

## ST MATTHEWS BIG LOCAL (LEICESTER) (SMBLL)

### Children's, Young People and Vulnerable Adults Policy Safeguarding Policy & Procedures

This Policy will reflect the changes in future staffing.  
Manager and Designated Safeguarding Lead until 30<sup>th</sup> June 2026 – Simon Johnson  
From 1<sup>st</sup> July 2026 – Ish Latif

EACH OF THE ABOVE WILL BE REFERED TO AS 'The Manager' for the periods of responsibility as dated above.

#### SMBLL Safeguarding Policy

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or any member of SMBLL

The purpose of this policy is:

- To protect children/young people/vulnerable adults who receive SMBLL services. This includes the children/ young people/vulnerable adults who use our services.
- To provide staff and volunteers with the overarching principles that guides our approach to safeguarding.

SMBLL believes that a child, young person or vulnerable adult should never experience abuse of any kind. Safeguarding is the responsibility of everyone. We have the responsibility to promote the welfare of all users and to keep them safe. We are committed to practice in a way that protects them.

Our Designated Safeguarding Officer: **The Manager**  
Contact number: 0116 251 8737

#### Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely

- Children act 1989
- United Nations Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedom Act 2012
- Relevant government guidance on safeguarding children

#### Definitions:

The definition of '**a child**' is a person who has not yet attained the minimum school leaving age. For example, in England and Wales a child can leave school on the last Friday in June if they are 16 by the end of the summer holidays.

The definition of '**a young person**' is any person who is not a child but who has not attained the age of eighteen.

The definition of ‘**a vulnerable adult**’ from the 1997 Consultation “Who Decides?” issued by the Lord Chancellor’s Department is a person:

A ‘Vulnerable Adult’ is a person, aged 18 or over, “who is or may be, in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.” (Lord Chancellor’s Dept. 1997)

This includes people:

- With learning disabilities
- With physical disabilities
- With sensory disabilities
- With mental ill health
- With brain injuries
- With a drug or alcohol dependency
- With dementia
- Who are frail due to their age

### **What is abuse?**

Abuse is mistreatment by any other person or persons that violates a person’s human and civil rights. Abuse can be causing physical, financial, sexual, psychological, institutional emotional suffering, discrimination and neglect.

### **SMBLL Recognises that:**

- The welfare of the child/young person/vulnerable adult is paramount
- All children/young people/vulnerable adults regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- Working in partnership with and ensuring the active participation of individuals, families, carers, groups, communities and other agencies is essential in promoting the welfare of all users at SMBLL.

### **SMBLL will seek to keep children, young people and vulnerable adults safe by:**

- Valuing them, listening to and respecting them
- Adopting child protection practices through procedure and code of conduct for all staff and volunteers
- Recruiting staff and volunteers safely, ensuring all necessary checks are made, all staff and volunteers to receive induction training, to have a designated supervisor and attend an annual performance review. All staff working directly and unsupervised with children or vulnerable adults will undertake a DBS Check. They will also complete Level 1 Safeguarding course. This course will also be offered to all volunteers and Trustees to complete.
- Sharing information about child protection and good practice with children/young people parents/carers, staff and volunteers.
- Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults.
- Ensuring our procedures is in line with the Leicester Adult Safeguarding Board.

- Staff and volunteers have a responsibility to protect children, young people or vulnerable adults from abuse.
- Staff and volunteers have a responsibility to report and protect.
- Staff and volunteers must be able to identify the nature of abuse, respond appropriately to a child, young people or vulnerable adults' disclosure of abuse, ensuring the information they receive is handled correctly.
- The Board of Trustees regularly monitoring and evaluating policies, procedures and practices for child protection and safeguarding adults.
- Raising awareness of abuse, its impact and promoting work designed to reduce abuse and the fear of abuse.

## **Adult Protection Procedure**

You think abuse has or may have occurred. Act immediately.

It is the responsibility of the person first becoming aware of a situation where there may be a person subject to, or at risk of, abuse to:

### **Make Safe**

Deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator.

If the allegation is about a volunteer of any organisation, ensure that the allegation is properly managed by reporting the allegation to the designated safeguarding officer on the Board of Trustees, or the volunteer coordinator.

### **Inform**

Tell the designated safeguarding officer or volunteer coordinator immediately or as soon as practical who will help to deal with the issue. Contact the police if it is thought a crime has just been committed.

### **Record**

Record details of the allegation as soon as possible somewhere that can be kept secure (please use the Safeguarding Incident Recording Form – Appendix 1).

Include:

1. If you think abuse has or may have occurred. Act immediately.
  - Make sure the person is safe.
  - Inform the designated safeguarding officer or volunteer coordinator immediately.
  - Contact the police if it is thought a crime has just been committed.
  - Record details of the allegation.
2. Bring the concern to the attention of the designated safeguarding officer or volunteer coordinator who will discuss the allegation / concerns with the local authority referral agency or the police straight away. Social services or the police will decide what to do next (see Appendix 2: Referral Flowchart and Appendix 3: LCSB Agency Referral Form)
3. Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
4. Check that the circumstances fall within the safeguarding adults' procedures i.e. meeting the definition of abuse as defined in this Policy and Procedures. If at all uncertain a referral should be made to Social services

The person making the referral should ideally have the following information available; however, the lack of any of this information should not delay the referral:

- The name of the adult
- Date of birth and age
- Address and telephone number
- Why the adult is considered at risk/or is being abused
- Whether consent has obtained for the referral, and if not the reasons e.g. the person lacks mental capacity or there is an over-riding public interest (e.g. where other adults are at risk)

- Whether there are any concerns or doubts about the mental capacity of the person
- Whether the police are aware of the allegation, and whether a police investigation is underway

### **What if someone does not want me to report concerns?**

- Explain that you must discuss these concerns with your designated safeguarding officer
- Explain that other people may be at risk.
- There may be other issues that they are not aware of.

## **Leicester Social Care Services**

**Phone:** 0116 454 1004

### **Report to the Police**

If a crime has been committed and the **person is in immediate danger, call 999** and ask for the Police / an ambulance.

If the **person is not in immediate danger call the Police on 101.**

### **Report to a Helpline**

There are also several charities who offer helplines to discuss/report adult abuse.

### **Child Protection**

If SMBLL staff and volunteers have serious concerns about a child's general welfare, or suspect that abuse (physical, sexual, emotional or neglect) is taking place, they should contact the designated safeguarding officer and refer to the Leicester City Council referral process (see Appendix 3), complete the Incident report form (Appendix 1). If the designated person is not available, Contact the Leicester City Central Duty Team for advice 0116 4541004, or the local police station and inform the Designated officer of the actions you have taken. Always follow this procedure if you are worried or concerned about a child.

### **If child or young person tells you, they are or have been abused (discloses abuse):**

1. Take the child/young person seriously and tell them so
2. Allow the child/young person to say what has happened to him or her, but do not ask leading questions
3. Make a note of what the child/young person says on the safeguarding incident form (Appendix 1)
4. Tell the child/young person that you are glad they told you
5. Reassure the child/young person that what happened is not their fault
6. Be honest with the child/young person – tell them who you will have to contact and why – do not promise confidentiality
7. Keep the child/young person fully informed about what you are doing
8. Contact the designated officer who will take advice from the Leicester City Council Central Duty Team.

### **If you suspect abuse of a child/young person**

1. Talk to the child/young person sensitively to find out if there is anything worrying them.
2. Keep questions to a minimum but make sure you are absolutely clear about what the child/young person has said.
3. Do not take responsibility. Discuss your concerns with your line manager/trustee/ designated safeguarding officer.

4. Contact with parents should be delayed until advice has been sought from Leicester City Central Duty Team. The designated safeguarding officer will seek this advice.

### **General guidelines for activities/events organised by SMBLL**

- Staff and volunteers should set examples of appropriate behaviour, in line with SMBLL Code of Conduct.
- There must be access to a telephone on the premises
- Any equipment used must conform to safety standards
- There must be a first aid box complying with the Health and Safety (First Aid) Regulations on the premises
- The relevant member of staff should carry out risk assessments for each activity or event.
- Staff and volunteers should avoid being alone with a child/young person/vulnerable adult – a meeting should take place openly as possible- in public view.
- Staff and volunteers should offer respect to the child/young person/vulnerable adult and value them as individuals.
- Always ensure another member of staff or volunteer listens and/or observes, when in a difficult or sensitive situation involving a user
- Offer comfort where a child/young person/vulnerable adult is obviously distressed but always remain in public view.
- Never initiate physical contact with a child/young person/vulnerable adult.
- Do not make contact with anyone using SMBLL for non-work purposes.
- Do not accompany anyone to the toilet, or assist with using the toilet, adjust his/her clothes, or do things of a personal nature.
- Maximum group size for each activity in each location should be estimated in advance of the activity and on safety grounds; these numbers should not be exceeded. Publicity material should advise of maximum numbers.
- At all times SMBL staff and volunteers should remain at a minimum of 2 persons present at all times.
- SMBL will then use the ratio of adult to children as recommended by the NSPCC - 0-2 years 1 Adult to 3 children. 2-3 years 1 adults to 4 children. 4-8 years 1 adult to 6 children. 9-12 years 1 adult to 8 children. 13-18 1 adult to 10 children.

### **Dealing with unacceptable behaviour:**

The following steps should be taken if confronted by unacceptable behaviour:

- Remind all users concerned that they are expected to act considerately towards staff, volunteers and other users
- Communicate on an individual basis as much as possible. 'Blanket' condemnation and eviction of whole groups should be avoided where possible
- Deal with challenging or unacceptable behaviour calmly and quietly and avoid putting other members of the public in danger
- Users should be asked to leave the activity/event only if the behaviour is not resolved, and as a temporary measure.
- If staff/ volunteers are threatened or are at risk from a situation they cannot resolve, they should call the police
- If staff/volunteers witness a user being bullied, or if a user complains of being bullied SMBLL staff and volunteers have a duty to do whatever they can to stop it. This will also be brought to the attention of the manager at the earliest opportunity.

### **Risk Assessments**

The Board of Trustees is responsible for a general Risk Assessment of events and building and should ensure that activities carried out have been risk assessed in advance of the activity. These risk assessments are delegated to the manager. They should also be emailed to each staff member

working on the activity and they need to confirm that they have read, understood and have the opportunity to contribute if changes are needed.

### **Planning the activity**

When planning an activity, staff and volunteers should:

- Ensure there are suitable numbers of adults to supervise the event.
- Consider general health and safety issues
- Carry out a risk assessment
- Determine a maximum attendance figure based on volunteer numbers, space and the type of activity. If there is any doubt about the ability to control numbers or an anticipated high demand, the option of issuing tickets should be considered
- Ensure that obligations under the Disability Discrimination Act are met, taking reasonable steps to enable disabled children to use the service and attend the activity
- Ensure that staff/ volunteers/users are aware of the first aid arrangements

### **Publicity**

Publicity should specify the age of the children at whom the event is aimed, there should not be any unsupervised children. It should clearly state starting and finishing times.

### **Before and during the activity or event**

- All children/young people and adult users attending an event should be registered.
- This register must be checked during an emergency evacuation.
- Children should be aware of staff on duty. Staff should wear their 'Big Local' branded kit or a name badge at all times.

### **Photographs**

Children may not be photographed at events, either by **SMBLL** staff, volunteers or by members of the press, unless permission has been given by the child's parent or carer. This may be in person, if the parent is attending the event, or by a permission form signed in advance.

### **Safeguarding Procedure for Children/Young People**

1/ If you have serious concerns that a child or young person is being abused or at risk of abuse, either because the child has told you or you have witnessed an incident. Child abuse may be physical, emotional, sexual or neglect.  
<http://rsb.org.uk/recognize-child-abuse>

2/ If the situation is an **emergency** or someone is in immediate **danger** and /or a crime has been committed call **the emergency services on 999**. Record the incident form including as much information as possible. Forward the incident forms to **Children and Young People's Service**  
Telephone: [0116 454 1004](tel:01164541004) (open 24/7).

### **Complaints about people who work with children**

If you wish to make a complaint about someone who works or volunteers with children in Leicester City then please call the LADO (Local Authority Designated Officer) on [0116 454 2440](tel:01164542440).

3/ If emergency action is not required use a safeguarding incident form to make a note of the incident recording the following

- Time, date,
- The nature of your concern/what the child has told you
- Information about sightings of any physical injury including shape size colour
- Enough information to identify the child e.g. name/address/school/parents

If disclosure is made, listen to what the child may wish to tell you, but do not promise confidentiality or ask questions. Explain that you will need to speak to someone else about the disclosure/concern.

If a child has an injury but no explanation is volunteered it is acceptable to enquire how the injury was sustained.

4/ Discuss with your designated safeguarding officer to decide if appropriate to refer. If uncertain always seek advice from **Children and Young People's Service** Telephone: [0116 454 1004](tel:01164541004) (open 24/7).

**Parents/carers do not need to be informed if you consider this is likely to increase risk,** when discussing with Central Duty Team., they will want to discuss your concerns, if parental/carer consent to the referral has not been obtained you will need to give reason for this.

### **Complaints about people who work with children**

If you wish to make a complaint about someone who works or volunteers with children in Leicester City then please call the LADO (Local Authority Designated Officer) on [0116 454 2440](tel:01164542440).

Signed: Lee Nicholls - Chair

Dated: 1<sup>st</sup> December 2025

Review Date: December 2026

## **Appendix 1**

Safeguarding Incident Recording Form

## **Appendix 2**

Flowchart for Leicester Referral Process

## **Appendix 3**

LSCB Agency Referral Form