



Tavistock Memory Café

Safeguarding and Child Protection Policy

NOTE: If you have a concern please go to Section 6 for guidance.

1. Purpose and Aims

The purpose of the Tavistock Memory Café (**TMC**) safeguarding and child protection policy is to provide clear guidance in safeguarding and promoting the welfare of those children/young people who attend our settings and activities. The policy aims to ensure that:

- All children and young people under 18 years old (**children/young people**) are safe and protected from harm.
- Provision and policies are in place to enable children to be safe and for the charity to adopt safe practices.
- Volunteers, trustees, members, carers, staff, visitors and parents (**all adults**) are aware of the expected behaviours, and of the TMC's legal responsibilities in relation to the safeguarding and promotion of the welfare of all children/young people.
- TMC has clear guidelines as to the actions if there is a safeguarding or welfare concern.

2. Ethos

'Every child deserves the best possible start in life and the support that enables them to fulfil their potential. A secure, safe and happy childhood is important in its own right.'
Statutory Framework for the Early Years Foundation Stage (EYFS)

Safeguarding at TMC is considered everyone's responsibility and our setting aims to create the safest environment within which every child/young person has the opportunity to achieve their full potential. Tavistock Memory Café recognises the contribution it can make in ensuring that all children/young people who visit our setting or attend our activities are safe. Children/young people will always have a trusted key adult with whom they feel safe, they will be listened to, and appropriate action will be taken if they raise a concern.

TMC will work to ensure children/young people's safety by working in partnership with other agencies i.e. Early Help, Multi-Agency Safeguarding Hub, Police and Social Care as well as seeking to establish effective working relationships with all adults to develop and provide activities and opportunities that will help to equip our children/young people with the skills they need. This will include advice and experiences that will encourage our children/young people to develop essential life skills and protective behaviours.

3. Children and Young People at TMC

We recognise that children and young people may engage with TMC for several reasons:

- As volunteers undertaking schemes such as the Duke of Edinburgh Award.
- Accompanying adult family members at TMC sessions or activities.
- Involvement in fund-raising activities.

4. Responsibilities and expectations

The Trustees take seriously their responsibility under section 11 of the Children Act and their duties under “working together” to safeguard and promote the welfare of children/young people. To work with other agencies to ensure adequate arrangements exist within our setting to identify, and support those children/young people who are suffering harm or are likely to suffer significant harm. We recognise that all our adults have a full and active part to play in protecting children /young people from harm, and that their welfare is paramount.

The Trustees will ensure the following:

- That the safeguarding and child protection policy is made available to all those involved in TMC.
- That all adults are properly checked to make sure they are safe to work with the children/young people who attend our setting.
- That no child/young person is unaccompanied, on a one-to-one basis, or in a closed-door situation with an adult (other than parent or carer).
- That a young person, under 18 years old, has a dedicated adult volunteer as their key ‘buddy’.
- That TMC has procedures for handling allegations of abuse made against any child/young person.
- That there is safe and appropriate use of cameras, mobile phones, technology and online equipment within the setting.
- That the Counter Terrorism and Security Act 2015 which places a duty on providers “to have due regard to the need to prevent people from being drawn into terrorism” (The Prevent Duty) is implemented, taking into account the Local Authorities’ ‘Prevent’ policies and procedures.
- That a Designated Safeguarding Lead (DSL) is appointed who has lead responsibility for dealing with all safeguarding issues at TMC.
 - The **Designated Safeguarding Lead** is (**Heather Rayne**). If they are not available, then contact (Julie Parsons).
- That a named member of the Trustees for Safeguarding is identified.
 - **The Trustee for Safeguarding is (Dr Steve Pearson)**
- That our procedures will be annually reviewed and updated.

The responsibilities for the Designated Safeguarding Lead (DSL) are:-

- To ensure that all safeguarding issues raised in the setting are effectively responded to, recorded and referred to the appropriate agency.
- To ensure all adults are alert to circumstances when a child/young person may need access to early help
- All adults new to our setting will be made aware of this policy and the procedures for child/young person safeguarding, the name and contact details of the DSL and have these explained, as part of their induction to TMC.
- Be responsible for arranging the TMC safeguarding training for all staff and volunteers who work with the children/young people. The DSL must ensure that the safeguarding training takes place at least annually for all volunteers with regular updates during this period.
- To ensure the acceptable, safe use and storage of all camera technology, images, and mobile phones through the implementation, monitoring and reviewing of the appropriate policies and procedures.
- To ensure allegations regarding adults in the setting are effectively responded to and referred to the appropriate agency.

5. Recognising concerns, signs and indicators of abuse

Safeguarding is not just about protecting children/young people from significant harm or likely significant harm. For TMC it includes such things as child safety, bullying, racist abuse and harassment, and internet safety.

All adults in TMC should be aware of the indicators of abuse and have up to date knowledge of safeguarding issues. They will be alert to the need to consult further if they suspect neglect or abuse of a child/young person. At TMC we understand that children/young people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others.

The four main categories of abuse as defined by the Department of Health 'Working Together to Safeguard Children' document 2018:

- A. **Neglect.** The persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairments of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
- Provide food, clothing and shelter.
 - Protect a child from physical and emotional harm or danger.
 - Ensure adequate supervision.
 - Ensure access to appropriate medical care or treatment.

Possible indicators. Obvious signs of lack of care including:

Problems with personal hygiene, constant hunger, inadequate clothing, emaciation, lateness or non-attendance at the setting, poor relationship with peers, untreated medical problems, compulsive stealing and scavenging, rocking, hair twisting, thumb sucking, running away, low self-esteem.

- B. **Physical Abuse.** May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Possible Indicators. Physical signs that do not tally with the given account of occurrence conflicting or unrealistic explanations of cause repeated injuries delay in reporting or seeking medical advice.

- C. **Sexual Abuse.** Forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, penetrative or non-penetrative acts and also includes involving children in watching pornographic material or watching sexual acts.

Possible indicators. Sudden changes in behaviour, displays of affection which are sexual and age inappropriate, tendency to cling or need constant reassurance, Tendency to cry easily, regression to younger behaviour – e.g. thumb sucking, acting like a baby, unexplained gifts or money, depression and withdrawal, wetting/soiling day or night, fear of undressing for PE etc.

- D. **Emotional Abuse.** The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Possible Indicators. Rejection, isolation, child being blamed for actions of adults, child being used as carer for younger siblings, affection and basic emotional care giving/warmth, persistently absent or withheld.

6. What to do if you are concerned

All Child Protection concerns need to be acted on immediately. If you are concerned that a child may be at risk or is actually suffering abuse, you must tell the DSL.

All Adults, including the DSL, have a duty to refer all known or suspected cases of abuse to the relevant agency including MASH (Multi Agency Safeguarding Hub), Children and Young Peoples Service (CYPS) – Social Care, or the Police.

If a child/young person makes a disclosure or allegation of abuse against an adult or other child or young person, it is important that you:

- Stay calm and listen carefully.
- Reassure them that they have done the right thing in telling you.
- Do not investigate or ask leading questions instead ask clarifying questions tell me, explain to me, describe to me.
- Let them know that you will need to tell someone else.
- Do not promise to keep what they have told you a secret.
- Inform your Safeguarding Designated Lead as soon as possible.

If you are concerned that an adult at TMC in a position of trust poses a danger to a child/young person or that they might be abusing a child/young person you should report your concerns to the DSL. Where those concerns relate to the DSL however, this should be reported to the Chair of Trustees.

7. Whistleblowing

We recognise that the children/young person cannot be expected to raise concerns in an environment where adults fail to do so. All adults should be aware of their duty to raise concerns about the attitude or actions of an adult involved with TMC. A concern should be raised with the DSL or Chair of Trustees.

8. Managing Allegations

We are aware of the possibility of allegations being made against adults at TMC that are working or may come into contact with children/young people whilst at TMC. An allegation is when it appears that the person has:

- Behaved in a way that has, or may have harmed a child/young person.
- Possibly committed a criminal offence against or related to a child/young person.
- Behaved in an inappropriate way towards a child/young person which may indicate that he or she is unsuitable to work with children/young people.
- Behaved in an unacceptable way towards their own children/young people.
- Previous allegations about abuse that took place some time ago and the accused person may still be working with or having contact with children/young people.

Allegations will usually be that some kind of abuse has taken place such as inappropriate behaviour displayed, inappropriate sexual comments, excessive one to one attention beyond the requirements of their role and responsibilities, and/or inappropriate sharing of images. Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event – the child is unable to recognize that the situation and that people are different.
- Children can misinterpret your language or your actions.
- Some children recognise that allegations can be powerful and if they are angry with you about something, they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in TMC this should be brought to the immediate attention of the DSL who will advise the Chair of Trustees. In the case of the allegation being made against the DSL this will be brought to the immediate attention of the Chair of Trustees.

The DSL/Chair of Trustees will need to discuss with the Local Authority Designated Officer (LADO) the nature of the allegations made against the adult, in order for the appropriate action to be taken. This may constitute an initial evaluation meeting depending on the allegation being made. All allegations must be taken seriously and objectively and dealt with in a timely manner, in the case of an allegation the DSL/Chair of Trustees will need to:

- Refer to the Local Authority Designated Officer (LADO) guidance [Managing allegations - Devon Childrens' and Families Partnership \(dcfp.org.uk\)](https://www.dcfp.org.uk) and submit the [LADO notification form](#).
- Consider safeguarding arrangements of the child/young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.
- Consider the rights of the TMC adult for a fair and equal process of investigation.
- Ensure that the appropriate disciplinary procedures are followed including whether suspending the adult from the setting or activities until the outcome of any investigation if this is deemed necessary.
- Act on any decision made in any Trustees meeting.

9. Confidentiality

- We recognise that all matters relating to child protection are confidential.
- The DSL will disclose personal information about a child/young person to other Trustees on a need to know basis only.
- However, all TMC adults must be aware that they have a professional responsibility to share information with other agencies in order to safeguard a child/young person.
- All staff or volunteers must be aware that they cannot promise a child/young person to keep secrets which might compromise the child's/young person's safety or well-being or that of another.
- We will always undertake to share our concerns with parents and guardians and their consent is sought in accordance with Early Help and MASH procedures unless doing so would increase the risk of harm to the child/young person. If in doubt regarding sharing information with parents and guardians, we will consult with the MASH consultation team.

10. Training

All TMC adults will have access to safeguarding training at least every year. We will also, as part of our induction, issue information in relation to our Safeguarding Policy as well as any policies related to safeguarding and promoting our children/young people's welfare to all newly appointed trustees and volunteers. There will also be regular safeguarding updates at annual volunteer refresher training.

Our DSL will undertake further safeguarding training, Group 3 DCFP Multi-agency Safeguarding course or Group 3 Refresher Courses. This will be undertaken at least every three years.

Our Trustees will have access to safeguarding training and our Named Trustee for Safeguarding will also undertake additional awareness training at least every three years.

Our safeguarding arrangements are reported on an annual basis to our Trustees and our Safeguarding Policy is reviewed annually, in order to keep it updated in line with local and national guidance/legislation.

We will include our Child Safeguarding Policy on our website.

11. Mobile Phones and Mobile Technology

Tavistock Memory Café has policies and procedures in place with regard to the use of mobile phones and mobile technology i.e. Ipad's, smart watches, laptops, cameras, in the setting and during activities.

12. Related Setting Policies

This policy will cross reference to related TMC Policies:

Volunteer Policy	Adopted: November 2023
Confidentiality and Privacy	Adopted: November 2023
Health and Safety	Adopted: November 2023
Equality and Diversity	Adopted: November 2023

Approved (Chair of Trustees)

Adopted **November 2023** Review Date **November 2024**

This policy has been developed in accordance with the principles established by the Children Act 1989, with reference to the Devon County Council Model Policy, and in line with the following:

- [Early years foundation stage \(EYFS\) statutory framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/frameworks/early-years-foundational-statutory-framework)
- [Working Together to Safeguard Children](#)
- [What to do if you are worried a Child is being Abused](#)
- [Keeping Children Safe in Education](#)
- [The Prevent Duty 2015 advice for childcare settings](#)
- [Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers](#)
- [Safeguarding children and protecting professionals in early years settings: online safety considerations - GOV.UK \(www.gov.uk\)](#)

Useful Contacts:

[Devon Children and Families Partnerships](#)

[South West Child Protection Procedures](#)
[Devon Early Years and Childcare Service](#)
[Child Exploitation and Online Protection Agency](#)
[NSPCC](#)
[CHILDWISE - a leading specialist in research with children and young people - ABOUT](#)

Multi-agency Safeguarding Hub (MASH) 0345 155 1071

email: mashsecure@devon.gov.uk

MASH Consultation Line 0345 155 1071 (ask for Consultation Line)

Early Help co-ordination centre 0345 155 1071 (ask for Early Help)

[Early Help information](#)

Out of hours for CYPS (Social Care):

5pm -9am and at weekends and public holidays, please contact:

Emergency Duty Service 0845 6000 388 (low-rate call)

Police Central Referral Unit: 0845 605 116

EYCS Consultation Service:

If you have concerns about a child but are unsure whether to make a MASH enquiry. The numbers are:

Nikki Phillips – Locality Manager for Exeter and East Devon	01392 383000
Melissa Filby – Locality Manager for Northern and Mid Devon	01392 383000
Susan Bolt - Locality Manager for South West Devon	01392 383000

DCFP

DCFP Office: 01392 383000

Child Protection Chairs and Local Authority Designated Officers for managing allegations against staff:

Allegations against staff LADO Referral Co-ordinator 01392 384964

[Training and Resources on managing allegations](#)

Devon's Domestic Abuse Helpline 0345 155 1074

