



**Safeguarding  
Adults**



# Safeguarding Policy

## Adults

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### **‘Safeguarding Vulnerable Adults is everyone’s responsibility’**

All young adults, wherever they are, whoever they are with, whatever they are doing, have the right to protection from neglect, physical, emotional and sexual abuse.

If you have any concerns about the safety of a vulnerable young adult, or the conduct of a member of TAG staff and/or volunteers please contact the Designated Safeguarding Lead via email [safeguarding@tagyouthclub.org](mailto:safeguarding@tagyouthclub.org), phone 07775 378883 or in person during one of our sessions.

### **Owners of this document:**



Giles Hobart  
Chief Executive



Geraldine Burgess  
Head of Operations &  
Designated Safeguarding Lead

F Al Jayousi

Fleur Al Jayousi  
Chair of Trustees

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3

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22 August 2024

Reviewing arrangements: This policy will be reviewed every year to judge its effectiveness, or updated sooner in accordance with changes in legislation.

Next review date:

August 2025

## **POLICY BACKGROUND**

TAG Youth Club for Disabled Young People aims to empower and optimise the potential of young people who have a disability between the ages of 8 and 25. This is achieved through a range of work, at both the youth centre and in the community; Youth Workers support young people through informal and experiential learning in order to gain knowledge, skills, make informal choices and to assist in their personal development.

The club provides young people with a safe, caring, well equipped environment, giving them opportunity to participate in personal and social development activities including arts, drama, music, and sport activities.

These activities are exclusively for young people and adults who have a disability or an additional need, known as 'users' for the purposes of this policy, who may be unable to care for themselves or unable to protect themselves from significant harm or exploitation.

This policy applies to all staff, support workers and volunteers, and the term "staff" in this document's includes all these named groups. This policy has been written using the legal and social care framework detailed in the following:

- ✓ Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse" 2014 – Pan London Adult Safeguarding.
- ✓ The Human Rights Act (1998)
- ✓ Safeguarding Vulnerable Groups Act (2006)
- ✓ Mental Capacity Act (2005)
- ✓ Equality Act (2010)
- ✓ Health and Social Care Act (2012)
- ✓ The Care Act 2014

PLEASE READ IN CONJUNCTION WITH OUR  
SAFEGUARDING POLICY FOR CHILDREN

## **DEFINITIONS**

**A Vulnerable Adult** is defined as a person aged 18 or over who is or who may have a physical, learning, or sensory impairment, a mental health problem, a serious illness or may be an older person.

**Abuse** is defined as 'a violation of an individual's human and civil right by any other person or persons'.

## **WHAT IS SAFEGUARDING ADULTS?**

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Care and Support Statutory Guidance, Department of Health, updated February 2016

## **WHO ABUSES AND NEGLECTS ADULTS?**

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

## **PROCEDURE**

In the event of a safeguarding issue for a young adult, follow this process:

1. If you think a young adult is in immediate danger, always call 999.
2. Seek consent from the person concerned. If you feel that they do not have capacity to consent, you can act without consent, but you must log your decision.
3. Collect all available relevant facts and appropriate information.
4. Make a written record of the concern.
5. Tell the person involved what you are going to do about the concern and note any views that they may have regarding how they wish the matter to be dealt with.
6. Tell only the people who need to know – normally our Designated Safeguarding Lead (DSL).
7. Consider the balance between listening to someone's wishes and needing to refer information where others may be at risk.
8. Inform the person involved about the outcome of any process.

## **MAKING SAFEGUARDING PERSONAL (MSP)**

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing, and safety.

TAG Youth Club will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

### **Who do adult safeguarding duties apply to?**

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- Is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>.

We understand the need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

## **OUR COMMITMENT**

Abuse is unacceptable in all circumstances. TAG Youth Club will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

The best defence against abuse is the strength of values incorporated in our organisations culture, and the practical application of the mechanisms and procedures described in this document to protect vulnerable adults.

TAG Youth Club believes that all users are entitled to be treated with dignity, courtesy, and respect regardless of their age, race, religion, gender, sexual orientation, or ability.

Safety is embedded within good sound practice and the growing ability of users to protect themselves, make their views known and be listened to. All users should feel safe, secure and feel able to raise any possible concerns at all times.

## **POLICY STATEMENT**

TAG Youth Club is committed to safeguarding, protecting and promoting the welfare of all of its users.

TAG Youth Club seeks to ensure that there is a positive environment for all people to have fun, take part and socialise in all activities and social events and works with the Safeguarding Adults Board (SAB) to implement best practice in the safeguarding of adults at risk.

TAG Youth Club recognises that users within these safeguarded groups face the risk of abuse. It is the duty of TAG Youth Club to prevent abuse and to take effective action when abuse is suspected or disclosed at an activity or social event.

TAG Youth Club also recognises that safeguarding incidents could happen anywhere and at any time and be perpetrated by a range of individuals including trustees, volunteers, service providers, partner organisations, other users and external people including family, friends, carers, and support workers.

TAG Youth Club recognises it has a duty of care, moral and legal obligations to ensure that all vulnerable adults involved in the activities of the youth club have protection from harm and have the opportunity to learn and experience TAG Youth Club's services in a safe and supportive environment. We believe that:

- The welfare vulnerable adult is paramount.
- All vulnerable adults have the right to protection from abuse.
- To create a safe environment, we will recruit both staff and volunteers safely, provide ongoing supervision and ensure references are checked and DBS checks completed where applicable.
- All suspicions and allegations of abuse must be properly investigated. Staff not adhering to policy and procedure will be subject to formal disciplinary procedures.
- Staff and volunteers will receive induction and CPD training.

We want to make sure that users of our services and their parents/ carers have confidence in them and know what to do, and who to contact should they have concerns. TAG Youth Club will ensure:

- Staff are carefully selected and trained in issues of protection.
- All staff are aware of the policy and procedures for the protection of vulnerable adults.
- All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately.
- Information is available to users, parents and carers and any other interested parties are given information about TAG Youth Club for Disabled Young People's procedures regarding the safety of vulnerable adults whilst at TAG Youth Club and how to report concerns.
- A risk assessment is completed for all venues used by TAG Youth Club and available to those delivering the sessions so that they incorporate it in their health and safety responsibility for their users.

- There is a Designated Safeguarding Lead (DSL) who is a staff member, and a nominated trustee to represent the issue at board level.
- The DSL attends multiagency training every two years.
- All staff receive safeguarding training every three years. This includes trustees.
- All staff have read and understood this policy and procedures and are familiar with their responsibility within it.
- This policy is reviewed on an annual basis by the DSL and recommendations and amendments approved by the board.

All staff play a crucial role in helping to identify safeguarding issues and indicators of possible abuse or neglect at an early stage. TAG Youth Club for Disabled Young People is committed to referring these concerns via the Designated Safeguarding Lead (DSL):

[safeguarding@tagyouthclub.org](mailto:safeguarding@tagyouthclub.org)  
07775 378883

Who will report them to:

London Borough of Richmond Upon Thames Adult Social Services Access Team on:

Tel: 020 8891 7971

Text: 07800 00 2439

Email: [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

Out of hours contact for both adults and children safeguarding issues please contact the emergency duty team at Richmond Social Services on Tel 020 8744 2442

**ALWAYS PHONE 999  
IF A PERSON IS IN IMMEDIATE DANGER**

### **Recommendation to refer and the role of the local area designated officer (LADO)**

**Please note this is not a legal requirement. This is recommended by TAG in order to strengthen our practice**

The LADO is employed by the local authority and may be alerted to all cases in which it is alleged that a person who works with vulnerable adult has:

- Behaved in a way that has harmed, or may have harmed, a vulnerable adult.
- Possibly committed a criminal offence against a vulnerable adult.
- Behaved towards a vulnerable adult in a way that indicates s/he is unsuitable to work with vulnerable adults.

The LADO role applies to paid, unpaid, volunteer, casual, agency and self-employed workers. The LADO is involved from the initial phase of the allegation through to the conclusion of the case. They will provide advice, guidance and help to determine whether the allegation sits within the scope of the procedures. They will respond and pass on to the Safeguarding Adults Board if they feel it's necessary.

The LADO helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible. The LADO will attend local strategy meetings and chair managing allegation strategy meetings. If you have concerns about a staff member or volunteer relating to a vulnerable adult, it is good practice to also refer the case to the LADO.

Contact details: [LADO@achievingforchildren.org.uk](mailto:LADO@achievingforchildren.org.uk) 020 8891 7370 or through Kingston and Richmond SPA

## **PREVENTION**

TAG Youth Club employs various strategies to help control the risk of abuse and target the causes and opportunities for abuse and neglect. These include:

- Communication with the disabled community about the nature of abuse and safeguarding activity.
- Embedding the principles of safeguarding into trustees' expectations and professional practice.
- Awareness training for all TAG Youth Club's trustees, volunteers, and staff.
- User/activity risk assessments prior to the start of activities.
- By keeping up to date with legislation in respect of Safeguarding of Adults through the Safeguarding Adults Board (SAB) and the Richmond CVS voluntary sector representative.

## **TARGETED PREVENTION**

Prevention strategies are specifically targeted at anyone working with young adults at risk at a TAG Youth Club activity or social event. This is because research shows that a significant number of abuse incidents involve professionals, carers and service managers as well as fellow service users.

Targeted Prevention Strategies include:

### **Employee and Volunteer Recruitment**

- A DBS Disclosure will be obtained as required for all new and existing staff, trustees and volunteers.
- TAG Youth Club for Disabled Young People will ensure that any contract/agency staff or volunteers have undergone the necessary checks and have been made aware of this policy.
- Identity and carry out employment history checks on all appointments to the Youth Club workforce before the appointment is made.



### **Staff and Volunteer Training and Induction.**

- On joining TAG Youth Club and when necessary, thereafter, volunteers and trustees are provided with training regarding policies and procedures and how to address the possibility of abuse appropriate to the roles and responsibilities as defined in the TAG Youth Club for Disabled Young People's safeguarding policies.

### **Staff and Volunteer Supervision and Support.**

- Those working with any user who may be known to be at risk of abuse or neglect receive role specific training and regular supervision.

## **SAFE PRACTICE**

Safe working practice ensures that service users are safe and that all staff and trustees:

- Are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions;
- Work in an open and transparent way subject to data protection law;
- Work with other colleagues and service provider and partner organisation staff where possible in situations open to question;
- Discuss and/or refer to the Richmond SPA any incident which may give rise to concern. This includes any allegation or disciplinary regarding the conduct of staff
- Record any incidents or decisions made;
- Apply the same professional standards regardless of gender, race, sexuality or ability;
- Are aware of the need for confidentiality;
- Are aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them.

## **ONLINE SAFETY**

The internet, mobile devices, social networking and other interactive tools and spaces have transformed the way in which we live. Whilst most vulnerable adults use the internet responsibly and safely it is essential that all potential risks are recognised, identified and mitigated and that staff and volunteers feel confident about evaluating e-safety and seeking help when needed.

TAG Youth Club for Disabled Young People is committed to making sure that service users are kept safe when using the internet, tablets, and other mobile devices whilst in our care. TAG Youth Club will ensure that appropriate safeguards are installed on the computers used in the Club and will monitor activity thereon. All staff and volunteers have the responsibility to support vulnerable adults to stay safe and use the internet responsibly. The key rules that staff and volunteers should follow are:

- Do not accept or invite service users as friends or contacts on social networking sites unless you have a professional account which has been authorised by TAG Youth Club.

- Ensure your personal profile on websites such as Facebook is not visible to “strangers” and that it does not contain any appropriate content (for example: pictures of you while drunk or wearing revealing clothes).
- Make all service users aware of the meaning and importance of professional boundaries and how they impact on the vulnerable adult’s professional relationship.

## **ONLINE ZOOM SESSIONS**

TAG Youth Club has regular online sessions. Only TAG members who have received the login details should access these digital sessions. These online sessions are not open to the general public.

To participate in the digital activities young people and parents are asked to agree the following:

- Parents are in the home (or wherever the young person is accessing the session). They do not have to be present in the room but must be able to be contacted and able to respond if a concern is raised by a member of staff.
- People who are visible on screen are fully dressed.
- TAG members of staff have a responsibility to block or remove a member if they are in any way abusive to others on the call.
- The online session is exclusive for TAG members – do not share the login details with others.

If parents have any concerns about the content at any time they should contact a member of the team.

TAG has a Media Policy which covers in more depth other aspects of internet use. Please ask for a copy if needed.

## **USE OF PHOTOGRAPHIC & FILMING EQUIPMENT**

There is evidence that some people have used activities and events as an opportunity to take inappropriate photographs or film footage of vulnerable adults. Though TAG Youth Club for Disabled Young People has not experienced this everyone should still be vigilant, and any concerns should be reported to our Designated Safeguarding Lead (DSL) who will report your concerns to the Richmond SPA or Adult Social Care Access Team. Service user written consent should be obtained for any filming or use of photographs by TAG Youth Club.

- Do not take photographs of service users on your personal mobile device (phone, tablet or personal camera).
- Do not use photographs or film footage of service users on social networking sites unless you have a professional account which has been authorised by TAG Youth Club. You must also have consent from the individual.

## **PERSONAL DATA**

TAG Youth Club for Disabled Young People collects personal information about service users during the joining process. This information is collected to enable the Club supports individual needs of members. All data is kept confidential within the organisation and is stored in a secured cabinet.

For time to time this information may need to be shared with other professionals or agencies to better support the service user and TAG Youth Club will seek permission before any information is shared.

## **ROLES AND RESPONSIBILITIES**

**The TAG Youth Club for Disabled Young People Trustees will ensure that:**

- TAG Youth Club has separate safeguarding policies in place for children and adults and the policies is made available to service providers, partner organisations and service users, parents, carers and support workers on request;
- There are safe recruitment procedures and makes sure that all appropriate checks are carried out on staff and volunteers who work with adults at risk;
- Appropriately trained safeguarding staff and volunteers are in place;
- TAG Youth Club has procedures for dealing with allegations of abuse against fellow users, staff and volunteers that comply with guidance from the Kingston and Richmond Safeguarding Children's Partnership (KRSCP) and locally agreed inter-agency procedures
- There is an ethos whereby all staff and volunteers feel able to raise concerns about poor or unsafe practice in regard to safeguarding, and such concerns are addressed sensitively and effectively in a timely manner;
- A trustee is nominated to be responsible for safeguarding who will provide an overview and scrutiny and take action in the event of allegations of abuse being made against any trustee, staff or volunteer.
- Where services or activities are provided on behalf of TAG Youth Club by another organisation 'Service Providers', the service provider concerned has appropriate policies and procedures in place in regard to safeguarding and liaises with TAG Youth Club on these matters where appropriate;
- This policy is reviewed annually.

**Designated Safeguarding Lead (DSL) will:**

- Act as a source of support, advice, and expertise on matters of user safety and safeguarding during all activities.
- Liaise with the board to inform them of any issues and ongoing investigations and ensure there is always cover for the role of Safeguarding Officer.
- Refer cases of suspected abuse or allegations to the Adult Social Services Team
- Ensure that all staff have access to and understand the TAG Youth Club Safeguarding Policies

- Ensure that all staff and volunteers have safeguarding training as part of their induction training.
- Ensure parents, carers, guardians or named responsible adults are made aware of the policy which alerts them to the fact that referrals may be made and the role of TAG Youth Club and/or service provider /partner organisation in this to avoid conflict later.
- Recognise how to identify signs of abuse and when it is appropriate to make a referral;
  - Represent TAG Youth Club at the sub-committees of SAB (Safeguarding Adults Board) as required and have a working knowledge of how to operate and conduct a adult safeguarding process and be able to attend and contribute to the case conference;
  - Keep detailed, accurate and secure written records and/or concerns;
  - Obtain access to resources and attend any relevant or refresher training courses at least every three years via [www.richmondandkingstonlscb.org.uk](http://www.richmondandkingstonlscb.org.uk)

**All staff, volunteers and service providers will:**

- Work in an open environment, where possible avoiding private and unobserved situations;
- Treat all users fairly with dignity and respect;
- Not share personal information and personal e-mail addresses/Facebook friends/personal mobile;
- Not take photographs of service users on personal devices. (mobile phone, tablets or personal camera).
- Complete an incident form to keep a written record of any injury or incident (including verbal attacks) along with any steps taken;
- Fully comply with TAG Youth Club's safeguarding policy and procedures, including the reporting of any injury or incident to the Designated Safeguarding Lead (DSL);
- Attend appropriate training and be alert and vigilant to indicators of abuse;
- Report all concerns or possible indicators of abuse to the Designated Safeguarding Lead (DSL).

It is the responsibility of all staff, volunteers and service providers to be alert to possible indicators of abuse and to raise concerns to TAG Youth Club's Designated Safeguarding Lead (DSL). Staff and volunteers and service providers may become aware of the possibility that abuse has occurred by witnessing an act, receiving a verbal report from a user or another member of staff or volunteers or by suspicions raised by indicators listed in the guidelines.

## **RECOGNISING ABUSE**

The Care and Support statutory guidance sets out 10 main types of abuse:

- Physical abuse
- Neglect and acts of omission
- Sexual Abuse
- Emotional or Psychological
- Financial or material abuse
- Discrimination
- Organisational
- Domestic abuse
- Modern slavery
- Self-neglect

Four additional types of harm. Whilst not included in the Care Act, they are relevant to safeguarding adults

- Cyber bullying
- Forced Marriage
- Mate Crime
- Radicalisation

## **RADICALISATION**

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

## **SIGNS OF ABUSE:**

- Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:
- Any injuries not consistent with the explanation given for them;
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc;
- Injuries which have not received medical attention;
- Neglect - under-nourishment, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, not dressed properly etc.
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation;

- Cuts and scratches
- Substance abuse.
- Changes or regression in mood or behaviour. Also, depression/ aggression, extreme anxiety;
- Nervousness, frozen watchfulness;
- Obsessions or phobias;
- Sudden under-achievement or lack of concentration;
- Persistent tiredness / insomnia
- Running away, stealing, telling lies.
- Any allegations made by a service user concerning sexual abuse;
- Eating disorders, anorexia, bulimia.
- Service user appears persistently undersized or underweight.
- The service user stays frozen in one position for an unnaturally long time.
- The service user presents with sparse or dry hair, and/or poor, or cold, mottled skin.
- Unknown adults seeking to contact service users by electronic means, such as by mobile phone or via the internet.
- Service user speaking of adults contacting them for improper reasons through leisure or welfare organisations.
- Service user speaking of multiple adults having offered them drugs and/or alcohol and enticing them to participate in social situations that are inappropriate and/or asking them not to talk about this with anyone.
- The service user never appears to have any money
- Depression, self-harm or suicide attempts

## **CONFIDENTIALITY**

Information about abuse must never be withheld intentionally as failure to disclose may have an influence on the future safety of an individual.

Disclosures and concerns should not be treated as confidential. Service users who have made a disclosure should be informed of the next steps that will be taken and should be assured discretion.

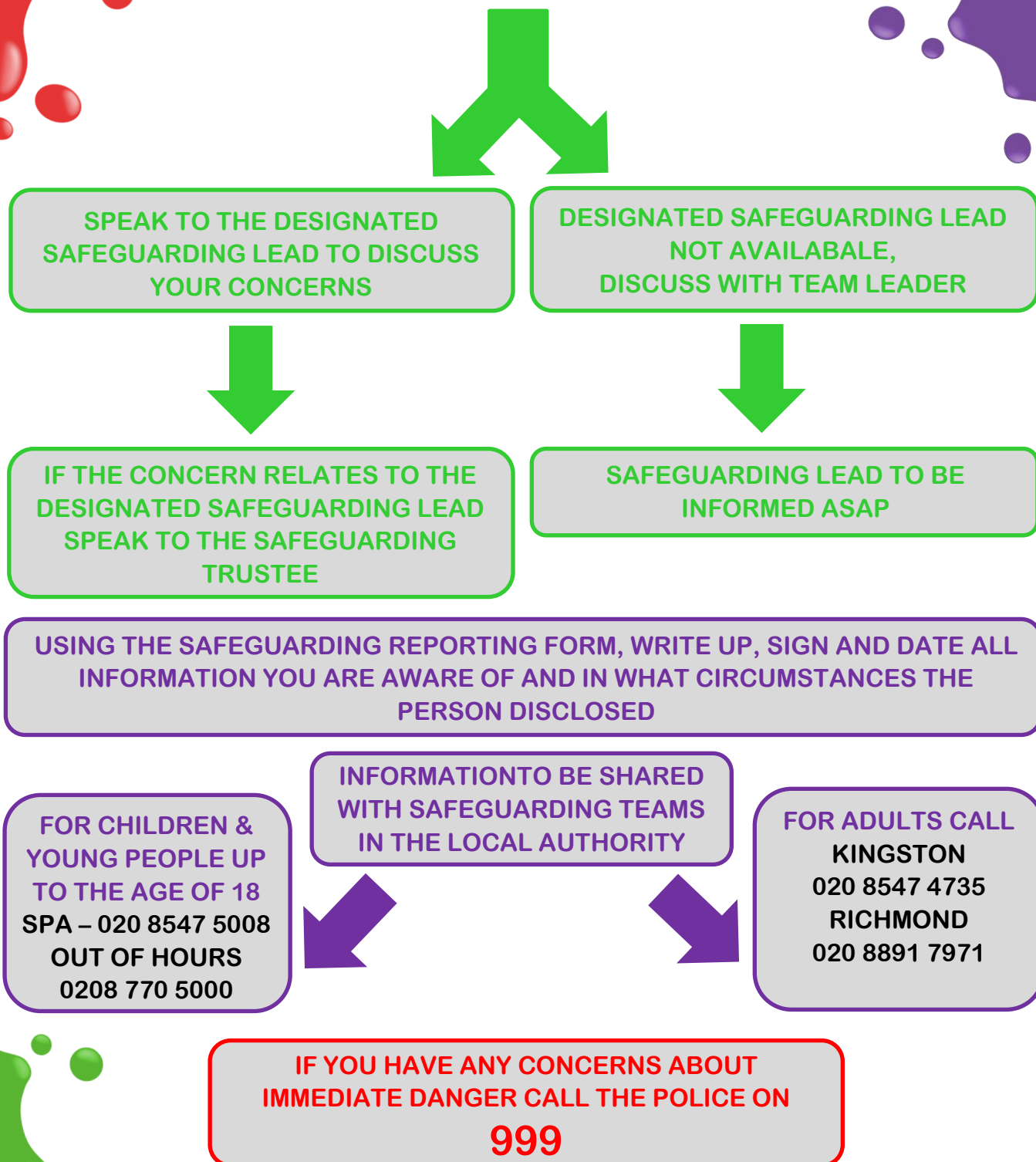
If a service user lacks the capacity to consent (as prescribed in current legislation), TAG Youth Club's staff, volunteers or service provider's staff and volunteers will report the alleged abuse immediately to the Designated Safeguarding Lead (DSL) in order to act in the best interests of the individual.

## APPENDIX

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# SAFEGAURDING FLOWCHART

**A DISCLOSURE IS MADE OR YOU HAVE A CONCERN ABOUT THE WELFARE OF A CHILD**







**Safeguarding  
Reporting**


# Logging a concern about a child/young person's safety and welfare

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## Owners of this document:



Giles Hobart  
Chief Executive (DDSL)



Geraldine Burgess  
Head of Operations (DSL)

## 'Safeguarding Children is everyone's responsibility'

All children and young people, wherever they are, whoever they are with, whatever they are doing, have the right to protection from neglect, physical, emotional and sexual abuse.

All staff play a crucial role in helping to identify child protection issues and indicators of possible abuse or neglect at an early stage. TAG Youth Club for Disabled Young People is committed to referring these concerns via the Designated Safeguarding Led (DSL): [safeguarding@tagyouthclub.org](mailto:safeguarding@tagyouthclub.org) or 07775 378883

REPORTING FORM	PAGE
RAISING CONCERN	3 (17)
BODY MAP	5 (19)
CHRONOLOGY	10 (24)
DSL RESPONSE	12 (26)

**ALWAYS PHONE 999  
IF THE CHILD IS IN IMMEDIATE DANGER**

## CONCERN RAISED

**Child's Name:**

**Date of Birth:**

**Date and Time of Incident:**

**Date and Time (of writing):**

**Name:** ..... **Signature:** .....

**Job Title:** .....

**Record the following factually:** What are you worried about? Who? What (if recording a verbal disclosure by a young person use their words)? Where? When (date and time of incident)? Any witnesses?

PLEASE ADD BODY MAPS WHERE RELEVANT (FOUND ON PAGE 5)

**What is the child's account/perspective?**

**Professional opinion where relevant.**

**Any other relevant information (distinguish between fact and opinion).  
Previous concerns etc.**

**What needs to happen? Note actions, including names of anyone to whom  
your information was passed and when.**

**Please circle below the level of safety you feel the child has at this time  
(0 = is currently risk of harm – 10 = no concerns regarding the child's safety)**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
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**Check to make sure your report is clear to someone else reading it.**

## BODY MAP

(This must be completed at the time of observation)

### Body Map Guidance

Body Maps should be used to document and illustrate visible signs of harm and physical injuries.

Always use a black pen (never a pencil) and do not use correction fluid or any other eraser.

Do not remove clothing for the purpose of the examination unless the injury site is freely available because of treatment.

**\*At no time should an individual member of staff take photographic evidence of any injuries or marks to a young person's person, the body map below should be used. Any concerns should be reported and recorded without delay to the appropriate safeguarding services, e.g. Social Care direct or young person's social worker if already an open case to social care\***

**When you notice an injury to a young person, try to record the following information in respect of each mark identified e.g. red areas, swelling, bruising, cuts, lacerations and wounds, scalds and burns:**

- Exact site of injury on the body, e.g. upper outer arm/left cheek.
- Size of injury - in appropriate centimetres or inches.
- Approximate shape of injury, e.g. round/square or straight line.
- Colour of injury - if more than one colour, say so.
- Is the skin broken?
- Is there any swelling at the site of the injury, or elsewhere?
- Is there a scab/any blistering/any bleeding?
- Is the injury clean or is there grit/fluff etc.?
- Is mobility restricted as a result of the injury?
- Does the site of the injury feel hot?
- Does the young person feel hot?
- Does the young person feel pain?
- Has the young person's body shape changed/are they holding themselves differently?

Importantly the date and time of the recording must be stated as well as the name and designation of the person making the record. Add any further comments as required.

**Ensure First Aid is provided where required and recorded.**

A copy of the body map should be kept on the child's concern/confidential file.

# BODY MAP

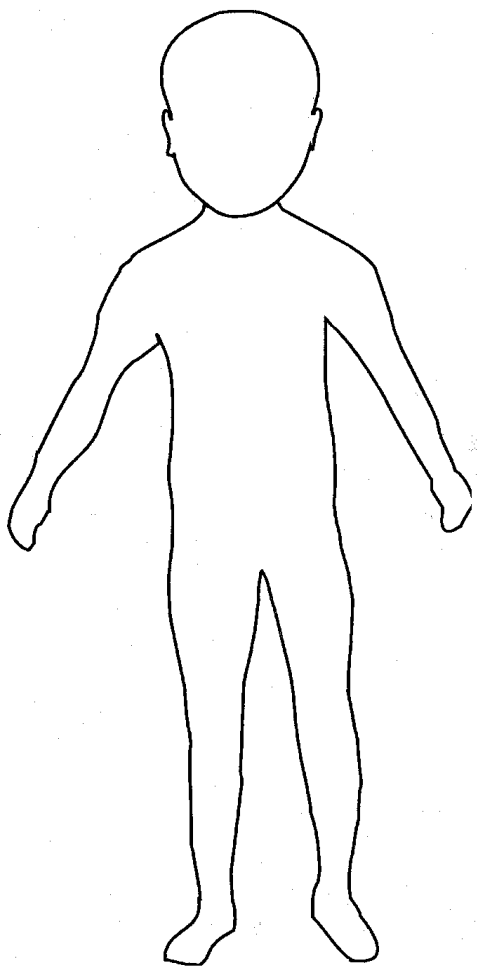
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Date of Birth:

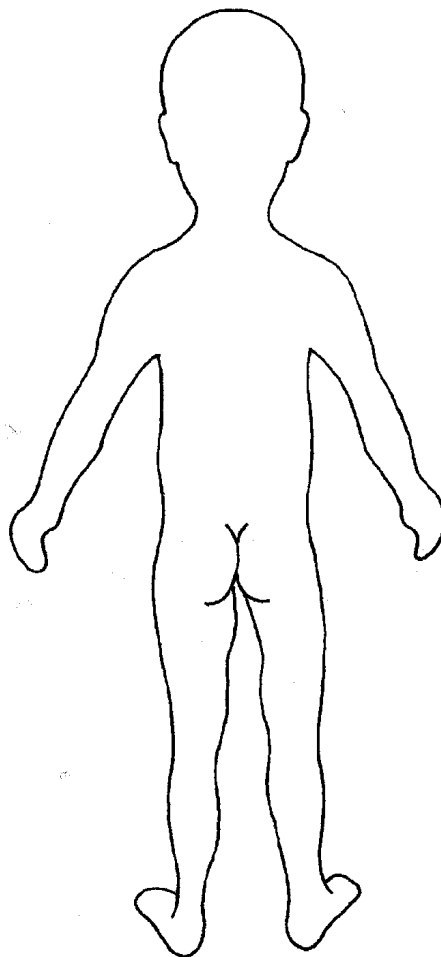
Date and Time of observation:

Name: .....

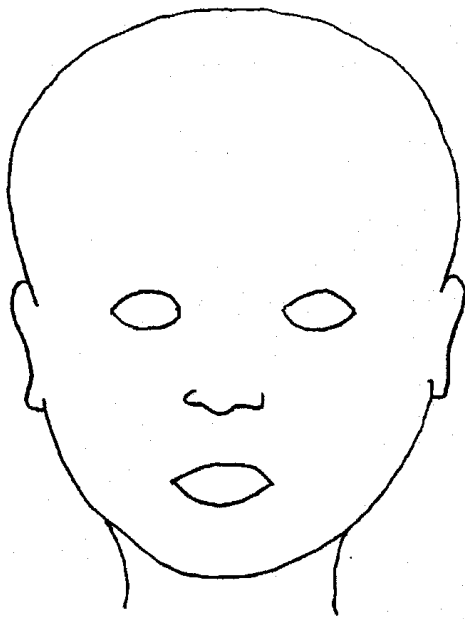
Job Title: .....



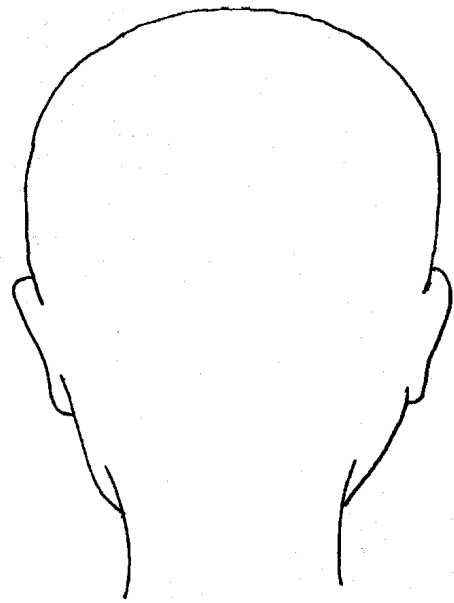
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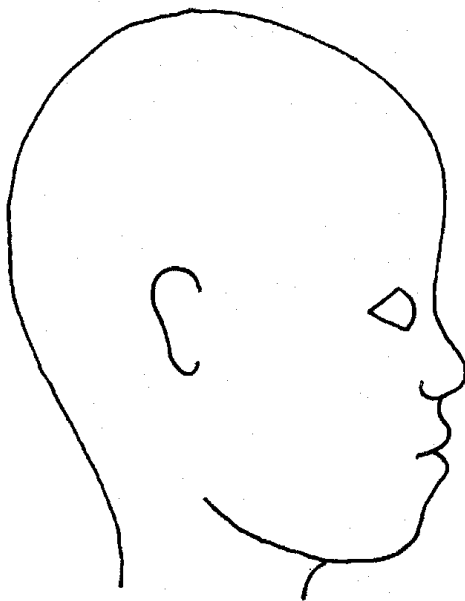
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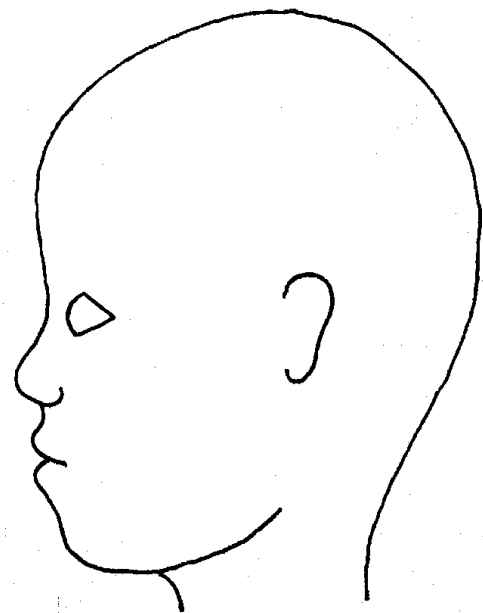
**FRONT**



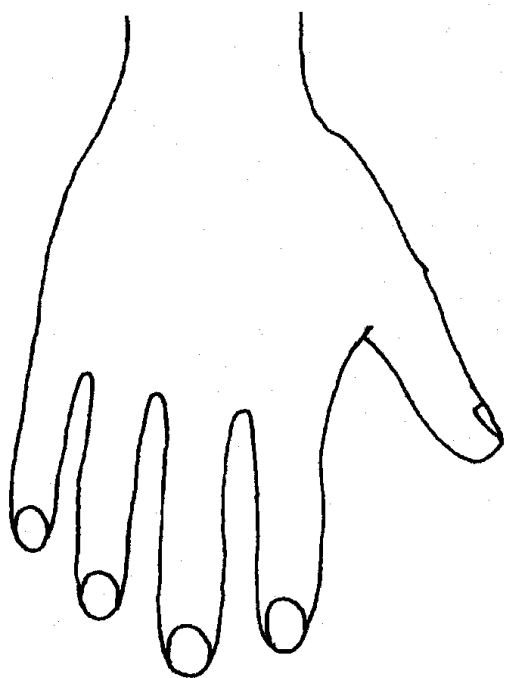
**BACK**



**RIGHT**



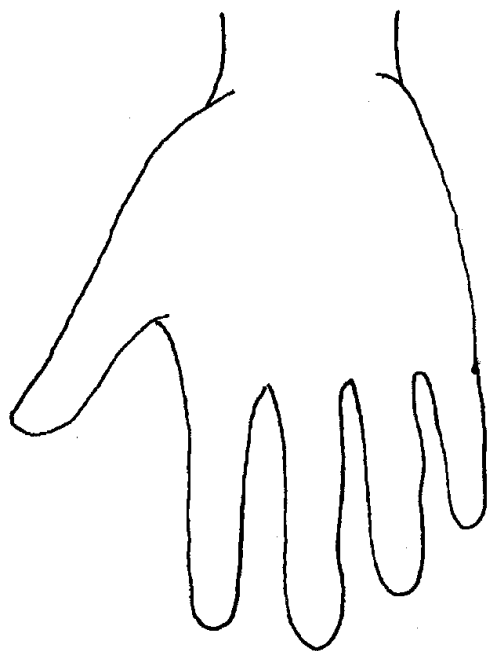
**LEFT**



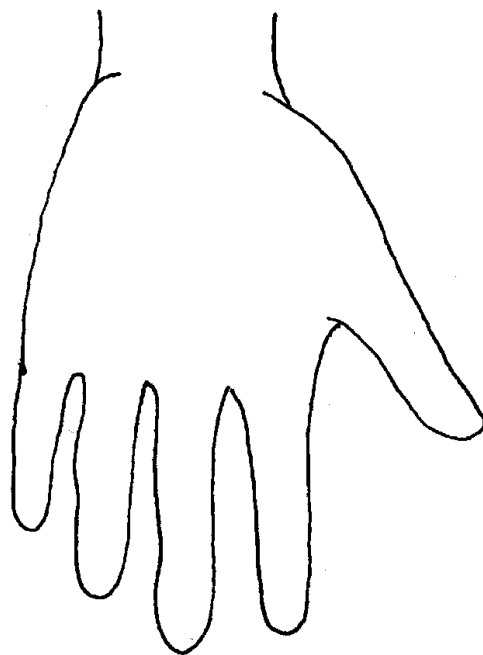
BACK **RIGHT**



BACK **LEFT**

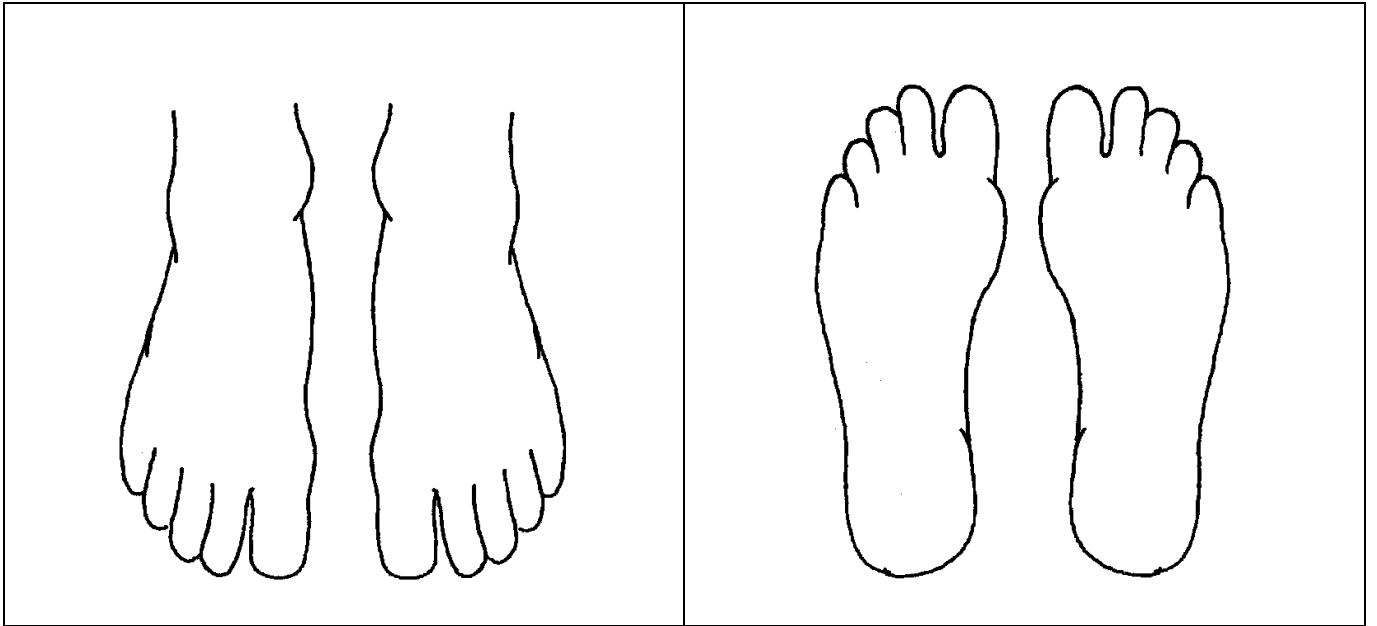


FRONT **RIGHT**

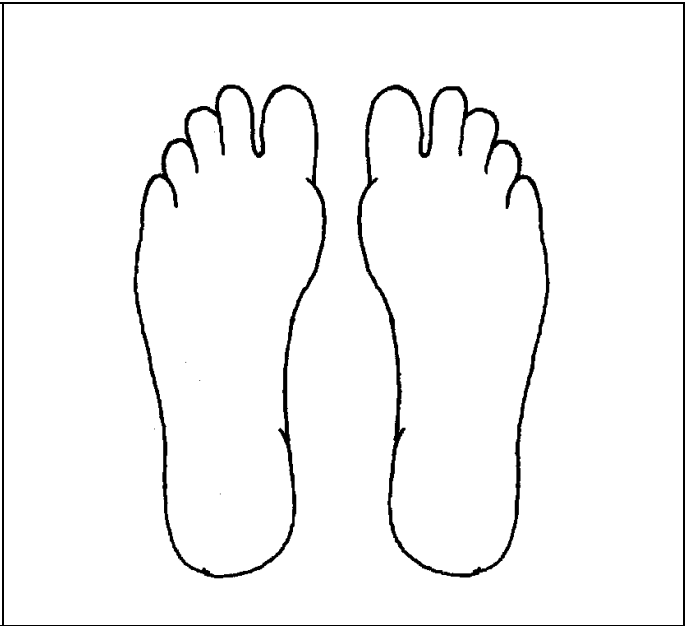


FRONT **LEFT**

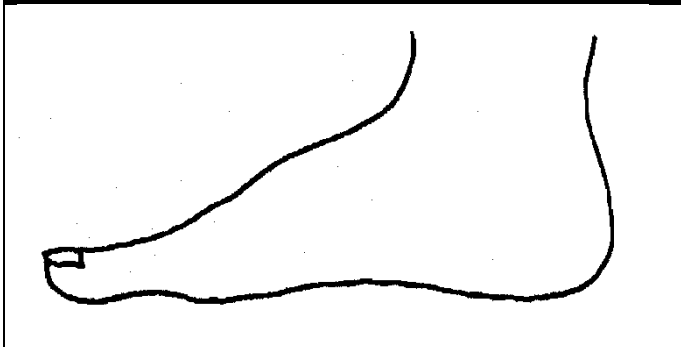




**RIGHT** TOP **LEFT**



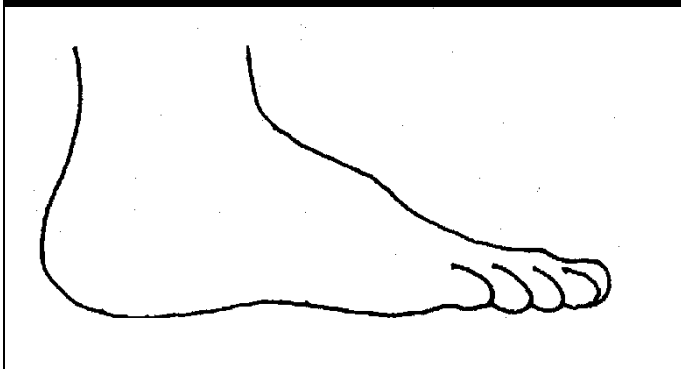
**RIGHT** BOTTOM **LEFT**



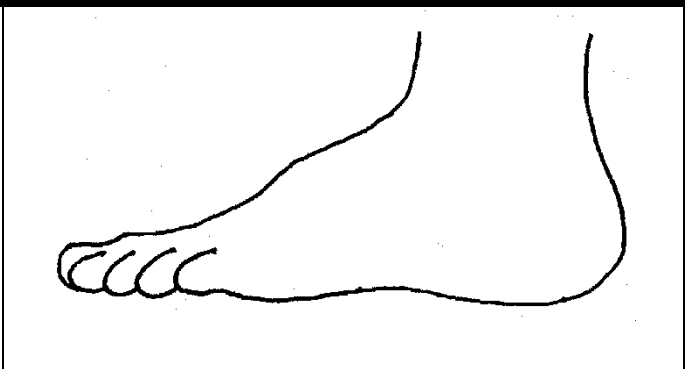
**INNER** **RIGHT**



**INNER** **LEFT**



**OUTER** **RIGHT**



**OUTER** **LEFT**

Please pass this form to your Designated Safeguarding Lead.

## CHRONOLOGY

Complete in date and time order any information in relation to the concern.

This includes forms/calls/observations/discussions taken place.

If one has been completed then add a note to this chronology to cross reference (significant information may also be added).

Name:		
DOB:		Organisation name:
Date	Information/details of concerns or contact	Print Name and Signature

Date	Information/Details of concerns or contact	Print Name and Signature


## RESPONSE

### Designated Safeguarding Lead – response to concern form

<b>Time and date information received, and from whom.</b>	
<b>Any advice sought – if required (date, time, name, role, organisation and advice given).</b>	
<b><u>Action taken</u> (referral to young person's social care/monitoring advice given to appropriate staff / early help etc.) with reasons.  Note time, date, names, who information shared with and when etc.</b>	
<b><u>Parent's informed?</u> Y/N and reasons.</b>	

<p><b><u>Outcome</u></b></p> <p>Record names of individuals/agencies who have given information regarding outcome of any referral (if made).</p>	
<p>Where can additional information regarding young person/incident be found (e.g. student file, serious incident book)?</p>	
<p>Name: ..... Signature: .....</p> <p>Job Title: .....</p>	

-ENDS-



Ham Youth Centre  
Ham Close  
Ham  
TW10 7PL

# KEEPING SAFE FROM ABUSE

## information for young people with disabilities

Abuse is when someone hurts you or does bad things to you. These could be things like:



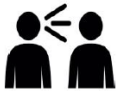
### NEGLECT

Not looking after you properly by not giving you enough food, not keeping you warm, not giving you medication or not getting you help when you need it.



### PHYSICAL ABUSE

Hurting you (kicking, punching, slapping, pushing).



### EMOTIONAL ABUSE

Talking to you in a bad way (teasing, threatening, shouting, swearing, ignoring).



### SEXUAL ABUSE

Touching your body or your private parts in a way you do not like or want.



### FINANCIAL ABUSE

Stealing your money or other things that belong to you.



# KEEPING SAFE FROM ABUSE

## information for young people with disabilities

What should you do if you are being abused?



Even if you are scared it is very important that you tell someone. This should be someone you trust.

This might be:



FAMILY MEMBER



FRIEND



YOUTH WORKER



POLICE OFFICER

What will happen next?



If you are being abused it is important that Social Services know about it.

They will help to keep you safe.

Need help or advice?



You can speak to TAG Designated Safeguarding Lead who is Geraldine Burgess.

You can also contact our safeguarding team via email:

[safeguarding@tagyouthclub.org](mailto:safeguarding@tagyouthclub.org)





## ● Digital Youth Club Guidance for Parents/Carers

TAG Youth Club provides a Digital Youth Club where our Youth Workers facilitate a range of fun and engaging activities online. Our Digital Youth Club uses the video conferencing app *Zoom* which is easy to set up, works well for the activities we provide and is safer to use due to several measures we have put in place.

### Who provides our online activities?

All of our Youth Workers are trained professionals who work with a range of individuals with different needs. Our Youth Workers have all received safeguarding training and hold a current DBS check.

Zoom encrypts the video and audio (in other words, it jumbles it all up when being transferred), making it difficult for anyone else to view or intercept. However, there is always a degree of risk when using computers and the internet. It is up to the family to accept and consent to this form of support. To minimise the risks, we advise that:

- **Link and password**

Please do not share links or password for the Digital Youth Club. If someone else wishes to access our online activities they can request to do so by email [info@tagyouthclub.org](mailto:info@tagyouthclub.org)

- **A responsible adult (parent or carer) to be present**

A responsible adult must be within the vicinity during our online sessions should we or your child/young person needs you. You are responsible for their safety at home. This is a safeguarding requirement and will also help to aid the activity session (for example positioning equipment, observing responses, optimising the activity experience for the child or young person).

- **Dress appropriately**

Children and young people, parents and/or carers and any household members who may come into view on screen are expected to dress and behave appropriately. If there is inappropriate attire, the Youth Worker will remove your device from the session and give the reason for doing so. You will then be offered to resume when the person is suitably attired.



- **Antivirus software**

You have antivirus software installed on your computer and make sure your 'firewall' is enabled. Only use your camera over a secure internet connection. Keep your operating system, browser and software up to date. Don't click on suspicious links and don't chat with strangers online.

- **Phishing**

Phishing is a form of social engineering and scam where attackers deceive people into revealing sensitive information. Be wary of fake emails which appear to be sent from trusted sources and ask you to download attachments, click on a link or disclose any personal details. The web address might look similar to one you've used before.

- **Recordings**

We ask that you do not take any images or make any recordings during online sessions.

- **Your webcam**

Finally, please do cover your Webcam, or disable it when you are not using it.

- **Information sharing**

You should not share any personal information during online sessions this including phone numbers, home addresses or any other identifiable information.

## **How will Your Data be Used?**

We are fully committed to protecting the privacy of our members, partner organisations, employees, volunteers and beneficiaries. TAG Youth Club is fully GDPR compliant. We do collect and hold personal data for children and adults who attend our activities. This enables our Youth Workers to assess, audit and evaluate the work we do. It ensures best practice and enables our Youth Workers to develop their skills in providing high standards.

Information from our activity sessions will be used to enable our Youth Workers to write reports, liaise with families and professionals. Information may be shared within the team. Data stored may be in the form of written, audio or visual recordings from activity sessions, personal information, notes and reports.

## How to Set Up the Zoom Application

In preparation, please download the Zoom app and test to see if it is all working correctly and that you know how to use it. Zoom can be downloaded onto a laptop, computer, phone, or tablet. If you have any problems and need help, please contact your us and we will help you to get the app installed and working correctly.

- First, you will need to open the app.
- Next, click on the 'join' button. This will take you to a new window.
- Getting Started: click on link below
- <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
- Download App
- We will send you the link and pass code to join the session
- Then click 'Join'.
- Then, you may see a final security window. Click on 'Join with video'. You should now be in – ready to go! We will help you to navigate within the Zoom app and work out your settings.
- For any additional information or further advice, please contact us.

There are a number of weblinks and online tutorials to help with any troubleshooting with Zoom.

<https://support.zoom.us/hc/en-us/categories/200101697>

## Top Tips when Using Zoom for Parents/Carers

### ***How to Adjust Audio and Video Settings on Zoom***

To adjust audio or video settings, click on the link below:

<https://support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app>

### ***Is the Microphone Connected?***

Check your zoom app is connected to your external microphone (if you have one). When on a video call, bottom left corner, by 'mute' there is a little arrow... click on that arrow and then under 'select a microphone' click on your external microphone.

## Safeguarding Concerns

If there are any safeguarding concerns that arise during an online session, please follow our usual process: contact our Designated Safeguarding Lead, Geraldine Burgess;

Tel: 07775378883

Email: [geraldine@tagyouthclub.org](mailto:geraldine@tagyouthclub.org)

In the absence of the Designated Safeguarding Lead, you should contact one of the following telephone numbers without delay. Initial Contact, Single Point of Access (SPA) Tel: 020 8547 5008

Out of hours: 020 8770 5000

**If you think a person is in immediate danger you should call 999**

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**To ensure safety for all, your child/young person must not:**

- **Reveal personal information including full name, address and any other identifiable information.**
- **Post/share anything offensive to others or that they may regret afterwards.**
- **Share any illegal, age-inappropriate, or harmful content, such as pornography, violent material, self-harm or suicide, and including anything discriminatory, for instance, racist, homophobic, transphobic content.**

**I confirm that I have read the parental/carer guidance and the Safeguarding Policy and agree to my child/young person to participate in our online activity sessions being carried out by Youth Workers from TAG Youth Club for the below named person:**

**Child/Young Persons Name:**

**Parent/carers Name:**

**Signed:**

**Date:**



## Staying safe on social media



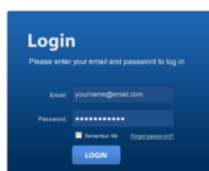
There are lots of different types of social media.



Things like Facebook, Instagram, Twitter and TikTok let you talk to people online and see things that people share.



To use social media, you will need to sign up for an account.



You will need to choose a username and password to log onto social media websites.



You should never share your username and password with anyone else.



If you need help to remember them, write them down and keep it somewhere safe.





Your social media account includes information about you, so it is important you keep your personal information safe.



You should not share your full address on social media.



It might be OK to say the town, city, or county you live in if you are comfortable.



But do not share your street address or postcode.



You should also make sure that people cannot see your phone number if you used that to sign up for a social media account.



You can use privacy settings on your social media account to make sure you are keeping your personal information private.



Privacy settings make sure only people you choose as friends can see your information.

## Posting online



Be careful what you post when you are using social media



The things you post might be seen by lots of people, not just your online friends.



Think about how other people might feel if they see the things you post.

## Talking to people online



Remember you are in control of the people you talk to online.



You should only add people you know.



Try not to talk to people you don't know, especially in private chats.



If someone asks you questions you do not want to answer it is OK to say no.



If someone wants you to do something you do not want to do it is OK to say no to them.



If people you don't know try to add you as a friend it is OK to not accept them.



When engaged in online activities we must refrain from sharing content that could upset others, such as racist or violent content .

## **‘Safeguarding Children is everyone’s responsibility’**

All children and young people linked with TAG Youth Club for Disabled Young People, wherever they are, whoever they are with, whatever they are doing, have the right to protection from neglect, physical, emotional and sexual abuse.

**-END-**