

National Centre for Creative Health (NCCH)

Safeguarding Policy

Registered Charity No. 1190515

Policy Adopted October 2020
(Updated October 2021)



Contents

1. INTRODUCTION	2
2. PART 1 – SAFEGUARDING CHILDREN	3
3. PART 2 – SAFEGUARDING ADULTS	7
4. ENABLING REPORTS	10
5. CONFIDENTIALITY	11
7. PARTNERSHIP PROJECTS AND COLLABORATION	14
8. NCCH PROGRAMME STRANDS AND DELIVERY	14
9. E-SAFETY	15
11. INTERNATIONAL SAFEGUARDING	17
12. FURTHER RESOURCES	17
13. CONTACT NUMBERS	17
14. MONITORING AND REVIEW	28
15. APPENDICES	28

APPENDICES

- I. Disclosure of Abuse made by a child (Procedure Flowchart)
- II. Allegations Management – Abuse of Children (Procedure Flowchart)
- III. Disclosure / Observation of Adults at Risk (Procedure Flowchart)
- IV. Allegations Management – Abuse of adults at risk (Procedure Flowchart)
- V. Associated Policies

1. INTRODUCTION

This policy applies to all staff, trustees, freelance and contracted workers, patrons and volunteers (aka 'associated personnel') of NCCH. **The policy is split into 2 parts: children and adults.**

1.1.Purpose

The purpose of this policy is to protect children, at risk adults (vulnerable) and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with NCCH. This includes harm arising from:

- The conduct of staff, NCCH trustees or personnel associated with NCCH, including other beneficiaries.
- The design and implementation of NCCH's programmes and activities

The policy lays out the commitments made by NCCH and informs staff, trustees and associated personnel of their responsibilities in relation to safeguarding.

This policy does not cover: Harassment & Bullying

1.2.Policy Statement

NCCH believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. NCCH will not tolerate abuse and exploitation by staff, NCCH trustees or associated personnel in carrying out work on NCCH's behalf.

This policy will address the following areas of safeguarding: child safeguarding, adult safeguarding, and protection from criminal exploitation (including sexual, gang related and exploitation by modern slavery) and abuse.

The policy also covers suspected abuse seen by NCCH staff, trustees and associated personnel in the course of their work, but perpetrated by those not associated with NCCH.

1.3.NCCH responsibilities

NCCH will:

- Ensure all staff, trustees and associated personnel have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programmes and activities in a way that protects both children and adults from any risk of harm that may arise from their coming into contact with NCCH. This includes the way in which information about individuals in undertaking activities is gathered, stored, and communicated.

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

- Implement safeguarding procedures when recruiting, managing and deploying staff, trustees and associated personnel, including seeking appropriate references prior to interview where possible and carrying out Disclosure and Barring checks as required.
- Ensure staff, trustees and associated personnel receive training on safeguarding children and adults, including aspects of recognising abuse as above, at a level commensurate with their role in the organisation.
- Follow up on reports of safeguarding concerns promptly and according to due process, involving statutory agencies as required, regardless of whether the alleged abuse has been perpetrated by NCCH staff, trustees or associated personnel.

NCCH has in place a Designated Safeguarding Lead to champion Safeguarding in all aspects of our work. The Designated Safeguarding lead is:

William Boa, NCCH Trustee, who can be contacted at bill@boa-consultancy.co.uk/ 01935 388472

1.4. Trustee and Staff responsibilities

NCCH staff, trustees and associated personnel must ensure legal compliance when working with or around children, vulnerable adults and other parties. This includes protection from sexual exploitation and abuse.

Additionally, NCCH staff, trustees and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding of children and vulnerable adults and also any legal violations by NCCH staff, trustees or associated personnel to the appropriate staff member, NCCH Director or Designated Safeguarding Lead.

2. PART 1 – SAFEGUARDING CHILDREN

2.1. What is safeguarding children?

Everyone who comes into contact with children and families has a role to play. A child is defined as anyone who has not yet reached their 18th birthday. Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's health or development

- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

2.2. Recognising Child Abuse – Terms and Definitions

Safeguarding is everyone's business. All staff and trustees will be adequately trained in regard to their role in Safeguarding and Child and Adult Protection and will aim to recognise and act upon any form of abuse. For children this means the following, as defined in [Working Together to Safeguard Children \(2018\)](#):

- **Physical** – A form of abuse which 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 induces, illness in a child.
- **Sexual** – involves forcing or enticing a child or young person 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, including assault by penetration, (for example, rape or oral sex), or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
 - Children can also be sexually exploited. Child sexual exploitation occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. (HMGov, Feb 2017)
- **Neglect** – The persistent failure to meet a child's basic physical and /or psychological needs, likely to result in serious impairment 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 adequate food, clothing and shelter (including exclusion from home or abandonment).
 - Protect a child from physical and emotional harm or danger.
 - Ensure adequate supervision (including the use of inadequate caregivers).

- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

• **Emotional** - 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 a child that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (include cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

• **Peer on peer abuse (abuse of children by other children)** - Children can also be perpetrators of abuse of other children through bullying, emotional abuse or sexually harmful behaviour. Concerns about this or disclosures by other children must be taken seriously and staff should consult with the Safeguarding Lead.

• **Gang related activity and County Lines (Dangerous Drugs Networks)** - Dangerous Drug Networks are drug gangs who target more vulnerable children and adults to distribute drugs within and across counties. Sometimes extreme violence can be used in order to create a hierarchy and to intimidate rival gangs. This is usually to disrupt any existing drug supply chain. Children, often teenagers, can become caught up in these gangs and are used as drug runners.

• In addition to this, children may also be abused through involvement with **gangs, trafficking, radicalisation, domestic abuse** (either within their household e.g. living with parents in an abusive relationship, or within their own relationships) and **through Female Genital Mutilation (FGM)**. A child living in a household where there is domestic abuse is deemed to be suffering emotional abuse (see Emotional Abuse above).

Concerns may refer to only one or more of the above categories of abuse and may occur in a range of settings. Abuse may not always present as one incident but could present as a pattern of concern about the welfare of the child.

Staff training will include these issues and staff will be open and alert to the possibility of abuse of children under the categories stated above.

2.3. Disclosure of abuse made by a child

In addition to recognising the signs of abuse above, NCCH will also ensure that children are listened to and that any disclosures or allegations are taken seriously:

The term 'disclosure' usually relates to a child telling you about familial abuse or abuse elsewhere in their lives. It is distinct from the term 'allegation' which usually relates to a concern being raised regarding someone working or volunteering with children (see 'Allegations Management' below)

If a child discloses abuse to NCCH staff, trustees or associated personnel, a consultation with the Safeguarding Lead is required: this will include a discussion about how to appropriately reassure and support, and whether a referral to a statutory agency is required. This should be done before any other parties are informed.

For a clear step-by-step flowchart laying out the reporting procedure for Disclosure of Abuse Made by a Child, please see Appendix I.

2.4. Allegations Management – Abuse of Children

Allegations of abuse against children by NCCH staff, trustees and associated personnel working with children come under the government's statutory Allegations Management process (Working Together 2018). **All** concerns about professionals' behaviour towards children, whether their own children or children of others, must be shared, whether or not the professional works or volunteers directly for NCCH.

Allegations may be made when an NCCH staff member, trustee or associated personnel has:

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against or related to a child;
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

Allegations can be made in relation to physical chastisement and restraint but can also relate to inappropriate relationships between members of staff and children or young people, for example:

- Having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual (see sections 16-19 [Sexual Offences Act 2003](#));
- 'Grooming', i.e. meeting a child under 16 with intent to commit a relevant offence (see section 15 Sexual Offences Act 2003);
- Other 'grooming' giving rise to concerns of a broader child protection nature e.g. inappropriate text / e- mail messages or images, gifts, socializing etc; Possession of indecent photographs / pseudo-photographs (an image, whether made by computer-graphics or otherwise howsoever, which appears to be a photograph) of children.

In addition, these procedures should be applied when there is an allegation that any person who works with children:

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

- Has behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include arrest for possession of a weapon;
- As a parent or carer, has become subject to child protection procedures;
- Is closely associated with someone in their personal lives (e.g. partner, member of the family or other household member) who may present a risk of harm to children for whom the member of staff is responsible in their employment/volunteering.

Allegations will be investigated promptly. In the interests of transparency and accountability, NCCH will ensure clear recording of decisions and recommendations arising from the investigation.

Information should not be discussed with other members of staff, but should be reported to the highest person not implicated in the allegation - **Alex Coulter, NCCH Director** who can be contacted at alexandra@ncch.org.uk/ 07973 345967

If the allegation is about the Director, it should be reported to **William Boa, NCCH Trustee** who can be contacted at bill@boa-consultancy.co.uk/ 01935 388472

All allegations of abuse of children made against those working or volunteering with children will be taken seriously and will be reported to, and discussed with, the Local Authority Designated Officer (LADO) relevant to the geographic area where the allegation took place, so that they can be fully investigated at the correct level. NCCH will, with the advice from the LADO, make a decision on whether the allegation meets the thresholds. If so, NCCH will work with the LADO, attending the multi-agency Allegations Management meeting involving police, children's social care and any other employer to determine the way forward. NCCH will take the LADO's advice on when and how the individual should be informed so that evidence may be preserved and children protected. **NCCH will always contact the (LADO) relevant to the geographic area.**

For a clear step-by-step flowchart laying out the reporting procedure for Allegations Management in the case of Abuse of Children, please see Appendix II.

3. PART 2 – SAFEGUARDING ADULTS

There are 9 categories of abuse for adults with additional care needs ('vulnerable adults' / 'adults at risk'):

• **Sexual abuse**

• **Physical Abuse**

• **Psychological abuse** - can be by action or omission – e.g. causing someone to feel scared by not coming back when you say, or causing them to feel frightened by telling them something that isn't true

- **Neglect** – including acts of omission such as not providing medication or self-neglect – including hoarding
- **Financial or material abuse**
- **Criminal Exploitation** – including Modern Slavery (see the [Modern Slavery Act 2015](#)): exploitation of people who have been forced, deceived, or coerced into a life of labour and servitude; exploitation by gangs; and human trafficking
- **Domestic abuse** - between beneficiaries, between families (children/parents) and between young people
- **Discriminatory abuse** – can be from staff, other beneficiaries
- **Organisational abuse** – where abuse has become part of the organisation’s culture

Many of the signs of abuse are similar to those in children. However, Adults can choose to take risks and to place themselves in difficult situations, or refuse to accept protection as long as they have the capacity to do so. Children cannot choose not to be protected.

Adults may be vulnerable or have additional care needs at certain times within their lives for example, during physical and mental illness, when intoxicated or under the influence of drugs.

It is important to talk to adults about the decisions they are making and ensure they understand if they appear to be putting themselves at risk. If not, they may need protecting and a referral should be made to adult social care.

3.1.Over 18’s disclosing historic sexual abuse

Following an increase in public awareness about historic abuse there has been an increase in the number of people disclosing historic sexual abuse.

If an offence was committed before the person turned 18 it is still covered by the Child Protection Process even if that person is now an adult.

A person over 18 who is making the disclosure does have the option of not wishing to take further action. However, if it becomes clear that the perpetrator is still alive and has access to children e.g. grandchildren, or works with children in a paid or unpaid capacity there is a legal responsibility to report the allegation because other children may be at risk of harm.

3.2.Domestic Abuse

Since the introduction of the [Care Act \(2014\)](#), Domestic Violence and Abuse has been recognised as a safeguarding category of abuse in its own right for the protection of adults

at risk. Therefore, consideration should also be made regarding whether a referral should also be made to Adult Social Care services for the victim/survivor of abuse.

For a clear step-by-step flowchart laying out the reporting procedure for Disclosure/Observation of Adults at Risk, please see Appendix III.

3.3. Allegations Management – Abuse of Adults at Risk (vulnerable adults)

Where concerns are raised about someone who works with vulnerable adults, NCCH must assess any potential risk to vulnerable adults who are beneficiaries of the organisation's activities, and, if necessary, to take action to safeguard those adults, whether the allegation or concern is current or historical.

If an NCCH staff member, trustee or associated personnel (a 'person in a position of trust') is alleged to have abused or harmed a vulnerable adult, or may pose a risk of abuse to a vulnerable adult, it is essential that the concerns are appropriately reported and responded to.

Examples of concerns could include allegations that relate to a person who works with vulnerable adults who has:

- Behaved in a way that has harmed, or may have harmed a vulnerable adult.
- Committed a criminal offence against, or related to, a vulnerable adult.
- Behaved towards a vulnerable adult in a way that indicates they may pose a risk of harm to vulnerable adults.

Concerns could also arise from the person's home / personal life, as well as within their work and may include situations such as:

- A person has behaved (or is alleged to have behaved) towards another adult in a way that indicates they may pose a risk of harm to vulnerable adults. For example, this may include situations where a person is being investigated by the police for domestic abuse to a partner and also undertakes voluntary work with vulnerable adults.
- A person has behaved (or is alleged to have behaved) towards children in a way that indicates that they may pose a risk of harm to vulnerable adults. For example, this may include situations where a person is alleged to have abused a child, and is a student undertaking professional training to work with vulnerable adults.
- A person is the subject of a formal safeguarding enquiry into allegations of abuse or neglect which have occurred in one setting. However, there are also concerns that the person is employed, volunteers or is a student in another setting where there are vulnerable adults who may also be at risk of harm.

When a person's conduct towards an adult may impact on their suitability to work with or continue to work with children, this must be referred to the local authority's designated officer (LADO). The purpose of the process is to ensure that risks potentially posed by the person are appropriately managed, alongside the specific safeguarding needs of the adult at risk.

Allegations must be investigated promptly. In the interests of transparency and accountability, NCCH will ensure clear recording of decisions and recommendations arising from the investigation.

For a clear step-by-step flowchart laying out the reporting procedure for Allegations Management in the case of Abuse of Adults at Risk, please see Appendix IV.

4. ENABLING REPORTS

Any NCCH staff, trustees and associated personnel reporting concerns via the following steps will be protected in line with NCCH's Whistleblowing Policy section entitled 'Policy Safeguards'. Please see Whistleblowing policy.

NCCH will also accept complaints from external sources such as members of the public, partners and official bodies.

4.1. How to report / respond to a safeguarding concern

NCCH encourages its staff, trustees and associated personnel to follow these basic principles around responding to disclosures and reports:

- Always make sure the person speaking up feels they're being listened to and supported
- Don't promise to keep information confidential between you and them. Refer to and follow the organisation's procedures to make sure information is only shared with people who need and have the right to know
- Ask for their consent to share the information – if they refuse and you are still worried that they or someone else is at risk of harm, you cannot wait for this consent. You must share this information to the person responsible for safeguarding in your organisation
- Tell the Designated Safeguarding Lead about any concerns so they can decide what the next steps are
- Write a clear statement of what you have been told, seen, or heard

What to include

- Who is making the report.
- When the report was made
- What the concern is (using the 'who, what, where, when' method).
- Why they were concerned.

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

- When you've been told something is wrong, don't go straight to the person that's been reported. Instead, tell the Designated Safeguarding Lead

NCCH expects the reporting of safeguarding concerns to be completed in the first instance by email or in an emergency by phone. Names should not be included in full via email but followed up with a conversation. Reports should be as detailed as possible in order to enable a decision to be made.

To support and guide NCCH staff, trustees and associated personnel through the process of reporting a safeguarding concern, and to support NCCH senior staff and Designated Safeguarding Lead in taking the right steps to respond to reported concerns, the organisation has designed a set of flowcharts, as mentioned earlier in this document, which cover the following procedures:

- i. Disclosure of Abuse Made by a Child
- ii. Allegations Management – Abuse of Children
- iii. Disclosure/Observation of Adults at Risk
- iv. Allegations Management – Abuse of Adults at Risk

These will be made easily accessible to all staff, trustees and associated personnel as digital copies, and will be provided on-hand as hard copies for any facilitating staff at physical NCCH events, and residential activities.

Copies of these flowcharts can be found in Appendices I - IV

In certain circumstances when it is felt that a specific, tailored pathway is appropriate – for example in a partnership project situation or a specific type of event – NCCH will create customised flowcharts to be used for that specific activity, and make all staff, trustees and associated personnel aware of this specific recommended procedure.

5. CONFIDENTIALITY

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only and should be kept secure at all times.

However, confidentiality is not a bar to sharing information regarding adult and child protection. A consultation with the Safeguarding Lead is not a breach of confidentiality and should be a consideration for any member of staff, volunteer or trustee when coming across a safeguarding concern.

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Data protection considerations are not a barrier to making safeguarding referrals. The General Data Protection Regulation (GDPR), and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children, young people and vulnerable adults safe. It makes clear that safeguarding is a key consideration when deciding when and what data to share within and between organisations.

GDPR, and the Data Protection Act 2018 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately. As such confidentiality is important, information should only be shared with those who need to know.

Sharing information effectively:

- any NCCH staff, trustees and associated personnel should be confident of the processing conditions, which allow them to store, and share, the information that they need to carry out their safeguarding role. Information which is relevant to safeguarding will often be data which is considered 'special category personal data' meaning it is sensitive and personal
- where NCCH staff, trustees and associated personnel need to share special category personal data, they should be aware that the Data Protection Act 2018 includes 'safeguarding of children and individuals at risk' as a condition that allows practitioners to share information without consent
- information can be shared legally without consent, if a NCCH staff member, trustee and associated personnel is unable to, cannot be reasonably expected to gain consent from the individual, or if to gain consent could place a child at risk.
- relevant personal information can be shared lawfully if it is to keep a child or individual at risk safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental, or emotional well-being.

When taking decisions about what information to share, you should consider how much information you need to release. Not sharing more data than is necessary to be of use is a key element of the GDPR and Data Protection Act 2018, and you should consider the impact of disclosing information on the information subject and any third parties. Information must be proportionate to the need and level of risk.

Information sharing decisions should be recorded, whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester.

How to identify how much information to share

- Distinguish fact from opinion
- Ensure that you are giving the right information to the right individual

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

- Ensure where possible that you are sharing the information securely
- Where possible, be transparent with the individual, informing them that the information has been shared, as long as doing so does not create or increase the risk of harm to the individual.

For more guidance on information sharing visit

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf

6. REPORT RETENTION

Once a report has been made or information shared we must be consider the storage and retention of this data.

Types of report could include:

- an internal incident report
- a referral report to social services
- a referral report to the police
- a report to the Charity Commission or other organisations.

Where no legal requirement to retain information beyond the closure of the record exists, NCCH will not hold information longer than 6 years after the subjects last contact.

Exceptions to the 6 year period will occur when records:

- Need to be retained because the information in them is relevant to legal action that has been started
- Are required to be kept longer by law
- Are archived for historical purposes (e.g. where NCCH was party to legal proceedings or involved in proceedings brought by a local authority)
- Consist of a sample of records maintained for the purposes of research
- Relate to individuals and providers of services who have, or whose staff, have been judged unsatisfactory
- Are held in order to provide, for the subject, aspects of his/her personal history (e.g. where the child might seek access to the file at a later date and the information would not be available elsewhere)."

In some rare circumstances, information may be indefinitely, but if this is the case, there should be a review process scheduled at regular yearly intervals to ensure data is not retained where it is unnecessary to do so. When records are being kept for more than the 6-year period, files need to be clearly marked and the reasons for the extension period clearly identified.

Staff personal data is kept in accordance with NCCH's Data Protection Policy, however in regard to safeguarding data retention, it is important that NCCH keeps a clear and comprehensive summary of any allegations made, details of how the allegations were followed up and resolved, and of any action taken and decisions reached. This should be kept in a NCCH staff, trustees and associated personnel confidential personnel file and a copy should be given to the individual. Such information should be retained on file, including for people who leave the organisation, at least until the person reaches normal retirement age, or for 10 years if that is longer.

The purpose of this record is to enable accurate information to be given in response to any future request for a reference. It will provide clarification in cases where a future DBS disclosure reveals information from the police that an allegation was made but did not result in a prosecution or a conviction. It will also prevent unnecessary re-investigation if, as sometimes happens, allegations resurface after a period of time.

7. PARTNERSHIP PROJECTS AND COLLABORATION

Protecting children and vulnerable adults is extremely important in all aspects of NCCH's work. NCCH will ensure that prior to the engagement in any partnership or collaboration, for example working with a delivery partner on a joint project, the charity is actively satisfied that the partner organisation has in place a Safeguarding Policy and procedures, including safe recruitment, and that these are robustly and routinely used. This satisfaction will be sought through structured conversations prior to recruitment, and through group meetings about collaboratively managing safeguarding at the beginning of any partnership working, and throughout the period of the active partnership.

NCCH will ask all collaborating partners to read and sign NCCH's Safeguarding Code of Conduct Agreement and Declaration of Disclosure for Collaborating Partners, and will actively request a Safeguarding Meeting with collaborating partners to inform our NCCH Collaborative Safeguarding Risk Mapping Tool, which assesses the context in which the programme/project is to take place and to identify any risks and issues related to safeguarding within these contexts.

NCCH expects all collaborating partners to abide by our Safeguarding Photography/Filming Procedures. NCCH will ask all partners to show proof of their own Consent and Release forms prior to any photography or images being used, or alternatively NCCH may ask partners to use NCCH's Consent and Release Forms if required for a partnership project.

8. NCCH PROGRAMME STRANDS AND DELIVERY

This includes residential and/or day-long events and activities such as:

- Conferences (including conference workshops)

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

- Residential (e.g.Huddles)
- Network meetings (e.g Hives)
- Delivery of training sessions

In order to create a safe environment for its programme activities and events, NCCH will put in place the following:

- Risk assessments, which will be put in place prior to any event, programme or project and will include (but not limited to): buildings and accommodation, attendees, activities and context and will look to mitigate, assess and take action.
- Appropriate participant/attendee surveys to gather information before the event, e.g. emergency contact details.
- Information packs for NCCH staff, trustees and associated personnel providing safeguarding information, venue health and safety information, risk assessments, and safe facilitation guidelines specific to the activity.
- Scheduled time for staff, trustees and associated personnel to discuss and agree safe facilitation practice, before any programmed event.
- For instances where NCCH staff, trustees or associated personnel will be delivering an activity in direct contact with vulnerable adults or children, that NCCH confirms they have a clear, current DBS check and any relevant training is completed before the activity begins.

9. E-SAFETY

It is important to be aware of the risks of vulnerability and exploitation through the use of I.T. NCCH staff, trustees, and associated personnel must be alert to the potential risks that children and vulnerable adults may be exposed to, and see that steps are taken to mitigate the risk of this occurring via:

- **Content** – e.g. exposure to age-inappropriate material, inaccurate or misleading information, socially unacceptable and illegal material (e.g. inciting violence, hate, intolerance, images of abuse).
- **Contact** – e.g. grooming using communication and social media leading to inappropriate behaviour or abuse.
- **Commerce** – exposure to inappropriate advertising, online gambling, identity theft and financial scams.

• **Culture** – bullying via websites/social media, mobile phones and other communication technologies, inappropriate downloading of materials, exposure to inappropriate advertising, online gambling and financial scams.

Staff, trustees and associated personnel must ensure that their personal online social media, messaging and email accounts/profiles do not include children or vulnerable adults contacted via their work with NCCH.

For more information see NCCH's Acceptable Usage policy.

10. Safeguarding Photography/Filming Procedures

Photographs/Filming of children or vulnerable adults must never be taken without permission and those wishing to be excluded from photographs/filming must be dealt with in a sensitive way.

At the NCCH we abide by the following procedures

- Gain permission from parents/guardians/carer and the young people/vulnerable adults at risk
- Granted permission will be given via NCCH's Consent and Release Form
- Make sure the purpose and timeframe for using the images/footage are noted and agreed
- If the purpose or timeframe is changed then new permissions must be obtained
- Focus on activity rather than on close-ups of young people/vulnerable adults as much as possible
- Photographs or moving images should represent young people/vulnerable adults with respect and dignity
- Not to take photographs or moving images of young people/ vulnerable adults who are on a Protection Register
- Store photographs and moving images in a secure place with controlled access
- Not to allow photographers/image creators unsupervised access
- To ensure all authorised photographers/image creators wear appropriate identification
- Not to fully name images of young people/vulnerable adults unless otherwise agreed
- To be able to take photos/footage of events in public spaces but wherever possible make members of the public aware and give them the option to opt out of the images

A growing area of concern is mobile camera phones. NCCH has the policy that the use of cameras during activities with young people/vulnerable adults needs to be agreed with the

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

individuals, parents, guardians or carers present. If this is not agreed by all parties photographs/film should not be taken at any time.

11. INTERNATIONAL SAFEGUARDING

From time to time, NCCH will work with international partners and participants. Where NCCH have a concern regarding safeguarding children or adults in an international situation, for example a delegate from abroad attending an event held in the UK, NCCH Senior Staff or the Designated Safeguarding Lead would contact the UK embassy linked to the nationality of the child or adult at risk. Details of embassies can be found:

<https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

12. FURTHER RESOURCES

Working Together to Safeguard Children (2018):

<https://www.gov.uk/government/publications/working-together-to-safeguard-children-2>

Making Safeguarding Personal: <https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/making-safeguarding-personal>

NCVO Safeguarding Resources: <https://knowhow.ncvo.org.uk/safeguarding>

Adult Social Care Contacts: <https://adults.ccinform.co.uk/local-contacts-page/>

13. CONTACT NUMBERS

13.1. LADO Contacts

NCCH will always contact the (LADO) relevant to the geographic area where the allegation took place, so it can be fully investigated at the correct level.

13.2. Adult Social Care Contacts

East of England				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Bedford	care@bedford.gov.uk	<u>01234</u> <u>267422</u>	<u>0300 300</u> <u>8123</u>	Bedford Borough Council, Borough Hall, Cauldwell Street, Bedford, MK42 9AP
Cambridgeshire	referral.centreadults@cambridgeshire.gov.uk	<u>0345 045</u> <u>5200</u>	<u>01733</u> <u>234724</u>	Cambridgeshire County Council, Shire Hall, Castle Hill, Cambridge CB3 0AP

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Central Bedfordshire	customers@centralbedfordshire.gov.uk	<u>0300 300 8301</u>	<u>0300 300 8123</u>	Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford, Bedfordshire, SG17 5TQ
Essex	essexsocialcare@essex.gcsx.gov.uk	<u>01245 430 430</u>	<u>0845 606 1212</u>	Essex County Council, County Hall, Market Road, Chelmsford, CM1 1QH
Hertfordshire	hertsdirect@hertscc.gov.uk	<u>0300 123 4040</u>	<u>0300 123 4042</u>	Hertfordshire County Council, County Hall, Pegs Lane, Hertford, Hertfordshire, SG13 8DQ
Luton	accessandassessment@luton.gov.uk	<u>01582 54 60 00</u>	<u>0300 300 8123</u>	Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire, LU1 2BQ
Norfolk	scce@norfolk.gov.uk	<u>0344 800 8020</u>	<u>0344 800 8020</u>	Norfolk County Council, County Hall, Martineau Lane, Norwich, Norfolk NR1 2DH
Peterborough	Telephone only	<u>01733 747474</u>	<u>01733 234724</u>	Peterborough City Council, Bayard Place, Broadway, Peterborough, PE1 1FZ
Southend-on-Sea	council@southend.gov.uk	<u>01702 215000</u>	<u>01702 215008</u>	Southend-on-Sea Borough Council, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER
Suffolk	customer.first@suffolk.gcsx.gov.uk	<u>08456 066 067</u>	<u>0808 800 4005</u>	Suffolk County Council, Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Thurrock	Community.Solutions@thurrock.gov.uk	<u>01375 652 652</u>	<u>01375 372468</u>	Thurrock Council Civic Offices, New Road, Grays, Essex, RM17 6SL
East Midlands				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Derby	SMGReceptionTeam@derby.gov.uk	<u>01332 293111</u>	<u>01332 711250</u>	Derby City Council, The Council House, Corporation Street, Derby DE1 2FS
Derbyshire	AdultCare.HQAdmin@derbyshire.gov.uk	<u>01629 533190</u>	<u>01629 532600</u>	Derbyshire County Council, County Hall, Matlock, Derbyshire, DE4 3AG
Leicester	spoc-asc@leicester.gcsx.gov.uk	<u>0116 454 1000</u>	<u>0116 255 1606</u>	Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ
Leicestershire	adultsandcommunities@leics.gov.uk	<u>0116 232 3232</u>	<u>0116 255 1606</u>	Leicestershire County Council – County Hall, Glenfield, Leicester LE3 8RA
Lincolnshire	csc_socialcare@lincolnshire.gov.uk	<u>01522 552222</u>	<u>01522 782333</u>	Lincolnshire County Council, County Offices, Newland, Lincoln LN1 1YG

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Nottingham	adult.contactteam@nottinghamcity.gov.uk	<u>0115 915 5555</u>	<u>0115 876 1000</u>	Nottingham City Council, Loxley House, Station Street, Nottingham. NG2 3NG
Nottinghamshire	enquiries@nottscc.gov.uk	<u>0300 500 80 80</u>	<u>0300 456 4546</u>	Nottinghamshire County Council, County Hall, West Bridgford, Nottingham, NG2 7QP
Northamptonshire	adultcarenc@northamptonshire.gcsx.gov.uk	<u>0300 126 1000</u>	<u>01604 626938</u>	Northamptonshire County Council, County Hall, Northampton, NN1 1ED
Rutland	dutyteam@rutland.gcsx.gov.uk	<u>01572 722577</u>	<u>0116 255 1606</u>	Rutland County Council, Catmose, Oakham, Rutland, LE15 6HP
London				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Barking & Dagenham	intaketeam@lbbd.gov.uk	<u>020 8215 3000</u>	<u>0208 594 8356</u>	London Borough of Barking and Dagenham, Civic Centre, Dagenham, RM10 7BN
Barnet	socialcaredirect@barnet.gov.uk	<u>020 8359 2000</u>	<u>0208 359 5000</u>	Barnet Borough Council, Building 4, North London Business Park, Oakleigh Rd S, London N11 1NP
Bexley	screeners@bexley.gov.uk	<u>020 8303 7777</u>	<u>020 8303 7777</u>	London Borough of Bexley, Civic Offices, 2 Watling Street, Bexleyheath, Kent DA6 7AT
Brent	customer.services@brent.gov.uk	<u>020 8937 1234</u>	<u>020 8937 5250</u>	London Borough of Brent, Brent Civic Centre, Engineers Way, Wembley HA9 0FJ
Bromley	BSSD@bromley.gov.uk	<u>020 8464 3333</u>	<u>0300 303 8671</u>	London Borough of Bromley, Civic Centre, Stockwell Close, Bromley, BR1 3UH
Camden	adultsocialcare@camden.gov.uk	<u>020 7974 4444</u>	<u>020 7974 4444</u>	London Borough of Camden, Camden Town Hall, Judd St, London WC1H 9JE
City of London	social.services@cityoflondon.gov.uk	<u>020 7332 1224</u>	<u>020 7332 12240208 356 2300</u>	City of London, Guildhall, PO Box 270, London, EC2P 2EJ
Croydon	Referral.team2@croydon.gov.uk	<u>020 8726 6000</u>	<u>020 8726 6500</u>	London Borough of Croydon, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
Redbridge	clientservices.commcare@redbridge.gov.uk	<u>020 8554 5000</u>	<u>020 8708 5897</u>	Redbridge Council, Redbridge Town Hall 128-142 High Road, Ilford, Essex, IG1 1DD
Richmond upon Thames	adultsocialservices@richmond.gov.uk	<u>020 8891 1411</u>	<u>020 8744 2442</u>	London Borough of Richmond-upon-Thames, Civic Centre, 44 York Street, Twickenham, TW1 3BZ
Southwark	contactadultsocialcare@southwark.gov.uk	<u>020 7525 3324</u>	<u>020 7525 5000</u>	Southwark Council, PO BOX 64529, London SE1P 5LX

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Sutton	adults.dayservice@sutton.gov.uk	<u>020 8770 5000</u>	<u>020 8770 5000</u>	London Borough of Sutton, Civic Offices, St. Nicholas Way, Sutton, SM1 1EA
Tower Hamlets	adultcare@towerhamlets.gov.uk	<u>020 7364 5020</u>	<u>020 7364 4079</u>	Tower Hamlets Council, Town Hall, Mulberry Place, 5 Clove Crescent, E14 2BG
Waltham Forest	wfdirect@walthamforest.gov.uk	<u>020 8496 3000</u>	<u>020 8496 3000</u>	Waltham Forest Council, Waltham Forest Town Hall, Forest Road, Walthamstow E17 4JF
Wandsworth	accessteam@wandsworth.gov.uk	<u>020 8871 6000</u>	<u>020 8871 6000</u>	Wandsworth Council, The Town Hall, Wandsworth High Street, London, SW18 2PU
Westminster	adultsocialcare@westminster.gov.uk	<u>020 7641 6000</u>	<u>0207 641 6000(Option 1)</u>	Westminster City Council, Westminster City Hall, 64 Victoria Street, London, SW1E 6QP
North East				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Darlington	SSACT@darlington.gcsx.gov.uk	<u>01325 380651</u>	<u>08702 402994</u>	Darlington Borough Council, Town Hall, Feethams, Darlington, County Durham, DL1 5QT
Durham	scd@durham.gov.uk	<u>03000 26 0000</u>	<u>0845 850 5010</u>	Durham County Council, County Hall, Durham, DH1 5UL
Gateshead	adultsocialcaredirectpublic@gateshead.gov.uk	<u>0191 433 3000</u>	<u>0191 477 0844</u>	Gateshead Council, Civic Centre, Regent Street, Gateshead NE8 1HH
Hartlepool	fcsh@hartlepool.gcsx.gov.uk	<u>01429 266522</u>	<u>08702 402994</u>	Hartlepool Borough Council, Customer Services, Civic Centre, Victoria Road, Hartlepool, TS24 8AY
Middlesbrough	socialservices@middlesbrough.gov.uk	<u>01642 245432</u>	<u>08702 402994</u>	Middlesbrough Council, PO Box 500, Middlesbrough, TS1 9FT
Newcastle	scd@newcastle.gov.uk	<u>0191 278 7878</u>	<u>0191 2787878</u>	Newcastle City Council, Civic Centre, Newcastle upon Tyne NE1 8QH
North Tyneside	ascontact.centre@northtyneside.gov.uk	<u>0345 2000 101</u>	<u>0191 200 6800</u>	North Tyneside Council, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY
Northumberland	socialcare@northumbria.nhs.uk	<u>0845 600 6400</u>	<u>0845 600 5252</u>	Northumberland County Council, County Hall, Morpeth, NE61 2EF
Redcar & Cleveland	adultaccess@redcar-cleveland.gcsx.gov.uk	<u>01642 774774</u>	<u>08702 402994</u>	Redcar & Cleveland Borough Council, Redcar & Cleveland House, Kirkleatham Street, Redcar TS10 1RT

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

South Tyneside	adultdutyss@southtyneside.gov.uk	<u>0191 427 7000</u>	<u>0191 456 2093</u>	South Tyneside Council, Town Hall & Civic Offices, Westoe Road, South Shields, Tyne & Wear, NE33 2RL
Stockton-on-tees	first.contact@stockton.qcsx.gov.uk	<u>01642 393939</u>	<u>08702 402994</u>	Stockton-on-Tees Borough Council, Municipal Buildings, Church Road, Stockton-on-Tees, TS18 1LD
Sunderland	Telephone only	<u>0191 520 5555</u>	<u>0191 520 5552</u>	Sunderland City Council, Civic Centre, Burdon Road, Sunderland SR2 7DN
North West				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Blackburn with Darwen	clo@blackburn.gov.uk	<u>01254 585585</u>	<u>01254 587547</u>	Blackburn with Darwen Borough Council, King William Street, Blackburn, BB1 7DY, UK
Blackpool	adult.socialcare@blackpool.gov.uk	<u>01253 477477</u>	<u>01253 477678</u>	Blackpool Council, Town Hall, Blackpool, FY1 1AD
Bolton	bolton@bolton.gov.uk	<u>01204 333 333</u>	<u>01204 337777</u>	Bolton Metropolitan Borough Council, Market Street, Town Hall, Westhoughton, Bolton, Lancashire BL5 3AW
Bury	adultcareservices@bury.gov.uk	<u>0161 253 5000</u>	<u>0161 253 6606</u>	Bury Council, Town Hall Knowsley Street, Bury, Lancashire, BL9 0SW
Cumbria	adults@cumbria.gov.uk	<u>01228 606060</u>	<u>01228 526690</u>	Cumbria County Council, The Courts, Carlisle, Cumbria, CA3 8NA
Cheshire East	Telephone only	<u>0300 123 5500</u>	<u>0300 123 5022</u>	Cheshire East Council, Westfields, Middlewich Rd, Sandbach, Cheshire East CW11 1HZ
Halton	Telephone only (Adults priority line: 0151-907-8306)	<u>0303 333 4300</u>	<u>0345 0500 148</u>	Halton Borough Council, Municipal Building, Kingsway, Widnes, WA8 7QF
Knowsley	knowsley.accessteam@knowsley.gov.uk	<u>0151 489 6000</u>	<u>0151 443 2600</u>	Knowsley Metropolitan Borough Council, Stretton Way, Liverpool L36 6JF
Liverpool	carelineadultservices@liverpool.gcsx.gov.uk	<u>0151 233 3000</u>	<u>0151 443 3800</u>	Liverpool City Council, Municipal Buildings, Dale Street, L2 2DH
Lancashire	csc.acscustomerservices@lancashire.gov.uk	<u>0300 123 6701</u>	<u>0300 123 6720</u>	Lancashire County Council, County Hall, Preston, Lancashire PR1 8RL
Manchester	mcsreply@manchester.gov.uk	<u>0161 234 5000</u>	<u>0161 234 5001</u>	Manchester City Council, Town Hall, Albert Square, Manchester, Lancashire M60 2LA
Oldham	adis@oldham.gov.uk	<u>0161 770 3000</u>	<u>0161 770 6936</u>	Oldham Metropolitan Borough Council, Civic Centre, West Street, Oldham OL1 1UT

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Rochdale	social.services@rochdale.gov.uk	<u>01706 647474</u>	<u>0300 303 8875</u>	Rochdale Borough Council, 1 Riverside, Smith Street, Rochdale OL16 1XU
Salford	social.services@salford.gov.uk	<u>0161 794 4711</u>	<u>0161 794 8888</u>	Salford City Council, Salford Civic Centre, Chorley Road, Swinton, Salford, M27 5AW
Sefton	adult.socialcare@sefton.gcsx.gov.uk	<u>0845 140 0845</u>	<u>0151 920 8234</u>	Sefton Council, St Peter's House, Balliol Road, Bootle, L20 3NJ
St Helens	adultandchildrenteam@sthelens.gov.uk	<u>01744 676789</u>	<u>0845 0500 148</u>	St Helens Council, Wesley House, Corporation St, Merseyside WA10 1HF
Stockport	asc.referrals@stockport.gov.uk	<u>0161 480 4949</u>	<u>0161 718 2118</u>	Stockport Council, Town Hall, Edward Street, Stockport, SK1 3XE.
Tameside	Telephone only	<u>0161 342 8355</u>	<u>0161 342 2222</u>	Tameside MBC, Wellington Road, Ashton-under-Lyne, OL6 6DL
Trafford	iat@trafford.gov.uk	<u>0161 912 2000</u>	<u>0161 912 2020</u>	Trafford Council, Trafford Town Hall, Talbot Road, Stretford, M32 0TH
Warrington	servicereception@warrington.gov.uk	<u>01925 443322</u>	<u>01925 444400</u>	Warrington, New Town House, Buttermarket Street, Warrington WA1 2NH
Cheshire West and Cheshire	accesswest@cheshirewestandcheshire.gov.uk	<u>0300 1238 123</u>	<u>01244 977277</u>	Cheshire West & Chester Council, HQ, Nicholas Street, Chester, CH1 2NP
Wigan	dutycdo@wigan.gcsx.gov.uk	<u>01942 244991</u>	<u>01942 828777</u>	Wigan Council, Town Hall, Library Street, Wigan, Lancashire WN1 1YN
Wirral	cadt@wirral.gov.uk	<u>0151 606 2000</u>	<u>0151 677 6557</u>	Wirral Council, Old Market House, Hamilton Street, Birkenhead, Wirral, CH41 5AL
South East				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Bracknell Forest	customer.services@bracknell-forest.gov.uk	<u>01344 352000</u>	<u>01344 786543</u>	Easthampstead House, Town Square, Bracknell, Berkshire, RG12 1AQ
Brighton & Hove	accesspoint@brighton-hove.gov.uk	<u>(01273) 290000</u>	<u>01273 295555</u>	Brighton & Hove City Council, King's House, Grand Avenue, Hove, BN3 2LS
Buckinghamshire	crr@buckscc.gov.uk	<u>01296 395000</u>	<u>0800 9997677</u>	Buckinghamshire County Council, County Hall, Walton St, Aylesbury, Buckinghamshire HP20 1UA
East Sussex	socialcaredirect@eastsussex.gov.uk	<u>0345 60 80 190</u>	<u>01323 636399</u>	East Sussex County Council, County Hall, St Anne's Crescent, Lewes, East Sussex, BN7 1UE

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Hampshire	adult.services@hants.gov.uk	<u>01962 841841</u>	<u>0845 600 4555</u>	Hampshire County Council, The Castle, Winchester, Hampshire, SO23 8UJ
Isle of Wight	safeguarding.referrals@iow.gov.uk	<u>01983 821000</u>	<u>01983 821105</u>	Isle of Wight Council, Customer Service Centre, County Hall, High Street, Newport, Isle of Wight, PO30 1UD
Kent	social.services@kent.gov.uk	<u>03000 41 41 41</u>	<u>0845 7626777</u>	Kent County Council, County Hall, Maidstone, Kent, ME14 1XQ
Medway	ss.access&info@medway.gov.uk	<u>01634 30 60 00</u>	<u>0845 7626777</u>	Medway Council, Gun Wharf, Dock Road, Chatham, Kent ME4 4TR
Milton Keynes	ascats@milton-keynes.gov.uk	<u>01908 691691</u>	<u>01908 265545</u>	Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ
Oxfordshire	socialandhealthcare@oxfordshire.gov.uk	<u>01865 792422</u>	<u>0845-050- 76660800- 833-408</u>	Oxfordshire County Council, County Hall, New Road, Oxford, OX1 1ND
Portsmouth	Telephone only	<u>023 9282 2251</u>	<u>02392 680610</u>	Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth, PO1 2AL
Reading	CSAAdvice.Signposting@reading.gov.uk	<u>0118 937 3787</u>	<u>01344 786 543</u>	Reading Borough Council, Civic Centre, Reading, RG1 7AE
Slough	adultsocialcare@slough.gov.uk	<u>01753 475111</u>	<u>01344 786 543</u>	Slough Borough Council, Landmark Place, High Street, Slough, SL1 1JL
Southampton	adult.contact.team@southampton.gov.uk	<u>023 8083 3000</u>	<u>023 8023 3344</u>	Southampton City Council, Civic Centre, Southampton, SO14 7LY
Surrey	contactcentre.adults@surreycc.gov.uk	<u>03456 009 009</u>	<u>01483 517898</u>	Surrey County Council, County Hall, Penrhyn Road, Kingston upon Thames, KT1 2DN
West Berkshire	ccenquiries@westberks.gov.uk	<u>01635 42400</u>	<u>01344 786543</u>	West Berkshire Council, Council Offices, Market Street, Newbury, RG14 5LD
West Sussex	socialcare@westsussex.gov.uk	<u>01243 777100</u>	<u>01243 642121</u>	West Sussex County Council, County Hall, West Street, Chichester, West Sussex, PO19 1RQ
Windsor & Maidenhead	access.services@rbwm.gov.uk	<u>01628 683800</u>	<u>01344 786543</u>	The Royal Borough of Windsor and Maidenhead, Town Hall, St Ives Road, Maidenhead, Berkshire SL6 1RF
Wokingham	wokinghamdirect@wokingham.gov.uk	<u>0118 974 6000</u>	<u>01344 786543</u>	Wokingham Borough Council, Shute End, Wokingham, Berkshire, RG40 1BN
South West				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Bath & NE Somerset	Access_Team@bathnes.gov.uk	<u>01225 477000</u>	<u>01454 615165</u>	Bath & North East Somerset Council, The Guildhall, High Street, Bath, BA1 5AW

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Bournemouth	caredirect@bournemouth.gov.uk	<u>01202 451451</u>	<u>01202 657279</u>	Bournemouth Borough Council, St Stephens Road, Bournemouth, Dorset, BH2 6EB
Bristol	adult.care@bristol.gov.uk	<u>0117 922 2000</u>	<u>01454 615165</u>	Bristol City Council, City Hall, College Green, Bristol BS1 5TR
Cornwall	accessteam.referral@cornwall.gov.uk	<u>0300 1234 100</u>	<u>01208 251300</u>	Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY
Devon	csc.caredirect@devon.gov.uk	<u>0345 155 1015</u>	<u>0345 600 0388</u>	Devon County Council, County Hall, Topsham Road, Exeter, Devon EX2 4QD
Dorset	socialcare@dorsetcc.gov.uk	<u>01305 221000</u>	<u>01202 657 279</u>	Dorset County Council, County Hall, Colliton Park, Dorchester, DT1 1XJ
Gloucestershire	socialcare.enq@gloucestershire.gov.uk	<u>01452 425000</u>	<u>01452 614194</u>	Gloucestershire County Council, Shire Hall, Westgate Street, Gloucester, GL1 2TG
Isles of Scilly	enquiries@scilly.gov.uk	<u>01720 424000</u>	<u>01720 4226 99</u>	Council of the Isles of Scilly, Town Hall, St Mary's, Isles of Scilly, TR21 0LW
North Somerset	care.connect@n-somerset.gov.uk	<u>01934 888888</u>	<u>01454 615165</u>	North Somerset Council, Town Hall, Walliscote Grove Road, Weston-super-Mare BS23 1UJ
Plymouth	customer.services@plymouth.gov.uk	<u>01752 668000</u>	<u>01752 346984</u>	Plymouth City Council, Plymouth, PL1 2AA.
Poole	sshelpdesk@poole.gov.uk	<u>01202 633633</u>	<u>01202 657279</u>	Borough of Poole, Civic Centre, Poole, BH15 2RU
Somerset	adults@somerset.gov.uk	<u>0845 345 9166</u>	<u>01823 2571850145 8 253241</u>	Somerset County Council, County Hall, Taunton, Somerset, TA1 4DY
South Gloucestershire	csodesk@southglos.gov.uk	<u>01454 868009</u>	<u>01454 615165</u>	Department for Children, Adults and Health, PO Box 298, Civic Centre, High Street, Kingswood, Bristol, BS15 0DQ
Swindon	careline@swindon.gov.uk	<u>01793 445500</u>	<u>01793 436699</u>	Swindon Borough Council, Civic Offices, Euclid St, Swindon SN1 2JH
Wiltshire	customeradvisors@wiltshire.gov.uk	<u>01722 336272</u>	<u>0845 6070 888</u>	Wiltshire Council, 27-29 Milford Street, Salisbury, Wiltshire SP1 2AP
Wales				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Blaenau Gwent	dutyteam@blaenau-gwent.gcsx.gov.uk	<u>01495 350555</u>	<u>0800 328 4432</u>	Blaenau Gwent Municipal Offices, Civic Centre, Ebbw Vale NP23 6XB
Bridgend	contactassessmentreviewteam@bridgend.gov.uk	<u>01656 643643</u>	<u>01443 425012</u>	Bridgend County Borough Council, Civic Offices, Angel Street, Bridgend CF31 4WB

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Caerphilly	asdit@caerphilly.gov.uk	<u>0808 100 2500</u>	<u>0800 328 4432</u>	Caerphilly County Borough Council, Nelson Road, Tredomen, Hengoed, Ystrad Mynach, CF82 7WF
Cardiff	hsccontactteam@cardiff.gov.uk	<u>02920 872 087</u>	<u>02920 788 570</u>	Cardiff County Council, County Hall, Atlantic Wharf, Cardiff CF10 4UW
Carmarthenshire	SCHCTeam@carmarthenshire.gov.uk	<u>01267 234567</u>	<u>01558 824283</u>	Carmarthenshire County Council, County Hall, Carmarthen, Carmarthenshire, SA31 1JP
Ceredigion	contact- socservs@ceredigion.gov.uk	<u>01545 570881</u>	<u>0845 6015392</u>	Ceredigion County Council, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron, Ceredigion, SA46 0PA
Conwy	cco@conwy.gov.uk	<u>01492 574000</u>	<u>01492 515777</u>	Conwy County Borough Council, Bodlondeb, Conwy, North Wales, LL32 8DU
Denbighshire	Telephone only	<u>01824 706101</u>	<u>0845 053 3116</u>	Denbighshire CC, County Hall, Wynnstay Road, Ruthin LL15 1YN
Flintshire	ssduty@flintshire.gov.uk	<u>01352 752121</u>	<u>0845 053 3116</u>	Flintshire County Council, County Hall, Mold, Flintshire CH7 6NB
Gwynedd Council	alanpaulgriffith@gwynedd.gov.uk (Adult SC Clerk)	<u>01766 771000</u>	<u>01248 353551</u>	Gwynedd Council, Council Offices, Shirehall Street, Caernarfon, Gwynedd, LL55 1SH
Anglesey	asdcss@anglesey.gov.uk	<u>01248 750057</u>	<u>01248 353551</u>	Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey LL77 7TW
Merthyr Tydfil	adult.intakeservice@merthyr.gov. uk	<u>01685 725000</u>	<u>01443 425012</u>	Merthyr Tydfil CBC, Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN
Monmouthshire	Telephone only	<u>01633 644644</u>	<u>0800 328 4432</u>	Monmouthshire County Council, County Hall, Cwmbran, Gwent, NP44 2XH
Neath Port Talbot	thegateway@npt.gov.uk	<u>01639 686802</u>	<u>01639 895455</u>	Neath Port Talbot CC, Port Talbot Civic Centre, Port Talbot, SA13 1PJ
Newport	Telephone only	<u>01633 656656</u>	<u>0800 328 4432</u>	Newport City Council, Civic Centre, Newport, South Wales, NP20 4UR
Pembrokeshire	enquiries@pembrokeshire.gov.uk	<u>01437 764551</u>	<u>08708 509 508</u>	Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP
Powys	adultsocialservices@powys.gov.u k	<u>01597 826000</u>	<u>0845 054 4847</u>	Powys County Council Headquarters, County Hall, Llandrindod Wells, Powys, LD1 5LG

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Rhondda Cynon Taff	socialservices@rctcbc.gov.uk	<u>01443 424000</u>	<u>01443 425012</u>	Rhondda Cynon Taf County Borough Council, The Pavilions, Cambrian Park, CLYDACH VALE, CF40 2XX
Swansea	intakeopds@swansea.gov.uk	<u>01792 636000</u>	<u>01792 775501</u>	City and County of Swansea County Hall, Oystermouth Road, Swansea SA1 3SN
Vale of Glamorgan	C1V@valeofglamorgan.gov.uk	<u>01446 700111</u>	<u>02920 788 570</u>	Vale of Glamorgan, Civic Offices, Holton Road, Barry CF63 4RU
Torfaen	socialcarecalltorfaen@torfaen.gov.uk	<u>01495 762200</u>	<u>0800 328 4432</u>	Torfaen County Borough Council, Civic Centre, Pontypool, Torfaen, NP4 6YB
Wrexham	socialservices@wrexham.gov.uk	<u>01978 292000</u>	<u>0845 053 3116</u>	Wrexham County Borough Council, The Guildhall, Wrexham, LL11 1AY
West Midlands				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Birmingham	acap@birmingham.gov.uk	<u>0121 303 1111</u>	<u>0121 675 4806</u>	Birmingham City Council, Council House, Victoria Square, Birmingham, B1 1BB
Coventry	startsecure@coventry.gcsx.gov.uk	<u>0500 834 333</u>	<u>024 7683 2222</u>	Coventry City Council, Council House reception, Earl Street, Coventry, CV1 5RR
Dudley	accessteam.dachs@dudley.gov.uk	<u>0300 555 2345</u>	<u>0300 555 8574</u>	Dudley MBC, Council House, Priory Road, Dudley, West Midlands, DY1 1HF
Herefordshire	ASCAdviceandReferralTeam@herefordshire.gcsx.gov.uk	<u>01432 260500</u>	<u>0330 1239309</u>	Herefordshire Council, Brockington, 35 Hafod Road, Hereford HR1 1SH
Sandwell	sandwell_assist@sandwell.gov.uk	<u>0845 358 2200</u>	<u>0121 569 2355</u>	Sandwell Council, PO Box 2374, OLDBURY B69 3DE
Shropshire	community.services@shropshire.gov.uk	<u>0345 678 9000</u>	<u>0845 678 9040</u>	Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND
Solihull	connectcc@solihull.gov.uk	<u>0121 704 8001</u>	<u>0121 605 6060</u>	Solihull Council, Council House, Manor Square, Solihull, B91 3QB
Staffordshire	staffordshirecares@staffordshire.gov.uk	<u>0300 111 8000</u>	<u>0845 604 2886</u>	Staffordshire County Council, Number 1 Staffordshire Place, Stafford ST16 2LP
Stoke-on-Trent	social.care@stoke.gov.uk	<u>01782 234 234</u>	<u>01782 234234</u>	Stoke-on-Trent City Council, Civic Centre, Glebe Street, Stoke on Trent, ST4 1RN
Telford & Wrekin	access.team@telford.gov.uk	<u>01952 380000</u>	<u>01952 676500</u>	Telford & Wrekin Council, Darby House, Lawn Central, Telford, TF3 4JA
Walsall	initialintake@walsall.gov.uk	<u>01922 650000</u>	<u>0845 111 2922</u>	Walsall Council, The Civic Centre, Walsall, WS1 1TP

National Centre for Creative Health CIO

Safeguarding Policy

October 2021

Warwickshire	ac-sswebenquiries@warwickshire.gov.uk	<u>01926 410410</u>	<u>01926 886922</u>	Warwickshire County Council, Shire Hall, Warwick, CV34 4RL
Worcestershire	socialcare@worcestershire.gov.uk	<u>01905 763763</u>	<u>01905 768020</u>	Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP
Wolverhampton	city.direct@wolverhampton.gov.uk	<u>01902 551155</u>	<u>01902 552999</u>	Wolverhampton City Council, Civic Centre, St. Peter's Square, Wolverhampton, WV1 1SH
Yorkshire and The Humber				
Council	E-mail Address for Adult Social Care Enquiries	Council Switchboard	Out-of-hours Social Work Team	Postal Address
Barnsley	Telephone only	<u>01226 770770</u>	<u>0844 984 1800</u>	Barnsley MBC, Corporate Mail Room, PO Box 634, BARNSELY, S70 9GG
Bradford	ACS.Access@bradford.gov.uk	<u>01274 432111</u>	<u>01274 431010</u>	Bradford Council, Bradford City Hall, Centenary Square, Bradford, BD1 1HY
Calderdale	Gatewaytocare@calderdale.gov.uk	<u>01422 393000</u>	<u>0845 11 11 137</u>	Calderdale Council, Town Hall, Crossley Street, Halifax, West Yorkshire, HX1 1UJ.
Doncaster	adultcontactteam@doncaster.gov.uk	<u>01302 736000</u>	<u>01302 796000</u>	Doncaster Council, General Enquiries, Civic Office, Waterdale, Doncaster, DN1 3BU
East Riding of Yorkshire	customer.services@eastriding.gov.uk	<u>01482 393939</u>	<u>01377 241273</u>	East Riding of Yorkshire Council, County Hall, Beverley, East Riding of Yorkshire, HU17 9BA
Kingston-upon-Hull	advice&informationteam@hullcc.gov.uk	<u>01482 300300</u>	<u>01482 300300</u>	Hull City Council, Guildhall, Hull, HU1 2AA
Kirklees	gatewaytocare@kirklees.gov.uk	<u>01484 221000</u>	<u>01484 414933</u>	Kirklees Council, 2nd Floor, Civic Centre 3, Market Street, Huddersfield, HD1 2YZ
Leeds	general.enquiries@leeds.gov.uk	<u>0113 222 4401</u>	<u>0113 240 9536</u>	Leeds City Council, Merrion House, Leeds, LS2 8QB
North Lincolnshire	accessandadultprotection@northlincs.gov.uk	<u>01724 297000</u>	<u>01724 297979</u>	North Lincolnshire Council, Civic Centre, Ashby Road, Scunthorpe, North Lincolnshire, DN16 1AB
North Yorkshire	social.carter@northyorks.gov.uk	<u>0845 241 1307</u>	<u>0845 034 9410</u>	North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD
Rotherham	AssessmentDirect@rotherham.gcsx.gov.uk	<u>01709 382121</u>	<u>01709 336080</u>	Rotherham Borough Council, Riverside House, Main Street, Rotherham, S60 1AE
Sheffield	adultaccess@sheffield.gov.uk	<u>0114 2734567</u>	<u>0114 2734908</u>	Sheffield City Council, Town Hall, Pinstone Street, Sheffield, S1 2HH

14. MONITORING AND REVIEW

This policy will be reviewed annually at board meetings and completed reviews recorded. All NCCH Staff, Trustees or Associated Personnel are required to familiarise themselves with this policy and upon their appointment to the NCCH, and the Policy Owner will provide additional advice and support on this policy if requested by an employee, trustee, or associated personnel.

Policy Adopted: October 2020 (Updated October 2021) Review Date: October 2022

Policy Owner: Director of NCCH

15. APPENDICES

- I. Disclosure of Abuse made by a Child
- II. Allegations Management – Abuse of Children
- III. Disclosure/Observation of Adults at Risk
- IV. Allegations Management – Abuse of Adults at Risk
- V. Associated policies
 - Whistleblowing Policy
 - Acceptable Usage Policy
 - Harassment & Bullying Policy