

ACE-Aware and Trauma- Informed Safeguarding Policy

1. Statement and Purpose

- 1.1. The London ACEs Hub (LAH) is a network of survivors, multidisciplinary professionals and community advocates. Its activities aim to build awareness of [adverse childhood experiences](#) (ACEs), trauma-informed care and resilience among London communities, statutory and non-statutory organisations and policy-makers. As a network of individuals, the LAH understands safeguarding as a collective responsibility related to self and mutual care. This encompasses a trauma-informed culture and shared actions committed to empowering and respecting all members of our communities: children, young people, adults, the elderly, families, and especially those with lived experiences or at risk of abuse and neglect, including [ACEs](#).
- 1.2. The purpose of this policy is to ensure that an ACE-aware and trauma-informed safeguarding approach is an integral part of the London ACEs Hub so that Network members, collaborators, and beneficiaries of its work experience genuine and caring relations, to prevent suffering as much as possible and endorse resilience. This applies to the individual conduct and shared responsibilities of every member and collaborator working with the LAH, as well as operational procedures, projects, and Network activities.

2. Safeguarding within the Context of the London ACEs Hub

2.1. The London ACEs Hub is committed to designing and undertaking its activities in a way that endorse a safeguarding approach based on the **4Rs of trauma-informed care**:

- **Realise** the widespread individual and collective impacts of trauma.
- **Recognise** signs and symptoms of trauma in the concerned person(s), their relationships, community, ourselves, and colleagues.
- **Respond** by integrating insights and the knowledge gained from the person's lived experience, choices, and their understanding of safety.
- **Resist re-traumatisation** by making every effort to respect the person's needs and preferences after making options and potential consequences clear, preventing toxic stress so physical and psychological safety is preserved, and reaching out for support as required to build inner and outer resilience.

The 4Rs are based on the LAH commitment to the following **6 trauma-informed principles**:



Source: https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm

- 2.2. The London ACEs Hub does not provide frontline services such as therapeutic interventions. Network members, collaborators or members of the community might feel triggered, nevertheless, during an activity or event promoted by the LAH and might share sensitive information of a safeguarding nature. The LAH is committed to listen, respect, and take seriously all experiences, safeguarding concerns, disclosures or allegations raised, including those received anonymously.
- 2.3. The London ACEs Hub has a statutory obligation to notify the Local Authority if information becomes known during its activities that could indicate that a child, young person or vulnerable adult *may* be experiencing or be at *risk* of experiencing harm (see [Working Together to Safeguard Children](#) and [Care Act 2014](#)). The notification of the concern is a London ACEs Hub responsibility. Assessing whether children, young people or adults are experiencing abuse will be the responsibility of the Local Authority.
- 2.4. The London ACEs Hub is committed to the continued development of trauma-informed safeguarding awareness and processes via the promotion of open, honest and compassionate conversation, personal boundaries, regular policy and procedures reviews, and reflective-practice and training as required.

3. Scope

- 3.1. The London ACEs Hub works with all communities of Greater London. Our ACE-aware and trauma-informed safeguarding approach aims to promote the safety, wellbeing, and right to thrive and build resilience of everyone with whom we come into contact, embracing and celebrating our diversity related to age, gender, disability, sexual orientation, religion, socioeconomic status, nationality and ethnic and cultural origin.
- 3.2. For the purpose of this policy, a child or young person is defined as a person under the age of 18. A person with special education needs and disabilities (SEND) may also be considered a young person between the age of 18 and 25 as defined by the [Children and Families Act 2014](#). Vulnerable adults are individuals of age 18 or over who have “care and support needs and who are at risk of neglect and abuse and are unable to protect themselves” ([Care Act 2014](#), Section 43, 277).

4. Policy Review

This policy will be reviewed by the London ACEs Hub Designated Safeguarding Leads (DSL), Safeguarding Team, Coordinating Group and Directors every year and more often as required. An independent consultant will be appointed to ensure the integrity of our practices.

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Go to [Procedures](#)

Building Resilience: ACE-Aware and Trauma-Informed Safeguarding Procedures

Introduction

Safeguarding, resilience building, and healing work side by side and is an individual and collective responsibility in the [London ACEs Hub](#) (LAH). Abuse and neglect resulting from [adverse childhood experiences](#) (ACEs) and other traumatic events can have multiple emotional, physical, psychological, interpersonal, and intergenerational impacts. These traumas, more often than not, have ripple effects in our relationships, families and communities in London and beyond.

The London ACEs Hub's **ACE-Aware and Trauma-Informed Safeguarding Procedures** are designed to address and prevent **primary** and **secondary** harm and re-traumatisation and build individual and community resilience. They are based on the **4Rs of trauma-informed care** and **6 trauma-informed principles** described in the *London ACEs Hub Safeguarding Policy*.

1. Promoting safety in the LAH activities and beyond

The London ACEs Hub recognises that addressing ACEs, trauma, and resilience building may be challenging, exposing and triggering for some individuals. Its activities require careful consideration and measures in order to ensure self- and mutual care and prevent re-traumatisation. The LAH risk assessment, and nurturing and preventive approach include the following procedures:

1. Every London ACEs Hub member and collaborator sign **agreements** (see *Appendix I*) confirming understanding of and commitment to:
 - a. the **4Rs** and **6 principles of trauma-informed care** addressed in the *Safeguarding Policy* and *Procedures*; and
 - b. *confidentiality* and *privacy* governed by the [LAH Privacy Notice](#).
2. **Pre-brief and rehearsals** are parts of events and meetings to discuss purpose, needs and possible triggers and risks collectively, and establish clarity about our commitments to promote the safety and resilience of all involved, and prevent potential re-traumatisation.
3. **Reviews** in order to promote the wellbeing and safety of all involved take place at events and meetings' **debriefs** and during **operational activities** as appropriate. These reviews are led by the London ACEs Hub Directors, Coordination Group, and Workgroup Leads and inform updates of policies and procedures as deemed necessary.
4. The London ACEs Hub is committed to facilitating **mutual understanding** and **respect** amongst its members and when interacting with collaborators, external providers, and beneficiaries. This is a **shared and individual responsibility**. Each individual, member or collaborator of the LAH, is required to take **personal responsibility** for one's comments, boundaries, and behaviours and for the ways in which they might impact and/or trigger others.

2. Concerns and disclosures: First point of contact

The individual who receives the concerning information in the first instance is responsible to initiate the safeguarding response. This must include:

1. Considering the context and the needs of the person(s) concerned keeping the *4Rs of trauma-informed care* and the safety of everyone involved in mind.
2. Following the *Internal Trauma-Informed Mediation in Appendix II* if the concern is related to members or collaborators of the London ACEs Hub and does not need to be escalated to Local Authorities.
3. Following the *Safeguarding Response Step-By-Step Guide: 6 trauma-informed principles in Appendix III* if the concern requires escalation to Local Authorities for further assessment.
4. Informing the Designated Safeguarding Leads or Safeguarding Team within 24 hours.

3. Action in the event of imminent risk of harm

1. If a person is in immediate danger, the police or ambulance must be called straight away on 999. This should be a shared decision with the person concerned with lived experience whenever possible to minimise the risk of actual or potential harm and re-traumatisation.
2. Encourage the person concerned to speak directly with the officers or to be present when the call is made if possible and appropriate.
3. Follow up agreed actions and inform the Designated Safeguarding Leads or Team within 24 hours.

4. Recording and reporting the information

1. The individual who receives the information is responsible for filling in the *Trauma-Informed Safeguarding Report Form* in *Appendix IV* (download [here](#)) with a factual record of the event and actions taken to safeguard the person(s) concerned.
2. Date, time and sign the report and save it in a password-protected file before sharing it with the Designated Safeguarding Leads (DSL) at contact@londonaceshub.org within 24 hours of the concern being raised. If the concern is related to one or both of the DSL, the Safeguarding Team should be contacted instead – see online form [here](#).
3. The decision making should be minuted and signed by the DSL or members of the Safeguarding Team as appropriate.
4. Written records should be stored in a secure place in line with the London ACEs Hub [Privacy Notice](#). Be aware that the report may be required later as part of operational or legal obligations and must be available.

5. Processing and escalating concerns to external agency

1. The Designated Safeguarding Leads will discuss the concerns and consult with the Safeguarding Team as required (see *Appendix VI*) to decide whether to inform the relevant Local Authority body - e.g. Multi Agency Safeguarding Hub (MASH) or the police.
2. The decision about whether to make a referral to Local Authority should take place as soon as possible and be based on procedures addressed in previous sections associated with the *4Rs and 6 principles of trauma-informed care* and the *welfare* of the person(s) at risk of actual or potential harm. If there are any doubts as to whether escalation of concerns is needed, a referral should be made for further Local Authority assessment.
3. The choices of the person(s) concerned with lived experience should be taken into consideration in the decision-making process and should be made clear and respected as much as possible, including by completing the *Informed Consent Form* in *Appendix V*.
4. Information of a safeguarding nature should be shared within and without the LAH on a strictly need-to-know basis. Self and mutual care and active efforts to prevent re-traumatisation should be at the forefront of shared decision making and actions at all times.

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Go to [Appendices](#)

London ACEs Hub

ACE-Aware and Trauma-Informed Safeguarding Policy and Procedures

APPENDICES

Appendix I

Collaborator Agreement and Recording Release Consent

Event Title

(type here)

Type: (e.g. Workshop; Zoom webinar and YouTube livestream)

Date:

Introduction

This form is to be signed by each person who has agreed to be a collaborator or speaker guest and to be recorded in audio and/or video format as the principal party to, or as part of, the above-named event carried out by the London ACEs Hub (LAH).

The recording of the event will be edited and subsequently made available to the public on the LAH [website](#) and [YouTube](#) channel and might be shared by the LAH or members of the public in other media and online platforms. The LAH will only use the recordings appropriately and sensitively for educational purposes.

Any queries, including regarding content editing and withdrawal of consent, should be addressed to the LAH Operational Directors, Tiane Graziottin and Roger Grimshaw, at contact@londonaceshub.org.

Informed Consent

I, the undersigned, agree to participate in the event above named, which will be recorded in audio/video format by the London ACEs Hub, on a voluntary basis and free of charge / receiving a fee of £__ (add/delete as applicable).

Where there is **sharing of lived experience**, mine or from a third party, either by spontaneous account or case study, I confirm that it will be done in a caring, respectful and mindful manner and in accordance with the LAH [Privacy Notice](#) and Safeguarding Policy and Procedures. It will be my responsibility to ensure that the identity of the concerned person(s) is anonymised and protected if the sharing involves a third party.

Where there are **materials created by me** included within my presentation, I grant to the LAH a perpetual worldwide licence to make these available for educational purposes. I understand that any copyright or other intellectual property within my presentation is my responsibility and that it will become a property of the LAH once recorded and available to the public.

I consent to the use of my personal data being processed for the purposes of the recording and subsequent publishing. My personal data will be processed in accordance with the LAH [Privacy Notice](#) and the provisions of data protection law.

I understand that I have 48 hours from the time of the event to notify the LAH if I would like to edit out any contributions made by me during the event before the recording is made public. If I do not notify the LAH of my wishes within this period, I undertake to give consent to my full contribution to be used as required in the editing process and published recording.

Full name:

Signature:

Date:

Appendix II

Internal ACE-Aware and Trauma-Informed Mediation

The safety and wellbeing of individuals and the group as a whole are responsibilities shared by all Network members present during meetings and activities of the London ACEs Hub. We believe that LAH members can support one another in facing and overcoming triggers, challenges and potential risks to their well-being that may arise during our activities if committed to the LAH Safeguarding Policy and Procedures. If one or more LAH members feel triggered or unsafe during a meeting or activity, the following trauma-informed steps should be undertaken:

1. The chairs or facilitators and all Network members present must consider **timing** and **context** and the **six principles and 4Rs of trauma-informed care** before responding (see *ACE-Aware and Trauma-Informed Safeguarding Procedures* and Appendix III).
2. Efforts should be made to encourage mutual understanding and respect between the individual(s) triggered and involved.
3. Opportunities should be given for the group to process the situation before the end of the meeting or activity if appropriate and possible and follow-up actions should be agreed collectively as much as possible.
4. The Designated Safeguarding Leads (DSL) should be notified verbally or in writing within 24 hours if they are not present during the incident. If the concern is related to one of both of the DSL, the Safeguarding Team should be contacted instead.
5. The chairs or facilitators, in conjunction with the Safeguarding Leads or Team, are responsible to facilitate and review actions as appropriate.
6. Follow-up actions should include one-to-one and group meetings to promote mutual understanding and safety.
7. The London ACEs Hub CIC Directors should be consulted and involved in the process as required and appropriate.
8. The preferences of the individuals affected should be listened to and respected throughout the process. If differing preferences or ethical dilemmas arise, the Safeguarding Leads and/or Team and CIC Directors will take into consideration the wellbeing of the individuals involved, as well as the wellbeing of the Network as a whole, in the search for the most constructive outcome.
9. Information should be recorded and stored according to London ACEs Hub [Privacy Notice](#).
10. The insights and learnings gained during the mediation should be shared and implemented in operational activities and policies and procedures, as required and appropriate, to foster greater levels of personal and collective responsibility, safety, and resilience within the Network and beyond.

Appendix III

Safeguarding Response Step-By-Step Guide: 6 Trauma-Informed Principles

Safety

1. Acknowledge and respect the person's experience and her/his/their sharing in a non-judgemental and validating way.
2. Listen to the person with compassion and care and state clearly that you fully acknowledge and/or believe their experience.
3. Be mindful of *timing* and *context* if you feel triggered by a comment or sharing. Consider your wellbeing as well as the wellbeing of the person(s) concerned, and others involved, before addressing your views so that respect and mutual safety are preserved.
4. Understanding safety as defined by all individuals concerned is a high priority.

Trustworthiness and Transparency

5. Make your role clear and inform the person concerned, including children and young people, about the LAH Safeguarding Procedures.
6. State that you will have to pass the information on to the Designated Safeguarding Leads and highlight that the information will be treated seriously and respectfully.
7. Make options clear and respond to any queries this may prompt in an open and transparent manner to promote informed decision, trust, and self and mutual care.

Peer Support

8. Collaboratively identify triggers, protective factors and supportive actions and relationships (buffers).
9. Provide accessible information about resources available when required to increase safety and prevent harm and re-traumatisation - e.g. local resources and peer assistance, links for 24hrs services, emergency telephone numbers, etc. (See Appendix VI and VII)
10. Make use of the support available in the LAH Network (Appendix VI). The Safeguarding Leads/Team will strive to respect individuals' views and preferences and will mediate and facilitate communication whenever required and/or possible to promote mutual understanding, learning, and increased safety. The LAH Directors will be consulted if appropriate. This peer support is applicable to concerns related to Network members' wellbeing and safety and/or interactions with external collaborators or beneficiaries. This process will require openness and commitment from all parties involved.

Collaboration and Mutuality

11. Learning sensitive and traumatic information may be triggering and/or elicit strong emotions or shock. You may feel a need to acknowledge this. It is important in this process to consider the *Window of Tolerance* of everyone involved, *timing* and *context* and try to remain calm and emotionally and cognitively available.

12. Reassure the person concerned, asking questions for clarification as appropriate. Ask questions to clarify the basic facts of what they are already telling you so that you respect the person's pace, process, and choices. This is also applicable in group contexts.
13. The London ACEs Hub is a network of individuals committed to valuing and promoting inclusion and individual and collective resilience. The Safeguarding Leads and Team, the Self and Mutual Care Team, and the members of the Coordinating Group and Directors, are available to work alongside you, the concerned person and other colleagues. Do not make decisions alone. Make use of the support available to address concerns, build understanding and safety, and prevent re-traumatisation. (See Appendices II, VI and VII)

Empowerment, Voice and Choice

14. Double check your understanding of the facts with the person concerned as required and appropriate.
15. Enquire about her/his/their views and preferences about outcomes to make them safer.
16. Record in writing and accurately what you have been told/witnessed and their stated choices as soon as possible (see Appendix IV).
17. Share and review your written recording with the person concerned to ensure accuracy whenever possible and appropriate. Their account, experiences and story belong to them and should be validated and always respected.
18. Explain that you will observe the [LAH Privacy Notice](#) and will notify the LAH Designated Safeguarding Leads in confidence.
19. Make it clear that the Safeguarding Leads will advocate for her/his/their choices as much as possible if a report to the Local Authority is required according to statutory obligations.
20. Gain the person's written or verbal consent to make the referral to the Local Authority whenever appropriate and possible (see Appendix V).
21. State that she/her/they will be informed of the actions taken by the Safeguarding Leads as appropriate and that they can be contacted as required at contact@londonaceshub.org.

Cultural, Historical and Gender Issues

22. Pay attention to aspects related to context, racial, ethnic, cultural, and socioeconomic backgrounds, disability, sexual orientation, and gender identity during your communications and observation.
23. Recognise and acknowledge the impact of historical experiences, including individual, interpersonal, familial, intergenerational, community and environmental traumas.
24. Assumptions can be harmful and re-traumatising. Take a deep breath and ask questions to clarify your understanding as required and appropriate before responding.
25. If you or other individuals feel triggered due to cultural, racial, historical, gender and other discriminations, keep in mind the *4Rs of trauma-informed care* and consider your and the other person's *Window of Tolerance* before sharing your views. Respect to your wellbeing as well as the wellbeing of everyone involved is equally important in the process of building constructive communication, resilience and safety, and preventing harm. This includes being mindful of diverse views and experiences, stress levels, context, timing, You are not alone in this effort. This is the responsibility of everybody in the LAH. The Safeguarding Leads and Team and the Self and Mutual Care Team are available for extra support as required (see Appendices II, VI and VII). Everyone is important.

Appendix IV

London ACEs Hub Trauma-Informed Safeguarding Report Form

Trauma-Informed Safeguarding Incident Report Form					
<p><i>Please save this form password-protected and email it upon completion and within 24 hours after the incident occurs to the London ACEs Hub Designated Safeguarding Leads: Tiane Graziottin and Roger Grimshaw - Email: contact@londonaceshub.org If the concern is related to one or both of the Designated Safeguarding Leads, please complete the confidential online form here.</i></p>					
Criteria for Safeguarding Report - Please tick or type as applicable					
Abuse or neglect of a child/young person is known or suspected		Abuse or neglect of a vulnerable adult is known or suspected			
Other safeguarding concerns (please state)					
Person Reporting					
Full Name					
Tel/Mobile No.		Email			
Designation/Role at time of the incident					
Date and time of report submission		Signature			
Person(s) Concerned - Please complete as many sections as possible					
Full Name					
DOB/Age		Address			
Tel/Mobile No.		Email			
Informed Consent (see section 5 of Procedures and Appendix V)					
Has information-sharing consent been gained?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	State type or reason for lack of consent below
Has the content of this report been shared with the concerned person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	State reason for lack of sharing
Safeguarding Incident					
Date		Time		Place	
Individuals involved (please list all including yourself)					

Factual description of the incident	
Safeguarding concerns (please list all)	
Voice & Choices of Person(s) Concerned	
What would need to happen to make the situation safer as stated by the person concerned?	
Is there anything that the person concerned would like to avoid or prevent from happening to protect oneself/others from traumatisation or re-traumatisation?	
Safeguarding Actions	
What actions have been undertaken to safeguard and protect the individual(s) concerned following the incident? (Please list all actions taken by you, person concerned and/or others)	
Self and Mutual Care	
Would you like any support from us following the incident to ensure self and mutual care? This may be applicable to your needs and/or the needs of the person(s) concerned.	

Thank you for completing this form. The LAH Safeguarding Leads or Team will keep you and the concerned person informed of the outcome of the report as appropriate. For any questions, please contact Tiane Graziottin and Roger Grimshaw at contact@londonaceshub.org or, alternatively, contact the Safeguarding Team by clicking [here](#).

Appendix V

London ACEs Hub Informed Consent Form

I (full name)....., of (address)

.....,

hereby give my permission for personal information provided by me to be shared with:

- the London ACEs Hub Designated Safeguarding Leads and Team. YES NO
- the Local Authority (Social Care, police) for further safeguarding assessment and support as required.
YES NO

I have had the opportunity to discuss the implications of sharing or not sharing information about me. I understand that my lived experiences, preferences and choices will be fully considered and treated respectfully by the London ACEs Hub. I also understand that they may need to contact the Local Authority against my choice if it is a statutory requirement to protect me or others from actual or potential harm. If they do this, they will make clear my stated preferences and choices to the Local Authority to respect my voice and highlight the need to work collaboratively with me to prevent traumatisation as much as possible.

I understand that the London ACEs Hub will follow their [Privacy Notice](#) when recording, sharing and storing my personal information. They will also keep me informed of actions taken and their outcomes in accordance with their Safeguarding Policy and Procedures and statutory obligations.

I am aware that I can contact the London ACEs Hub at the details below if I have any questions or if I decide to withdraw this information sharing consent.

Date:

Signature:

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Name of the person receiving this form:

Date:

Signature:

London ACEs Hub Designated Safeguarding Leads

Tiane Graziottin and Roger Grimshaw

Email: contact@londonaceshub.org

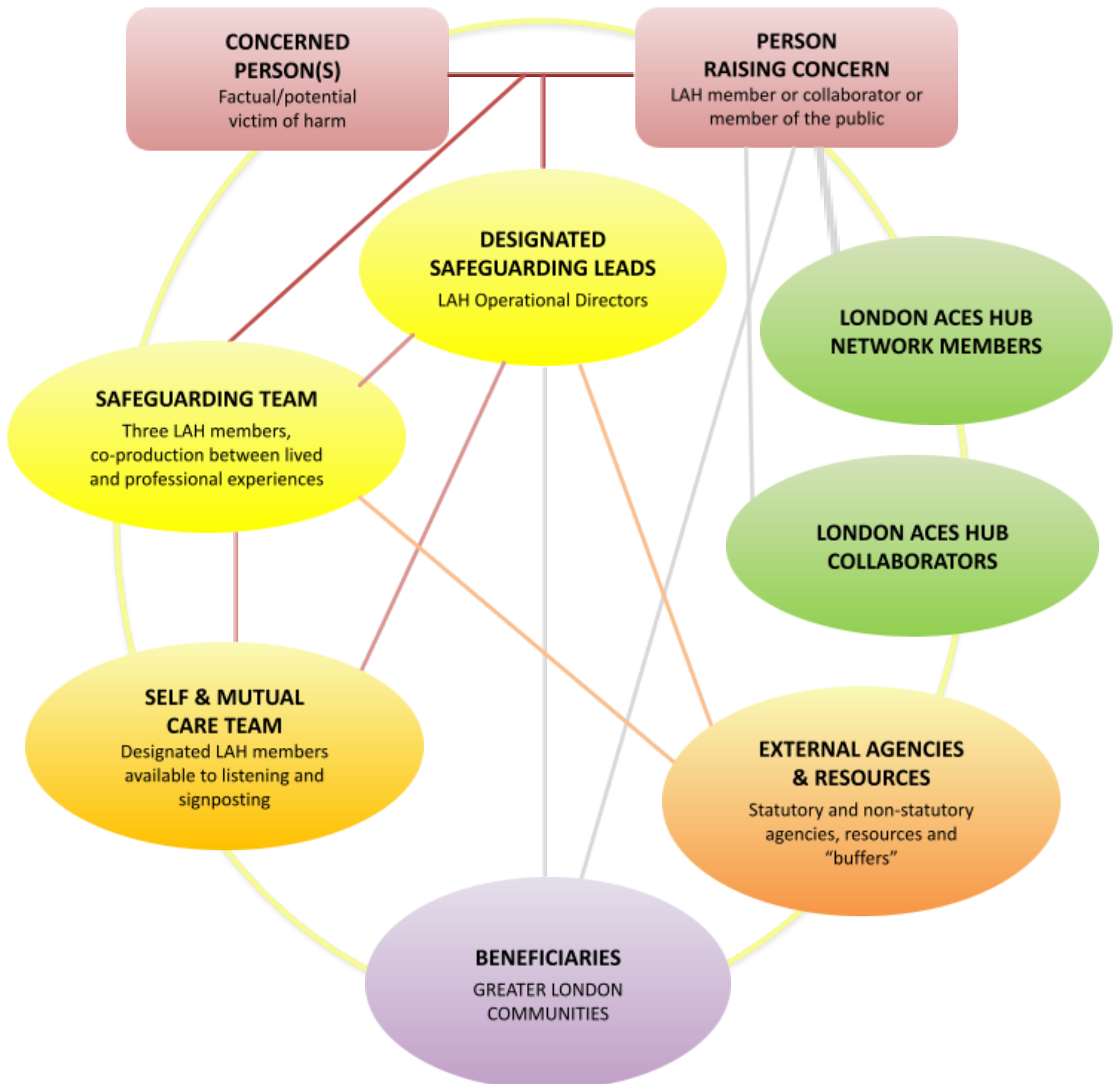
Safeguarding Team - for concerns related to the Designated Safeguarding Leads

Complete confidential online form [here](#).

Appendix VI

London ACEs Hub Safeguarding Infographic

A resilience-building, ACE-aware and trauma-informed safeguarding approach based on self and mutual care is everyone's responsibility and gain.



Appendix VII

Safeguarding Resources

Statutory Guides

- [Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children](#)
- [What to do if you're worried a child is being abused: Advice for practitioners](#) (including definition of types of child abuse and neglect)
- [Child abuse and neglect: early help, recognition, assessment and response to abuse and neglect of children and young people](#) (NICE)
- [Safeguarding children: detailed information](#) (comprehensive list of guides and resources)
- [Care Act 2014 Safeguarding Guidance](#) (including definition of types of adult abuse)

Statutory Legislation

- [Children Act 1989](#)
- [Mental Capacity Act 2005](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Mental Health Act 2007](#)
- [Equality Act 2010](#)
- [Children and Families Act 2014](#)
- [Care Act 2014](#)
- [Modern Slavery Act 2015](#)

Other Relevant Resources

- [Different types of child abuse](#) (NSPCC)
- [Gillick competency and Fraser guidelines](#) (NSPCC - information on informed consent for children/young people under the age of 16)
- [Safeguarding Adults - NHS England](#) (including assessing capacity for informed consent)
- [Power Threat Meaning Framework](#)
- [Contextual Safeguarding](#)

Local Authority where the LAH office is based

- [Reporting concerns about a child](#)
- [Reporting concerns about an adult](#)

List of Support Services and Online Resources (London-wide and beyond)

- Emergency helpline (police and ambulance): **999** / Non-emergency helpline: **111**
- Samaritans helpline: **116 123**
- NSPCC Childline: **0800 1111** / NSPCC adult helpline: **0808 800 5000**
- The Mix - [Essential support for under 25s](#)
- Young Minds - [Information and support for children, young people and those supporting them.](#)
- Survivors' Network - [Get help](#) / [Online resources](#) for social distancing and self-isolation
- Survivors Trust - [Resources Website](#)
- The British Association For Counselling And Psychotherapy (BACP) - [Find a Therapist](#)
- United Kingdom Council for Psychotherapy (UKCP) - [Find a Therapist](#)
- The Black, African and Asian Therapy Network (BAATN) - [Find a Therapist](#)
- Meditation apps - [Headspace](#) and [Calm](#)