform the relevant Service Manager. The Service Manager will support them in

- determining the best course of action
- agreeing how the DSL will be notified and if appropriate, how the DSL will be included in the decision-making processes

The representative of CAAS should follow the below procedure to ensure appropriate action and documentation.

- The representative of CAAS must log and record information regarding concerns on the same day (using the links in the appendix). The written record must be a clear precise factual account of observations or what has been said.
- The Service Manager, and if necessary, the DSL will decide on the most appropriate course of action and if the concerns should be referred to children's or adults Social Care.
- If a member of staff disagrees with the level of concern and feels that a child/adult has not been protected, then any member of staff can make a direct referral to children's or adult's social care.
- In urgent cases, where there is a risk of harm and no manager or DSL is reachable, staff must not wait; they should take immediate action and then report to the relevant safeguarding authority.
- The representative of CAAS will work with the social care teams and with the client (or their parent/carer if appropriate) to agree a keep safe plan and next steps.

Action to be taken following a concern.

- CAAS will ensure that an accurate record of concern(s) is made at the time.
- If agreed necessary, CAAS will make the appropriate referral, and put concerns in writing to the relevant team following the referral (within 48 hours).
- CAAS will accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

What should not happen

- Call a staff meeting and discuss the matter with staff/volunteers as the referring organisation will provide guidance on what needs to be done.
- The representative of CAAS should not try and bring the perpetrator of the alleged abuse in contact with the victim/parents to discuss concerns.
- Do not delay the response.

1A: Specific Processes around Children

Please follow the guidance in this section if a disclosure or incident occurs regarding a child.

Disclosure of a Child/Young Person

CAAS recognises that a child/young person may seek out a representative of CAAS specifically to share information about abuse or neglect, or talk spontaneously, individually or in groups when they are present.

It takes courage for a child/young person to disclose that they are being abused. They may feel ashamed, particularly if the abuse is sexual. The abuser may have made threats about what will

happen if they tell. The child/young person may have lost all trust in adults; or may believe, or been told, that the abuse is their own fault.

In these situations, the employee/supplier/volunteer MUST:

- Listen carefully to the child/young person allowing them to speak freely. Allow the child/young person to give their account; do not stop a child who is freely recalling significant events. You can seek clarification but do not ask direct questions or start to investigate the matter.
- Give the child/young person time and your full attention, remaining calm.
- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the child's/young person's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's/young person's own words where possible.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.

If immediate danger is suspected – call the police on 999, otherwise contact the relevant MASH Team using the details in the appendix.

Reassure the Child/Young Person

- that they have done the right thing in telling you
- that they have not done anything wrong
- by telling them what you are going to do next and explain that you will need to get help to keep him/her safe

Notifying Parents

If it is decided that a referral needs to be made to children's social care, this will be discussed with the parents or carer/relative unless to do so would place the child at further risk or undermine the collection of evidence e.g. forensic evidence. All concerns and discussion and decisions will be recorded in writing.

It is good practice to be as open and honest as possible with parents/carers about any concerns. This must be handled sensitively. However, if CAAS believes that notifying parents could increase the risk to the child/young person or exacerbate the problem, advice will be sought from the referral team on whether to notify parents.

Inability to inform parents/appropriate adult should not prevent a referral being made. The referral team will then decide on how and when the parents/appropriate adult can be approached and by whom.

Information Needed When Making a Referral Regarding a Child/Young person

In situations where it has been agreed that a referral should be made to the Multi Agency Safeguarding Hub (MASH), you should be prepared to give as much of the following information as possible (in emergency situations all this information may not be available).

Unavailability of some information or the DSL should not stop a referral being made.

- The CAAS representative's name, telephone number, position and request the same of the person to who is receiving the call.
- Full name and address, telephone number of family, date of birth of child / young person and siblings;
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of professionals known to be involved with the child/family and/or vulnerable adult e.g.: GP,

Health Visitor, School.
- The nature of the concern; and foundation for the concern.
- An opinion on whether the child may need urgent action to make them safe.
- The employee/supplier/volunteer to share what appears to be the needs of the child /young person and their family.

Whether the consent of a parent with Parental Responsibility has been given to the referral being made.

1B: Specific Processes around Adults at Risk of Harm/ Abuse

Please follow the guidance in this section if a disclosure or incident occurs regarding an adult at risk of harm/abuse.

Disclosure by an Adult

CAAS recognises that an adult service user may seek out a representative of CAAS specifically to share information about abuse or neglect, or talk spontaneously, individually or in groups when they are present. It takes courage for them to disclose that they are being abused. They may feel ashamed, particularly if the abuse is sexual. The abuser may have made threats about what will happen if they tell. The adult may have lost all trust in others; or may believe, or been told, that the abuse is their own fault.

In these situations, the representative of CAAS MUST:
- Listen carefully to the adult allowing them to speak freely. Allow the adult to give their account; do not stop them from freely recalling significant events. You can seek clarification but do not ask direct questions or start to investigate the matter.
- Give them time and your full attention, remaining calm.
- Only ask specific questions to establish what happened
- Establish if there are any witnesses to the event.
- Be careful not to destroy any evidence or handle any objects that could be used as evidence;
- If danger exists, ensure the person and any other adult at risk are protected
- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the adults presentation as well as what was said. Do not throw this away as it may later be needed as evidence. This information may need to be shared with NHS, Local Authority and policing bodies.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.

If a person is in immediate danger or is at harm/abuse or risk this should be referred to adult social care and/or the police

Involvement of the Police and Safeguarding with an adult referral

The police are a key safeguarding partner. Whether to involve the police will depend on several factors,
- The views and wishes of the adult at risk
- If there is concern that a criminal offence has been committed due to the nature of the disclosure.
- the exact circumstances surrounding each individual case of suspected abuse or neglect.

In general terms, if there is a reasonable suspicion that a crime may have been committed and the harm caused to the adult concerned was deliberate, malicious or reckless, then it is sensible to have a discussion with the lead officer in the local police force.

The police may need to be involved in an emergency if there are concerns that an adult is at immediate risk of serious harm. The police have powers to intervene if a person needs immediate assistance due to a health condition, injury or other life-threatening situation.

If the police are called and they refuse to send someone out, leaving an adult in a life-or-death situation, ask for a real time escalation through contact with the supervisor and explain that there is imminent risk to life.

Information Needed When Making a Referral Regarding an Adult

In situations where it has been agreed that a referral should be made to the Adult Social Care, you should be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available). In an emergency the police will need to be contacted.

Unavailability of some information or the DSL should not stop a referral being made.

- The employee/supplier/volunteer's name, telephone number, position and request the same of the person to who is receiving the call.
- Full name and address, telephone number of adult
- Gender, ethnicity, first language, any special needs.
- Names, and relationship of household members and any significant others.
- The names of professionals known to be involved with the adult e.g.: GP, Health Professional
- The nature of the concern; and foundation for the concern.
- An opinion on whether the adult may need urgent action to make them safe.
- The employee/supplier/volunteer to share what appears to be the needs of the adult;
- Whether the consent of the adult has been given to the referral being made.

Consent from an Adult

If an adult makes a decision that you or others think is unwise or not in their interests, this does not necessarily mean that they lack the capacity to decide. It is inevitable that there will be times when an adult who has capacity decides to accept a situation that you perceive as potentially abusive or neglectful. This is a decision that they are free to make, unless:

- other people are being put at risk (for example, letting friends who are abusive or exploitative into a shared living environment, where they may put other residents at risk)
- a child is involved
- the alleged perpetrator has care and support needs and may also be at risk
- a serious crime has been committed
- staff are implicated
- coercion is involved.

If you are uncertain, consider carefully the information provided in the definition section of the Safeguarding Policy as to if the adult should be considered an adult at risk from harm, and ask for advice from your service manager and the DSL.

1C: Specific Processes around Radicalisation, Prevent duty and Counter Terrorism

While CAAS is not subject to the statutory Prevent duty, we have chosen to adopt elements of the Prevent strategy as a matter of good safeguarding practice.

What is Prevent?

Prevent is part of the UK Government's strategy to stop people from becoming terrorists or supporting terrorism. It focuses on:

- Protecting individuals who may be vulnerable to extremist influences.
- Promoting shared values such as tolerance, democracy, and respect for the rule of law.

Our Approach

As part of our commitment to good practice, CAAS will:

- Be alert to signs that someone may be vulnerable to radicalisation or extremist views.
- Treat concerns about radicalisation in the same way we would any other safeguarding concern.
- Ensure staff, volunteers, and trustees are aware of how to recognise and respond appropriately.
- Offer access to Prevent awareness training where relevant.

Recognising and Responding to Concerns

We ask all staff and volunteers to report any concerns about radicalisation or extremism to the Service line managers or Designated Safeguarding Lead (DSL). The DSL will take the lead on contacting the local authority PREVENT team. As with all safeguarding it is good practice for the staff member to gain consent

Examples of Concerns May Include:

- Sudden behavioural changes or expressions of extremist views.
- Isolation from friends or family.
- Use or promotion of extremist materials or website.

Appendix Two: Internal Policies and Procedures

The links below are current as at the policy review date. If the policies are updated, the links may not work or may be outdated, but all the below documents can be found in staff resources, and many of them in our policies folder or in our safeguarding folder, so please use the search bar in office 365 to find the latest version.

Safeguarding Contact List

Family & Youth Team Safeguarding Borough Contacts.docx
Adult Team Safeguarding Borough Contacts.docx

Client Expectations

Code of Conduct for staff and CAAS handbook: Staff Handbook 2026
Code of Conduct for working with children: Code of Behaviour for Working with Children.pdf
Code of Conduct for clients accessing our services: Code of Conduct for Attendees at CAAS Services Nov24.pdf
Online Safety Policy if working with children or young people online: Online Safety Policy - CYP.pdf
Photograph/video permission forms; Photograph Usage Policy May24 and Permission Form.docx

Governance Policies

- Electronic Information and Communications Policy: Staff Handbook 2026
- Safer Recruitment and Safer Working Policy; Safer Recruitment & Safer Working Policy May24.pdf
- DBS Policy; DBS Policy Jan24.pdf
- Complaints Policy; Complaint, Compliment and Comment Policy Jul24.pdf

HR Policies

- Remote and Lone Working Policy; Remote and Lone Working Policy Jan24.pdf
- Whistleblowing Policy; Whistleblowing Policy Jun25.pdf
- Health and Safety Policy; Health & Safety, Fire and First Aid Policy Jun24.pdf
- Bullying and Harassment Policy Bullying and Harassment Policy June 24.pdf
- GDPR and Privacy Policies Data Protection (GDPR) Policy Feb25.pdf
- Disciplinary Policy Disciplinary Policy and Procedures Jun25.pdf

Safeguarding procedure

Safeguarding Process Flowchart.docx

Forms required to be completed when dealing with risk/safeguarding

Child or Young Person Risk Assessment Form- Template.docx
Consent Form re Safeguarding.docx

Appendix Three: Guidance and Information

These documents are provided to ensure staff have sufficient information, guidance and process documentation to enable them to manage any concerns around safeguarding at CAAS in an effective manner. Additional guidance may be acquired over time, and saved into our staff resources / safeguarding resources folder

General Guidance around identifying harm

Children: Safeguarding Children - Identification and procedures.docx
Adults at Risk of Harm: Indicators of abuse in adults .docx
Safeguarding online: Digital Safeguarding Resource Pack.pdf

Safeguarding Children/Young People

What is Trauma based practice What is Trauma Informed Practice Sheet Jan 2024.docx

London Safeguarding Children Procedures and Practice

Harrow Local Safeguarding Board Harrow Safeguarding Children Partnership – London Borough of Harrow

Safeguarding Adults

London Multi Agency Adult Safeguarding Policy and Procedures
London Multi Agency Safeguarding Policy \u0026 procedures extract.docx and
London_multi_agency_adult_safeguarding_policy_and_procedures.pdf

Multi-agency statutory guidance on female genital mutilation (HM Gov, April 2016)
www.gov.uk/government/publications/multi-agency-statutory-guidance-on-female-genital-mutilation