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1. Introduction

Social Material CIC (Social Material) is an artist-led organisation dedicated to social change through the arts. Social Material offers members of our local and regional communities opportunities to develop skills and build social and cultural capital through and in the arts.

This policy and procedures are aimed at: all staff, volunteers, Management Committee members, contractors, stakeholders, visitors and partners of Social Material.

Throughout the policy we use the term 'staff' to refer to any and all full time, part time, contracted, freelance or sessional staff and volunteers employed or engaged directly by Social Material.

This Policy and Procedures specifically covers Safeguarding for children and young people. Adult protection is covered fully in our **Vulnerable Adults Policy and Procedures**

2. Commitment

Social Material believes that the welfare of children and young people is of great importance.

Social Material is committed to ensuring that children and young people stay safe from harm. Social Material is dedicated to provide a safe and secure environment for all participants and service users and expects all staff, volunteers and stakeholders to demonstrate a commitment to safeguarding.

Social Material will establish and maintain an ethos where participants and other service users feel secure, are encouraged to communicate, are listened to and are safe. Participants or other service users will be able to talk freely to any staff member if they are worried or concerned about something.

This policy provides guidance to ensure all staff and participants understand and comply with Social Material's duty to safeguard and promote the welfare of children and young people. Social Material will actively use training, publications and other communications to communicate the importance of safeguarding.

Everyone who comes into contact with children and young people and their families has a role to play in safeguarding. Social Material recognises that staff play a particularly important role as they are in a position to identify concerns early and provide help for children and young people to prevent concerns from escalating. All staff who come into contact with children and young people and their families have a role to play in safeguarding. In order to fulfil this responsibility, all

professionals will take a person-centred approach and should, at all times consider the best interest of the child or young person.

All staff, through training and induction, will know how to recognise indicators of concern, how to respond to a disclosure from an individual and how to record and report this information. We will not make promises to any child or young person and we will not keep secrets. Every participant will know what the staff member will have to do with any information they have chosen to disclose. At all times we will work in partnership and endeavour to establish effective working relationships with parents, carers and colleagues from other agencies in line with all relevant legislation / policy, particularly the following references:

- Working together to safeguard Children
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf
- Hackney Child Wellbeing Framework
<https://chscp.org.uk/wp-content/uploads/2021/07/Hackney-Child-Wellbeing-Framework-refresh-v5-1-1.pdf>
- Safe Recruitment – Chscb Minimum Expectations
<http://www.chscb.org.uk/wp-content/uploads/2015/09/CHSCB-safer-recruitment-minimum-standards.pdf>

It is the responsibility of every member of staff to ensure that they carry out the requirements of these policies and, at all times, work in a way that will safeguard and promote the welfare of all of the participants and visitors to our organisation. This includes the responsibility to provide a safe environment in which individuals can learn and achieve.

All staff, volunteers, Management Committee members, contractors and visitors must follow this policy and seek guidance where required from the Director or named safeguarding officer (as outlined in this policy) and report on any safeguarding concerns.

Social Material will review the implementation of this policy and Safeguarding procedure annually. All those who work in partnership with Social Material including freelancers, contractors, suppliers and others are expected to support the commitment and procedures within this policy.

3. Legal Framework

This policy has been written in response to government statutory and non-statutory guidance specifically:

- No Secrets (DH 2000)

- Standards as set out in Safeguarding Adults (ADSS 2005)
- Safeguarding Children and Young People (2014)
- Safeguarding Vulnerable Groups Act 2006 which sets standards for a safer service.
- Safer Recruitment – Chscb Minimum Expectations (2015)
- Working together to Safeguard Children
- Hackney Child Wellbeing Framework (2021).
- Keeping Children Safe in Education (2021).

4. Recognising and Reporting Abuse

4.1 Definitions

Social Material recognises that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases multiple issues will overlap.

Safeguarding looks at keeping children and young people safe from harm and delivers preventative action not just reaction.

Abuse is a form of maltreatment of a child or young person. Somebody may abuse or neglect a child or young person by inflicting harm or by failing to act to prevent harm. Individuals may have been abused in a family or in an institutional community setting by those known to them or by others (e.g. via the internet). They may be abused by an adult or adults or a child or children.

There are five accepted categories of abuse of children and young people:

- Physical abuse (including over/ under medication and force feeding)
- Emotional or psychological abuse
- Sexual abuse (including rape, incest, CSE and pornographic coercion/ sexting, female mutilation)
- Neglect
- Bullying

People working for and with Social Material should be aware that Safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include, but is not limited to bullying (including cyber bullying), gender based violence / sexual assaults and sexting. Staff should also be aware that behaviours linked to the likes of drug taking, alcohol abuse, truanting and sexting put children and young people in danger.

5. Recognising Abuse

The ability to recognise behaviour that may indicate abuse is important whether the abuse occurs on Social Material premises, in the home setting or in any other setting. All Social Material staff and volunteers have a responsibility to respond to concerns about a child or young person's welfare and report this to Social Material's named protection officers or in their absence a senior member of staff or Management Committee member. Fears about sharing information cannot be allowed to stand in the way of the need to promote the welfare and protect the safety of children and young people.

5.1 Recognising Signs of Abuse

Social Material CIC recognises the following signs of abuse and advises all education workers to look for these and take appropriate action.

Signs of Physical Abuse

- bruises, cuts, burns or broken bones which can almost only have been caused non-accidentally
- adult bite marks or cigarette burns
- withdrawn behaviour, depression
- flinching when approached or being touched
- fear of parents, carers or relatives being approached for an explanation.

Signs of Emotional Abuse

- development delay, either in terms of physical or emotional progress
- self-harm
- fear of making mistakes
- neurotic behaviour e.g. sulking, hair twisting, rocking
- being unable to play.

Signs of Sexual Abuse

- sexual knowledge which is beyond their age or developmental level
- self-harm, eating disorders
- acting in sexually explicit ways towards adults
- sudden or unexplained changes in behaviour
- fear of being left with a specific person.

Signs of Neglect

- constant hunger
- loss of weight
- inappropriate dress for conditions
- constantly dirty

- apparent lack of supervision

Signs of Bullying

Signs that a child may be being bullied can be:

- coming home with cuts and bruises
- torn clothes
- asking for stolen possessions to be replaced „
- losing dinner money
- falling out with previously good friends „
- being moody and bad tempered
- wanting to avoid leaving their home
- aggression with younger brothers and sisters
- doing less well at school
- sleep problems
- anxiety
- becoming quiet and withdrawn

6. Referral and associated guidance

If an incident constitutes an emergency then dial 999 for the police or ambulance services.

In the case of suspected abuse or where Social Material has a concern about a child or young person's welfare or a child or young person may, or is likely to be at risk of suffering significant harm, then Social Material has a responsibility to make a referral to the Local Authority.

6.1 Referral procedure

If abuse is suspected i.e. there is a concern or there is a disclosure about the welfare or safety of a child or young person:

- Staff, parent, volunteer or other adult discusses the allegation or concern with named protection officer
- If there has been a disclosure and / or or the concern is significant and urgent, a referral must be made by the named protection officer
- The named protection officer should make the referral to Safeguarding services to the Local Authority where the child or young person lives (see Appendix ii for full contact details for London Borough of Hackney)
- Concerns about a child or young person's safety once highlighted will be responded to and assessed in accordance with the Local Authority Safeguarding Children Board safeguarding procedures.
- Social Material should then await advice from investigators, support service users and staff

and consider if suspension of staff is required.

6.2 Recording information

Details of the alleged abuse should be recorded using the appropriate referral form or as much information as is possible to supply.

All information recorded should include:

- Factual information, for example times, dates and names of people
- Whether information was gathered face to face, by telephone, in person or via a third party
- Rough notes, letters, emails or other documents that might be supporting evidence must also be retained.

All referrals must be recorded in writing within 48 hours and sent to the local safeguarding team for the area in which the child or young person resides. Named protection officers should record all actions and outcomes and will do so until the case is closed by the local authority.

All documents relating to the recording and referral of safeguarding issues should be kept confidential and should be stored in a secure, lockable cabinet and / or on a password-access hard drive in the Social Material office. Only the named protection officer should have access to these files.

6.3 Good practice

Do:

- Stay calm and take the person seriously
- Reassure the person and tell them you're glad they have told you
- Reassure the person that what has happened is not their fault
- Be honest about your position; who you have to tell and why
- Report the information to Social Material's named protection officer as soon as you are able
- Keep the person fully informed about what you are doing and why
- Give the person information about confidential sources of help (if appropriate)

Don't:

- Make promises that you can't keep
- Ask any questions that could be considered 'leading' or in any way influence the disclosure
- Interrogate with lots of questions: allow them to tell their story without interference
- Cast doubt on what a person tells you. Remember it has taken a lot of courage for them to tell you
- Say anything which might make the person feel responsible for the abuse, for example why

they haven't told anyone before

- Communicate anger without saying it's the abuser you feel angry towards (the person may think you are angry with them)
- Contact the alleged abuser
- Gossip about the incident with others

6.4 Confidentiality

- Social Material CIC recognises that "the welfare of the child is paramount".
- Considerations of confidentiality which might apply to other situations will not interfere with the right of children, young people and vulnerable adults to be protected from any form of abuse or harm.
- Every effort will be made to ensure respect for child / parent / staff privacy
- Every effort will be made to ensure that confidentiality is maintained for all concerned with an allegation.
- All concerned with an allegation of abuse have the right to confidentiality under the Data Protection Act 1998.

7. Allegations and/ or concerns about a staff member or volunteer

A staff member or volunteer must be referred to the Independent Safeguarding Authority in the following circumstances:

- The adult working with a child or young person has harmed a child or young person
- The adult working with children or young person may harm a child or young person in a way that indicates they are unsuitable to work with children and young people.

Where there is an allegation against a senior member of staff, reports should go directly to the designated officers at the local authority (see Appendix i).

Where a staff member feels unable to raise an issue with Social Material or feels that their genuine concerns are not being addressed, please refer to the Whistleblowing Policy (point 10. / pg.9)

Social Material's named protection officer or Management Committee member should also contact the local authority in which the child resides and speak to the Local Authority Designated Officer (LADO) (see Appendix i. for contact details).

The role of the LADO is to:

- Manage and oversee individual cases
- Provide advice and guidance
- Liaise with police and other agencies
- Monitor progress of cases.

8. Other Sources of Support

In the case that a concern raised is not a Child Protection issue, a discussion should take place with the Child Protection Officer to consider appropriate steps. If follow-up is considered appropriate, the following sources are available for information and support:

- The **NSPCC** is a national charity campaigning on behalf of children and young people. The NSPCC has helplines that children and adults can ring for advice and support. Children and young people can call ChildLine on 0800 1111. Adults can call 0808 800 5000 for help and advice.
www.nspcc.org.uk
- The **Family Rights Group** provides free confidential advice and support to families whose children are involved with local authority children's services. Families can call its advice service free on 0808 801 0366 or send an email to advice@frg.org.uk. FRG also has a range of free advice sheets on its website: www.frg.org.uk/
- **The Coram Children's Legal Centre** provides free legal information, advice and representation to children and young people, and their families, and to carers and professionals. Families can call its advice service free on 08088 020 008 for legal advice on any topic.
www.childrenslegalcentre.com/
- **Family Lives** is a national charity providing help and support on all aspects of family life. It has a confidential service called Parentline (0808 800 2222), which parents can call for free from landlines and most mobiles for information, advice, guidance and support on any aspect of parenting and family life:
www.familylives.org.uk/
- **Home Start UK** is a nationwide charity supporting children and families through a network of volunteers: www.home-start.org.uk/
- **Family Action** is a charity providing practical, emotional and financial support to disadvantaged and socially isolated families: www.family-action.org.uk/

9. Roles and Responsibilities

9.1 Designated Child Protection Officer

Protection:

- Refer cases of alleged or suspected abuse to the relevant investigating authorities
- Keep all documentation of reporting and referrals in a secure and confidential location
- Liaise with case manager/ designated officer at the local authority for safeguarding concerns
- Act as a source of support, advice and expertise within Social Material when deciding whether to make a referral though liaison with appropriate agencies
- Refer cases to the Channel programme where there is a radicalisation concern as required
- Support staff who make referrals to the Channel programme
- Refer cases where a person is dismissed or left due to risk/ harm to a child/ vulnerable adult to the DBS
- Refer cases where a crime may have been committed to the police
- Liaise with the Management Committee to inform of any issues and on-going investigations and ensure there is always a Management Committee member who is able to cover this role.

Raising Awareness:

- Ensure safeguarding and vulnerable adult protection is an agenda item at all appropriate meetings
- Ensure all staff, volunteers, partners and stakeholders are aware of Social Material's safeguarding policies and procedures and they are consulted about safety at Social Material
- Ensure there is communication with those who work in partnership with Social Material including contractors, suppliers, placement providers and others so they can support Social Material's safeguarding policy approach
- Ensure the policy is reviewed annually.

The Safeguarding Officer is responsible for overseeing induction and training of all staff, volunteers and new Management Committee Members. They must:

- Ensure that all Social Material staff and volunteers have access to and have a basic understanding of Social Material's Safeguarding Policy and Procedures
- Ensure all Social Material staff and volunteers have an induction which includes safeguarding, and how to report concerns
- Obtain access to resources and attend relevant or refresher training courses as appropriate

9.2 All Staff

All Social Material full or part-time staff and regular freelancers are required to complete on-line Safeguarding training supplemented by an annual refresher. Therefore, staff should have an

awareness of safeguarding issues, some of which are listed above.

In addition, Social Material is responsible for ensuring the training of all staff in up to date and relevant Safeguarding training.

- Senior staff members, Safeguarding Officer and Management Committee Lead receive additional training
- Annual appraisals include safeguarding as an agenda point for the Safeguarding Officer and any Senior staff members

10. Whistle-blowing Policy

What Is Whistleblowing? - Whistleblowing encourages and enables employees to raise serious concerns within the organisation rather than overlooking a problem or 'blowing the whistle' outside. Employees are often the first to realise that there is something seriously wrong within the organisation. However, they may not express their concerns as they feel that speaking up would be disloyal to their colleagues or to the organisation.

Social Material's Commitments - The organisation is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the organisation's work to come forward and voice those concerns.

Who Does The Policy Apply To? - The policy applies to all employees and volunteers, (including those designated as casual hours, temporary, agency, authorised volunteers or work experience), and those contractors working for the organisation on the premises. It also covers suppliers and those providing services under a contract with the organisation.

Policy Aims:

- Provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- Assure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

What Type Of Concerns Are Covered?

- conduct which is an offence or a breach of law.

- disclosure related to miscarriages of justice.
- health and safety risks, including risks to the public as well as other employees.
- damage to the environment.
- the unauthorised use of public funds.
- possible fraud and corruption.
- sexual or physical abuse of clients.
- other unethical conduct.

NB. Other procedures are available to employee e.g. the grievance procedure which relates to complaints about your own employment. This policy also does not replace other complaints procedures which are for public use.

Safeguards- Social Material recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you provide a service. The organisation will not tolerate any harassment of victimisation and will take appropriate action to protect you when you raise a concern in good faith.

Confidentiality - All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness. This policy encourages you however to put your name to your concern whenever possible. Please note that you:

- must disclose the information in good faith.
- must believe it to be substantially true.
- must not act maliciously or make false allegations.
- must not seek any personal gain.

How To Raise Your Concern - As a first step, you should normally raise concerns either verbally or in writing with your immediate supervisor/manager. This may depend, however, on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach a more senior level of management, for example the Management Committee.

For independent advice please call:

Public Concern At Work

Website: www.pcaw.co.uk

Helpline: 020 7404 6609

Email: whistle@pcaw.co.uk

11. Code of Behaviour

Behaviour that Social Material CIC encourages

- To treat all children and young people with respect and value them as individuals.
- To ensure that children and young people are listened to and involved in decision-making processes if appropriate.
- To respect a child's or young person's right to personal privacy.
- To provide an example of good conduct that you wish others to follow.
- To ensure that whenever possible there is more than one adult present during activities which involve children and young people.
- To be aware that even physical contact with a child or young person may be misinterpreted.
- To recognize that special caution is required in moments when you are discussing sensitive issues with children or young people.
- To challenge unacceptable behaviour and report all allegations or suspicions of abuse.

Behaviour that Social Material CIC will not accept

- A staff member/volunteer should never abuse, neglect or harm or place at risk of harm children or young people whether by omission or intention.
- To engage children or young people in sexually provocative or rough physical games, including horse-play.
- To allow or engage in inappropriate touching of any form.
- To use any kind of physical punishment.
- To allow children or young people to use inappropriate language unchallenged.
- To make sexually suggestive comments in front of, about, or to a child or young person even in fun.
- To make racist, sexist or homophobic remarks.
- To do things of a personal nature for children or young people that they can do for themselves.
- To allow, or enable, children or young people to have unsupervised internet access.
- To allow, or enable, children or young people to have access to materials or images that may be considered inappropriate or illegal (i.e. with violent or sexual content).
- To let allegations that a child or young person makes be ignored or go unrecorded.

11.1 Guidelines Relating to Working with Children and Young People:

Lone Working

Staff/volunteers should not:

- Spend excessive amounts of time alone with children or young people away from others;
- Take a child or young person to his/her own home;
- Take a child or young person alone on car journey;
- Gossip about personal details of children or young people and their families; or
- Make/accept loans or gifts of money from children or young people.

Diversity

Staff and volunteers should:

- Be open to and aware of diversity in the beliefs and practices of children and young people and their families;
- Be aware of the difficulties posed by language barriers and other communication difficulties;
- Not discriminate against children or young people and their families who have different cultural backgrounds and beliefs from their own;
- Use the procedures outlined in this guidance to report any discrimination against children or young people and their families by other staff members/volunteers.

Physical Intervention and Restraint

Staff and volunteers should:

- Seek to defuse a situation, thereby avoiding the need to use any form of restraint;
- Only use restraint where it is absolutely necessary to protect the child, young adult or others from harm;
- Ensure that any restraint used is proportionate to the risk of harm;
- Only use forms of restraint for which they have received training and which follow current best practice;
- Record and report any use of restraint.

Handing Money

Staff and volunteers should:

- Never deny a child or young person access to their money;
- Never gain in any way when using the child's or young person's money on their behalf or guiding the child or young person in the use of their own money;
- Never borrow money from, or lend money to, a child or young person;
- Report any suspicions of financial abuse.

Photography, Social Networking and the Internet

Staff and volunteers should:

- Not photograph/video a child or young person without their valid consent or the consent of a parent, guardian or carer, where appropriate;
- Ensure that any photographs/videos taken of a child or young person are appropriate;
- Report any inappropriate use of images of a child or young person;
- Report any inappropriate or dangerous behaviour on the internet that involves a child or young person.

It is important that children and young people are made aware of the dangers associated with new technology, such as social networking sites and the internet, and know to tell someone if they encounter anything that makes them feel unsafe or threatened.

Breaching the Code

Staff members and volunteers should understand that:

- **If they are unsure of their actions and feel they may have breached the Code and Guidelines as explained here, they should consult with their Line Manager;**
- **Breaching the Code is a serious issue that will be investigated;**
- **Breaching the Code may result in disciplinary action and ultimately dismissal and if it constitutes harm/risk of harm, referral to the police, ISA and regulatory bodies, as appropriate.**

All Social Material staff will remain focused on the safeguarding of children and young people. In doing so external visitors must:

- Give the highest priority to their safety and welfare
- Recognise, identify and report signs of abuse, neglect and other safeguarding concerns relating to children and young people
- Report disclosures of abuse
- Respond appropriately to allegations of abuse
- Understand and implement safe practice in carrying out their duties
- Sign in and out of the premises
- Only access parts of the site required and where necessary with a staff member.

12. Anti-bullying

Social Material has a zero-tolerance approach to bullying. Young people are rarely left unsupervised with their peers, and this minimises the chance of bullying. If a child is suspected of bullying another, the following steps will be taken by a Social Material member of staff:

An impartial conversation with both parties will be had and notes taken. If the staff member comes to the conclusion that bullying has taken place:

- They will speak to the child accused of bullying, explaining the effects of their actions and stating that it contravenes the Social Material Code.
- A discussion will be had with both children / young people at the same time they will have input into the subsequent action that might involve keeping them apart.
- Both sets of parents will be informed.
- The child will then be put on a formal warning and their subsequent behaviour monitored. If their behaviour continues to be a concern, a meeting will be called with their parents, and the decision might be taken that it would be better to remove them from the programme.

13. Recruitment:

Social Material CIC recognises that anyone may have the potential to abuse a child or young person in some way. All responsible steps are taken to ensure unsuitable people are prevented from working with these individuals or groups:

- Consent is obtained from staff and volunteers to seek information from the DBS.
- For new staff and volunteers two confidential references, including one regarding previous work with children or young people (where such work has been undertaken) must be given to Social Material CIC who will follow up on these through email or telephone conversation.
- Evidence of identity is required from all staff and volunteers (passport, ID card or driving licence).
- All new staff and volunteers will have a safeguarding briefing from Social Material Safeguarding Officer.
- All staff and volunteers will have the job requirements and responsibilities clarified and agreement signed.
- All staff and volunteers are required to work safely with children and young people.
- Staff and volunteers are expected to respond to concerns expressed by a child or young person.

14. Use of photographic, video recording, image recording (including phone cameras, digital and any other recording device)

- A child's or young person's permission must be obtained prior to using their image.
- Parents/Carers will be informed at the outset of an activity that pictures and / or recordings will be taken and their permission will be obtained.
- Parents/Carers permission will be obtained to use images for Social Material's website or publicity material.

15. Health & Safety

Social Material CIC creates a safe and secure environment for all children and young people that are under its supervision at all times. The measures outlined below will help to ensure this.

- Groups for workshops, classes and activities will not exceed 26 participants unless specific requirements have been put in place and permission sought from the Management Committee
- An appropriate number of legally responsible adults are present and additional risk assessments must be carried out for any lone working
- Equipment must meet safety standards
- Constant adult supervision when using potentially dangerous equipment (previous agreement of parents/carers must be obtained)
- Risk assessments will be carried out before starting a project and during its course
- A first-aid box which meets current standards is always at hand
- All adults responsible for the safety of children and young people at Social Material CIC are informed about fire procedures and escape routes
- No child under five years will be left alone at events unless parents / carers are present

Please see Social Material's full Health and Safety Policy for further guidance.

16. Trips and Visits to External Organisations

Social Material understands that the protection of children and young people extends to all of our work, including trips outside of our normal workshop spaces. During the planning for, and implementation of these trips the following will apply:

- Groups for trips will not exceed 26 participants unless specific requirements have been put in place and permission sought from the Management Committee
- An appropriate number of legally responsible adults are present
- Risk Assessments will be carried out before starting a project and during its course

Appendix i: Safeguarding Contacts

Social Material Child Protection Officer:

Daniel Baker,

Social Material CIC, 86-90 Paul Street, London, EC2A 4NE

socialmaterialcic@gmail.com

Emergency Contact: 07879 852916

Management Committee Safeguarding Lead:

Karen Raingold

Social Material CIC, 86-90 Paul Street, London, EC2A 4NE

Children's Social Care:

First response: 0208 356 5500

Out of hours: 0208 356 2710

Email for CSC is FAST@hackney.gov.uk

Board Tel is 0208 356 4183

Local Authority Designated Officer (LADO)

Email: lado@hackney.gov.uk

Tel: 0208 356 4569.

Appendix ii

Linked Policies:

Social Material Health and Safety Policy

Social Material HR Procedures

Social Material Whistleblowing Policy

Social Material Complaints and Grievances Policy

Social Material Vulnerable Adult Protection Policy

Further information on Child Protection:

The NSPCC is a national charity campaigning on behalf of children and young people. The NSPCC has helplines that children and adults can ring for advice and support.

Children and young people can call ChildLine on 0800 1111.

Adults can call 0808 800 5000 for help and advice. www.nspcc.org.uk