

## COSMIC PEOPLE SAFEGUARDING POLICY \* PREVENT \* REPORT \* RECORD

### OUR PRINCIPLES: -

To protect all people, whether internal staff, support staff or students from harm.

To provide all staff and students with our overarching principles and approach to safeguarding policy. This applies to anyone working on behalf or with Cosmic People Ltd including agency staff, students, and office staff.

We believe that nobody should experience abuse of any kind and we have a responsibility to promote people's welfare and to keep them safe from harm and to practice in a way that protects them.

The welfare of our staff and students are priority in all the work we do and all the decisions we take regardless of age, disability, gender, reassignment, race, religion or belief, sex, or sexual orientation. Everyone has an equal right to protection from all types of harm or abuse.

Many students with disabilities are additionally vulnerable because of the impact of previous experiences, their communication needs, or other issues.

### WE WILL SEEK TO KEEP PEOPLE SAFE BY: -

- Valuing, listening to and respecting all people.
- Appointing a nominated safeguarding lead within our office – Mandy Bant.
- Adopting safeguarding best practice to our policies and procedures.
- Recruiting and selecting staff safely ensuring all necessary compliance checks are made.
- Recording storing and using information securely in line with data protection legislation guidance.
- Ensuring that students and staff know where to go for help if they have a concern.
- Publishing this document on our website for easy accessibility.
- Taking all safeguarding information from students at 1st point of contact.
- Providing all support staff with the student's specific safeguarding information such as emergency contact, term time address, GP details.

- Providing all support staff with Safeguarding contact numbers and information – for their information and to pass on to students in need.
- Advising all support staff of induction information including health and safety and safeguarding policy for each university they attend in person.
- Sharing information about safeguarding practice with our support staff via this document.
- Using our safeguarding procedures to share concerns and relevant information with agencies in the event of emergency.
- Ensuring we have a transparent complaints procedure in a place as available on our website and sent to every student in their introductory email.
- Building a safeguarding culture where both internal and external staff and clients treat each other with respect and dignity and are comfortable about sharing concerns.

### COSMIC PEOPLE NOMINATED SAFEGUARDING LEAD: -

Mandy Bant

Email: mandy@cosmic.co.uk

Contact: 01283 716 333

Mobile: 07780 602 250 (24 hours)

### PREVENTION

- For all students obtain term time address, emergency contact details, GP address, medication, and external support links information at point of referral.
- All details to be saved in student files for easy access.
- Send these details to relevant staff member with referral.
- All support staff referrals to include specific student safeguarding information and generic safeguarding numbers.

## COSMIC PEOPLE SAFEGUARDING POLICY (CONTINUED)

- All internal Cosmic People staff to take the CPD accredited Safeguarding training by the 30th of September 2021.
- Cosmic People external support staff offered free online CPD accredited Safeguarding training.
- All external support staff to read Safeguarding document as part of induction and confirm back read and understood before commencing work.
- All external support staff registered are subject to compliance checks in accordance with REC recruitment guidelines.
- This document available on Cosmic People website and accessible to all staff both internal and external.
- Cosmic People lone working risk assessment procedures in place.
- Higher Education Institute information – to include Safeguarding and Health & Safety information available for all university campuses to be disseminated to external support staff before commencing work on campus in person or available upon request.
- All support staff and students are provided with a 24 hour out of office mobile number in case of emergency: -

**Cosmic People out of office 24 hours mobile number: - 07780 602250.**

All staff have a dedicated line manager in our office who is their point of contact.

**Office hours:** Monday to Friday from 8:45am until 5:30pm. Office manned continuously between these hours.

### PROCEDURE

#### KEEP CALM AND ACT WITHOUT DELAY

##### 1. IMMEDIATE EMERGENCY

- If it is an emergency (possible threat to life) you will need to advise that we have a duty of care to protect life and will need to breach confidentiality and call the emergency services.

- Keep them talking if possible and call emergency services/alert a colleague to call emergency services asap.
- Call 999 and ask for an ambulance to be sent to their location as soon as possible.
- Tell the student that an ambulance is on its way.

##### 2. NON-IMMEDIATE EMERGENCY

- If it is not a life-or-death emergency, ask the student/individual what action they would like us to take?
- Call 101.
- Contacting the university student well-being services and asking for a counsellor to give them a call.
- Recommending for them to make an appointment with the GP.
- Recommending for them to attend A&E.
- Send the student the safeguarding information attached to the referral so that they have access to the information themselves. Make a record in the email of the conversation and actions advised.
- Offer and advise them to contact a friend or parent and ask them to contact the student.
- Is there someone who they can contact or a friend who they can ask to come over.

### RECORD AND REPORT

- Evidence the nature of concern/disclosure.
- Only record factual information - do not add your own opinion.
- Please note name, contact number and reference of any agencies involved.
- Make a concise written record and save in student file (create or save in safeguarding subfolder). Include actions, times, and dates.
- If calling emergency services take a reference.
- If the call was from an external staff member, advise them of an update.

*See next page for a Safeguarding Risk Assessment Template*

## SAFEGUARDING RISK ASSESSMENT TEMPLATE

If you suspect that an individual is at immediate risk and in need of protection or medical help, call 999 and ask for either the police or an ambulance (if a medical emergency). For non-urgent situations, call 101.

	Answers
Date of Incident:	
Staff member:	

### TELEPHONE CALL REPORTING PROCEDURE

1. Do you consider them to be of risk of immediate harm?	
2. Name?	
3. Current contact number?	
4. Full address including postcode?	
5. Is anybody else with them? <i>(Anyone who we can contact to get to them who lives nearby)</i>	
6. Anyone we can call to help? (Parents? Take number.)	
7. Have they called emergency services?	
8. If an overdose – how much have they taken and of what?	
9. If self-harm – are they bleeding and if so, how much are they bleeding?	
10. (Are they Coherent? Words slurred? Struggling to speak?)	
11. Anything else we need to know?	
12. Advise that you will call an ambulance immediately.	
13. Ask them to remain where they are (unless fire)	

*Email Reporting Procedure on the next page*

## SAFEGUARDING RISK ASSESSMENT TEMPLATE (CONTINUED)

	Answers
<b>EMAIL REPORTING PROCEDURE</b>	
1. Reply to email advising you will give them a call or ask them to call us.	
2. Call student back immediately	
3. If no reply ring 999 and ask for an ambulance	
4. If an email reply, ask the questions above and advise you will call an ambulance.	
5. Email them back and advise an ambulance has been called and ask the questions above	
6. Update the person concerned with the situation who reported the concern	