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**Derry City & Strabane**  
District Council

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Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

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**Derry Cittie & Stràbane**  
Destrìck Cooncil

# **Safeguarding**

**A guide for service users**

**Safeguarding is everyone's business and  
together we can make a difference.**

## Introduction

This guide provides information for service users about what Derry City and Strabane District Council is doing to safeguard children and adults at risk.

- A child is anyone aged under 18 years of age.
- An adult at risk is anyone aged 18 years or over who could be at risk of harm due to their personal or environmental circumstances.

## Our commitment to Safeguarding

We aim to create a safe and welcoming environment, where everyone who uses our services and facilities is respected and valued. We ensure our organisation is run in a way that actively prevents harm, harassment, bullying, abuse and neglect. We train our staff to be ready to respond if there is a problem and we actively monitor our progress on an ongoing basis.

We have developed a comprehensive Safeguarding Policy which aims to:

- Put safeguarding at the heart of what we do to ensure the personal safety of all children and adults who use our facilities/services.
- Encourage our staff to adopt safe practices when working with children/adults at risk and ensure that new staff are vetted appropriately;
- Provide guidance and support to staff and users on how best to record and report suspected abuse;
- To work towards continuous improvement in the area of safeguarding to inspire confidence in service users and in our staff alike.

The Council's Safeguarding Policy can be found at:

[www.derrystrabane.com/safeguarding](http://www.derrystrabane.com/safeguarding)

## **Using our facilities**

We put safeguarding first. When using our facilities, feel free to ask a member of staff about our Safeguarding arrangements. We are committed to ensuring the personal safety of all who use our services and facilities.

Our staff are trained to help. Staff will listen to you, and record and report your concerns as appropriate. If, however, if you think someone is in immediate danger or if you observe something which you believe to be an emergency, do not delay, and contact the PSNI on 999.

But sometimes we might also need your help. If you see something, say something. If you have concerns when using our services and facilities, you should immediately bring it to the attention of ANY member of staff at the facility you are using or as soon as possible thereafter.

## **Hire of Council Facilities**

Where Council facilities are hired by a third party to host events and activities, the responsibility for safeguarding children and adults at risk lies entirely with the hiring party, and not with the Council. It is the responsibility of any hirer to ensure that all necessary safeguards are in place.

## **Photography**

Photography is strictly prohibited in ALL regulated areas, including changing rooms and toilet facilities.

- Council will provide signage in regulated areas advising service users about areas where photography and filming are prohibited;
- Staff will take a zero-tolerance approach to anyone suspected of unauthorised photography or video-recording in regulated areas;
- Any request to take photographs should be made to a member of staff who will provide advice in relation to our procedures;
- If in doubt, please ask a member of staff.

## Leisurewatch

All of the Council's leisure facilities are part of the Leisurewatch scheme which is designed to protect children and adults at risk through a reporting system which allows our staff to report concerns about the behaviour of any person.

## Activities

When managing activities, the Council will provide adequate adult to child supervision ratios as detailed in the Council's Safeguarding Policy. Children and/or adults at risk should not be dropped off outside a facility but should be accompanied to the facility and should be collected immediately at the end of an activity. If you have questions, please ask a member of staff.

## Useful Contact Numbers

Child Safeguarding (9am – 5pm) Social Services Western Trust (Gateway):	02871 314090
Adult Safeguarding (9am-5pm), Social Services Western Trust: (Gateway):	028 7161 1366
Children and Adult Safeguarding Regional Out of Hours Entire Council area:	028 9504 9999
Police: Urgent/Emergency	999
Police Non-Urgent	101
NSPCC Child Safeguarding Helpline - For parents and other professionals	08 8800 5000
Childline (for Children)	0800 1111
Domestic Violence Helpline:	080 8802 1414
Forced Marriage Unit	020 7008 0151
Human Trafficking	080 0012 1700
Directory of Services to help improve mental health and wellbeing (ZCard):	<a href="https://www.publichealth.hscni.net/sites/default/files/2020-01/Western_area_card_2020.pdf">https://www.publichealth.hscni.net/sites/default/files/2020-01/Western_area_card_2020.pdf</a>