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## **SAFEGUARDING POLICY AND PROCEDURES.**

### **The Cambrian Community Centre Background**

The Cambrian Centre is a Community Centre located off Queen's Road in Richmond, Surrey. It was founded in 1989 and provides a venue for community activities for the Queens Road Estate residents and residents from across the borough of Richmond. It has a small paid staff team and a board of volunteer trustees.

The beneficiaries of the Centre are a diverse group. As we have a small specialist gym we have a number of gym members, many of whom are older residents often attending to address or improve a specific health issue.

We also have many centre users who attend activities on site. Some of these activities are delivered through the Cambrian Community Activity Programme (CAP) in which the Centre contract relevant tutors to provide specific activities for centre users. At the time of writing this programme includes Tai Chi, Yoga, Creative Writing, Singing, Drawing and Table Tennis. Other activities are delivered by outside providers who hire our rooms for their provision.

This policy largely applies to Centre delivered activities (the gym and the Cambrian CAP). We expect outside hirers to have their own safeguarding policy that will reflect much of the content of this policy. Our hire agreement stipulates that we require sight of and a copy of a safeguarding policy before hires can be agreed.

#### **1. Cambrian Community Centre (CCC) Safeguarding Position:**

CCC has obligations relating to safeguarding imposed through law, for insurance purposes and to meet requirements of the Charity Commission. We also consider safeguarding to be the heart of our community ethos and charitable objects. Therefore this safeguarding policy and the related procedures on safeguarding they outline have been informed by the core values of the Cambrian Community Centre.

The CCC has written safeguarding policy and procedures. This policy outlines other key aspects of our attitude to safeguarding through for example a commitment to ongoing training for staff and relevant volunteers. The policy has two key purposes;

- a. To protect adults, children and young people who use Cambrian Community Centre and to ensure that everyone using the building is treated with respect and is safe and free from harm.**
- b. To provide staff, volunteers and centre users with both the overarching principles that guide our approach to adult safeguarding and child protection and the information to deal with an**

**occasion when these principles may be challenged.- Including having nominated staff and trustees who can be easily accessed if an issue arises.**

All volunteers, trainees, staff and trustees commit to reading, understanding and abiding by these documents. Trustees and staff will also undertake agreed training related to safeguarding (see later in this policy for more detail). These policies should be read alongside the CCC Health and Safety Policy the Data Protection and Confidentiality Policy, and the Whistleblowing Policy.

**Staff and Trustees should confirm that they have read and understood this document either by post, or by email to [manager@cambriancentre.org](mailto:manager@cambriancentre.org) .** Groups hiring the Centre will be asked to provide their own safeguarding policy if they work with U18's (or U25 if young people with special needs) or vulnerable adults. This policy covers activities in our gym and for Centre delivered group and one-off activities.

## **2. What is safeguarding?**

The CCC believes that safeguarding is:

***“creating a safe and welcoming environment, where everyone is respected and valued.... ensuring the organisation is run in a way that actively prevents harm, harassment, bullying, abuse and neglect. It’s also about being ready to respond safely and well if there is a problem.”***

*-NCVO What is Safeguarding Knowhow document.*

## **3. What do we mean by abuse and neglect?**

Abuse or mistreatment can occur in many different ways. This will include:

- a. Physical and sexual abuse**
- b. Emotional/psychological abuse** (bullying, shouting, harassing, ignoring, coercing),
- c. Neglect** (failing to address basic needs of care) and financial exploitation (where someone takes advantage of another person to steal their money or belongings).
- d. Self-neglect** (where someone fails seriously to look after themselves)

As the centre supports adults who could be classified as vulnerable we also need to be aware of other more specific forms of abuse. These include:

- e. Commercial exploitation**
- f. Domestic violence and abuse**
- g. Forced marriage**

In addition to the above we are aware of our legal obligation to exercise vigilance around issues such as the following:

- h. Extremism and radicalisation**
- i. Female genital mutilation**

The Trustees of the Cambrian Centre are also aware of the need to protect the ethos and probity of the charity by vetting trustee appointments and establishing practice and procedures such as regular policy review and seeking assistance and advice from outside agencies such as Richmond CVS or the local safeguarding board.

## **4. Safeguarding Children**

As children’s activities are largely delivered by outside agencies delivering from the Centre the overall responsibility of the safeguarding of children using the Centre generally lies with the individual and/or group organiser who has the authority for the activity/session/group. The Cambrian Community Centre requires that all such groups provide the centre with an up to date safeguarding policy.

In the event of misuse/negligence by one of the group organisers then this must be reported to the relevant authorities and brought to the attention of the Centre Manager who will involve the designated

trustee if appropriate. It is expected that group organisers would have had reviewed all relevant legislation in developing their own safeguarding policy and procedures including but not limited to:

- a. DfE guidance publications entitled '**Keeping Children Safe in Education**' (September 2018) (KCSIE). KCSIE incorporates the additional statutory guidance, **Disqualification under the Childcare Act 2006** (June 2016) KCSIE also refers to the non-statutory advice for practitioners.
- b. **What to do if you're worried a child is being abused** (March 2015) **London Child Protection Procedures 2015** (5th Edition amended 31st March 2016)
- c. **"Working Together to Safeguard Children"** (March 2015) (WT). WT refers to the non-statutory advice: Information sharing (March 2015) Prevent Duty Guidance: for England and Wales (July 2015) (Prevent). Prevent is supplemented by non-statutory advice and a briefing note: The Prevent duty: Departmental advice for schools and childminders (June 2015) The use of social media for on-line radicalisation (July 2015)

## **5. What is the responsibility of the Cambrian Community Centre?**

Our responsibility is to make sure:

- a. As far as we possibly can, to ensure that our staff, trustees and volunteers are reliable and trustworthy. This will be achieved through agreed recruitment standards- via interview and with references taken up, DBS checks where appropriate and ongoing supervision, appraisal and training.
- b. That our staff, trustees and volunteers have read the safeguarding policy and understand about safeguarding, and the necessity of being aware that abuse can and does happen, and of reporting any concerns. This will partly be via level 1 safeguarding training for all staff and trustees and level 2 for the Centre manager and Nominated Safeguarding Professional (NSP) currently David Lemon and our nominated Trustee (NST) currently Chris Storey.
- c. That a member of staff is our Nominated Safeguarding Person (NSP) and one of our trustees is our Nominated Safeguarding Trustee (NST).
- d. That all staff comply with the CCC Code of Conduct.
- e. That we establish (and understand fully) the procedures for following up any concerns – See following sections.
- f. That we have thorough methods of recording.
- g. That safeguarding is a routine item in the Manager's report to our regular trustee meetings even if there is nothing to report.
- h. That trustees and staff review all our safeguarding documents annually and revise them if necessary.

## **6. The role of the NSP**

The NSP takes the lead responsibility for safeguarding and child protection including support for other staff and information sharing with other agencies, developing policies and staff training. It is not the role of the NSP to investigate any concern or issue raised. It is their role to record the information as they have been told and refer without delay to the Richmond SPA.

### **The NSP will**

- Act as a source of support, advice and expertise on matters of user safety
- Refer safeguarding concerns or disclosures relating to U18s to Richmond SPA
- Report allegations made against members of staff/volunteers to the Local Area Designated Officer via the SPA. This is known as the duty to refer and is a legal duty and trustee responsibility

- Develop and update safeguarding policies , ensuring staff are made aware of their responsibilities, and centre users are clear how to raise a concern.
- Ensure that confidential records are kept of any concerns, and of any conversations or referrals to statutory agencies.
- Ensure all staff have appropriate child protection and safeguarding training and maintain training records
- Ensure that there are clear rules in place for staff in regards to the use of the internet, social media, mobile phones and other technology tools within the workplace

### **The Duty to refer and the role of the local area designated officer (LADO)- For U18's**

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

Behaved in a way that has harmed or may have harmed a child

Possibly committed a criminal offence against children, or related to a child

Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

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 help to determine whether the allegation sits within the scope of the procedures, and give advice to the referrer as to what happens next. If you have concerns about a staff member or volunteer relating to a child CCC is legally obliged to refer that concern to the LADO via the Richmond SPA.

#### **7. Recruitment of staff, trustees and volunteers**

All potential staff, trustees and volunteers are interviewed and references are taken up and requested. Staff and volunteers with any responsibility for U18s or vulnerable adults are required to provide an enhanced DBS check.

#### **8. Understanding safeguarding**

a. All staff are required to do appropriate safeguarding training as described above (level 1 for all staff and trustees, level 2 for our Nominated Safeguarding Person- “NSP” and our Nominated Safeguarding Trustee- “NST”)

b. All trustees are responsible for being appropriately informed, through reading or training, or both, about safeguarding and our duties of responsibility, accountability and transparency;

c. Our users understand that they should share any concerns about their safety, or anyone else’s safety, with our NSP.

#### **8. Initial response in the event of a concern being expressed.**

In the event of any concern being reported the nominated safeguarding person (NSP - CCC Manager) must be informed as soon as possible.

To ensure that this report is as useful as possible a record should be made at the time of the disclosure or concern. HOWEVER if required do not delay reporting your concern to the NSP verbally and then follow up with a written record as soon as possible, unless there is reason to suppose this is a criminal matter and must therefore be reported immediately to the police. (We will follow the same procedure if a service user or fellow volunteer raises concerns about a volunteer). It should include as much of the following information as possible:

- Date time and activity or space in the CCC where the incident took place, the observation was made, or a disclosure given
- Name and contact details of the person making the record
- If a child concern- Child's name, age, date of birth
- If a child concern- Child's home address and telephone number
- For an adult concern we will need contact information for the reporter and the individual the report concerns.
- Whether the person making the report is expressing their own concerns or those of someone else
- The nature of the concern and any descriptors – person involved, type of abuse witnessed etc
- A description of any visible bruising or other injuries. Any indirect signs such as behaviour
- Details of any witnesses to the incident
- If a child concern- The child's account if it has been disclosed by them

The NSP will then

1. Contact the Nominated Safeguarding Trustee. **In the case of a child protection issue they will also refer to the Richmond SPA and discuss and agree next steps.**
2. Arrange to make contact with the person expressing the concern;
3. Assure the person that they have done the right thing in sharing this concern;
4. Listen very carefully to what is being said;
5. Complete/update our record form, making sure there are answers to the following questions:
  - a. What is the day and time you are making the report?***
  - b. Who is reporting the concern?***
  - c. Who is the concern about?***
  - d. Who may be abusing, or mistreating, the person concerned? i.e. What actually is the concern?***
  - g. Is this a 'one-off' event, or on-going?***
  - h. What has made the person share their concern with you?***
  - i. How serious does it seem to you from what they have said, and how they have said it?***
  - j. Do they have anything further they want to say?***
6. stay calm and concentrate on getting the 'facts' without probing for details, and empathise without jumping to conclusions;
7. assure the person reporting the concern that they remain anonymous, unless and until the matter has to be reported to the local authority or to the police;
8. check against our records whether any previous concerns have been raised about this service user;
9. Keep the safeguarding trustee (NST) informed of developments and make a referral to the relevant Local Authority contacts (see end of this policy for contact information.)

### **Handling Disclosures of Abuse- Overview**

The Cambrian Community Centre has a clearly defined process for any disclosures:

1. In the event that a disclosure of abuse is made about a group/individual using the Centre, the facts of the alleged incident must be established without delay by the Centre Manager and reported immediately to the nominated Safeguarding Trustee and Chair of the Board of Trustees. A written record should be made at least within a week of the incident and as soon as practicable.

2. If there is a complaint against a member of the Cambrian Centre's staff, this will be handled by the NSP unless the complaint is against the NSP in which case it will be dealt with by the NST with support from the Chair of Trustees.

3. Witness statements should be sought at the time including facts about all those involved such as name, home address, contact details, next of kin and about the person in charge of the particular group.

4. In all cases, the Board of Trustees will be informed by the Chair as soon as possible after a complaint has been made and will agree how the matter should be handled. Depending on the gravity of the allegation it may be necessary to involve the Social Services and/or the Police.

5. Where the complaint can be handled internally, every effort will be made to deal with it sensitively and with fairness to all parties. A timetable of the process will be available to all those involved, and all meetings will be minuted to ensure that all parties have a clear understanding of the process and outcomes.

6. A written record of any allegation or complaint together with the action taken will be kept securely at the Centre.

### **9. Notifying the local authority**

The law and guidance are clear that the role of CCC is to share their concern with the local authority, **not** to investigate.

If there is any on-going concern, our duty, in law, is to contact the Richmond Council Adult Access Team or (for U18 or U25 with additional needs) the Richmond Single Point of Access (SPA). Contact details for both of these agencies are at the end of this document, and then to co-operate fully with them. If at the time of report procedures of these agencies differ from those of the CCC we will defer to the procedures of the outside agency.

The NSP (CCC Manager) will be responsible for making that contact.

The NSP will record details of all telephone calls, emails and conversations should be recorded with dates.

All records should be marked Confidential and kept securely, whether the record is on paper or digital.

### **10. The role of the local authority.**

In the case of a vulnerable adult the local authority's duties are as follows:

*A local authority has a duty to 'make enquiries' where there is 'reasonable cause' to suspect an adult with care and support needs is being abused or neglected or is at risk of being abused or neglected and as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it ((Care Act 2014, section 42);*

Similar obligations are in place for cases involving U18s overseen by the Local Safeguarding Children's Board (LSCB)

In the event of such an enquiry, CCC will co-operate fully with the local authority and other appointed agencies, and will consult with them on any on-going role of CCC with the person who is the subject of the enquiry.

Throughout, we will keep detailed records as noted above (section 8).

### **Key contact details:**

Cambrian Community Centre, Registered in England & Wales as a company under number 8268372 at Caplan Court, 1 Grove Road, Richmond, Surrey, TW10 6SN.

**Nominated Safeguarding Person (NSP):** David Lemon, Cambrian Community Centre Manager  
[manager@CambrianCentre.org](mailto:manager@CambrianCentre.org) 07851 862 305

**Nominated Safeguarding Trustee (NST):** Chris Storey [safeguarding@CambrianCentre.org](mailto:safeguarding@CambrianCentre.org)

**Richmond Council Adult Access Team 020 8891 7971** (Emergency Outside Office Hours 0208 744 2442)

**Richmond Single Point of Access** Call 020 8547 5008 from 8am to 5.15pm, Monday to Thursday, and 8am to 5pm on Friday. During out of hours, phone 020 8770 5000.

**Age UK Factsheet (January 2019)**, Safeguarding older people from abuse and neglect.

[https://www.ageuk.org.uk/globalassets/age-](https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf)

[uk/documents/factsheets/fs78\\_safeguarding\\_older\\_people\\_from\\_abuse\\_fcs.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf)

We are very happy to answer any questions that you may have. Please do not hesitate to contact us.

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