Safeguarding Children and Adults at Risk Policy

BOARD REVIEW DRAFT | Version 1.0 | 7 October 2026

Organisation	**Under Pressure Community CIC (Company no. 17142910)**
Applies to	Directors, staff, volunteers, sessional workers, contractors and delivery partners acting for the CIC
Approved by	Board of Directors — pending
Effective from	[Date approved]
Next review	[12 months after approval, or sooner after a serious incident or change in law]
Designated Safeguarding Lead (DSL)	[Name / role / phone / secure email — to be confirmed]
Deputy DSL / alternative contact	[Name / role / phone / secure email — to be confirmed]

1. Our commitment and purpose

Under Pressure Community CIC aims to offer safe, inclusive and supportive activities, practical help and referral pathways for children, young people, families and adults who may be at risk. Everyone has a right to be safe from abuse, neglect, exploitation and discrimination. Safeguarding is everyone's responsibility. This policy applies to all programmes, events, outreach, online activity and direct distribution of donated goods, including activities delivered with partners.

The welfare of children and adults at risk takes priority over reputational, operational or funding considerations. Concerns will be taken seriously, acted on promptly and shared with relevant statutory services where necessary.

2. Legal and practice framework

The CIC will follow applicable law and local safeguarding arrangements, including the Children Act 1989 and 2004, Working Together to Safeguard Children (current edition), the Care Act 2014 (adult safeguarding), the Equality Act 2010, the Data Protection Act 2018 and UK GDPR, and relevant safer recruitment and DBS requirements. Where educational provision is delivered, the CIC will follow the safeguarding duties appropriate to its role and contractual setting. The board will review guidance when updated.

3. Who we safeguard and risks we recognise

A child is anyone under 18. An adult safeguarding concern may arise where a person aged 18 or over has care and support needs, is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves. We recognise physical, emotional and sexual abuse; neglect; domestic abuse; financial abuse; discriminatory and organisational abuse; coercion; criminal or sexual exploitation; county lines; trafficking; grooming; harmful sexual behaviour; bullying and cyberbullying; self-neglect; and radicalisation risks.

Additional care may be needed where a participant has SEND, communication barriers, language needs, limited support networks, experiences homelessness or poverty, or is otherwise marginalised. These factors do not imply abuse and must never be used to stigmatise participants.

4. Roles and accountability

- Board of Directors: approve and review this policy, appoint a suitable DSL and deputy, provide resources, monitor concerns and training, manage conflicts of interest, and check partner compliance.
- Designated Safeguarding Lead: receive and assess concerns, record decisions and referrals, seek advice from local authority safeguarding services, maintain confidential records and oversee safeguarding practice. The DSL does not replace statutory authorities.
- Deputy DSL: act when the DSL is unavailable or conflicted. A concern about the DSL or CEO must be escalated to another unconflicted director and, where appropriate, the local authority / police directly.
- All personnel: remain alert to risk, maintain boundaries, report promptly, complete required training, and never investigate allegations themselves.

5. Responding to a concern or disclosure

If there is immediate danger, a serious injury or a crime in progress, call 999. Otherwise, report any concern to the DSL without delay, ideally the same day. If you cannot reach the DSL and a child or adult may remain at risk, contact children's services / adult safeguarding in the local authority where the person is located, or the police on 101 as appropriate. Do not wait for an internal decision in an emergency.

- Listen calmly. Take the person seriously, thank them for telling you and explain you may need to share information to keep them safe. Never promise secrecy.
- Do not ask leading questions, interview witnesses, confront an alleged perpetrator or attempt to investigate. Record the person's own words where possible.
- Make a factual, dated record: who was involved; what was seen/heard; location; immediate actions; contact made; advice received; decision-maker and rationale. Distinguish facts from opinion.
- The DSL decides whether to contact children's social care / the relevant Multi-Agency Safeguarding Hub, adult social care safeguarding, the police or another specialist agency. Referrals may be made without consent where necessary to protect someone or comply with law; record the basis.
- If an allegation concerns a worker or volunteer and a child, seek prompt advice from the Local Authority Designated Officer (LADO) for the area concerned before conducting any internal investigation. Where warranted, consider DBS referral duties and regulatory / funder notifications.

6. Safer recruitment, induction and supervision

Roles will be assessed for suitability and contact with children or adults at risk. Before appointment, the CIC will undertake appropriate identity and reference checks and, where legally eligible, the correct level of DBS check and barred-list check. A DBS check alone is not a safeguarding system. All personnel must sign a code of conduct, be trained for their responsibilities and know how to report concerns. Volunteers and partners will receive proportionate supervision and clear role boundaries.

7. Code of conduct and professional boundaries

- Treat people respectfully; avoid discrimination, shaming, intimidation or humiliating discipline. Never engage in sexualised conversations, inappropriate touch or personal relationships with beneficiaries.
- Avoid being alone with a child in an unobserved area. Where one-to-one support is essential, use an agreed risk-assessed setting, record the session and follow the organisation's supervision arrangements.

- Do not use personal social-media accounts or private messaging to contact children. Use authorised work channels and retain appropriate records.
- No photographs, filming, publicity or sharing personal information without an appropriate lawful basis, consent where required, and specific safeguards for children. Refusal will not affect access to support.
- Do not offer lifts, home visits, intimate care, handling of medication or personal care except under an authorised, risk-assessed arrangement with appropriate consent, training and staffing.

8. Activities, venues, partners and online safety

Before each activity or distribution session, the lead organiser must assess venue, accessibility, staffing, first-aid provision, supervision ratios appropriate to age and needs, emergency contacts, collection arrangements, transport and lone-working risks. Children are not left unsupervised or released to unauthorised persons. Accessibility, reasonable adjustments and suitable interpretation / communication support will be planned.

Partner organisations delivering services must identify their safeguarding lead, agree roles and incident escalation, provide evidence of their relevant safeguarding policies, insurance and safer recruitment measures, and use an information-sharing agreement where necessary. Responsibility is not assumed to transfer simply because a session is hosted elsewhere.

For websites, referral databases, videos and educational content, use privacy-by-design, restricted staff access, moderation, robust permissions and clear reporting routes. No public publication of identifiable child case details. Report online grooming, harmful content or exploitation using the police and appropriate child-protection channels.

9. Hygiene products and practical support

Hygiene donations and other assistance must be provided fairly, discreetly and free of charge, without coercion or conditions about attendance, photos or disclosure of sensitive histories. Volunteers will not ask intrusive questions to prove hardship. Any home delivery, private meeting or safeguarding disclosure during distribution must be handled under this policy. Store products safely and follow supplier rules on product quality, recalls and distribution records.

10. Information sharing and records

Safeguarding records must be accurate, proportionate, confidential and stored with access limited to authorised individuals. They must be separated from ordinary programme records where practical. Only share information with those who need it to protect a person or meet a legal duty; record the purpose, lawful basis and recipient. The CIC will establish a retention schedule and secure disposal process consistent with UK GDPR, relevant guidance and any statutory requirements. Participants will be told how information is used unless doing so would increase risk.

11. Whistleblowing, complaints and allegations

Anyone can raise a safeguarding concern without fear of retaliation, including about directors or senior staff. Report concerns to the DSL or deputy, or directly to an unconflicted director. Where internal reporting is inappropriate, contact the local authority safeguarding team, LADO (for allegations concerning adults working with children), police or an appropriate whistleblowing route. Complaints and safeguarding concerns must not be suppressed or treated simply as customer-service issues.

12. Training, monitoring and review

All workers will receive safeguarding induction before unsupervised work and refresher learning appropriate to role. DSL and deputy should complete suitable designated-lead training and keep current with Barnet, Enfield and other relevant local safeguarding procedures. The board will review incidents and near misses without unnecessarily disclosing identities, audit adherence at least annually and update this policy following changes in service, law or a serious incident.

13. Key contacts and local procedure references

Emergency police, ambulance or fire: 999. Non-emergency police: 101. NSPCC helpline for concerns about children: 0808 800 5000. For local children's social care/MASH, adult safeguarding and LADO, use the current contact details published by the relevant borough council (for example Barnet or Enfield); verify numbers before each referral and include out-of-hours arrangements. Do not rely on an out-of-date contact list.

Internal DSL: [to be appointed]. Deputy DSL: [to be appointed]. Unconflicted board escalation contact: [to be nominated].

14. Board approval

This is a draft for directors' review. It becomes an adopted organisational policy only after directors approve it, fill the named contacts and dates, and ensure its procedures can be implemented. Approval recorded in the accompanying Board Approval and Signature Record.