



# **Richmond** House

**Social Care Services** CIC

**Safeguarding Children  
&  
Young Adults Policy  
2025 - 2026**

## **Safeguarding Children and Young People Policy (2025 - 2026)**

**Policy Owner / Registered Manager:** Hala Okasheh

**Approved by:** Jay Al Karaki

**Approval Date:** 11 October 2025

**Next Review:** 10 October 2026

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### **1. Policy Purpose**

This policy establishes the principles, standards, and procedures Richmond House Social Care Service (“Richmond House”) follows to safeguard and promote the welfare of children and young people.

Its purpose is to ensure that every member of staff, volunteer, or representative understands their responsibilities in:

- Preventing abuse and neglect;
- Recognising early warning signs of harm, exploitation, or radicalisation;
- Responding effectively to disclosures and safeguarding concerns.

This policy aligns with current legislation, statutory guidance, and best practice, including but not limited to:

- Children Act 1989 & 2004 – Paramourncy and inter-agency safeguarding duties
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (KCSIE 2025)
- Children’s Wellbeing and Schools Bill (2025)
- Care Act 2014
- Education Act 2002 (Section 175)
- Human Rights Act 1998
- Equality Act 2010

## **2. Policy Scope**

This policy applies to:

- All Richmond House employees, agency staff, volunteers, students, and contractors;
- All children and young people aged 0–25 who access or come into contact with Richmond House services;
- Vulnerable adults who may be at risk of harm.

It encompasses all Richmond House services, settings, and activities, including community outreach, alternative provision, group sessions, home-based care, and short breaks.

## **3. Policy Statement**

Richmond House is committed to providing a safe, positive, and nurturing environment in which all children and young people:

- Are protected from harm, neglect, and exploitation;
- Are listened to and respected;
- Receive care and education that promotes their wellbeing, development, and personal safety.

Richmond House recognises that:

- Safeguarding is everyone's responsibility;
- The welfare of the child is paramount;
- All children, irrespective of background, ability, or protected characteristic, have a right to protection;
- Strong multi-agency collaboration is essential to safeguarding.

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## **4. Definitions**

### **4.1 Safeguarding**

Is the proactive process of protecting children and young people from maltreatment, preventing impairment of health or development, ensuring safe care, and enabling them to achieve optimal outcomes.

## 4.2 Abuse and Exploitation

Abuse is any action or inaction that causes harm or threatens wellbeing. This includes, but is not limited to:

- **Physical Abuse**
- **Emotional Abuse**
- **Sexual Abuse / Exploitation**
- **Neglect**
- **Child Criminal Exploitation (CCE)** – coerced involvement in criminal activity.
- **Child Sexual Exploitation (CSE)** – sexual abuse in exchange for money, gifts, or favours.
- **Radicalisation / Extremism** – exposure to ideology that encourages terrorism or harmful beliefs.
- **Female Genital Mutilation (FGM)** – illegal, harmful procedures affecting girls' health and wellbeing.
- **Online / Digital Abuse**

Abuse can occur in any setting or relationship, including within families, peer groups, and online environments.

## 5. Legal and Policy Framework

Richmond House applies a whole-organisation safeguarding approach, adhering to:

- **Children Act 1989 & 2004** – Paramourncy and safeguarding duties;
- **Care Act 2014** – Safeguarding adults at risk;
- **Working Together 2023** – Multi-agency procedures;
- **KCSIE 2025** – Statutory guidance on child protection;
- **Children's Wellbeing and Schools Bill 2025** – Strengthened multi-agency collaboration and child identification;
- **Disclosure and Barring Service (DBS 2025 standards)** – Safer recruitment and vetting;
- **Mandatory reporting laws** regarding FGM and other serious safeguarding concerns.

## 6. Roles and Responsibilities

### 6.1 Board of Directors

Reviewed on 20/09/2025 by H. Okasheh. Authorised on 25/09/2025, 11/10/2025 by J. Al Karaki

- Ensure safeguarding policies are statutory-compliant and reviewed annually;
- Monitor governance, accountability, and organisational safeguarding culture;
- Promote transparency, safety, and continuous improvement.

## **6.2 Leadership Team**

- Implement safeguarding policy across all services;
- Ensure staff recruitment meets DBS and safer recruitment standards;
- Provide role-appropriate safeguarding training;
- Monitor risk assessments, safeguarding incidents, and responses;
- Support the Designated Safeguarding Lead (DSL) and Deputies.

## **6.3 Managers**

- Ensure staff compliance with safeguarding procedures;
- Facilitate team discussions on safeguarding;
- Act immediately on allegations or concerns;
- Maintain accurate records and report incidents promptly to DSL/DDSL.

## **6.4 Staff and Volunteers**

- Recognise and respond to signs of abuse, exploitation, or neglect;
- Record and report concerns without delay to DSL/DDSL;
- Attend safeguarding training and refreshers;
- Treat all children and young people with respect and dignity.

# **7. Safeguarding Procedures**

## **7.1 Recognising Concerns**

Staff remain vigilant for physical, emotional, behavioural, and contextual indicators of abuse, including:

- Unexplained injuries or changes in behaviour;
- Signs of criminal or sexual exploitation;
- Risk of radicalisation or extremist behaviour;
- Indicators of FGM, neglect, or online abuse.

## **7.2 Reporting Concerns**

- Report immediately to the DSL or DDSL;
- Record full details on the safeguarding incident form;
- Do not investigate or confront parents/carers directly;
- In immediate danger, contact the Police (999) or Children's Services.

### **7.3 Referrals**

- Follow local MASH procedures;
- Doncaster MASH: 01302 737777 / Out of hours 01302 796000; Early Help Hub: 01302 734110;
- Contact details for other local authorities provided in Appendix A.

### **7.4 Allegations Against Staff or Volunteers**

- Report immediately to the Local Authority Designated Officer (LADO);
- No internal investigation until advised by LADO;
- DSL liaises with LADO throughout.

### **7.5 Confidentiality**

- Safeguarding information is confidential and shared only with those directly involved in safeguarding actions.

## **8. Safer Recruitment**

Richmond House ensures only suitable individuals work with children and young people by:

- Enhanced DBS checks for all staff and volunteers;
- Identity, qualification, and right-to-work verification;
- Reference checks;
- Targeted interview questions on safeguarding knowledge;
- Ongoing supervision and performance monitoring.

## **9. Training and Awareness**

- Induction training for all staff;
- Annual refresher training mandatory;
- DSLs receive advanced, multi-agency training;
- Training records maintained and reviewed annually;
- Specialist training on CCE, CSE, FGM, radicalisation, and online safeguarding provided.

## **10. Multi-Agency Partnership**

- Collaboration with Children's Services, Police, Health, Schools, and voluntary/community partners;

- Adherence to Working Together (2023) principles of information sharing and joint accountability;
- Engagement with PREVENT strategies to address radicalisation;
- Participation in local safeguarding boards and forums.

## **11. Whistleblowing and Raising Concerns**

- Staff encouraged to report concerns about colleagues without fear of reprisal.
- Reports may be made to line managers, DSL/DDSL, or directly to LADO.
- Anonymous concerns will be investigated thoroughly.

### **Key Contacts:**

- Jay Al Karaki – Head of Service & DSL – 07484 371525
- Hala Okasheh – Registered Manager & DDSL – 07761 540911
- Pauline Bullement – Deputy DSL – 07878 471242

### **External Contacts:**

- Doncaster LADO: 01302 737332 / LADO@doncaster.gov.uk
- Lincolnshire LADO: 01522 554674
- East Riding LADO: lado@eastriding.gov.uk
- Police: 101 (non-emergency) / 999 (emergency)
- NSPCC Whistleblowing Helpline: 0800 028 0285

## **12. Record Keeping**

- All safeguarding concerns, disclosures, and referrals are accurately recorded, dated, and signed;
- Stored securely in line with GDPR;
- Retained in accordance with Richmond House's Data Protection and Record Retention Policy.

## **13. Monitoring and Review**

- Policy reviewed at least annually, or following significant legislative updates or serious incidents;
- Safeguarding Committee monitors compliance and reports to the Board of Directors;
- Audit outcomes inform continuous improvement of safeguarding practice.

## **14. Related Policies**

- Staff Code of Conduct
- Whistleblowing Policy
- Data Protection Policy
- Equality, Diversity & Inclusion Policy
- Health & Safety Policy
- Recruitment and Selection Policy
- Confidentiality Policy
- Safeguarding Procedure (Children and Adults)

## **15. Appendices**

### **Appendix A – Key Safeguarding Contacts**

Doncaster MASH: 01302 737777 / Out of Hours 01302 796000

Early Help Hub: 01302 734110

Email: LADO@doncaster.gov.uk

Police (Emergency): 999

NSPCC Helpline: 0808 800 5000

## **16. Commitment Statement**

Richmond House Social Care Services reaffirms its unwavering commitment to the safety, protection, and wellbeing of all children and young people. We maintain a culture of transparency, accountability, and continuous improvement, ensuring that every child and young person can thrive free from abuse, neglect, or exploitation.

**Appendix B**

**Richmond House Social Care Services  
Whistleblowing Report Form**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Role: \_\_\_\_\_

**Please give a brief outline of your concern. (Please give relevant names, dates, locations etc)**

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**Were there any other witnesses? If so, please give their full contact details.**

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**Did you take any action at the time? – if so, please outline what action you took**

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**If you did not take action at the time, please give details as to why you took no action**

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**Signed:.....**

**Date.....**

**Designation.....**

## **APPENDIX C - The Principles**

The Department of Health sets out the Government's statement of principles for use by Local Authority Social Services, Health, Police and other Agencies.

### **Principle 1: Empowerment**

- Give individuals relevant information about recognising abuse and the choices available to them to ensure their safety. We will give clear information about how to report abuse and crime and any necessary support in doing so.
- We will ensure the safety of children and young people before we take any action and ensure that they are consulted about the outcomes they want from the safeguarding process to the extent that they might want or are able.
- Where someone lacks the capacity to make a decision, we will always act in his or her best interests.
- Publicise 'Safeguarding Children and Young People' and provide information that is easily understood by our clients, carers and the general public.

### **Principle 2: Protection**

- Our local complaints, reporting and arrangements for abuse and suspected criminal offences and risk assessments work effectively.
- Our governance arrangements are open and transparent and communicated to our customers.
- Children and young people are provided with help and support to report abuse. They are supported to take part in the safeguarding process to the extent to which they want and are able.

### **Principle 3: Prevention**

- We can effectively identify and appropriately respond to signs of abuse and suspected criminal offences. We make all staff and volunteers aware, through the provision of appropriate training and guidance, of how to recognise signs and take any appropriate action to prevent abuse from occurring.
- In our work, we consider how to make communities safer.

- We will use rigorous recruitment practices for staff and volunteers.
- Children and young people are provided with easily understood information about what abuse is, how to recognise the signs and what they can do to seek help.

#### **Principle 4: Proportionality**

- We discuss with the individual and where appropriate with partner agencies the proportionality of possible responses to the risk of significant harm before we take a decision.
- Our arrangements support the use of professional judgment and the management of risk.
- Children and young people should be confident that the responses to risk will take into account their preferred outcomes or best interests.

#### **Principle 5: Partnership**

- We have effective local information-sharing and multi-agency partnership arrangements in place and understand these.
- We foster a “one” team approach that places the welfare of individuals above organisational boundaries.
- Children and young people are confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature.
- They should be confident that agencies will work together to find the most effective responses to their own situation.

#### **Principle 6: Accountability**

- The roles of all agencies are clear, together with the lines of accountability.
- Staff understand what is expected of them and others.
- Agencies recognise their responsibilities to each other, act upon them and accept collective responsibility for safeguarding arrangements.
- Children and young people should be clear about the roles and responsibilities of those involved in the solution of the problem.

- Commission safe services and monitor contracts

### **Principle 7: Children**

Richmond House has a commitment to deliver services to children in a non-discriminatory manner. Children should be safeguarded and protected, whatever their:

- Race, Religion, First language or Ethnicity
- Gender or Sexuality
- Age
- Health or Disability
- Location or Placement
- Political or Immigration Status
- Criminal Behaviour

## Appendix D

- The Designated Safeguarding Lead (DSL)  
Head of Services: Jay Al Karaki - Level 7  
Address: Richmond House 96 Main Street, YO25 8LJ Tel. 07761 540911
- The Deputy Designated Safeguarding Lead (DDSL)  
Registered Manager: Hala Okasheh - Level 5  
Address: Richmond House 96 Main Street, YO25 8LJ Tel. 07761 540911
- The Deputy Designated Safeguarding Lead (DDSL)  
Health Care Support Worker: Pauline Bullement - Level 3  
Address: 66 Stafford Road, Doncaster, DN6 7LW Tel. 0787 8471242

## Appendix E

# **LADO Contact / Referral Form**

All new LADO-related information/referrals, including advice and guidance, must be included on this contact/referral form. The form must then be completed and returned to the email address below before any consultations with LADO will take place.

Please email completed referral forms to:

email: [LADO@doncaster.gov.uk](mailto:LADO@doncaster.gov.uk)

If you are concerned that a child may be at risk of immediate harm, do not wait for a response from the LADO and contact Doncaster Council; Tel. 01302 737332 | 01302 737777, Out of Hours 01302 796000 or Police phone 101 or in an emergency 999

### **For reporting allegations against staff, carers and volunteers working with children within Doncaster Metropolitan Borough Council**

This form must be completed **WITHIN 24 HOURS** and sent to the Local Authority Designated Officer (LADO) in Doncaster Council, Children's Service, in every case where it is *alleged* that a person working with children has

- **Behaved in a way which has harmed a child, or may have harmed a child;**
- **Possibly committed a criminal offence against or related to a child;**
- **Behaved towards a child or children in a way that indicates that they may pose a risk of harm to children;**
- **Behaved, or may have behaved, in a way towards a child or adult that indicates they may pose a risk of harm to children.**

<b>Section 1.</b>				
<b>Date referrer became aware of the concerns:</b>	<b>Date referral received by LADO:</b>			
<b>Name of person making the referral:</b>	<b>Referrer's job title:</b>			
<b>Name of Agency/organisation:</b>	<b>Place of work &amp; address:</b>			
<b>Telephone:</b>	<b>E-mail (secure if possible):</b>			
<b>Please attach any relevant incident reports to this form</b>				
<b>Before making this referral, who else has been consulted? e.g. HR advisor, your organisation's own safeguarding advisor or any other relevant person/organisation</b>				
<b>Section 2. PLEASE NOTE - The accused adult must not be informed of the allegations before consideration has been given to the implications this may have on any subsequent investigation</b>				
<b>When considering the allegation, which of the following best describes the way the accused adult may have acted? (Please tick whichever is relevant)</b>				
	Behaved in a way which has harmed a child, or may have harmed a child;			
	Possibly committed a criminal offence against or related to a child;			
	Behaved towards a child or children in a way that indicates that they may pose a risk of harm to children;			
	Behaved, or may have behaved, in a way towards a child or adult that indicates they may pose a risk of harm to children.			
Category of Abuse Alleged – (Please tick whichever is relevant)				
Physical	Emotional	Sexual	Neglect	Conduct
<b>Who has made the allegation? e.g. child, parent, other professional etc.</b>				
<b>Give full details of the allegation. If there is an allegation of an injury please describe</b>				
<b>What action if any has been taken regarding the allegation?</b>				

<b>Are written incident reports available and if so by whom? Please supply if available.</b>
<b>If there has been a delay in reporting the allegation (more than 24 hours), please state why</b>
<b>Who else has been informed regarding the allegation?</b>
<b>If necessary has any immediate action been taken to safeguard any child or a referral made to either Children's Social Care and/or the Police.</b>

<b>Section 3. Details of person/s subject to the allegation (please repeat box if more than one person)</b>	
First name	
Surname	
Title	
Job title	
Place of work	
Date of birth	
Home address	
<b>If agency etc please give contact details</b>	
<b>If this person works in any other capacity with children either paid/unpaid please give details</b>	
<b>Does this person have children of their own (less than 18yrs old)? If so please give their details</b>	
<b>Has any action been taken regarding the accused adult in relation to suspension, or alternatives to suspension? If so please give details.</b>	
<b>Other information of relevance re the accused adult and the allegation</b>	

<b>Section 4. Details of potential victim/child</b> (please repeat box if more than one child)	
First name	
Surname	
Date of birth	
Gender	
Home address	
<b>Please summarise any disability, communication or mental health difficulties the child may have</b>	
<b>Does the child have an allocated social worker or other key professional working with them? If so please give their name, contact details (tel No. &amp; email) and role.</b>	
<b>Other information of relevance re this child/young person and the allegation</b>	

<b>What steps are you taking to obtain any missing information on this form, and when will this be available?</b>

**Please give details of any other information of relevance**

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**Referrer's signature:**

(Please add electronically if referring by email, if possible)

**Please return to email: [LADO@doncaster.gov.uk](mailto:LADO@doncaster.gov.uk)**