



## I Matter Project – I Matter Training Ltd - Safeguarding Policy and Procedures

**Name of Organisation:** The I Matter Project (I Matter Training Ltd)

Section heading	Section content
<b>1. Introduction</b>	<p>The I Matter Project (I Matter Training Ltd) seeks to make a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>The I Matter Project (I Matter Training Ltd) comes into indirect contact with children and / or vulnerable adults and their families through the following activities with professionals and parents-carers:</p> <ul style="list-style-type: none"> <li>workshops</li> <li>online training delivery</li> <li>conference calls and webinars</li> <li>consultations and therapeutic sessions</li> <li>administrative management of records</li> </ul> <p>At the present time the I Matter Project (I Matter Training Ltd) does not offer any direct unsupervised contact to children and young people under the age of 18years.</p> <p>This policy seeks to ensure that The I Matter Project (I Matter Training Ltd) undertakes its responsibilities with regard to protection of children and / or vulnerable adults and their families and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p>
<b>2. Confirmation of reading</b>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for The I Matter Project (I Matter Training Ltd)</p> <p>Please complete the details below and return this completed form to Dr Cathy Betoim</p> <p>Employee Name :</p> <p>Employee Signature:</p> <p>Date:</p>

<p><b>3. Legislation</b></p>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"> <li>○ Working together to safeguard Children 2015</li> <li>○ The Children Act 1989</li> <li>○ The Adoption and Children Act 2002:</li> <li>○ The Children act 2004</li> <li>○ Safeguarding Vulnerable Groups Act 2006</li> <li>○ Care Standards Act 2000</li> <li>○ Public Interest Disclosure Act 1998</li> <li>○ The Police Act – CRB 1997</li> <li>○ Mental Health Act 1983</li> <li>○ NHS and Community Care Act 1990</li> <li>○ Rehabilitation of Offenders Act 1974</li> </ul>
<p><b>4. Definitions</b></p>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible.</p> <p>In contrast, child and adult protection is about responding to circumstances that arise.</p> <p>Abuse is a an act that causes harm through exploitation and manipulation of power by those in a position of authority in relation to others who are in a vulnerable position. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:</p> <ul style="list-style-type: none"> <li>● Physical abuse</li> <li>● Sexual abuse</li> <li>● Emotional abuse</li> <li>● Bullying</li> <li>● Neglect</li> <li>● Financial (or material) abuse</li> </ul> <p>Definition of a child A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).</p> <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This <b>may</b> include a person who:</p> <ul style="list-style-type: none"> <li>● Is elderly and frail</li> <li>● Has a mental illness including dementia</li> </ul>

- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

### **Definition of Child to Adult Abuse**

Domestic violence and abuse can be experienced between family members regardless of gender or relationship. Child/adolescent to parent abuse is a common and often hidden form of family violence and abuse.

Child/adolescent to parent domestic abuse can be understood as a harmful act which is designed to gain power and control over a parent. The abuse can be physical, psychological, or financial.

Child to parent violence is behaviour through which the child or adolescent attempts to use coercive control and dominate others in the family and should not be confused with childhood testing of boundaries.

### **Parents may report the following types of behaviours:**

- Threatening or using violence when their demands are not met. This may include damage to possessions and house fittings.
- Using psychological and emotional abuse to wear parents down - this might include attempts to degrade, humiliate or embarrass parents and other family members.

### **Organisational Abuse**

In the I Matter Project (I Matter Training Ltd) we recognise a complex form of safeguarding need which arises when organisations and systems are engaging in poorly considered practices which can present harm to children. Unsafe organisational and systemic practices can arise when

- professionals are poorly trained about adult child relationships and about child development.
- policies are misinterpreted leading to over-emphasis of the child in neglect of the key role for the child's well-being of the adult's confidence.
- Professionals blame parents for difficulties without taking into account the role they are playing in difficulties.

	<p>If we become aware of organisations who are practising in what we believe to be unsafe ways for children we will seek dialogue but if this dialogue cannot be satisfactorily progressed, we may choose not to work with them.</p> <p><i>In the I Matter Project we have an additional concern which <b>is to safeguard and seek to improve the emotional safety of the parent-child relationship</b>. It is our view that it is impossible to protect the needs of children without attending to the needs and understanding of responsible adults</i></p>
<p>5. Responsibilities</p>	<p>All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p> <p>Additional specific responsibilities</p> <p>Cathy Betoin and other staff members have responsibility to ensure:</p> <ul style="list-style-type: none"> <li>• that the policy is in place, appropriate and kept updated</li> <li>• that the policy is accessible</li> <li>• that all staff have access to appropriate training/information</li> <li>• that any safeguarding concerns are responded to seriously, swiftly, and appropriately</li> <li>• that I Matter Training Ltd works effectively with other organisations</li> <li>• keep up to date with local and national polices and practices</li> <li>• to follow the I Matter Project (I Matter Training Ltd – risk management and risk documentation process)</li> </ul> <p><b>Risk Management Process</b></p> <ul style="list-style-type: none"> <li>+ The I Matter Project works in an area of practice that involves heightened escalated behavior as an everyday part of practice.</li> <li>+ In order to function as an organization we require staff to use clinical and professional judgements about current potential risks and we make available numbers that can be contacted if urgent advice is required.</li> <li>+ We also use some inhouse tools to think about the presentation and risks involved in escalated behavior</li> <li>+ All staff are expected to listen out carefully for and enquire about the presence of behavior that could be deemed a risk to any member of the family or public.</li> <li>+ All staff are expected to clearly assert that verbal and/or physical aggression and violence to any party is not acceptable behavior from either children or adults</li> <li>+ In the event that there is any behavior or potential behaviour that is resulting in current harm or in potential for significant harm to others, then staff are advised to complete our inhouse risk assessment with the family and are advised to provide safety advice to the family at the earliest possible practicable occasion.</li> <li>+ If there is a high immediate risk of potential for harm then normal safeguarding referral expectations will apply</li> </ul>

	<p>The Designated Senior Manager /lead officer is Dr Cathy Betoin This person’s responsibilities are: to liase with school members safeguarding leads and the GP Lead Safeguarding officer of the Kendal ICC</p>
<p><b>6. Implementation Stages</b></p>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include:</p> <ul style="list-style-type: none"> <li>• General Terms and Conditions</li> <li>• Privacy Policy</li> <li>• Health and Safety policy</li> <li>• Lone working policy</li> <li>• Data Protection and privacy policy</li> <li>• Confidentiality policy</li> <li>• Staff induction and staff training policy</li> <li>• Grievance and disciplinary procedures</li> </ul> <p>The following important additional policies are being developed</p> <ul style="list-style-type: none"> <li>• Conflicts of interest policy</li> <li>• Declaration of interests policy</li> <li>• Code of conduct,</li> <li>• e-safety, computer misuse.</li> <li>• policy on resolution of professional disagreements in work relating to the safety of children</li> <li>• Escalation Policy</li> </ul> <p><b>Safe recruitment</b></p> <p>The I Matter Project (I Matter Training Ltd) ensures safe recruitment through the following processes:</p> <ul style="list-style-type: none"> <li>• clear job and role descriptions for all staff</li> <li>• person specification and competency statements at recruitment</li> <li>• Shortlisting is based on formal application processes/forms and not on provision of CVs</li> <li>• Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification</li> <li>• CRB checks will be conducted for specific roles for all staff (paid or unpaid) working with children and vulnerable adults. Portable/carry over CRB checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.</li> <li>• No formal job offers are made until after checks for suitability are completed (including CRB and 2 references). (You may wish to add in a qualifier about measures in place for exceptional and justifiable circumstances where employment/ role could commence prior to CRB clearance).</li> </ul>

	<p><b>Criminal Bureau Records Gap Management</b>  The organisation commits resources to providing Criminal Bureau Records check on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults.</p> <p>In order to avoid CRB gaps, the organisation will  'maintain and review a list of roles across the organisation which involve contact with children/ vulnerable adults' that is checked by Dr Cathy Betoin</p> <p>In addition to checks on recruitment for roles involving contact with children/ vulnerable adults, for established staff the following processes are in place established staff and roles are regularly reviewed through e.g.</p> <ul style="list-style-type: none"> <li>• A 3 year rolling programme of re-checking CRB's is in place for holders of all identified posts.</li> <li>• Existing staff (paid or unpaid) who transfer from a role which does not require a CRB check to one which involves contact with children / vulnerable adults will be subject to a CRB check.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Service delivery contracting and sub contracting</b></li> <li>• There will be systematic checking of safeguarding arrangements of partner organisations</li> <li>• Safeguarding will be a fixed agenda item on any partnership reporting meetings.</li> <li>• Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non compliance procedures'.</li> </ul>
<p><b>7. Communications training and support for staff</b></p>	<p>The I Matter Project (I Matter Training Ltd) commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <p><b>Induction</b> will include * discussion of the safeguarding policy and confirmation of understanding,</p> <ul style="list-style-type: none"> <li>• discussion of other policies</li> <li>• understanding of roles</li> <li>• training on safe working practices</li> </ul> <p><b>Training</b>  All staff who, through their role, are in direct or indirect contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: inhouse training and training through the local safeguarding board.</p> <p><b>Communications and discussion of safeguarding issues</b>  Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:</p> <ul style="list-style-type: none"> <li>+ routine use of risk assessments</li> <li>+ routine use of ACE enquiry</li> <li>+ multiagency communication via letter, phone and secure email</li> </ul>

	<p><b>Support</b></p> <ul style="list-style-type: none"> <li>• We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include: team meetings</li> <li>• SMT meetings</li> <li>• Board meetings</li> <li>• One to one meetings (formal or informal),</li> <li>• clinical supervision</li> </ul> <p>Communications</p> <ul style="list-style-type: none"> <li>• Participation in multi agency safeguarding procedures and meetings in order to be involved in child/ adult protection procedures</li> <li>• Participation in joint client visits</li> <li>• Involvement in the local planning process</li> <li>• Provision of a clear and effective reporting procedure which encourages reporting of concerns.</li> <li>• Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.</li> <li>• Inclusion of safeguarding as a discussion prompt during supervision meetings/ appraisals to encourage reflection</li> <li>• Some organisations will have a safeguarding representatives team. If so it should be referred to in this section.</li> <li>• How staff are reminded about policies and procedures (refresh sessions etc)</li> </ul> <p><b>Support</b> – typical support mechanisms would include:</p> <ul style="list-style-type: none"> <li>• Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.</li> <li>• Seeking further support as appropriate e.g. access to counselling.</li> <li>• Staff who have initiated protection concerns will be contacted by line manager /DSM within a certain timescale e.g. 1 week).</li> </ul>
<p><b>8. Professional boundaries</b></p>	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.</p> <p>The I Matter Project (I Matter Training Ltd) expects staff to protect the professional integrity of themselves and the organisation.</p> <ul style="list-style-type: none"> <li>• The following professional boundaries must be adhered to:</li> <li>•</li> <li>• <b>Giving and receiving gifts from clients:</b> The I Matter Project (I Matter Training Ltd) does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However gifts may be provided by the organisation as part of a planned activity’.</li> </ul>

- **Staff contact with user groups.** Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites such as facebook and linked in.  
It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.'
- Staff are expected to be cautious of personal contact with clients or relatives of clients and to avoid it where possible
- They are expected to behave with regard to clear professional boundaries, not disclosing personal information in an inappropriate or overfamiliar fashion nor involving own family members in client contacts
- Staff should never sell to or buy items from a service user nor accept inducements or rewards
- Staff should never pass on service users' personal contact details without explicit consent
- If sending an email to a group of clients the bcc function should always be used
- Staff should not accept or borrow money or valuables from a client

\* General conduct

All staff (paid or unpaid) are expected to refrain from use of abusive language and are expected to respond to check inappropriate behaviour / language or any use of punishment or chastisement witnessed during contact with clients

Staff should also declare actual or potential Conflict of Interests.

Other policies may also contain guidance on staff (paid or unpaid) conduct:

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

## 9. Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at The I Matter Project (I Matter Training Ltd)

Communicate your concerns with your immediate manager



Seek medical attention for the vulnerable person if needed



Discuss with parents of child  
Or with vulnerable person.

Obtain permission to make referral if safe and appropriate



	<p style="text-align: center;">if needed seek advice from the Children and Families helpdesk or Adults helpdesk</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Complete the Local Authority Safeguarding Vulnerable Groups Incident Report Form if required and submit to the local authority within 24 hours of making a contact</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Ensure that feedback from the Local Authority is received and their response recorded</p> <p>The local authority has a process for reporting and this must be adopted. Organisations will be expected to complete the local authorities initial contact form when informing them of a concern about a child. The use of this form and compliance with the policy will be mandatory and must be built into your policy. Information on reporting concerns will be found at <a href="http://www.gscb.org.uk">www.gscb.org.uk</a></p> <p>If the immediate manager is implicated, then refer to their line manager or peer.</p>
<p><b>10. Allegations Management</b></p>	<p>The I Matter Project (I Matter Training Ltd) recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows:  First step: Any member of staff (paid or unpaid) from The I Matter Project (I Matter Training Ltd) is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer verbally and then in writing.  Second step- contact local authority for advice. In Cumbria this can be done via (for children) the Safeguarding Children Services Local Authority Designated Officer (LADO), or (for adults) the Adult Helpdesk</p> <p>Third step – follow the advice provided</p> <p>The I Matter Project (I Matter Training Ltd) recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document <a href="http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf">http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf</a></p>
<p><b>11. Monitoring</b></p>	<p>The organisation will monitor the following Safeguarding aspects: The I Matter Project (I Matter Training Ltd)</p> <ul style="list-style-type: none"> <li>• Safe recruitment practices</li> <li>• CRB checks undertaken</li> <li>• References applied for new staff</li> <li>• Records made and kept of supervision sessions</li> <li>• Training – register/ record of staff training on child/ vulnerable adult protection</li> <li>• Monitoring whether concerns are being reported and actioned</li> </ul>

	<ul style="list-style-type: none"> <li>• Checking that policies are up to date and relevant</li> <li>• Reviewing the current reporting procedure in place</li> <li>• Presence and action of Designated senior manager responsible for Safeguarding is in post</li> </ul> <p>The use of the Competency Framework available through the local VCS GSCB representative- go to <a href="http://www.gloshub.org.uk">www.gloshub.org.uk</a> to find the contact details of the representative - is a good monitoring tool to assess the organisation's competency in safeguarding.</p>
<b>12. Managing information</b>	<p>Information will be gathered, recorded and stored in accordance with the following policies  Data protection policy  Privacy and Confidentiality policy</p> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.</p> <p>All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.</p>
<b>13. Conflict resolution and complaints</b>	<p>The I Matter Project (I Matter Training Ltd) is aware of the GSCB policy on resolution of professional disagreements in work relating to the safety of children / Escalation Policy (at <a href="http://www.gscb.org.uk">www.gscb.org.uk</a> ) and if necessary this will be taken forward by (insert title of person- e.g. Designated Senior Manager).</p> <p>Conflicts in respect of safety of vulnerable adults will be taken forward by Dr Cathy Betoïn in association with member schools or practitioners.</p>
<b>14. Communicating and reviewing the policy</b>	<p>The I Matter Project (I Matter Training Ltd) will make clients aware of the Safeguarding Policy through the following means</p> <ul style="list-style-type: none"> <li>• via website</li> <li>• complaints policy procedures</li> </ul> <p>This policy will be reviewed by Dr Cathy Betoïn, every 3 years and when there are changes in legislation.</p>