



St. Saviour Wendell Park Church | Cobbold Road | London W12 9LN

Tel: 020 8740 5688 | Email: uradmin@theupperroom.org.uk

www.theupperroom.org.uk

1.01 Safeguarding Policy

March 2026

Originated: March 2009

Last Reviewed: March 2026

Next Review: March 2027

Approved by Board of Trustees: Approved

Controlled by: Chief Executive

Safeguarding Commitment: The Upper Room is committed to creating a safe, respectful and inclusive environment, where safeguarding is everyone's responsibility.

Reporting of all Safeguarding Issues (Complaints and Incidents): [Here](#)

To be considered alongside The Upper Room Employee Handbook

1. Policy Statement

The Upper Room (TUR) is committed to safeguarding and promoting the welfare of all individuals; particularly children, young people, and adults at risk; who engage with our services, activities, or programmes. We aim to provide a safe, inclusive, and respectful environment, free from abuse, neglect, and exploitation. TUR recognises the increasing complexity of safeguarding needs, particularly in relation to mental health, exploitation, and individuals experiencing homelessness or involvement with the criminal justice system, and is committed to ensuring its approach remains responsive to these risks.

This policy outlines TUR's safeguarding responsibilities and sets out clear procedures for reporting and responding to concerns.

2. Purpose of the Policy

This policy is designed to:

- Protect children, young people, and adults at risk from harm.
- Ensure all staff, volunteers, and trustees understand their safeguarding responsibilities.
- Set out clear procedures for identifying, recording, and referring safeguarding concerns.
- Comply with relevant UK legislation including:
 - *Children Act 1989 & 2004*
 - *Care Act 2014*
 - *Working Together to Safeguard Children (2018)*
- Align with safeguarding procedures set by the London Borough of Hammersmith & Fulham (LBHF).

3. Scope

This policy applies to:

- All employees (permanent and temporary)
- Volunteers and trustees
- Sessional workers, contractors, and consultants
- Any individual accessing our services, including clients and visitors

4. Definitions

- **Child:** Any person under the age of 18.
- **Adult at Risk:** A person aged 18 or over who is at risk of abuse or neglect due to care needs, disability, mental health issues, or age.
- **Abuse:** Any action (or lack of action) that causes harm, distress, or violation of a person's rights. This includes physical, emotional, sexual, and financial abuse, neglect, discrimination, exploitation, and organisational abuse.
- **DSL (Designated Safeguarding Lead):** The nominated individual responsible for leading the organisation's safeguarding response.

5. Types of Abuse

Abuse may take many forms. These include but are not limited to:

- **Physical abuse** – e.g. hitting, slapping, misuse of medication
- **Emotional/psychological abuse** – e.g. threats, humiliation, coercion
- **Sexual abuse** – e.g. inappropriate touching, non-consensual acts
- **Financial or material abuse** – e.g. theft, fraud, misuse of finances
- **Neglect** – e.g. failure to provide adequate care, supervision, or access to services
- **Discriminatory abuse** – e.g. abuse based on race, gender, religion, or disability
- **Domestic abuse** – including coercive control
- **Modern slavery** – including human trafficking and forced labour
- **Organisational abuse** – due to poor practice or neglect within services
- **Online/digital abuse** – including exploitation, harassment, coercion or grooming through digital platforms or social media

6. Roles and Responsibilities

All staff, volunteers, and trustees must:

- Be aware of the signs of abuse and neglect.
- Treat all individuals with dignity and respect.
- Report any safeguarding concerns immediately.
- Follow the organisation's safeguarding procedures.

Designated Safeguarding Lead (DSL):

- Receive and act upon safeguarding concerns and referrals.
- Maintain safeguarding records securely and confidentially.
- Liaise with external agencies including social services.
- Provide guidance and support to staff.

CEO:

- Ensure overall safeguarding oversight and compliance.
- Support the DSL in reviewing incidents and staff training.

Board of Trustees:

- Ensure safeguarding remains a governance priority.
- Review and approve this policy annually.
- Monitor safeguarding activity across the organisation.

7. Code of Conduct

All staff, volunteers, and trustees must:

- Maintain professional boundaries with clients and service users.
- Avoid private or unmonitored one-to-one contact with children or adults at risk.
- Refrain from physical contact unless necessary (e.g. for safety reasons).
- Never share personal contact details with service users.
- Uphold the highest standards of behaviour and integrity.

8. Safer Recruitment

TUR will ensure that all appropriate safer recruitment checks are carried out, including:

- DBS checks for all staff in regulated activity.
- Two references for new employees and volunteers.
- ID verification and employment gap checks.
- Inclusion of safeguarding responsibilities in all job descriptions and induction programmes.

9. Training and Supervision

- All staff and volunteers will complete basic safeguarding training annually.
- DSLs will complete advanced safeguarding training.
- Safeguarding issues will be discussed in team meetings, appraisals, and 1:1s as appropriate.
- Safeguarding is reinforced through regular supervision, team meetings and frontline training, including practical scenarios relevant to our services.

10. Reporting Safeguarding Concerns

If you have a safeguarding concern:

1. **Report it immediately** to the DSL or Deputy DSL.
2. **Record it clearly and factually** using Inform or the Safeguarding Concern Form.
3. **Do not investigate** the concern yourself.
4. **If someone is in immediate danger**, call 999.

Concerns involving risk of significant harm must be reported to:

- **LBHF Children's Services:** 020 8753 6600
- **LBHF Adult Social Care:** 020 8753 4198 (Option 3)
- **Out of Hours:** 020 8748 8588
- **Police (non-emergency):** 101

11. Safeguarding Procedures on Site

- At least **three competent people** (including one senior volunteer) must be present for building access.
- **Children under 16** may only enter designated areas before 4:00 PM unless supervised by staff.
- Volunteers aged 16–17 require written parental/guardian consent, appropriate risk assessment, and must be supervised at all times by a designated adult.
- All clients and visitors must **sign in and out**.

12. Confidentiality and Record-Keeping

- All concerns and disclosures will be handled with sensitivity.
- Information will only be shared on a **need-to-know basis**.
- Safeguarding records will be stored securely and comply with UK GDPR.

13. Whistleblowing

Staff and volunteers are encouraged to raise concerns about poor practice or wrongdoing. TUR will support any whistleblower who reports concerns in the public interest and in good faith, in line with the **Public Interest Disclosure Act 1998**.

14. Monitoring and Review

- This policy will be reviewed at least annually, or sooner in response to changes in legislation, guidance or organisational practice.
- Training records and safeguarding logs will be audited.
- Lessons learned from safeguarding incidents will inform future practice and policy updates.
- Safeguarding data and trends are reviewed to inform service development and risk management.

15. Contact Information

Designated Safeguarding Lead (DSL): Peter Charalambides, 07398 232 830,
peter@theupperroom.org.uk

Deputy DSL: Ashley Robinson, ashley.robinson@theupperroom.org.uk, 07790 584 352

CEO: Peter Charalambides, 07398 232 830, peter@theupperroom.org.uk

Hammersmith & Fulham Adult Social Care Team: 020 8753 4198

Children's Services: 020 8753 6600

Emergency (out of hours): 020 8748 8588