



**Walk And Cycle London CIC
Safeguarding Policy
April 2024**

What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of vulnerable adults and all children (known in this document as vulnerable people) and protect them from harm.

Safeguarding means:

- ensuring vulnerable people benefit from the provision of safe and effective walking and cycle training
- taking action to enable all vulnerable people to have the best outcomes.
- protecting vulnerable people from abuse and maltreatment
- preventing harm to vulnerable people's health or development

The Safeguarding contact at Walk & Cycle London is **Philippa Robb**.

Who this policy is for?

It is our duty as an organisation to protect the welfare of

- * all our freelance staff,
- * clients, and
- * trainees/participants.

We believe that any individual can be vulnerable in a given set of circumstances and as such we incorporate all users and team members of Walk & Cycle London CIC into this policy, regardless of age or other factors.

We also believe that safeguarding is the responsibility of everybody within Walk And Cycle London CIC. Both Co-Directors, all freelancers and clients have a duty of care for those around them, and where they have concern for the safety or well being of another individual they should duly report this to our Designated Safeguarding Officer (Philippa Robb).

Different Types of Abuse

There are many types of abuse. Below are listed some more commonly-seen ones. This list is not exclusive.

- * Physical Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- * Emotional including neglect and acts of omission includes ignoring physical, emotional, medical, financial or mental care needs, failure to provide access to appropriate health,

care, support or educational services, the withholding of the necessities of life such as medication, adequate nutrition and water.

- * Psychological including emotional abuse, threats of harm/abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- * Domestic Abuse Including psychological, physical, sexual, financial, emotional, or so-called 'honour' based violence
- * Financial including theft, fraud, internet scamming, coercion including in connection with wills, property, inheritance or financial transactions; the misuse or misappropriation of property, possessions or benefits
- * Sexual Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts. All of these are illegal if done against children under the age of 16 or done against any vulnerable adult or done against any adult who has not consented or was pressured into consenting.

Our Designated Safeguarding Officer

- Philippa Robb (Co-Director) hello@walkandcycle.london 07973969849

If you have a concern

If a Co-Director, freelancer, client, trainee or participant has concerns about the welfare of a vulnerable person, or a disclosure of abuse has been made by a vulnerable person, this should be reported immediately to our Designated Safeguarding Officer.

If it is not appropriate to speak to the DSO for any reason, please speak to the designated Lead Instructor. You do not have to be certain that the individual is at risk in order to speak to your Safeguarding Officer, and we recommend erring on the side of caution and raising any worries you may have.

The Safeguarding Officer will then take this forward, reporting the concern to the relevant authorities if deemed necessary. It is not your job, nor the job of the Safeguarding Officer, to investigate further.

How concerns will be dealt with

Upon being informed of a safeguarding concern, the Safeguarding Officer must act promptly. Where the parents/guardians/emergency contact of the individual concerned is not the cause of concern they should be the first port of contact. Where it is thought that the vulnerable person in question is potentially at immediate risk of significant harm, a referral will be made to the relevant authorities (i.e. social services, Metropolitan Police) as a matter of urgency.

The Safeguarding Officer will manage the situation on an ongoing basis, putting any necessary monitoring or support in place for the individual concerned, as well as being an ongoing point of contact for the individual, their family, and the relevant authorities.

Recording and reporting procedure

The information given by the individual raising the initial concern should be recorded as fully and accurately as possible by the Safeguarding Officer in writing and notes should be submitted as soon as possible to the Safeguarding Officer. The Safeguarding Officer will forward those notes to the relevant authorities and will also record all contact that takes place, including any ongoing support and monitoring after the incident.

Safeguarding records will be stored electronically and securely.

Allegations against staff

In a situation where an allegation is made against a Co-Director, a freelancer or volunteer of Walk And Cycle London CIC, immediate action must be taken. This includes reporting the matter to the police and social services as necessary.

They will be unable to perform any duties involving interaction with vulnerable people while an investigation is underway and may be asked not to come to Walk And Cycle London CIC (unless invited) until the investigation is complete. This is not an accusation of guilt, but a protective precaution. Throughout the process, the individual concerned will be issued with a point of contact within the organisation.

We will seek to keep vulnerable people safe by:

Safer recruiting

As an organisation, we strive to create a safe and positive environment by ensuring we are only recruiting freelance staff and volunteers who are suitable to work with vulnerable people. Our process for this includes checking Enhanced DBS-checks as a standard procedure for working with us and asking instructors to send in their risk assessments prior to training taking place.

Support and supervision

Support and supervision is a two way, regular and ongoing process to ensure effective service delivery which is participant-centred but also meets the expectations of the organisation. While the frequency may vary depending on the work role, Walk & Cycle London CIC strives to ensure that all freelancers, and volunteers have regular supervision and are supported in ensuring the best outcome for all of our service users.

Staff training

Walk & Cycle London CIC will ensure that the Safeguarding Officers receive designated officer training at least every 3 years. Further to this, our safeguarding officer will be designated to keep up to date with changes to guidelines & advice.

All freelancers working directly with vulnerable people are expected to have at least an introduction to child protection/safeguarding certificate (available as e-learning module from NSPCC) as a minimum. On top of formal training, the DSO will bring smaller interactive exercises and informal training to team meetings to ensure that safeguarding remains an active and relevant component to everyone's working days.

Lone working with vulnerable people

Where possible, one to one working with vulnerable people is to be avoided. Ideally a second freelancer, volunteer or parent/carer should be present during activities with an individual child/vulnerable person. All of our instructors are DBS-Enhanced Checked and whilst we prefer a parent to be part of any one-to-one cycle training lesson with a child, we understand that this cannot always happen due to other family commitments, and we make this clear in Consent Forms that parents sign.

Digital safeguarding

Online interaction with vulnerable service users should be treated with similar precautions to offline interactions.

- * photographs of trainees are only to be used where permission by individuals/parents/carers is given via the signing of a consent form
- * GDPR procedures are followed
- * No personal contact information is to be shared publicly on Walk & Cycle London CIC's digital platforms
- * Any personal contact information that is shared privately on Walk & Cycle London CIC's digital platforms is securely password stored.
 - We do not engage in any online delivery of our cycling or walking training but do set sessions up and seek feedback online. We do not engage online with any individual below the age of 16 and only engage online with their parent/carer who gives consent for us to deliver face-to-face walking/cycle training.
 - We do not deliver sessions via video but do engage in meetings to do with our programmes via video. When engaging in meetings, we ensure nothing inappropriate can be seen in the background.
 - Any concerns raised regarding the safety of a vulnerable person during online meetings should be reported directly to the Safeguarding Officer.

Sharing this policy

The DSO will strive to ensure that this policy is not only read but is understood and put into practice as necessary by all members of the team. The policy and its content will be shared in induction packs to new freelancers, via email and verbally at team meetings.

Dated : 02 April 2024

Updated by Philippa Robb