

ADULT SAFEGUARDING POLICY AND PROCEDURES

Version Number	Purpose/Change	Author	Date
1.0	First version	Ellen Baldwin	December 2020

Policy Owner:	CEO
Proposed date for review:	May 2023

1. Introduction to the Policy

- 1.1 Release Counselling and Therapy for Women CIC (RCTW / 'the charity') is committed to creating and maintaining a safe and positive environment for all people involved in the charity. The charity accepts its responsibility to assist in the welfare of all people and to safeguard them from poor practice, abuse and bullying.
- 1.2 All individuals within the charity have a role and responsibility to help ensure the safety and welfare of adults.
- 1.3 The charity accepts that we are required to fulfil our duty of care, which means that we must do everything that can be reasonably expected of us to help safeguard and protect people from harm, and to act when we suspect that someone is being harmed or is at risk of harm.
- 1.4 This policy is supported by all senior managers and has been approved by the RCTW Board of Trustees.

2. Scope

- 2.1 This policy applies to all those working on behalf of the charity, including permanent, casual, volunteers and contractors regardless of their role.
- 2.2 All the requirements are mandatory and are to be enforced as indicated by the appropriate persons in all cases where there are any suspected instances of poor practice or abuse.
- 2.3 All those working with adults for or on behalf of RCTW must make themselves aware of RCTW's Safeguarding Policy & Procedures and, where appropriate, their work will be supported by safeguarding training to ensure staff are able to understand and discharge their Safeguarding responsibilities.

3. The six principles of adult safeguarding

3.1 The Care Act sets out the following principles that should underpin the safeguarding of adults:

Empowerment: People are supported and encouraged to make their own decisions and informed consent. “I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”

Prevention: It is better to take action before harm occurs. “I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help.”

Proportionality: The least intrusive response appropriate to the risk presented. “I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.”

Protection: Support and representation for those in greatest need. “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

Partnership: Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability: Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

4. What is adult safeguarding?

4.1 The official definition of ‘adult safeguarding’ is working with adults with care and support needs to keep them safe from abuse or neglect. It is an

important part of what many public services do, and a key responsibility of local authorities (Care Act 2014).

4.2 The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs).
- Is experiencing, or is at risk of, abuse or neglect.
- Is unable to protect themselves from either the risk of, or the experience of, abuse or neglect, as a result of those care and support needs.

4.3 Adults who fulfil these criteria are ‘adults at risk’. People can have a need for care and support for a variety of reasons – for example they may have a learning disability, a physical disability, a chronic health condition or have a mental health issue. Such conditions may bring with them additional vulnerabilities, however having care and support needs does not mean that people are automatically adults at risk and need safeguarding.

4.4 Safeguarding adults is underpinned by:

- The Care Act 2014
- Mental Capacity Act (MCA) 2005

4.5 Types of abuse suffered by adults identified in the Care Act 2014 are:

- Physical
- Sexual
- Psychological/emotional/mental
- Financial and material
- Neglect and act of omission
- Discriminatory
- Organisational
- Modern-day slavery
- Domestic violence
- Self-neglect (including hoarding)

4.6 Other types of harm that adults may experience include:

- Cyber bullying

- Forced marriage
- Female genital mutilation
- Mate crime
- Radicalisation

5. Roles and Responsibilities

5.1 It should be noted that all employees of RCTW have a responsibility for the welfare of adults who engage in any RCTW activity or are employees of the charity; however, there are also more specific roles who have specified duties in relation to safeguarding.

Safeguarding Manager – Ellen Baldwin

Safeguarding Manager

The Safeguarding Managers role is to provide RCTW-wide strategic leadership and management in order to the safeguarding strategy of RCTW. This role is responsible for ensuring all safeguarding concerns from all areas of RCTW are recorded correctly, reported to a Senior Safeguarding Manager and referred to the appropriate statutory agency.

Please see Appendix 2 for a detailed description of the roles and responsibilities of the role.

Safeguarding Trustee

RCTW has a dedicated Safeguarding Trustee. This role is to provide RCTW Safeguarding oversight and accountability on the board of trustees. The Safeguarding trustee will receive Safeguarding updates from the Safeguarding Manager.

Please see Appendix 5 for the contract details for all relevant safeguarding persons within RCTW and for some external contacts that may be of help if you have a safeguarding concern.

6. Recruitment and Disclosure for Staff, contractors, agents and volunteers

6.1 RCTW recognises the importance of safe recruitment and works to ensure there is a safe and responsible recruitment process for all individuals within RCTW who come into contact with adults at risk.

6.2 This applies whether in a paid or voluntary capacity.

6.3 RCTW has a duty to ensure that any third parties working with children will also have completed a Safer recruitment process equivalent to RCTW's.

6.4 RCTW's safe recruitment process includes:

- a) Ensuring job descriptions and job advertisements highlight the key responsibilities of the role and RCTW's commitment to safeguarding.
- b) Applications must be made by the candidate and not an agent; RCTW will then shortlist and interview as appropriate for the role. Each candidate will be interviewed by two members of staff prior to any offer and interviews will include exploration of candidates' attitudes and approaches towards safeguarding.
- c) Ensuring all applicants identity, qualifications and experience are verified through original documentation and any gaps in CVs will be properly explored.
- d) All roles or positions will require satisfactory references and criminal record checks under the Disclosure & Barring Service (DBS) appropriate to the role concerned and in line with The Rehabilitation of Offenders Act 1974; Guidance for roles should be assessed in line with government guidance.

- e) Those working with adults at risk will need two written references including an express request of details of any safeguarding matters recording by previous employers to ensure the fulfilment of RCTW's commitment to the ongoing safeguarding of children.
- f) A person may commence work prior to the background checks and references being returned but such person will be supervised at all times whilst working with adults at risk until such time that all background checks and references are completed and deemed to be acceptable by RCTW.

6.5 Ensuring all staff complete a probationary period.

6.6 RCTW also requires all agency staff and consultants working with adults at risk to sign a [Self-Declaration Form](#). This requires employees to declare any criminal history they may have.

6.7 Consultants and agency staff who undertake a regulated activity with children must have a valid Enhanced DBS. This will need to be verified through the DBS number and date of issue.

6.8 If a person's criminal record check reveals cautions, convictions, community resolutions, warnings or final reprimands, RCTW will consider the nature of the offence/offences in deciding if the person is unsuitable for working with children and young people. RCTW will conduct a risk assessment to evaluate the information and the person may be required to attend a risk assessment meeting with the Safeguarding Manager prior to any recruitment decision being made.

7. Participants with criminal records

7.1 Where a participant has a criminal record RCTW adheres to the following guidelines:

- a) Being a participant is not exempt from The Rehabilitation of Offenders Act, meaning it is unlawful to refuse or withdraw membership or to

- prejudice a participant in any way when a caution or conviction has been spent.
- b) Whilst there is no requirement to perform checks on all participants, there are occasions when a criminal background may come to light including, word of mouth, newspaper or online reporting, through the police or statutory agency or self-disclosure.
 - c) Following information coming to light, RCTW will establish whether the conviction is unspent. This can be achieved through a self-declaration form or a face to face meeting.
 - d) RCTW may also request a Basic disclosure from the individual if confirmation of the conviction is required.
 - e) Following confirmation of an unspent offence RCTW may carry out a Safeguarding risk assessment based on the activity being attended. Following the risk assessment, a decision will be made about the terms of participation.
 - f) In the event that a spent conviction comes to light, Safeguarding should be at the heart of any decision and any breaches of current Code of Conduct or current behaviours falling short of RCTW values should be dealt with through normal disciplinary procedures, taking no account of the spent conviction.

8. Induction and Training

- 8.1 During the induction process, all staff who come into contact with children and young people as part of their role, will have mandatory in-house training on identifying and reporting concerns in respect of safeguarding.
- 8.2 Employees will also receive copies of this Policy and Procedures, along with other RCTW policies, and must sign that they have read and agreed the contents.

- 8.3 A refresher face to face safeguarding course will be provided every three years or earlier if required. The training will also include an overview of this policy with specific emphasis on:
- a) An understanding of the signs and symptoms of abuse;
 - b) Practical advice regarding safeguarding practicalities in your role;
 - c) Dealing with a disclosure;
 - d) How to report a safeguarding concern;
 - e) The impact of holding a position of trust and examples of good and bad practice;
 - f) The Safeguarding structure at RCTW;
 - g) Safeguarding the safeguarder.
- 8.4 Safeguarding updates in line with current local and national safeguarding trends and priorities will be provided as part of RCTW's ongoing commitment to ensure the protection and welfare of children.
- 8.6 The Safeguarding Manager will attend mandatory safeguarding training delivered by the Brighton & Hove Safeguarding Children's Partnership.
- 8.7 Records of attendance, content, changes and an understanding of all training will be kept and made available to legitimate parties on request. This includes where, due to the nature of a role, a person is required to attend external training course.

9. Equality, Diversity and Inclusion

- 9.1 All vulnerable adults have a right to be protected from abuse regardless of the presence of any protected characteristics listed by the Equality Act 2010; age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 9.2 All internal safeguarding training will embed a culturally sensitive approach to safeguarding practice.

11 What to do if you have concerns about an adult

- 11.1 The primary concern in safeguarding should always be the immediate safety and welfare of the participant or staff member. The following should then be considered:
- Capacity to make decisions: Any decision made in relation to the safeguarding of adults at risk should always be made in collaboration/with the person involved.
- 11.2 A positive assumption that the adult at risk has capacity to make decisions should be made unless, in accordance with the Mental Capacity Act 2005, the adult is deemed to lack capacity. If capacity to make decisions is in question or you may feel an assessment is required, this should be completed by a mental health practitioner.
- 11.3 Information Sharing: The Care Act stresses that people being abused, and those making referrals about it to local authority safeguarding teams, should be included and kept informed throughout any safeguarding enquiry.
- 11.4 Consent to share information about adults at risk should be requested before sharing. If consent is not given and it is deemed the individual has capacity to make this decision information should only be shared without consent if a safeguarding concern needs to be raised to prevent a perceived harm to the individual or another person.
- 11.5 The charity are compliant with the General Data Protection Regulations (GDPR).

12. What action should you take if you suspect abuse or poor practice against an adult has occurred?

12.1 You cannot assume that someone else will act as everyone holds the safeguarding responsibility.

- You must act if you have a concern about the safety and/or welfare of an adult.
- You must act if you have a concern about someone's behaviour towards an adult.

12.2 Immediate considerations when dealing with abuse against an adult:

- Make an evaluation of any risks and take steps to ensure that the adult or others are not in immediate danger. Ensure that other people are not in danger.
- If a crime is in progress or a life is at risk call emergency services on 999.
- Encourage and support the adult to report the matter to the Police if a crime is suspected and not an emergency.
- Safeguard any potential evidence. Do not tamper with, clean up or move any potential evidenced if a crime is suspected.

12.3 In the event of the above, as soon a reasonably practicable you should report your concerns to one of the following:

- Safeguarding Manager
- Safeguarding Trustee

13. Responding to abuse or a suspicion of abuse or poor practice:

13.1 The following guidelines offer help and support in responding to abuse or a suspicion of abuse or poor practice:

- Listen carefully to the adult. Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the individual to 'shut down', retract or stop talking.

- Let them know they've done the right thing. Reassurance can make a big impact to the individual who may have been keeping the abuse secret.
- Don't talk to the alleged abuser. Confronting the alleged abuser about what the individual has told you could make the situation a lot worse.
- Ask the adult what action they would like you to take. This may involve contacting a professional or another family member.
- An adult should never be pressured to give information or show physical marks unless they do so willingly. If they chose to show markings, two members of staff should be present and any marks raising concern should be recorded on the skin map included within the incident and report form.
- If the adult does not want you to take any further action you have to respect this decision, unless you are concerned someone else may be at risk or are aware that the individual does not have capacity (as assessed by a professional).
- You should make the adult aware that you will notify the charity Safeguarding Manager and that their wishes will be respected.
- Where the adult provides consent for their disclosure to be shared, do not delay reporting the abuse. The sooner the abuse is reported after the adult discloses the better. Report as soon as possible so details are fresh in your mind and action can be taken quickly.
- Write down everything said and what was done and sign and date the notes if handwritten. An incident report form should be used and sent to the charity Safeguarding Manager as soon as possible and within 24 hours.
- **Doing nothing is not an option; it is your responsibility to act.**
- Investigations into possible abuse will require careful management. In these cases the charity Safeguarding Manager will first seek the

advice of Adult Social Care, or the police before setting up an internal investigation and take their advice.

- In any case of suspected abuse, as soon as the local authority or the police have been informed, the charity must provide a
- report to the charity's Safeguarding Trustee. Any external local authority provision will naturally take the lead on any case.

14. What happens where the allegation of poor practice or abuse is made against employees, workers, consultants, agency staff and volunteers

14.1 If an allegation is made against someone who works within the charity, there are three types of investigation that may occur. They are not mutually exclusive.

- A criminal investigation by the police.
- An investigation by the local authority in a multi-agency approach.
- A disciplinary or misconduct investigation led by the charity.

14.2 No internal investigation will commence until the Safeguarding Manager has consulted the local authority department overseeing adult social care.

14.3 The alleged abuser will be legally entitled to anonymity until they are either charged with an offence or they waive their anonymity. All employees involved in an investigation or are privy to such information have a legal duty to maintain confidentiality and only provide information to those that need to know.

14.4 The employee, worker, consultant, agency staff or volunteer who the allegation concerns will normally be informed as soon as possible after the result of the initial investigation is known.

14.5 If it is subsequently established that the allegation was false or malicious, on the basis of further investigation, a written record will be made of the decision detailing the justification for the decision. The person

whom the complaint has been made against will normally be informed and the matter will be closed. Allegations that are found to be false or malicious will be removed from personnel records and not referred to in any reference.

14.6 Where a criminal investigation is continued, the person concerned will be suspended on full pay if no reasonable alternative. The reasons and justifications for suspension will be recorded.

14.7 In the event that a member of staff is dismissed or resigns in circumstances where they might otherwise have faced dismissal for a safeguarding related reason, the Safeguarding Manager will act in accordance with DBS guidelines and make the necessary referral to the DBS as appropriate.

15. Recording of Safeguarding concerns

15.1 Safeguarding will result in records being made of concerns. A record of the steps taken to manage concerns as well as record of the outcomes will be made.

15.2 The Information Commissioners Office 2020 makes it clear that the handling of data containing personal information should be:

- a) adequate, relevant and not excessive for the purpose for which they are held
- b) accurate and up to date
- c) only kept for as long as is necessary

15.3 To ensure that any records being made are in line with the General Data Protection Regulation (GDPR) RCTW will ensure:

- a) Records are made for reasons of ongoing Safeguarding reasons only.
- b) Retain records for only as long as necessary to ensure that safeguarding of adults at risk can occur effectively.

- c) Destroy records when they are no longer necessary.
- d) Record Safeguarding information in a secure online space which keeps records confidentially and securely in a separate file for each person.

16. Mental Health

- 16.1 RCTW is committed to the mental wellbeing of all beneficiaries and staff.
- 24.2 Regular meetings with staff take place to identify Wellbeing as well as Safeguarding concerns.
- 24.3 The Safeguarding Manager and Trustee board actively work together to manage identified concerns in line with this policy.

17. Review

- 17.1 RCTW will review this policy to ensure ongoing compliance with safeguarding requirements. This will occur every three years, or whenever there is a change in legislation, guidance, governing body rules or major safeguarding incident.

18. COVID 19 and Safeguarding

- 18.1 All activity across RCTW has seen fundamental change due to COVID 19. These changes to some degree will continue for an undefined period.
- 18.2 Continued commitment to Safeguarding Throughout this period Safeguarding will remain at the forefront of all activity and all routes to report and deal with concerns remain in place.

- 18.3 Training and CPD will continue to be delivered online where possible.
- 18.4 In the event that the Safeguarding Manager is unable to perform their role, the Trustee board may nominate an individual to deputise.

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Appendix 1 – Role descriptions

Role Description for Safeguarding Manager (SM)

The Role of the Safeguarding Manager is to: provide effective RCTW-wide strategic leadership and management with a clear sense of direction and purpose that assists RCTW in delivering its safeguarding strategy, vision, values, priorities, policies and aims to promote and protect the welfare of vulnerable groups.

The SM shall:

- a) Be the designated member of staff to liaise and work in partnership with the external authorities;
- b) Act as the first point of contact for any report of suspicion of abuse or concern relating to the welfare of a child at risk engaged in activities with RCTW;
- c) Liaise regularly with and be guided by the advice of the relevant local and statutory authorities with regards to issues concerning the safeguarding of children and young people;
- d) Where possible, report directly to the Trustee Safeguarding lead. This includes reporting on a regular basis on the effectiveness of, and RCTW's compliance with, its policies and procedures for the safeguarding of children and young people;
- e) Work closely with staff to develop and implement safer recruitment and induction practices across the organisation;

- f) Provide leadership, direction and guidance to the staff members ensuring they are trained, supported and adequately supervised;
- g) Review and approve the safeguarding provision for all activities within RCTW;
- h) Ensure strict compliance with RCTW's policies and procedures for the safeguarding of children and young people;
- i) Ensure RCTW is compliant with statutory obligations under relevant legislation;
- j) Promote awareness within RCTW of the safeguarding of children and young people and encourage and monitor the adoption of best practice procedures in that regard;
- k) Act as the lead RCTW Official in any investigation of an allegation of abuse of a child or young person;
- l) Be known to all staff and children, and their parents or guardians, engaged in an activity with RCTW and be available in person or by telephone/email to staff and such children (and their parents or guardians) at all reasonable times;
- m) Provide guidance to and support for any member of staff engaged in each activity who reports suspected abuse of a child or concerns as to their welfare;

- n) Be responsible for maintaining clear, comprehensive and up-to-date records of all allegations of abuse or poor practice, details of how such allegations are resolved and any decisions reached;
- o) Ensure the development and implementation of safeguarding education specific to individual roles and responsibilities to ensure that staff develop and maintain the necessary skills and knowledge to safeguard vulnerable groups;
- p) Ensure staff understand their individual responsibilities to safeguard and promote the welfare of vulnerable groups;
- q) Attend regular safeguarding training and maintain an up-to-date knowledge of relevant legislation, regulations and best practice to help ensure RCTW's compliance;

Role Description for Trustee Safeguarding Lead (TSL)

The Role of the Trustee Safeguarding lead is to: provide senior safeguarding leadership for RCTW providing leadership responsibility for all RCTW safeguarding arrangements, in consultations with the Safeguarding Manager.

The TSL shall:

- a. ensure on behalf of the trustees that there is a proper process in place to write and update the safeguarding policy and procedures;
- b. monitor the implementation of the policy and procedures on behalf of the trustees;
- c. ensure that the policy and procedures are reviewed annually and to present the report of the annual review to the trustees;

- d. follow the policy regarding the management of any safeguarding concerns;
- e. access mandatory safeguarding training, and demonstrate competence at the required level;
- f. receive reports from the designated person for safeguarding regarding any safeguarding incidents, and to be responsible for keeping the trustees informed as appropriate;
- g. taking action to enable all children/ vulnerable people to have the best outcomes.

Appendix 2 – External Agencies Contacted record (Senior Safeguarding Lead Manager Use Only)

Police Yes/No	If yes – which: Name and contact number: Details of advice received:
Local Authority Yes/No	If yes – which Local Authority? Name and contact number: Details of advice received:
Other agencies or partners	Which agency/partner? Name and contact number: Details of advice received:

Signed:

.....

Date:

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Appendix 3 - Key Safeguarding Contacts

RCTW Safeguarding Contacts	Name	Contact information
Role and Job Title		
Safeguarding Manager (Chief Executive Officer)	Ellen Baldwin	ellen@releaseforwomen.org.uk 07884 054793
Trustee Safeguarding lead		
External Safeguarding Contacts		
Sussex Police		101 - non urgent calls 999 - emergencies
Front Door for Families – Brighton (First point of contact for safeguarding concerns in Brighton & Hove)		01273 290400 (Outside of normal office hours call the number above to receive a message giving emergency contact details) FrontDoorForFamilies@brighton-hove.gov.uk
Multi Agency Safeguarding Hub – West Sussex (First point of contact for safeguarding concerns in West Sussex)		01403 229900 MASH@WestSussex.gov.uk www.westsussexscp.org.uk
Brighton & Hove Safeguarding Children Partnership		01273 292379 FrontDoorForFamilies@brighton-hove.gov.uk www.bhscp.org.uk

<p>The Local Authority Designated Officer (LADO) for Brighton and Hove City Council. (Responsible for the oversight and management of allegations made against employees). LADO should be informed of all Safeguarding allegations that come to an employer's attention</p>	<p>Darrel Clews</p>	<p>Safeguarding Team, Children's Services, Moulsecoomb Hub North Building, Hodshrove Lane, Brighton, BN2 4SB 01273 295643 07795 335879</p>
<p>The Local Authority Designated Officer (LADO) for West Sussex Council. (Responsible for the oversight and management of allegations made against employees). LADO should be informed of all allegations that come to an employer's attention</p>	<p>Sam Edefe</p>	<p>0330 222 3339 LADO@WestSussex.gov.uk 0330 222 6450</p>
<p>NSPCC</p>		<p>0808 800 5000 (24 hour helpline) www.nspcc.org.uk help@nspcc.org.uk</p>
<p>NSPCC (to report historical/non-recent abuse)</p>		<p>0800 023 2642 (24 hour helpline)</p>

Child Line		0800 1111 2416 www.childline.org.uk
CEOP Centre – Child Exploitation and Online Protection		www.thinkuknow.co.uk www.ceop.police.uk
Royal Sussex County Hospital, Brighton		Eastern Road, Brighton, BN2 5BE 01273 696955
Worthing Hospital		Lyndhurst Rd, Worthing, West Sussex BN11 2DH 01903 205111
Eastbourne District General Hospital		King's Drive, Eastbourne BN21 2UD 0300 131 4500

Appendix 4 - Other applicable RCTW Policies:

- Social Media Policy
- Health & Safety Policy
- Data Protection Policy
- Whistleblowing Policy

Relevant Legislation/Regulations/Codes of Practice:

- Working Together to Safeguarding Children 2018
- The Children Act 1989 & 2004
- Crime & Disorder Act 1998
- Data Protection Act 1998
- Human Rights Act 1998
- Police Act 1997
- Protection of Children Act 1999
- Protection of Freedoms Act 2012
- Rehabilitation of Offenders Act 1974
- Safeguarding Vulnerable Groups Act 2006
- Sex Offenders Act 1997
- Sexual Offences Act 2003
- Youth Evidence & Crime Evidence Act 1999
- Keeping Children Safe in Education (Statutory guidance for schools and colleges) July 2016

Please note that the lists are not exhaustive.

Appendix 5 – Online communication guidance

- Ensure that all communication is for the purpose of your role within RCTW.
- Make a note somewhere of the call, who was on it and the purpose. The Calendar function in Microsoft Outlook could be used. If one-to-one online sessions take place, always ensure your line manager is made aware of the contact.
- Sessions must be conducted in a place that is observable and interruptible. Places not suitable would be in a bathroom, in a car, in bed.
- Sessions must take place over a suitable platform as agreed by RCTW, and must be linked to a workplace account or email rather than a personal one
- Ensure your own personal social media accounts are private and inaccessible to participants

Some pitfalls we want to avoid!

- Casual or intimate atmospheres: Whilst contact will be in the home environment avoid intimate or inappropriate locations for the session, casual dress, nicknames, private conversations, observational comments about home or family, oversharing personal details.
- If participants are inappropriate in their comments, dress or behaviour they should be removed from the call.
- Be aware that participants may (unbeknown to the person delivering) record sessions and your words may be seen on social media. We sincerely hope this does not happen but please ensure professionalism throughout the call
- On camera an impersonal or blurred background is preferred and is less distracting for interaction. Ensure you are not displaying any of your own personal information in the background, e.g. certificates, personal

photograph's or calendars. A professional tone is critical to maintain professional boundaries and easier integration back into the normal environment.

- If your preferred platform or internet fails for any technical reason, avoid the temptation to change platforms to an individual's social media platform. Reschedule the session instead.
- If you do plan to record sessions, ensure you have permission from the individual (an email or verbally recorded at the start of a session will be sufficient) to record the session and that you tell them the recording will be used for internal purposes only. All recorded sessions will be saved to the Stream App within Microsoft Office 365.
- Ensure that sessions are predictable, structured and distraction free and don't move away from the reason for the call.
- Meeting individuals on other platforms, taking photos/screen shots out of planned session contact or inappropriate language are all examples of behaviours that would not be tolerated in person and therefore will not be tolerated in the online environment.

Useful Information for Remote Communications:

[Professionals Online Safety Helpline](#) (POSH) helpline@saferinternet.org.uk 0344 381 4772

[London Grid for Learning](#) Safeguarding for live streaming poster

[Government](#) Safeguarding and remote education during coronavirus document