

## Safeguarding children and Vulnerable Adults Policy Version Update 23-02-26

At Turning Corners, safeguarding goes beyond a formal policy. It's about creating a safeguarding culture where everyone can help keep children and vulnerable adults safe and well. We all play a part in making sure their safety is our top priority in everything we do. This policy applies to everyone involved with Turning Corners, including employees, volunteers, trustees, advisors, contractors, and unpaid staff as well as service users, regardless of their role or location. We expect all our partners, both present and future, to share our commitment to safeguarding.

Our safeguarding approach revolves around key considerations that guide our actions and decisions:

**Empowerment:** We believe in empowering individuals, allowing them to exercise control over their well-being, and fostering an environment of autonomy.

- **Prevention:** Our focus is on preventive measures to mitigate potential risks and create a protective space for all those involved with our charity.
- **Proportionality:** We strive for fairness and balance, ensuring that safeguarding measures are proportionate to the risks and needs of individuals.
- **Protection:** The safety and protection of everyone associated with our charity are paramount, and we take proactive measures to address any potential harm.
- **Partnership:** Collaborative efforts with stakeholders, including staff, volunteers, and partner organizations, are integral to our safeguarding strategy.
- **Accountability:** We recognize the ultimate responsibility of our Trustees to ensure that all individuals associated with the charity are treated safely, respectfully, and appropriately. This responsibility is particularly crucial for vulnerable persons, including the elderly, adults requiring support/care, and young people under 18 years of age.

## Background & Overview of Safeguarding

Safeguarding is about ensuring that every individual has the right to live safely, free from any form of abuse or neglect. At Turning Corners, all staff members are entrusted with the responsibility of safeguarding the people under their care. However, special attention must be given to those who may be least able to protect themselves. This includes children, young people, and vulnerable adults, who are particularly vulnerable to various forms of harm

A child is defined as an individual under the age of 18, and even young people aged 16 or 17 who are living independently are still considered children. Meanwhile, a vulnerable adult may require care due to physical, learning, or other disabilities, as well as age or illness-related factors. This definition also encompasses adults who are unable to properly care for themselves or protect themselves from significant harm or exploitation.

Certain groups of people are at heightened risk of harm and exploitation, necessitating careful consideration of their needs. These include individuals with disabilities, those living away from home, asylum seekers, children and young people in hospital, individuals in contact with the youth justice system, victims of domestic abuse, individuals targeted due to their religion or ethnicity, and those vulnerable to exposure to violent extremism. It is essential to prioritize the protection and support of these vulnerable groups through comprehensive safeguarding measures.

### **Definition and types of Harm –**

#### **Children Physical Harm:**

Physical harm is any physical contact that causes discomfort, pain, or injury, including hitting, shaking, poisoning, burning, or suffocating. Supplying drugs or using unauthorized methods of restraint also fall under this definition. Fabricating symptoms of illness in a child can also cause physical harm.

#### **Emotional and Psychological Harm:**

Emotional harm is actions or inactions by others that cause mental anguish and severe adverse effects on a child's emotional development. This includes conveying feelings of worthlessness or inadequacy, imposing age-inappropriate expectations, overprotection, or limiting a child's exploration and social interaction. Emotional harm may result from witnessing aggressive or violent behavior, such as domestic violence, or experiencing serious bullying that causes fear or danger. It can also stem from exploitation or corruption. Emotional harm is often present in various forms of maltreatment, such as grooming, harassment, or inappropriate emotional involvement, even if it occurs independently.

### **Sexual harm and exploitation**

Sexual harm is defined as any form of sexual activity involving a child under the age of consent. It involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. Such activities may involve physical contact, including penetrative (or nonpenetrative acts). They may also include non-contact activities, causing them to watch sexual activities, or encouraging them to behave in sexually inappropriate ways.

### **Neglect**

Neglect is when a child's basic needs aren't met, which can seriously harm their health or development. It can happen during pregnancy if the mother uses substances. After birth, neglect includes not providing enough food, clothing, shelter, or medical care. It also means not protecting the child from harm or ensuring they have enough supervision. Emotional needs being ignored or not addressed is also a form of neglect.

### **Safeguarding for vulnerable adults**

Safeguarding for vulnerable adults means ensuring they can live safely, free from abuse or neglect, and promoting their well-being. According to Section 42 of The Care Act 2014, an adult is considered at risk if they:

Have care and support needs (regardless of whether these needs are being met by authorities). Are experiencing or at risk of abuse or neglect.

Due to their care needs, are unable to protect themselves from abuse or neglect. Being an "adult at risk" can be temporary, and there are various risk factors to consider, including mental health, substance misuse, physical dependency, low self-esteem, and past abuse experiences.

### **Physical Harm**

Physical harm refers to any physical contact that causes discomfort, pain, or injury. Examples include assault, hitting, exposure to extreme temperatures, failure to treat wounds, misuse of medication, inappropriate use of restraints, and deprivation of liberty.

Sexual Harm:

Examples of sexual harm and exploitation can include the direct or indirect involvement, with contact or without contact of the vulnerable adult in sexual activity or relationships that:

- they do not want or have not consented to
- they cannot understand, and cannot consent to, since they lack the mental capacity
- they have been coerced into because the other person is in a position of trust

Psychological and emotional harm

refers to behaviour that causes mental distress or adversely affects emotional health and development. This includes mocking, bullying, verbal attacks, disrespectful comments, shouting, denying basic rights, undermining self-esteem, isolation, and over-dependence.

### **Neglect**

Neglect is when a person's well-being suffers because their care or social needs aren't met. Examples include not providing access to health or social services, inadequate nutrition or hygiene, and ignoring medical needs. Neglect can be intentional, like willfully failing to provide care, or unintentional, due to lack of understanding or resources.

### **Discrimination**

Discrimination occurs when someone is denied opportunities or mistreated because of their beliefs, culture, or identity. Psychological abuse related to race, gender, sexuality, or other factors is discriminatory.

### **Financial harm**

involves the unauthorized use of someone's money or property, including theft, fraud, exploitation, or pressuring them into financial decisions.

### **Other**

Domestic violence and self-harm are also important indicators of potential harm or abuse. This policy aims to ensure that throughout the work of Turning Corners, we will safeguard and promote the welfare of vulnerable children and adults. We aim to do this by ensuring that we comply with statutory and local guidance for safeguarding and by ensuring safeguarding the rights of vulnerable adults and children is integral to all we do. Turning Corners is committed to implementing this policy and the practices it sets out. We will provide learning opportunities and make provision for appropriate safeguarding adults and children training to all staff. This policy will be made widely accessible to staff and reviewed on an annual basis or following a major incident.

### **Roles and Responsibilities**

#### **The Trustees**

The Trustees, particularly the Safeguarding Trustee will:

- Oversee the effectiveness of this policy and its implementation.
- Appoint a Designated Safeguarding Lead (DSL) to oversee implementation and ensure the policy is reviewed annually.
- Integrate safeguarding responsibilities into the organisation's governance structure.

**Turning Corners complies with Section 11 of the Children Act 2004, ensuring the organisation takes all reasonable steps to safeguard and promote the welfare of children.**

### **The Designated Safeguarding Lead (DSL)**

The DSL will:

- Monitor the effectiveness of the safeguarding policy and report to management meetings.
- Supervise staff and volunteers to ensure safeguarding actions are followed and risks are managed.
- Monitor and respond to high-risk entries on the organisational risk register.
- Conduct a biennial policy review and incorporate changes as needed.
- Ensure safeguarding action plans are completed and followed through.
- Ensure all staff and volunteers understand their responsibilities as set out in this policy.
- Monitor staff compliance and address issues proactively.
- Provide guidance and emotional support to those involved in safeguarding incidents.
- Ensure all staff and volunteers complete approved safeguarding training.
- Promote awareness of the policy and clarify its application where needed.
- Address barriers to compliance, including through whistleblowing if necessary.
- Report on safeguarding effectiveness to the governing committee.
- Make the policy available to the public upon request.
- Incorporate advice and external guidance into ongoing training.
- Maintain regular contact with local child protection agencies.
- Attend relevant safeguarding meetings as an organisational representative.
- Lead on DBS checks for staff, volunteers, and any others in regulated activity.
- Implement clear procedures for addressing concerns related to colleague conduct.

### **Clinical Leads**

- During clinical audits, also review for missed safeguarding opportunities.
- Report any identified safeguarding concerns or missed opportunities to the DSL.

### **All Staff and Volunteers**

- Must adhere to the six safeguarding principles:
  1. Empowerment
  2. Protection
  3. Prevention
  4. Proportionality
  5. Partnership
  6. Accountability

### What to Do if You Are Concerned or Receive a Disclosure

If you are concerned about someone’s safety or receive a safeguarding disclosure, follow the steps below, in line with the procedures outlined in your staff or volunteer handbook:

1. Record the **date and time** of both the incident and the disclosure.
2. Note the **names of all individuals involved**, and clearly document what was said or done.
3. Record any **actions already taken**, including attempts to gather information or make referrals.
4. If applicable, detail any immediate steps taken—such as **suspending a worker or volunteer**.
5. If **no referral** is made to a statutory agency, explain the reasons why.
6. Include the **name of the person reporting the concern** and to whom it was reported.

Once a concern is raised, the Designated Safeguarding Lead (DSL) is responsible for assessing the situation. If appropriate, the DSL will immediately make a referral to the Local Authority Safeguarding Team.

We recognise that children with neurodevelopmental or communication differences may present or disclose safeguarding concerns differently. Staff are trained to identify non-verbal indicators and adapt their response accordingly.

Responding to a Disclosure: What to Do and What Not to Do	
What to Do	+ What Not to Do
Stay calm	React strongly – e.g. “That’s terrible”
Be accessible and receptive	Don’t probe for more information – avoid leading or inappropriate questions
Listen, hear and take the disclosure seriously	Don’t fill out the incident form while the person is still present
Use TED questions (Tell me, Explain, Describe) to encourage without leading	Don’t jump to conclusions, especially about the alleged abuser
Give time – allow the person to speak without interruption	Don’t speculate or accuse anyone
Reassure – explain that telling someone was the right thing to do	Don’t promise confidentiality or say everything will be OK (it may not be)
Explain what will happen next – who needs to know and why	Don’t stop the child or adult from speaking freely
Avoid physical contact unless absolutely necessary	Don’t make negative comments about the alleged abuser

### Confidentiality and Disclosures

Do **not promise confidentiality** when someone makes a safeguarding disclosure. While information should be handled sensitively, it must be shared with appropriate people when necessary to protect individuals.

### When to Break Confidentiality:

- **Immediate Danger:** If someone is at immediate risk of serious harm and refuses help, contact emergency services (999) without delay.
- **Present Crisis:** If someone is in visible distress or crisis, notify their emergency contact or a relevant mental health professional.
- **Risk to Others:** If a disclosure involves risk to others (e.g., threats of serious harm), seek emergency intervention.
- **Children and Young People:** The welfare of those under 18 always takes precedence. Share concerns with the safeguarding team or appropriate authorities, even if the child requests secrecy.

**Risk to Others:** If the person's actions pose a risk to others, such as planning to step in front of a train, contacting emergency services (999) is necessary.

**Under 18:** In cases involving individuals under 18, their welfare takes precedence, and contacting their emergency contact or seeking support from emergency services (999) is advised.

**Safeguarding Concerns:** Any safeguarding concerns that may have wider implications or involve a child should be reported, even if the individual requests confidentiality.

**Breaking Confidentiality:** Discuss breaking confidentiality with the individual, encouraging them to seek support. If necessary, seek support from the Welfare Officer or a member of management when disclosing concerns to relevant authorities. Continual discussion and consideration of the staff's well-being are important after making such decisions.

### Concerns about Staff Conduct

The Safeguarding Lead serves as the primary liaison with Social Services or the Police for staff conduct inquiries, taking necessary actions, including potential suspension or reassignment, in consultation with Trustees or the Committee.

All allegations of abuse or maltreatment of vulnerable adults are treated with utmost seriousness, following local Safeguarding Adult Board policy and procedure, possibly resulting in suspension without prejudice.

Suspension is not automatic but is considered based on the gravity of the allegation, with the alleged perpetrator presumed innocent until proven otherwise.

Comprehensive records are maintained, and alerts are promptly raised to the Local

Authority Safeguarding Adults Team.

#### Breaches of policy

For Staff and volunteers/staff, failure to adhere to the Safeguarding Policy could lead to possible disciplinary action being taken. For others, their relationship with the Turning Corners may be terminated.

#### Training and Development

All Turning Corners Staff and volunteers/staff receive full information and guidance about this Safeguarding Policy as part of their comprehensive induction.

All existing Turning Corners Staff and volunteers/staff will receive ongoing training that aims to raise awareness of the legislation and guidance to follow that applies directly to this policy and how this impacts service provisions.

All Turning Corners Staff and volunteers/staff receive an annual personal development plan as part of their effective appraisal process. Up-to-date awareness training in Safeguarding and its implications on the provision of services will be monitored during the member supervision and appraisal process.

#### **Prevent Duty and Counter-Extremism Compliance**

Turning Corners complies fully with the **Prevent Duty** as outlined in the **Counter-Terrorism and Security Act 2015**. We recognise our legal responsibility to have “due regard to the need to prevent people from being drawn into terrorism.”

All staff and volunteers receive training to understand the signs of radicalisation and extremist behaviour and how to respond appropriately. This includes recognising when to escalate concerns through our internal safeguarding channels or to external agencies such as the local Prevent team or the Channel programme.

We maintain regular contact with the **local council Prevent team**, who provide us with updates, guidance, and resources. These materials are shared with staff and, where appropriate, with service users to raise awareness and promote safety.

Prevent awareness is embedded across our safeguarding policy, staff training, and service delivery to ensure a safe and inclusive environment, free from extremist influence.

### Safeguarding Matrix

Role	Training Required
<b>Trustees</b>	Safeguarding awareness training covering trustee responsibilities, oversight of safeguarding practice, and how to escalate concerns
<b>Designated Safeguarding Lead (DSL)</b>	Advanced safeguarding training (Level 3 or equivalent) and regular updates in line with local safeguarding partnership guidance
<b>Deputy Safeguarding Lead</b>	Level 3 safeguarding training
<b>Programme Managers / Project Leads</b>	Level 2 safeguarding training and refresher updates
<b>Youth Workers / Session Staff</b>	Level 2 safeguarding training including recognising abuse, reporting concerns, and maintaining professional boundaries
<b>Volunteers with direct contact with children or young people</b>	Safeguarding induction and basic safeguarding awareness training
<b>Volunteers without direct contact (e.g., admin support)</b>	Safeguarding awareness as part of induction
<b>Activity Support Staff</b>	Safeguarding awareness training plus role-specific training such as food hygiene or health and safety
<b>Mentors / One-to-One Support Volunteers</b>	Safeguarding training covering professional boundaries, safe communication, and recognising risks

### **Use of Artificial Intelligence and Emerging Technologies**

Turning Corners recognises that artificial intelligence (AI) and emerging digital technologies are increasingly used in communication, education and online environments. While these tools may offer benefits, they also present new safeguarding risks.

Staff and volunteers must not use AI systems, automated chat tools, or digital assistants to communicate directly with children or young people without organisational approval and safeguarding oversight.

Sensitive safeguarding information, case notes, or personal data relating to children must never be entered into public AI systems or digital tools that store or process data externally.

Staff should remain alert to potential online risks linked to emerging technologies, including:

- AI-generated manipulation or grooming
- deepfake images or impersonation
- automated messaging targeting young people
- misinformation or harmful online content

Any concerns relating to digital safety, AI misuse, or online exploitation must be reported immediately to the Designated Safeguarding Lead and recorded in accordance with safeguarding procedures.

Turning Corners will review its digital safeguarding practices regularly to ensure they remain effective as technology evolves.

## **9. Photography and Image Use**

Photographs and videos may only be taken with written parental or guardian consent. All images are used solely for educational or promotional purposes and stored securely. Images of children or vulnerable adults are never shared online without explicit consent, and personal details are not disclosed alongside photos. This policy ensures that individuals' identities are protected and that we maintain respect and dignity in all visual representations.

### **Supervision Ratios**

Turning Corners adheres to NSPCC guidance on adult-to-child ratios. For children under 8 years old, we ensure at least one adult per 6 children. For children over 8, the ratio is one adult per 10 children. All group sessions will include at least two adults present at all times to reduce risk and provide appropriate cover in emergencies or for managing incidents

### **Safe Recruitment Process:**

**Advertising:** All job advertisements include a clear safeguarding statement emphasizing Turning Corners' commitment to safeguarding vulnerable individuals.

**Vetting References:** Thorough vetting of references is conducted to ensure the suitability of candidates, with specific attention given to their ability to adhere to safeguarding policies.

**DBS Checks:** All successful candidates undergo Disclosure and Barring Service (DBS) checks to assess their criminal records and suitability for working with vulnerable individuals.

**Face-to-Face Interviews:** Candidates undergo face-to-face interviews to assess their suitability for the role and their understanding of safeguarding principles.

**Explanation of Process:** During the recruitment process, candidates are provided with a clear explanation of Turning Corners' safeguarding policies and their responsibilities in safeguarding vulnerable individuals.

**Job Description:** Each job description includes specific responsibilities related to safeguarding, ensuring that candidates are aware of the importance of safeguarding in their role.

**Other Best Practices:** Turning Corners follows industry best practices in recruitment, including providing training and support to staff on safeguarding procedures, promoting a culture of vigilance and reporting, and regularly reviewing and updating recruitment processes to ensure compliance with safeguarding regulations.

**Ensuring the mental wellbeing of our Staff**

Being a point of contact to have conversations about mental health with colleagues can be very rewarding, but it can also be time-consuming and emotionally overwhelming. You might also find that discussing subjects or traumatic events close to your own experiences, or that of others close to you, may impact your mental health this is often called triggering – especially if you're feeling unwell.

We encourage you to think carefully about how you'll look after your well-being and make sure you have appropriate support in place. You might find it helpful to look at our information on staying mentally well and dealing with pressure.

### **Support within our organization**

We offer an 'Employee Assistance Programme'. Which includes regular supervision meetings, appraisals and Staff Vitamin Sea Days. We may where appropriately arrange clinical supervision from our clinical lead, external provider, or your line manager. 1-1 personal support sessions are offered free of charge with our team of clinicians and you can book an appointment directly or through admin.



32 Theydon Road  
London  
E5 9NA

## Safeguarding & Support Contact Details

### Turning Corners Internal Contacts

Role	Name	Phone	Email
Designated Safeguarding Lead	Shimon Wider	07968 643712	<a href="mailto:mail@turningcorners.charity">mail@turningcorners.charity</a>
Deputy Safeguarding Lead	Dina Horowitz	07984 552853	—info@turningcorners.charity

### Hackney Council

Service	Contact Name	Phone	Email
Children's Social Care (First Response)	—	020 8356 5500	FAST@hackney.gov.uk
General Social Care Line	—	020 8356 4183	—
LADO (Designated Officer)	—	020 8356 4569	lado@hackney.gov.uk
Adult Safeguarding	—	—	<a href="mailto:adultsafeguarding@hackney.gov.uk">adultsafeguarding@hackney.gov.uk</a>
Domestic Abuse Service (DAIS)	—	08000 560 905 / 020 8356 4458/9	dais@hackney.gov.uk
Antisocial Behaviour Team	—	020 8356 3310	asbteam@hackney.gov.uk
Community Safety	—	020 8356 3000	asbteam@hackney.gov.uk
Hate Crime Support	Stop Hate UK	0800 138 1625	—

### Haringey Council

Service	Contact Name	Phone	Email
Children's Social Care (MASH)	—	020 8489 4470 / 5652	mash@haringey.gov.uk
LADO	—	020 8489 2968	lado@haringey.gov.uk
Adult Safeguarding	First Response	020 8489 1400	firstresponseteam@haringey.gov.uk

### **Safeguarding Concern Reporting Flowchart**

This flowchart outlines the steps Turning Corners staff and volunteers must take if they are concerned about the safety or welfare of a child, young person, or vulnerable adult. It reflects the principles of *Working Together to Safeguard Children 2023*, the *Children Act 1989/2004*, and the *Care Act 2014*.

#### **STEP 1: YOU HAVE A CONCERN**



**Observe or receive a safeguarding concern or disclosure.**

- Stay calm, listen, and reassure.
- Do not promise confidentiality.
- Record the facts clearly.



#### **STEP 2: REPORT TO DSL**



**Inform the Designated Safeguarding Lead (DSL) as soon as possible (same day).**

- Complete the Safeguarding Concern Form.
- Include date, time, names, and what was said/done.



#### **STEP 3: DSL DECISION**



**DSL assesses the concern:**

- Section 17 Children Act: Child in need
- Section 47 Children Act: Risk of significant harm
- Section 42 Care Act: Adult at risk

**→ IF RISK IS IMMEDIATE:**

- Contact emergency services (999)
- Immediate referral to MASH (Multi-Agency Safeguarding Hub)



→ IF THRESHOLD IS MET:

- ▶ DSL refers to:
  - Children's Social Care
  - Adult Safeguarding Team
  - LADO (if allegation involves a professional)



→ IF THRESHOLD NOT MET:

- ▶ DSL records rationale
- ▶ Early help plan, signposting, or informal support offered
- ▶ Monitor and review regularly



● STEP 4: OUTCOME & FEEDBACK



- DSL documents actions and outcomes securely
- Referrer receives appropriate feedback
- Situation is kept under review in case further concerns arise



32 Theydon Road  
London  
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Signed :

A handwritten signature in blue ink that reads 'S. Wider'.

Shimon Wider (DSL)

23/02/2025

Next Review date at

Trustee and DSL on Board level 01/01/2026

“This policy is reviewed annually and always following a serious incident or change in statutory guidance. Last reviewed: 23 02 2026 (for formatting and compliance purposes). Next scheduled review at full board level: 01/08/2026



32 Theydon Road  
London  
E5 9NA

T: 0300 102 4496  
E: [mail@turningcorners.charity](mailto:mail@turningcorners.charity)  
Charity No: 1187417

[www.turningcorners.charity](http://www.turningcorners.charity)