SAFEGUARDING VULNERABLE ADULTS - POLICY & PROCEDURE

At Creating Adventures, we endeavor to provide an environment in which adults can feel secure, their viewpoints are valued, and they feel encouraged and listened to. Staff and volunteers from both Creating Adventures and visiting organisations/families are reminded of their responsibilities in ensuring the welfare of the service users.

As a Charitable Incorporated Organisation we aim to be vigilant in our approach to suspected abuse, recognizing the signs and symptoms and having established a clear procedure whereby staff report such cases to the designated member(s) of staff. Through training and regular updates, we will be aware of local procedures so that information can be effectively passed on to visiting organisations, families and professionals.

We will provide a safe and secure environment where adults who are using the activities, have been identified as being at risk will be monitored and records kept, whilst confidentiality is assured.

Purpose

- To ensure that abuse of Supported Person rights is avoided

- To comply with the Disclosure Barring Service (DBS) requirements

- To comply with the guidelines contained in the publication "No Secrets"

- To comply with Regulation 18 of the CQC (Registration) Regulations 2009

- To comply with the Protection of Freedoms Act 2012

- To comply with the Mental Capacity Act 2005

- To comply with the Safeguarding Vulnerable Groups Act 2006

- To ensure awareness of wider safeguarding powers

Scope

- All workers & All volunteers

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- Recording abuse

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- Confidentiality

Designated Lead Officer

Creating Adventures has a Safeguarding Manager who has the designated responsibility for Safeguarding Vulnerable Adults.

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Creating Adventures advises all visiting organisations to appoint a designated person responsible for Safeguarding. All those appointed should ensure they are familiar with this policy and their own internal safeguarding processes and local authority safeguarding requirements. This includes how to report suspected abuse and where to access Adults as Risk Social Care duty points should they be required to do so.

Responsibilities include:

- Disseminating the safeguarding policy information to relevant organisations
- Acting as a key point of contact and support when allegations against staff or other safeguarding issues arise
- Signposting and updating organisations to appropriate safeguarding resources and training

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POLICY STATEMENT

"We at Creating Adventures are committed to protecting adults from harm. Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause vulnerable adults harm."

We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who use our services, carers, advocates, our staff and our volunteers with a view to how we may continuously improve our services/activities.

We will endeavor to safeguard vulnerable adults by:

- Adhering to our safeguarding vulnerable adult's policy and ensuring that it is supported by robust procedures;

- Carefully following the procedures laid down for the recruitment and selection of staff and volunteers;

- Providing effective management for staff and volunteers through supervision, support and training;

- Implementing effective management for staff and volunteers through supervision, support and training;

- Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies that need to know, while involving carers and vulnerable adults appropriately.

- Ensuring general safety and risk management procedures are adhered to;

- Promoting full participation and having clear procedures for dealing with concerns and complaints;

- Managing personal information, confidentiality and information sharing; and

- Safeguarding vulnerable adults by implementing a code of behaviour and practice at regular intervals, at least once every three years.

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We will review our policy, procedures, code of behaviour and practice at regular intervals, at least once every three years.

CODE OF BEHAVIOUR

A Code of Behaviour minimizes the opportunity for vulnerable adults to suffer harm and also helps to protect staff/volunteer by ensuring that they are clear about the behaviour that is expected from them and the boundaries within which they should operate.

Behaviours which staff/volunteers may slip into through lack of experience or training which **should be avoided** include: (Staff/volunteers should not…)

- Spend excessive amounts of time alone with vulnerable adults away from others

- Take a vulnerable adult to his or her home

- Take a vulnerable adult alone on a car journey, unless this forms part of the organisation's core activities

If it is unavoidable or unnecessary, these kinds of behaviours should only occur with the full knowledge and consent of a manager and an appropriate record maintained.

Unacceptable behaviours are those that should always be avoided in the interests of the safety of vulnerable adults, staff and volunteers. For example:

A staff member/volunteer should never:

- Abuse, neglect or harm or place at risk of harm vulnerable adults whether by omission or commission;

- Engage in rough physical games with vulnerable adults, including horseplay;

- Engage in sexually provocative games with vulnerable adults e.g. spin the bottle, strip poker;

- Make sexually suggestive comments to a vulnerable adult;

- Form inappropriate relationships with vulnerable adults;

- Gossip about personal details of vulnerable adults and their families; or

- Make/accept loans or gifts of money from vulnerable adults.

Physical Contact and Intimate Care

- Physical contact is person-centered and appropriate to the task required;

- They are trained to understand and implement a vulnerable adult's care plan, where required;

- We do not provide intimate care so if this situation arises, their carer member of staff should be informed.

Physical Intervention and Restraint

- Seek to defuse a situation, thereby avoiding the need to use any form of restraint;

- Only use restraint where it is absolutely necessary and only if you are qualified/trained to do so to protect the vulnerable adult or others from harm;

- Ensure that any restraint used is proportionate to the risk of harm;

- Only use form of restraint for which they have received training for and which follow current best practice;

- Record and report any use of restraint;

- Review any situation that led to the need for restraint with their Line Manager, with a view to avoiding the need for restraint in the future.

Diversity and Additional Care and Support Needs

Staff and volunteers should:

- Be open and aware of diversity in the beliefs and practices of vulnerable adults and their families;

- Ask how a vulnerable adult's care should be delivered, having regard to the cultural needs of others;

- Be aware of the difficulties posed by language barriers and other communication difficulties;

- Not discriminate against vulnerable adults and their families who have different cultural backgrounds and beliefs from their own;

- Use the procedures outlined in this policy to report any discrimination against vulnerable adults and their families by other staff members/volunteers.

The use of Technology, including Photography

New technologies, such as social networking websites and mobile phones, can be misused by those who are intent on harming or exploiting vulnerable adults.

Staff and volunteers should:

- Not photograph/video a vulnerable adult, even by mobile phone, without the vulnerable adult's valid consent;

- Ensure that any photographs/videos taken of a vulnerable adult are appropriate and taken using the Creating Adventures camera or Creating Adventures mobile phone or with consent from Jenny Allcock;

- Report any inappropriate use of images of a vulnerable adult;

- Report any inappropriate or dangerous behaviour on the internet that involves a vulnerable adult.

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- Communicate with members/vulnerable adults during working hours only and remain professional at all times.

It is important that vulnerable adults are made aware of the dangers associated with new technology, such as social networking sites and the internet, and know to tell someone if they encounter anything that makes them feel unsafe or threatened.

Breaching the Code

Staff members and volunteers should understand that:

- Breaching the Code is a serious issue that will be investigated;

- Breaching the Code may result in disciplinary action and ultimately dismissal and if it constitutes harm/risk referral to the police and regulatory bodies as appropriate.

Gifts, Rewards, Favouritism And Exclusion

The giving of gifts or rewards to vulnerable adults is not permitted. However, staff need to be aware that the giving of gifts to vulnerable adults, their families could be interpreted by others as a gesture either to bribe or groom. It might also be perceived that a 'favour' of some kind is expected in return. In some situations, the giving of gifts as rewards may be accepted practice for a group, with prior agreement from the senior team and recorded.

There are occasions when vulnerable adults or parents/carers may wish to pass small tokens of appreciation to staff e.g. to mark a special achievement, occasion or religious festival or as a thank you and this is usually acceptable. Staff are required to send a photograph of gifts and/or notes to their line manager/volunteer lead for confirmation that they are within reasonable and/or low value parameter, and to safeguard staff from potentially inappropriate messaging.

However, **it is unacceptable for staff to receive money or gift cards,** on a regular basis or that are of any significant value. Financial gifts must be returned or handed to Creating Adventures where they will be considered to be a charitable donation.

Infatuations And 'Crushes'

All staff need to recognise that it is not uncommon for a vulnerable adult to be strongly attracted to an adult who works with them and/or develop a 'crush' or infatuation. They should make every effort to ensure that their own behaviour cannot be brought into question, does not appear to encourage this and be aware that such infatuations may carry a risk of their words or actions being misinterpreted.

Any member of staff who receives a report, overhears something, or otherwise notices any sign, however small or seemingly insignificant, that a vulnerable adult has become or may be becoming infatuated with either themselves or a colleague, should immediately report this to the CEO. In this way appropriate early intervention can be taken which can prevent escalation and avoid hurt, embarrassment or distress for those concerned.

The CEO (or chair of trustees) should give careful thought to those circumstances where the staff member, vulnerable adult and their parents/carers should be spoken to and should ensure a plan to manage the situation is put in place. This plan should respond sensitively to the vulnerable adult and staff member and maintain the dignity of all.

Social Contact Outside Of The Workplace

Members of staff should not establish or seek to establish social contact with vulnerable adults or their families for the purposes of securing a friendship or to pursue or strengthen a relationship.

However, it is acknowledged that staff may have genuine friendships and social contact with parents/ carers of vulnerable adults, independent of the professional relationship, such as when a parent and staff are part of the same family/personal network or social/recreational circle which can be part of the greater social network and support of the charity and it's members. Those circumstances will usually be easily recognised, openly acknowledged and should be explicitly declared in writing by staff to the CEO. Members of staff should always take care to maintain appropriate personal and professional boundaries in any such circumstances.

It is also important to recognise that social contact may provide opportunities for other types of grooming such as for the purposes of sexual exploitation or radicalisation.

Staff should recognise that some types of social contact with vulnerable adults and/or their families could be perceived as harmful or exerting inappropriate influence on vulnerable adults and may bring the charity into disrepute (e.g. attending a political protest, circulating propaganda). **Staff should therefore be aware that social contact in certain situations could be misconstrued as grooming.**

If a vulnerable adult or parent seeks to establish social contact, or if this occurs coincidentally, the member of staff should exercise her/his professional judgement in that moment in making a response but should always discuss the situation with the CEO as soon as possible; and, if advised to do so by the CEO, with the parents/carers of the vulnerable adult. It is also good practice to inform the parents of the vulnerable adult of any communication between the member of staff, volunteer or trustee and the vulnerable adult. **This applies to social contacts made through outside interests or the staff member's family.**

It is not appropriate for Creating Adventures' staff to have contact with parents except in the case of communicating regarding support of the vulnerable adult or regarding contact about Creating Adventures services. In these cases communication will be around session booking, support and/or payment but will not include any personal details unless there is a safeguarding concern.

Communication With Vulnerable Adults And Their Parents/Carers (Including The Use Of Technology)

In order to make best use of the many educational and social benefits of new and emerging technologies, vulnerable adults need opportunities to use and explore the digital world. Online safety risks are posed more by behaviours and values than the technology itself.

Staff should ensure that they establish safe and responsible online behaviours, working to local and national guidelines and acceptable use policies which detail how new and emerging technologies may be used.

Communication with vulnerable adults both in the 'real' world and through web based and telecommunication interactions, such as mentoring virtually or remotely, should take place within clear and explicit professional boundaries. This includes the use of computers, tablets, phones, texts, Emails, instant messages, social media such as Facebook and Twitter, chat rooms, forums, blogs, websites, gaming sites, digital cameras, videos, web cams and other handheld devices.
(NB Given the ever-changing world of technology this list gives examples only and is not exhaustive.)

Staff who communicate with vulnerable adults and their parents using Email, telephone, text or social networking should only do so for professional purposes and by use of Creating Adventures accounts and ICT equipment.

Staff should not request or respond to any personal information from vulnerable adults or their parents other than which may be necessary in their professional role. They should ensure that their communications are open and transparent and avoid any communication which could be interpreted as grooming behaviour.

Staff should not seek contact with or respond to requests for contact from vulnerable adults or their parents via personal telephone, text, Email, social media accounts or via online gaming and should not therefore give their personal contact details, e.g. Email address, home or mobile telephone numbers, details of web-based identities to vulnerable adults or their parents. If vulnerable adults or their parents locate these by any other means and attempt to contact or correspond with a staff member, the latter should not respond and must report the matter to their line manager or CEO. The child/parent should be firmly and politely informed that this is not acceptable.

Email, text, social networking or online gaming communications between a member of staff and a vulnerable adult/parent outside this policy and agreed protocols may lead to disciplinary and/or criminal investigations.

Charity email and social networking accounts should only be used in accordance with acceptable use.

14.1   Self Referrals

- Where vulnerable adults self-refer, they must also supply contact information for a parent, carer or legal guardian.

- The parent, carer or legal guardian will be contacted in the event of a safeguarding concern.

- In exceptional circumstances e.g. where there is suspected parental abuse, we will go directly to statutory services with any concerns.

- Private emails may be used for appointment booking but NO personal information may be shared and NO online sessions will be permitted unless via a school/college email account.

WHAT IS A SAFEGUARDING CONCERN?

A safeguarding concern is something that you see, hear about, or suspect that may put an adult as risk. Any adult, including disabled adults may be at risk, they can come from any background, ethnicity, age, culture, faith, gender and sexuality. Adults at risk are often hurt most by those who are trusted with their care or know them well.

Some indicators are:

- Observing a service user being shouted at or bullied

- Another service user telling you about their abuse or that of their friend

- A leader/volunteer who is building very close relationships with a service user that makes you feel uncomfortable

- Seeing or being told about inappropriate or abusive comments or pictures between people on any social media networks

- Seeing a service user with bruises or unexplained injuries that look suspicious

- Seeing a service user sitting in urine stained clothes or not having intimate care needs attended to

- A service user who goes missing from an activity

- A service user who is self-harming

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- Lack of appropriate supervision by staff, lack of food/water or provision of suitable clothing

This list is not exhaustive but one or more of these concerns should prompt action. It is not the role of Creating Adventures to investigate these concerns but to record immediately and report it to Local Safeguarding Adults Board at the local Social Services department. Please see the contacts list at the end of this policy.

TYPES OF ABUSE

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

- Domestic violence and abuse – including psychological, physical, sexual, financial, emotional abuse; forced marriage, female genital mutilation and so called 'honour' based violence.

- Sexual abuse- 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 to which the adult has not consented or was pressured into consenting.

- Psychological abuse – including emotional abuse, threats of harm or 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.

- Financial or material abuse- including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- Modern slavery encompasses slavery, human trafficking, forced labour, sham marriage and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude and inhumane treatment.

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- Discriminatory abuse – including hate crime or other forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- Organisational abuse – including neglect and poor care practice within an institution or specific care setting. This may range from one-off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- Self-neglect- this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

- Radicalisation – this is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.

Incidents of abuse may be one-off or multiple and may affect one person or several. Patterns of harm may become evident over time. Repeated instances of poor care maybe an indication of more serious problems and of organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared.

RESPONDING TO ANY SAFEGUARDING CONCERN

Safeguarding service users is the responsibility of everyone and it is never acceptable to ignore it or leave anyone at risk.

All activities must have clear procedures in place, all Creating Adventures staff and volunteers must be clear and confident when dealing with a safeguarding incident.

Concerns about suspected abuse:

There are three simple things you need to ensure that any staff, volunteer, helper or carer knows what to do. These are:

Take Action
- Listen carefully
- Take it seriously
- Don't promise to keep secrets
- Thank who is giving the information and give reassurance that they were right to tell
- Keep questions to a minimum
- Ensure immediate safety of the adult at risk if they require medical attention, and pass on your concerns about abuse to make medical staff aware
- Not to approach alleged abusers or try and sort things out themselves without seeking help and guidance from the designated person

Tell Someone
- Without delay, report the concern to the safeguarding lead at Creating Adventures and the equivalent designated safeguarding lead within your activity. If you are not sure who this or the safeguarding lead at an activity is then you should contact the Activity Leader.

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Take a Note

- Always take a note of what you have seen or heard and sign and date it. The note should be an accurate record of any details of the allegation, nature of the injury, or any observations. Be clear in it what is fact, opinion or rumour.
- Try and collate as much information you have about the vulnerable adult and their name, gender, address, ethnicity, first language, and any additional information about their specific impairment, method of communication and the contact details for who they live with so that you can pass this on
- Any other information you have received or been told (time location, dates)
- Any information you have about an alleged abuser or who the complaint is against, their name, role, address, gender and relationship to the adult concerned.
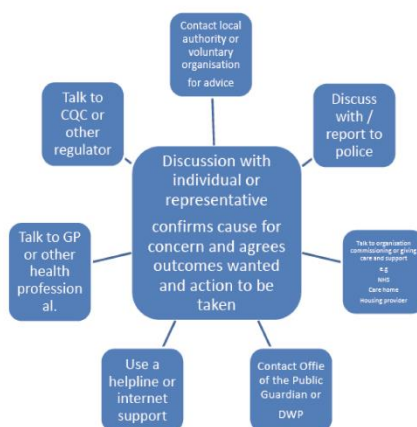
RECORDING ABUSE

It is vital that a written record of any incident or allegation of crime is made within 24 hours of the information being obtained by any professional who raises an alert. The notes must be kept safe as it may be necessary to make records available as evidence and to disclose them to a court.

You should make an accurate record, including:

- date and time of the incident;
- exactly what the person at risk said, using their own words about the abuse;
- and how it occurred or exactly what has been reported to you;
- appearance and behaviour of the person at risk;
- any injuries observed;
- name and details of any witnesses;

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- if you witnessed the incident, write down exactly what you saw;
- the record should be factual, but if it does contain your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence.

Records should not include unnecessary abbreviations, unfounded opinions or jargon.

- Information from another person should be clearly attributed to them. Hand written records should be legible;
- Include the name and signature of the person making the record, along with their job title;
- You should record the date and time that the information is being documented.

IMMEDIATE ACTIONS

- Make an immediate evaluation of the risks and take appropriate steps to ensure that the adult is in no immediate danger. This may involve removal of the alleged victim to a place of safety, or actions to prevent further contact with the person who is the alleged source of risk;
- In an organisation, consideration needs to be made to the wider safety of any other adults who may also be at risk;
- **Contact the police** where there is a need for **immediate emergency protection**;
- **Call an ambulance** if there is need for **emergency medical treatment**; otherwise contact appropriate medical services such as a General Practitioner or walk-in centre;
- In cases of physical abuse, it may be unclear whether injuries have been caused by abuse or some other means (for example, accidentally). Medical or specialist advice should be sought from the person's GP or doctor if they are in hospital;
- Where the person does not have capacity to consent to medical examination or referral, a decision should be made on the basis of whether this should be done in the person's best interests.

CONFIDENTIALITY

Maintaining confidentiality is really important for keeping adults at risk safe. Information should only be shared with specific people on a need-to-know basis. The Creating Adventures Safeguarding Manager and/ or Local Authority Designated Officer (LADO) will advise on how this is best handled.

However, the interests of participant should be seen as paramount and fears about sharing information should never stop you passing on concerns.

For advice and information on Safeguarding please contact the Safeguarding Strategy Manager, Warrington Adult Social Care Team on 01925 444169.

Date for policy review: 12th February 2025

ONLINE SAFETY: WHATSAPP.

At Creating Adventures we are aware of the social communication tool WhatsApp, know the concerns surrounding this tool and also safeguard our members in the correct use of it.

- Before we admit any staff/volunteers/freelance staff into Creating Adventures WhatsApp chat groups we must ensure they have an enhanced DBS check as WhatsApp gives all members access to all phone numbers within the groups.
- We must also where possible police/monitor the group chats to ensure no bullying is taking place and also to monitor for any behaviour which could be of concern or disclosures made to us. If any staff are witness to any disclosures, you must take a screen shot of the conversation, speak to Jenny Allcock immediately and write up a record of what you have seen. This must then be followed up using the process stated in the Safeguarding Policy.
- It is our role to ensure members are given instruction on changing settings to safeguard the adults.
- Each chat group set up for Creating Adventures' members will be monitored by at least one member of staff/volunteer.
- Any member of the chat group causing concern (bullying, foul language, inappropriate behaviour) will be spoken to and removed from the group if necessary.
- A disclaimer should be visible on the WhatsApp groups notifying members of the time that the groups are monitored.
- Messages from staff should be posted between the hours of 9am and 9pm unless urgent or intervention is necessary.

WHATSAPP
Age restriction: 16
This is WhatsApp's minimum age.
WhatsApp is one of the most popular messaging apps in the world, with more than 1.5 billion people in more than 180 countries using it to send and receive text, photos, videos and documents, as well as make voice and video calls through an Internet or Wi-Fi connection. The free app offers end-to-end encryption, which means that messages can only be read by the sender and the recipient in one-to-one chats, or all members if it is a group chat. Not even WhatsApp can read them.

What do I need to know about WhatsApp?
AGE LIMIT CHANGE
Since May 2018, the minimum age for using WhatsApp is 16 years old if you live in the European Union, including the UK. Prior to this, the minimum age was 13, which still applies for the rest of the world. WhatsApp has not yet stated whether it will take action against anyone aged between 13 and 16 who already hold accounts under the old terms and conditions, such as closing their account or seeking parental permission.

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SCAM MESSAGES
Occasionally on WhatsApp, people receive spam messages from unauthorised third parties or from fraudsters pretending to offer prizes to 'lucky people,' encouraging recipients to click on a link to win a prize. A common scam involves messages warning recipients that their WhatsApp subscription has run out with the hope that people are duped into providing their payment details. Other scam messages include instructions to forward the message in return for a reward or gift from WhatsApp or another person.

THE 'ONLY ADMIN' FEATURE AND CYBERBULLYING
Cyberbullying is the act of sending threatening or taunting text messages, voice messages, pictures and videos, with the aim to hurt and humiliate the receiver. The group chat and group video call features are great for multiple people to chat simultaneously, but there is the potential for people to hurt others with their comments or jokes. The 'only admin' feature gives the admin of a group chat greater control over who can send messages. Whilst this can be good for one-way announcements, the group admin has the power to block somebody from responding to an offensive message in a chat, which could result in a child being upset and unable to reply.

CONNECTING WITH STRANGERS
To start a chat in WhatsApp, you need to know the mobile number of the contact you want to speak to and they also need to have the app downloaded. WhatsApp can find contacts by accessing the address book of a device and recognising which of those contacts are using WhatsApp. If your child has shared their mobile number with some- body they don't know, they can use it to get in touch via WhatsApp.

LIVE LOCATION SHARING
WhatsApp's 'Live Location' feature enables users to share their current location in real time to their contacts in a chat, allowing friends to show their movements. The feature, which can be found by pressing the 'attach' button, is described by WhatsApp as a "simple and secure way to let people know where you are." Location-sharing is already a common feature on other social apps, including Snapchat's Snap Map and Facebook Messenger and can be a useful way for a child to let loved ones know they are safe. However, if your child is in a group chat with people they do not know, they will be exposing their location.

What do children and young people dislike about it?
The main things children and young people say that they don't like about WhatsApp are:

•Group chats can be used to bully people
•It can be addictive
•You can't report messages

What do children and young people like about it?
The main things that children and young people said that they like about WhatsApp are:

•It's an easy way to message friends and family
•You can block people

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•It's free to message over WiFi or using mobile data.
•Groups allow you to chat to lots of people at once

⭐ **TIPS**

CREATE A SAFE PROFILE
Even though somebody would need your child's phone number to add them as a contact, as an extra security measure we suggest altering their profile settings to control who can see their profile photo and status. The options to choose from are 'Everyone,' 'My Contacts' and 'Nobody.' We suggest selecting 'My Contacts' or 'Nobody' to ensure their profile is protected.

EXPLAIN HOW TO BLOCK PEOPLE
If your child has received spam or offensive messages, calls or attachments from a contact, they should block them. Messages and status updates sent by a blocked contact will not show up on the phone and will stay
undelivered. Blocking someone will not remove this contact from the contact list – they will need to be removed from the phone's address book. To block a contact, your child needs to open the person's chat stream and tap on the settings.

REPORT SCAM MESSAGES
Advise your child not to tap, share or forward any message that looks suspicious or sounds too good to be true. When your child receives a message from an unknown number for the first time, they will be given the option to report the number as spam directly inside the chat. They can also report a contact or a group as spam using the following steps: 1) Open the chat. 2)Tap on the contact or group name to open their profile information. 3) Scroll to the bottom and tap 'Report Spam.'

DELETE ACCIDENTAL MESSAGES
If your child has sent a message to the wrong chat or if a message they sent has contained a mistake, they can delete it. To do this, simply tap and hold on the message, choose 'Delete' and then 'Delete for everyone.' The app allows seven minutes to delete the message after it has been sent, but it is important to remember that recipients may have seen and screenshot a message before it was deleted.

Date for policy review: 12th February 2025

<u>SAFEGUARDING INCIDENT LOG</u>

- Date and time of the incident

- Exactly what the person at risk said, using their own words about the abuse

- How it occurred or exactly what has been reported to you

- Appearance and behaviour of the person at risk

- Any injuries observed

- Name and details of any witnesses

- If you witnessed the incident, write down exactly what you saw

- The record should be factual, but if it does contain your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence.