



# **Richmond House**

**Social Care Services CIC**

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

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

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### 1. Policy Purpose

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

It is designed to ensure that every member of staff, volunteer, or representative understands their role in preventing abuse, recognising signs of harm, and responding appropriately to concerns.

This policy aligns with the following legislation and statutory guidance:

- **Children Act 1989** – Welfare of the child is paramount.
- **Children Act 2004** – Duties to co-operate and safeguard children.
- **Working Together to Safeguard Children (2023)**
- **Keeping Children Safe in Education (2024)**
- **Children’s Wellbeing and Schools Bill (2025)**
- **Care Act (2014)** – Duties to protect vulnerable adults from abuse and neglect.
- **Education Act (2002)** – Section 175: duty to safeguard pupils.
- **Human Rights Act (1998)** and **Equality Act (2010)**

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### 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 use or come into contact with our services.
- Vulnerable adults at risk of harm who may come to the attention of staff.

It covers all Richmond House settings and activities, including community work, outreach, alternative provision, and home-based care.

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### 3. Policy Statement

Richmond House is committed to creating and maintaining a safe, positive, and nurturing environment where all children and young people are respected, listened to, and protected from harm.

We believe:

- Safeguarding is **everyone's responsibility**.
  - The welfare of the child is **paramount**.
  - All children, regardless of background or ability, have the right to be protected from abuse, neglect, and exploitation.
  - Partnership working with families, local authorities, health, education, and police is essential.
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### 4. Definitions

#### 4.1 Safeguarding

Safeguarding is the process of protecting children and young people from maltreatment, preventing impairment of health or development, ensuring safe and effective care, and enabling them to have the best outcomes.

#### 4.2 Abuse

Abuse is a violation of an individual's human and civil rights by another person or persons. It may involve inflicting harm or failing to prevent harm and includes:

- **Physical abuse**
- **Emotional abuse**
- **Sexual abuse**
- **Neglect**
- **Exploitation (including online)**

Abuse can occur in any setting or relationship.

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### 5. Legal and Policy Framework

Richmond House adopts a whole-organisation approach, incorporating principles from:

- **Section 11, Children Act 2004** – Duty to safeguard and promote welfare.
- **The Care Act 2014** – Safeguarding duties for adults at risk.

- **Children’s Wellbeing and Schools Bill 2025** – Strengthening multi-agency collaboration, local registers for children not in school, and child identification systems.
  - **Disclosure and Barring Service (DBS) 2025 Standards** – Safer recruitment and vetting.
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## **6. Roles and Responsibilities**

### **6.1 The Board**

The Board holds strategic responsibility for ensuring that safeguarding duties are met.

They must ensure:

- Policies comply with law and are reviewed annually.
- Effective governance and monitoring systems are in place.
- The culture across Richmond House promotes openness, accountability, and safety.

### **6.2 The Leadership Team**

- Implements this policy across all divisions.
- Ensures staff recruitment and vetting meet DBS and safer recruitment standards.
- Provides safeguarding training appropriate to role.
- Promotes awareness and understanding of safeguarding across services.
- Oversees risk assessments and incident reviews.

### **6.3 Managers**

Managers must:

- Ensure staff follow this policy and attend safeguarding training.
- Discuss safeguarding issues regularly in team meetings.
- Act immediately on concerns or allegations of abuse.
- Record and report safeguarding incidents promptly to the DSL or DDSL.
- Ensure accurate records and secure information sharing.

### **6.4 Staff and Volunteers**

All staff and volunteers have a duty to:

- Recognise signs of abuse or neglect.
- Respond appropriately to disclosures or concerns.
- Record and report concerns to the **Designated Safeguarding Lead (DSL)** or **Deputy DSL (DDSL)** without delay.

- Attend safeguarding training and refreshers.
  - Treat all service users with respect and dignity.
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## **7. Safeguarding Procedures**

### **7.1 Recognising Concerns**

Staff must remain alert to physical, emotional, behavioural, or contextual indicators of abuse or neglect.

### **7.2 Reporting Concerns**

- Report immediately to the **DSL or DDSL**.
- Record details on the safeguarding incident form.
- Do **not** investigate or confront parents/carers yourself.
- If there is an immediate risk of harm, contact **the Police (999)** or **Children's Services** directly.

### **7.3 Referrals**

Referrals must follow **local Multi-Agency Safeguarding Hub (MASH)** processes.

#### **Doncaster MASH (as of Jan 2025):**

- **Phone:** 01302 737777
- **Out of hours:** 01302 796000
- **Early Help Hub:** 01302 734110

Referrals for other local authorities are detailed in Appendix A.

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

All allegations must be referred **immediately** to the **Local Authority Designated Officer (LADO)**.

The DSL will contact the relevant LADO (contact details in Appendix A).

No internal investigation should begin until advised by the LADO.

### **7.5 Confidentiality**

Safeguarding concerns must be handled confidentially and shared only with those directly involved in responding to or investigating the concern.

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## **8. Safer Recruitment**

Richmond House follows **Safer Recruitment** principles to ensure only suitable people work with children and young people:

- Enhanced **DBS checks** for all staff and volunteers.

- Verification of identity, qualifications, and right to work.
  - References from previous employers.
  - Interview questions assessing safeguarding understanding.
  - Ongoing supervision and performance monitoring.
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## 9. Training and Awareness

- **All staff** receive safeguarding induction training.
  - **Annual refresher training** is mandatory.
  - **Designated Safeguarding Leads** receive advanced, multi-agency training.
  - Records of training completion are maintained and reviewed annually.
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## 10. Multi-Agency Partnership

Richmond House works in partnership with:

- Local Authority Children's Services
- Police and Health professionals
- Schools and Educational Settings
- Voluntary Sector and Community Partners

We follow **Working Together (2023)** principles of information sharing and joint accountability.

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## 11. Whistleblowing and Raising Concerns

Richmond House encourages all staff to report concerns about the behaviour or practice of colleagues without fear of reprisal.

### How to Raise a Concern

- Report to your **line manager, DSL, or DDSL**.
- If your concern involves senior management, contact a **LADO** directly.
- Anonymous concerns will still be investigated.

### 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 of Yorkshire LADO:** lado@eastriding.gov.uk
- **Police:** 101 (non-emergency) / 999 (emergency)

Staff may also contact **Ofsted (0300 123 4666)** or the **NSPCC Whistleblowing Helpline (0800 028 0285)**.

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## 12. Record Keeping

All safeguarding concerns, disclosures, and referrals must be:

- Recorded accurately, dated, and signed.
  - Stored securely in line with GDPR and confidentiality requirements.
  - Retained in accordance with Richmond House's **Data Protection and Record Retention Policy**.
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## 13. Monitoring and Review

- This policy is reviewed **annually** or earlier following significant legislative or procedural updates.
  - The **Safeguarding Committee** monitors compliance and outcomes.
  - Findings are reported to the **Board of Directors**.
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## 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)
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## **15. Appendices**

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

#### **Doncaster Council – MASH:**

Tel: 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

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## **16. Commitment Statement**

Richmond House Social Care Services reaffirms its unwavering commitment to the protection and wellbeing of all children and young people.

We aim to maintain a culture of safety, respect, transparency, and continuous improvement — ensuring every child and young person can thrive free from harm.

**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>	

**Section 4. Details of potential victim/child** (please repeat box if more than one child)

First name	
Surname	
Date of birth	
Gender	
Home address	

**Please summarise any disability, communication or mental health difficulties the child may have**

**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. & email) and role.**

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**Other information of relevance re this child/young person and the allegation**

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

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**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)**