

Safeguarding Children, Young People and Adults Policy



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Purpose:	This policy sets out CLAPA's Safeguarding policy and procedures for children, young people and adults. This includes the process for reporting safeguarding concerns.
Responsible Directorate:	The Safeguarding Committee
Owner:	Chief Executive Officer – Designated Safeguarding Lead
Document Author:	Head of Service Delivery
Approved by:	Reviewed and approved by the Safeguarding Committee
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Related Controlled documents	<ul style="list-style-type: none"> Allegations Policy Bullying/Harassment Policy Complaints policy Data Protection Policy Diversity and Inclusion Policy Ethical Fundraising Policy Online Safety policy Safer Recruitment Whistleblowing Policy Social media policy Story & Photo Consent Policy Recruitment of ex-offenders - Lone working policy

Relevant External Standards/ Legislation	<p>This policy is based on legislation, policy and guidance that seeks to protect children in England, Northern Ireland, Scotland and Wales.</p> <p>A summary of the key Children and Young Peoples legislation and guidance:</p> <ul style="list-style-type: none"> • England & Wales • Scotland • Northern Ireland • Sexual Offences Act 2003 <p>A summary of the adults at risk key legislation and guidance:</p> <ul style="list-style-type: none"> • England & Wales • Scotland • Northern Ireland • Care and Support 2021 (statutory guidance) • Mental Capacity Act 2007 • Safeguarding Vulnerable Groups Act 2006
Target Audience:	CLAPA staff, volunteers and trustees, those accessing our services and their parents/carers/families, and anyone supporting the delivery of our services or visiting an in-person activity.
Further information:	Chief Executive Officer (Designated Safeguarding Lead) or any of the Safeguarding Committee.

Version History:

Version No.	Document Author/Reviewer	Ratified by	Date Reviewed
2	Document Author: Head of Service Delivery Document Reviewer: Safeguarding Committee	Board of Trustees	July 2025
3	Document Author: Head of Service Delivery Document Reviewer: Safeguarding Committee	Safeguarding Committee	24 September 2025

Summary of changes from last version:

- Under 'Summary' and 'Responsibility' we refer to 'enabling culture of Safeguarding'.
- Under 'Responsibility' updated responsibilities for the Safeguarding team.
- Under 'Responsibility', defined the roles of the Designated Safeguarding Lead, Safeguarding Trustee and Deputy Safeguarding Trustee. Added responsibilities to the Safeguarding Team and Committee.
- Under 'How to report a Concern', updated contact details.
- Under 'Support for Policy', updated the format of links and included a description for all. Added a title to highlight statutory guidance and support.
- Under 'Responsibility' and 'Monitoring and Review' added guidance on external review of the Safeguarding policy and procedure.

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Summary

The aim of this policy is to safeguard all children, young people and adults that access CLAPA's services. This policy sets out the overarching principles and processes that guide CLAPA's approach to safeguarding vulnerable groups. It informs staff and volunteers of the policy and processes they are required to adhere to and is also intended to reassure everyone engaging with CLAPA that appropriate safeguards in place. The policy forms part of CLAPA's overall commitment to enabling a culture of Safeguarding across the organisation.

Definitions

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.

Definition of a child/young person

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier" (Article1, Convention on the Rights of the Child, 1989). A child is anyone who has not yet reached their 18th birthday (16th in Scotland). In Scotland, whilst child protection procedures may be considered for a person up to the age of 18, the legal boundaries of childhood and adulthood are variously defined.

Definition of an adult at risk

There is no single law that defines an adult at risk across the UK. An adult at risk is a person over the age of 18 years **(16 in Scotland)** and is:

- having needs for care and support, and
- experiencing, or is at risk of, abuse and neglect and
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Overarching principles of safeguarding

1. **Empowerment:** Personalisation and the presumption of person-led decisions and informed consent.
2. **Prevention:** It is better to take action before harm occurs.
3. **Proportionality:** Proportionate and least intrusive response appropriate to the risk presented.
4. **Protection:** Support and representation for those in greatest need.

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5. **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability:** Accountability and transparency in delivering safeguarding.

Types of and definitions of abuse

Children, young people and adults at a risk of different types of abuse. It is essential that staff and volunteers are aware of and understand the different types and signs of abuse so that they can recognise them and immediately raise concerns. Types and signs of abuse can include:

- Abuse related to faith or belief
- Alcohol and Substance misuse
- Bullying, harassment and sexual harassment
- Breast Ironing
- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and upskirting
- Concealed pregnancy
- Criminal exploitation
- Discriminatory
- Domestic abuse, including "honour" based abuse
- Emotional
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage
- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding
- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional
- Psychological
- Physical

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- Radicalisation
- Self-neglect
- Sexual
- Sextortion
- Trafficking

The links below provide a more detailed definitions of the different types and signs of abuse that the children, young people and adults that CLAPA supports may be experiencing:

- Children and young people: [Types of Child Abuse & How to Prevent Them | NSPCC](#)
- Adults: [Types and indicators of abuse: Safeguarding adults - SCIE](#)

Responsibility

The Board and Safeguarding Committee has overall responsibility for the effective operation of this policy. The Board has delegated responsibility to the Safeguarding Committee, to monitor and update this policy, as well as overseeing its implementation.

All staff, volunteers and trustees have a responsibility for ensuring they read and abide by this policy. They are responsible for recognising harm, abuse or neglect and following CLAPA procedures to protect the children, young people and adults who access CLAPA's services. We will ensure a culture where people are able to tell us when they feel something is not right and an organisational ethos where safeguarding is everyone's responsibility.

Individual

We encourage the team to adhere to the 'If in Doubt, Shout' principle. This means that it is better to raise something that turns out not to be a concern, rather than potentially missing an opportunity to protect an individual(s) who may be experiencing abuse. It also helps to identify patterns or re-confirm something that another individual may have also noticed and raised.

Organisation

- providing protection for everyone who uses CLAPA services and their families
- providing staff, volunteers and trustees with guidance and training on procedures they should adopt if they suspect a child, young person or adult may be experiencing, or be at risk of, harm
- valuing children, young people and adults by listening to and respecting them

- adhering to relevant legislation through procedures and a code of conduct for staff, trustees and volunteers
- having procedures for dealing with allegations against, and concerns about, staff, trustees and volunteers
- recruiting staff, trustees and volunteers safely, ensuring all necessary checks are made
- recording and storing information professionally and securely in accordance with CLAPA's Data Protection Policy
- sharing updated Safeguarding information with staff, trustees and volunteers
- sharing information about concerns with agencies who need to know, and involving parents, children and adults appropriately
- providing effective management for staff, volunteers and trustees through induction, supervision, support and training
- having agreements about working with other organisations and agencies. If the concern is raised in a statutory setting (school, hospital etc.), then the concern will be reported to the Designated Safeguarding Lead within that setting
- appointing a nominated child and adult protection/safeguarding lead, deputy child protection/safeguarding leads and a lead trustee/board member for safeguarding
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- developing and implementing an effective online safety policy and related procedures
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for children, young people, staff and volunteers and adults accessing our service. This will be done by applying health and safety measures in accordance with the law and regulatory guidance
- recording and storing information professionally and securely
- approaching fundraising in a legal, open, honest and respectful manner as well as complying with relevant legislation and the Fundraising Regulator's Code of Fundraising Practice.

Safeguarding Committee

The Safeguarding Committee members are CLAPA's Safeguarding Trustee, Deputy Safeguarding Trustee, CEO (CLAPA's Designated Safeguarding Lead) and Deputy Safeguarding leads.

- Enabling a culture of Safeguarding across the organisation
- Ensuring CLAPA is up to date with changes in safeguarding legislation and guidance
- Updating and approving relevant policies and procedures
- Ensuring that Safeguarding policies and procedures are subject to external review, at least every six years
- Management of safeguarding concerns and reporting to social care, where relevant
- Regular review of safeguarding procedure and lessons learnt to inform future practice
- Cascading relevant lessons learnt and changes to staff, volunteers and trustees

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- Planning and delivering of safeguarding training for staff and trustees

Designated Safeguarding Lead

The Designated Safeguarding Lead (CLAPA's CEO), is responsible for:

- Ensuring the group reviews the following safeguarding policies regularly.
- Leading internal reviews of safeguarding practice and learning following incidents and after changes in legislation.
- Maintaining membership of SAFE CIC, to ensure CLAPA undertakes best safeguarding practice.
- Ensuring that the safeguarding risk register is updated regularly.
- Arranging CLAPA annual staff safeguarding training (usually in September).
- Arranging annual safeguarding training for the trustee board.
- Arranging case studies/updates for monthly staff meetings.

Designated Safeguarding Trustee and Designated Deputy Trustee

The Designated Safeguarding Trustee and Deputy Safeguarding Trustee are representatives of CLAPA's board of trustees. The Deputy Safeguarding Trustee provides cover in the absence of the Safeguarding Trustee and plays an active role in the Safeguarding Committee.

Responsibilities include:

- Providing a verbal safeguarding update at quarterly board meetings including any safeguarding concerns which have arisen during the period since the last meeting.
- Discussing and providing support with safeguarding concerns raised by the Safeguarding Team when they occur and reporting, as necessary, to the local authority according to statutory guidance.
- Working in partnership with the Designated Safeguarding Lead to deliver annual Safeguarding for Trustees.
- Acting as a 'critical friend' by encouraging continuous improvement and ensuring that CLAPA's Safeguarding arrangements meet best practice.
- Reporting to the board on an annual basis on key Safeguarding KPIs.

Safeguarding Team

The safeguarding team is made up of staff with day-to-day operational responsibility for Safeguarding. The CEO (CLAPA's Designated Safeguarding Lead) and Deputy Safeguarding Leads are members of the team.

Responsibilities include:

- Responding to safeguarding concerns as they arise.
- Planning and implementing the duty Safeguarding rota (Head of Service Delivery).
- Monitoring and responding to emails and referrals to the safeguarding@clapa.com inbox and Brightside Mentoring platform.
- Reporting concerns to the Designated Safeguarding Lead and Safeguarding Trustee (or Deputy Safeguarding Trustee) and relevant agencies, where relevant.
- Managing the Safeguarding update channel in Slack so that staff are kept appropriately updated.
- Ensuring that annual Safeguarding training is provided for CLAPA staff and volunteers.
- Supporting the team to fulfil its responsibilities including providing administration for meetings.
- Leading operational safeguarding meetings, as required, for the purpose of ensuring that Safeguarding actions progress between committee meetings.

Mandatory Procedures

All staff, volunteers and trustees will follow CLAPA's reporting and recording procedure for safeguarding. The Designated Lead and Deputies will follow the Designated Safeguarding Lead procedure when dealing with referrals.

The Safeguarding team coordinate a duty rota during office hours, with a nominated point of contact for safeguarding each day. The rota is published on a weekly basis via the 'Safeguarding updates' channel in Slack, CLAPA's internal messaging system, which is accessible to all staff.

Safeguarding concerns are dealt with as a priority. During office hours the Safeguarding team will acknowledge and deal with a concern as soon as possible on the day received.

Arrangements are also made to provide appropriate safeguarding cover for specific out of hours activities such as Camp CLAPA. Staff and volunteers delivering events and activities out of hours can also contact the Designated Safeguarding Lead by phone. Concerns received out of hours via the Safeguarding inbox will be dealt with on the next working day – typically a Monday if received over a weekend.

The Safeguarding team member dealing with a concern will always contact the person who raised it to acknowledge receipt and ask any necessary follow-up questions.

How to report a concern

If you are worried about a Child or Adult because:

- You have seen something
- A child or adult says they have been abused
- Somebody else has told you they are concerned
- There has been an allegation against a colleague
- There has been an anonymous allegation
- An adult has disclosed that they were abused as a child
- An adult has disclosed that they are abusing a child



Record your concerns on the Reporting Safeguarding Concerns Form: [Safeguarding Reporting Form - Formstack](#)

Members of the public can notify us of a safeguarding concern by contacting a member of the safeguarding team or emailing safeguarding@clapa.com

In an emergency, do not delay, dial 999



Safeguarding Designated Lead:

- Claire Cunniffe: claire.cunniffe@clapa.com or 07720 996504

Deputies: Contactable via the shared safeguarding team inbox at safeguarding@clapa.com

- Nicky Fawcett: nicky.fawcett@clapa.com
- Claire Evans: 07792 772362
- Daniel Richards: 07772 684398
- Becky Croft: 07718 493349

Safeguarding Trustee: Jane Kerby - Jane.kerby@clapa.com

Deputy Safeguarding Trustee: Catriona Taylor - Catriona.taylor@clapa.com

If your concern relates to a member of staff or volunteer, then contact the Designated Safeguarding Lead. If the concern relates to a member of the Safeguarding Team, please contact the Safeguarding Trustee.

Monitoring and Review

The policy will be reviewed annually, or sooner should there be changes to legislation, internal procedures, or changes to contact details for the Designated Safeguarding Lead or Deputies. The Safeguarding Committee will be required to approve any changes, which will be recorded in the relevant minutes. Due to the urgency of this area of work, the committee can approve changes to the policy by email, and this action should be recorded as having taken place at the next scheduled committee meeting so that there is a formal record.

The Safeguarding Committee is responsible for updating the Board on any changes to the policy or procedures and the Safeguarding Team is responsible for ensuring that the wider staff and volunteer team is also updated.

CLAPA commits to an external review of its Safeguarding policies and procedures at least every six years. It is the responsibility of the Safeguarding committee to make appropriate arrangements.

On an annual basis the Safeguarding Committee will report to the board on the following:

- Number of incidents managed
- Timeliness of responses
- Training completion rates

Support for this Policy

If staff have questions or concerns about this policy or its processes, then they can speak to a member of the Safeguarding Committee.

[SAFE CiC](#) : - Safeguarding Community Interest Company of which we are members.

[Anne Craft Trust](#): Charity supporting adults at risk

[Supportline](#): Provides confidential emotional support to children, young adults, and adults

Children & Young People

[NSPCC | The UK children's charity | NSPCC](#) - 0808 800 5000: A national charity dedicated to preventing child abuse

[Childline](#) - 0800 1111: A free 24-hour service providing children and young people up to the age of 19 with confidential support.

[CEOP Police Safety Centre](#): Part of the National Crime Agency, the service aims to protect children and young people from online abuse.

[Internet Watch Foundation](#): Dedicated to minimizing the availability of online sexual abuse content, particularly child sexual abuse images and videos.

Adults

[Ann Craft Trust](#) – Safeguarding advice for adults/organisations 0115 951 5400

[Refuges' National Domestic Abuse Helpline](#) - 0808 2000 247: Provides free and confidential advice, 24 hours a day

[Women's Aid](#): A national charity dedicated to ending domestic abuse against women and children

[Supportline](#) – 01708 765200: Offers support to adult survivors of childhood abuse 01708 765200

Related Documents

Link to other related policies and documents here.

Internal

Related CLAPA policies include:

Allegations Policy

Bullying/Harassment Policy

Complaints policy

Data Protection Policy (including confidentiality)

Diversity and Inclusion Policy

Ethical Fundraising Policy

Online Safety policy

Safer Recruitment

Whistleblowing Policy

Social media policy

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Story & Photo Consent Policy

Recruitment of ex-offenders -

Lone working policy

Supporting Documents

Link to Safeguarding form in Formstack - [Safeguarding Reporting Form - Formstack](#)

[Code of Conduct](#) - this is the new one [Cleft Lip and Palate Association - CODE OF CONDUCT - All Documents](#)

[Photo/video consent form](#)

[Guide to working with young people \(staff\)](#)

[Guide to working with young people \(volunteers\)](#)

[Safeguarding Risk Assessment](#)

Statutory Safeguarding guidance

[National guidance for child protection in Scotland 2021 - updated 2023](#): Provides national guidance for child protection in Scotland

[Working Together to Safeguard Children 2023](#): Statutory guidance outlining the responsibilities of organisations in keeping children safe

[Information Sharing 2018](#): Outlines the importance of information sharing to protect children and vulnerable adults

[Child Exploitation 2017](#): A definition of and guidance on child sexual exploitation

[Disclosure & Barring Service 2013 - updated 2024](#): Detailed guidance on DBS checks