



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

# Safeguarding Policy

---

We are committed to creating a culture where safeguarding is at the heart of our work. This policy will be reviewed annually to ensure it remains effective and up-to-date.

## This Policy Applies To:

Our charitable activities include working with vulnerable people. The purpose of this policy is to protect them and provide everyone working for and associated with Mavro Worldwide Community C.I.C. including the public with the overarching principles that guide our approach in doing so.

## Delivery Partners

Delivery partners will use their own policies but should check that these at least meet the standards of Mavro Worldwide Community C.I.C. policies.

## The Policy

- Mavro Worldwide Community C.I.C. volunteers and mentors must report all safeguarding concerns
- All safeguarding concerns raised will be responded to sensitively and quickly and managed appropriately.
- Mavro Worldwide Community C.I.C. staff, volunteers and mentors will receive appropriate training and instruction on safeguarding best practice
- Views of community members involved will be considered when making decisions that affect them as individuals
- All Mavro Worldwide Community C.I.C. staff, volunteers and mentors working with community members will be subject to the Mavro Worldwide Community C.I.C. due diligence processes and values and will respond promptly and constructively to all information presented by community members or third parties regarding the safety and welfare of community members. We believe that working in partnership with young people, their parents, carers and other agencies is key to promoting the welfare of young people





Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## Aims

Mavro Worldwide Community C.I.C. provides mentoring and facilitates work experience to young people aged 16-25 (referred to throughout as community members). Due to the background of our community members and the work Mavro Worldwide Community C.I.C. carries out, there is a likelihood our staff, mentors and volunteers will encounter community members with safeguarding concerns. This policy will benefit our community members by ensuring that the needs of community members are dealt with appropriately.

We will not tolerate the abuse of community members in any of its forms and are committed to safeguarding community members with care and support keeping them free from harm.

This policy outlines the steps we will make to safeguard community members if they are deemed to be at risk. This policy sets out the roles and responsibilities of Mavro Worldwide Community C.I.C. in working together with other professionals and agencies in promoting the community member's welfare and safeguarding them from harmful situations.

We will ensure that decisions made will allow community members to make their own choices and include them in any decision making. We will also ensure that safe and effective working practices are in place.

This policy is intended to support staff, volunteers and mentors working within our organization to understand their role and responsibilities in safeguarding community members. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees, volunteers and mentors of Mavro Worldwide Community C.I.C. to:

- have an overview of community member safeguarding
- be clear about their responsibility to safeguard community members
- ensure the necessary actions are taken where a community member is deemed to be at risk

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Mavro Worldwide Community C.I.C. and Mavro Worldwide Community C.I.C. will not tolerate the abuse of community members in the organisation and staff, mentors and volunteers should be made aware of how this policy can be accessed.





Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## What Is Safeguarding Adults?

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.” - Care and Support Statutory Guidance, Department of Health, updated Feb 2017

\*note\* All Mavro Worldwide Community C.I.C. members are age 16 and over therefore, can be deemed ‘adults’ for the purposes of definition, however, those aged 16 – 18 may still be viewed as children and treated as so.

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness. Mavro Worldwide Community C.I.C. adheres to following the six key principles that underpin safeguarding work

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Mavro Worldwide Community C.I.C. will not tolerate the abuse of community members in staff and volunteers should ensure that their work reflects the principles above and ensure the community member is involved in their decisions and informed consent is obtained. We will ensure that the safeguarding action agreed is the least intrusive response to the risk. Mavro Worldwide Community C.I.C. will be transparent and accountable in delivering safeguarding actions.



Registered in England and Wales: 15097650



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## Defining Abuse In Children

Child abuse happens when a person harms a child. It can be physical, sexual or emotional, but can also involve neglect.

Children may be abused by:

- Family members
- Friends
- People working or volunteering in organisational or community settings
- People they know as strangers.

## Signs Of Abuse In Children

Children experiencing abuse often experience more than one type of abuse over a period of time. Children who experience abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion – particularly if the abuser is a parent, caregiver or other close family member or friend.

Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be able to recognise the signs.

These include a child:

- Being afraid of particular places or making excuses to avoid particular people
- Knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- Having angry outbursts or behaving aggressively towards others
- Becoming withdrawn or appearing anxious, clingy or depressed
- Self-harming or having thoughts about suicide
- Showing changes in eating habits or developing eating disorders
- Regularly experiencing nightmares or sleep problems
- Regularly wetting the bed or soiling their clothes
- Running away or regularly going missing from home or care
- Not receiving adequate medical attention after injuries.



Registered in England and Wales: 15097650



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents or carers. If you have any concerns about one of our community member's, wellbeing, regardless of their age, you should report them following our safeguarding procedures outlined in this document.

## Signs Of Abuse In Adults

Signs of abuse can often be difficult to detect in adults. Many forms of abuse are also criminal offences and should be treated that way.

The Care and support statutory guidance identifies ten types of abuse, these are:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert anyone engaging with our community members to make further assessments and report any concerns as per the procedures outlined in this document. The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time.

## What Is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

We will not tolerate the abuse of community members, and will ensure that community members are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As community members may have different preferences, histories and lifestyles, the same process may not work for all.



Registered in England and Wales: 15097650



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## Who Do Adult Safeguarding Duties Apply To?

The Care Act 2014 sets out that adult safeguarding duties apply to any adult who has care and support needs, and is experiencing, or is at risk of, abuse and neglect, and is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

## Who Do I Go To If I am Concerned?

The named responsible person for safeguarding duties for Mavro Worldwide Community C.I.C. is Alexander Sarafis. All staff and volunteers should contact Alexander Sarafis for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept. Alexander Sarafis will be responsible to make decisions about notifying other services if required and consider alternative actions, where necessary. Alexander Sarafis will also ensure that the safeguarding community members policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and community members accessing the Mavro Worldwide Community C.I.C. support. Alexander Sarafis will ensure they are up to date with their safeguarding adults training.

## What Should I Do If I Am Concerned?

Staff, mentors and volunteers at Mavro Worldwide Community C.I.C. who have any community member safeguarding concerns should:

1. Respond
  - a. Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
  - b. Get brief details about what has happened and what the community member would like done about it, but do not probe or conduct a mini-investigation – Seek consent from the community member to take action and to report the concern.
  - c. Consider whether the community member may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
2. Report
  - a. Name the person to whom staff/volunteers/mentors need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)





Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

### 3. Record

- a. The information should be recorded via email and sent to Mavro Worldwide Community C.I.C. immediately. The information will then be stored in a report logbook kept by Alexander Sarafis as far as possible, records should be written contemporaneously, dated and signed.
- b. Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. , mentors and staff upon joining the organisation;
  - i. The person making the disclosure or allegation will be advised at the time that a written record will be made and the importance of making a record of information will be explained;
  - ii. The person making the disclosure will be informed that they can have access to the record made in respect of their own information;
  - iii. The context and background leading to the disclosure will be recorded;
  - iv. As much information as possible will be recorded and fact, hearsay and opinion will be distinguished in the record. Assumptions and speculation will be avoided;
  - v. For all methods used to make a disclosure or allegation, the time, date, location, format of information e.g. letter, telephone call, direct contact and persons present will be recorded;
  - vi. Records will be signed and dated by the person receiving the information;
  - vii. A log of the incident will be maintained, normally by the safeguarding officer who will be responsible in most cases for managing Safeguarding incidents.
- c. The log will include full details of referrals to the local authorities where applicable;
  - i. All original records, including rough notes, will be provided to the relevant Safeguarding Officer as soon as practical;



Registered in England and Wales: 15097650



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

- ii. All records will be kept in a confidential and secure place and shared only in order to safeguard a child, young person or adult at risk, in line with the information sharing protocol and requirements of the Data Protection legislation.

## Third Party Organisations

If you have urgent concerns about the safety of a child, young person or adult at risk and are unable to contact the Designated Safeguarding Lead, Alexander Sarafis or in their absence the Director Julian Amoako-Agyarko, do not hesitate to contact Children's service, adult services or the police. These external agencies will be in a position to determine an appropriate course of action.

## Making a Referral

If you are concerned that a child, young person or adult at risk, may be at risk or has disclosed that they are being harmed, you should contact the DSL. The DSL will assess the concerns to determine whether to refer to an external agency needs to happen or can be addressed via the Charity's internal procedures. Where a referral is to be made externally, the DSL will report the matter to the authorities. The external agency will conduct their own investigation. Anonymity may not be maintained on reporting.

## External Agencies To Note

- Police
  - Police Non-emergency 101
  - In an emergency always dial 999
- NSPCC
  - Report a concern 08088005000
  - [help@nspcc.org.uk](mailto:help@nspcc.org.uk)
  - If you are under 18: Childline 0800 1111
    - Helpline If you're worried about a child/ young person
- Social Services
  - To find the appropriate social services team to contact, search the postcode of the community member in the NHS website linked below:
  - <https://www.nhs.uk/service-search/other-services/Local-Authority-Adult-Social-Care/LocationSearch/1918>







Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## **Complaints Procedure**

Mavro Worldwide Community C.I.C. promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with relevant people when things go wrong. If a staff or volunteer or any other member of the organisation is unhappy with our decision about the safeguarding concern, then a formal complaint can be launched.

## **Whistle Blowing**

Mavro Worldwide Community C.I.C. is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

## **Mental Capacity**

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

## **Why Is It Important To Take Action?**

It is may be difficult for community members in certain situations to protect themselves and to report harm. They rely on you to help them.

## **Confidentiality And information Sharing**

Mavro Worldwide Community C.I.C. expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, we do not share information if not required. It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharinginformation/keymessages.asp>

## **Recruitment And Selection**

Mavro Worldwide Community C.I.C. is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing community members to people unsuitable to work with them.



Registered in England and Wales: 15097650



Mavro Worldwide Studios, Cannon Wharf Business Centre  
Pell Street, Surrey Quays, London, SE8 5EN

07891475854

## **Training, Awareness Raising And Supervision**

Mavro Worldwide Community C.I.C. ensures that all staff and volunteers receive basic awareness training on safeguarding community member. Those community members may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding community members and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about our core values and express commitment to safeguarding community members.

Mavro Worldwide Community C.I.C. does not work with community members under the age of 16 so any safeguarding concerns staff and volunteers may encounter indirectly about the safety and wellbeing of children should be reported directly to the relevant authorities. Any safeguarding concerns for community members aged 16-18 will be dealt with on a case by case basis.

## **Prevent**

Radicalisation can take place through direct personal contact, or indirectly through social media. If staff are concerned that a community member is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.



Registered in England and Wales: 15097650