

CHILD AND ADULT PROTECTION POLICY

1. Policy Statement

The Young Lives Foundation (YLF) is committed to the safeguarding and well-being of children and vulnerable adults both in society as a whole and in our own operations and activities. We will champion and promote the safety of children and vulnerable adults above all else and expect all staff, volunteers and trustees to share this commitment and to create an open environment where everyone feels able to raise concerns, knows that concerns are listened to with a readiness to involve other agencies as necessary. As a voluntary agency working with children and vulnerable adults, YLF form part of a wider safeguarding system as described in *Working Together to Safeguard Children 2018* and we work with partners as appropriate, in accordance with our statutory responsibility, to promote the welfare of children and vulnerable adults and protect them from harm.

We are alert to the signs of abuse and neglect and follow our procedures to ensure that children and vulnerable adults receive effective support, protection and justice. We will act promptly whenever a concern is raised about a child or vulnerable adult, or about the behaviour of a child or vulnerable adult, and will work with the appropriate statutory bodies when an investigation into abuse is necessary.

We will set best practice standards for working with children and vulnerable adults within YLF's own operations and activities and will promote best practice in the wider community. We will work with all agencies including statutory, private and voluntary organisations to promote the safety and well-being of children and vulnerable adults. We will seek to provide a safe and welcoming environment where all children and vulnerable adults are respected and valued.

2. Introduction

This policy has been developed in accordance with the principles established by the *Children Acts 1989 and 2004*; and in line with government publications: *Working Together to Safeguard Children 2018, Keeping Children Safe in Education (2018) (KCSIE)* as it can apply to YLF, and the Kent Safeguarding Children Multi-agency Partnership Arrangements (KSCMPA) 2019.

3. Definitions

Safeguarding and promoting the welfare of children and vulnerable adults is defined for statutory purposes as

"Protecting them from maltreatment; preventing impairment of their health or development; ensuring that they live in circumstances consistent with the provision of safe and effective care; and taking action to enable them to have the best outcomes".

The term **child** or **children** refers to anyone under the age of 18.



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The term **vulnerable adult** refers to a person over the age of 18 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.

Vulnerable adults may:

- Be elders
- Have mental health needs
- Have a physical disability or sensory impairment
- Have a learning disability
- Have a chronic disabling illness
- Misuse substances or alcohol
- Have dementia

4. Ethos

YLF is part of a community and all those directly connected (staff, volunteers, trustees, parents, carers, other support agencies, and service users) have an essential role to play in making it safe and secure. We welcome suggestions and comments that will contribute to this process.

YLF recognises the importance of providing an ethos and environment that will help children and vulnerable adults to feel safe, secure and respected; encourage them to talk openly; and enable them to feel confident that they will be listened to.

We recognise that some children and vulnerable adults who are abused or witness violence are likely to have low self-esteem and may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. We aim to provide a stable, secure and predictable element in children and vulnerable adults' lives.

4.1 Aims:

YLF will endeavour to support the welfare and safety of all people we work with through:

- Maintaining people's welfare as our paramount concern including when we develop and deliver activities
- Ensuring the content of activities includes aspects of social and emotional development
- Ensuring that we help children/vulnerable adults to stay safe by providing support that helps them to recognise when they don't feel safe and identify who they can talk to
- Providing suitable support and guidance so that children/vulnerable adults have a range of supportive adults to approach if they are in difficulties



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- Ensuring all steps are taken to maintain physical safety
- Working with parents, carers and other agencies to build an understanding of YLF's responsibility to ensure the welfare of all children/vulnerable adults including the need for referral to other agencies in some situations
- Ensuring all staff and volunteers are able to recognise the signs and symptoms of abuse and are aware of YLF's procedures and lines of communication
- Monitoring children/vulnerable adults who have been identified as having welfare or protection concerns; keeping confidential records which are stored securely and shared appropriately with other professionals
- Developing effective and supportive liaison with other agencies
- Providing all staff, volunteers and trustees with the necessary information to enable them to meet their statutory responsibilities to promote and safeguard the wellbeing of children and vulnerable adults
- Demonstrating that YLF's top priority is to safeguard children and vulnerable adults and promote their welfare by consistently modelling good practice

5. Named Staff and Trustees with Safeguarding Responsibilities

Designated Safeguarding Lead (DSL) | Kristy Tidey (Advocacy Manager)

Kristy Tidey | **07525 590252** | kristy.tidey@ylf.org.uk

Kristy has overall responsibility for safeguarding as detailed above. In addition she will ensure this policy is updated annually, compliant with legislation, is fully embedded within YLF and is effective in protecting and supporting the wellbeing of children and vulnerable adults. She will ensure YLF's safer recruitment policy is implemented and safeguarding training is up to date. She will report any concerns to the Lead Trustee and/or Chairman.

Deputy Designated Safeguarding Leads | Neil Vickery (Operations Manager) and Stephen Gray (CEO)

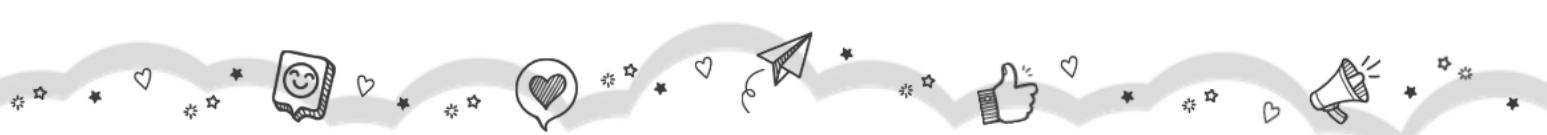
Neil Vickery | **07808 310409** | neil.vickery@ylf.org.uk

Stephen Gray | **07814 387161** | stephen.gray@ylf.org.uk

Neil and Stephen will support the DSL in all safeguarding functions as above and cover for her on occasions that may be necessary.

Chair of Body of Trustees | Les Hutchinson

Contact details on request



Les will ensure that YLF and its trustees comply with their duties under legislation and YLF's policy. He will ensure trustees have up to date safeguarding training to level 1 and would be responsible for dealing with any allegation against the CEO.

Lead Trustee for Safeguarding | Marilyn Hodges

07595 933503 | marilynhodges@blueyonder.co.uk

Marilyn is the nominated trustee for safeguarding. She will take the lead role on behalf of trustees in ensuring that YLF has an effective policy which interlinks with related policies; that locally agreed procedures are in place and being followed; and that the policy and structures supporting safeguarding children and vulnerable adults are reviewed annually.

5.1 Responsibilities

Everyone who comes into contact with children/vulnerable adults and their families and carers has a role to play in safeguarding. YLF form part of the wider safeguarding system.

All staff and volunteers have a responsibility to identify people who may be in need of extra help or who are suffering, or are likely to suffer, significant harm. All staff and volunteers then have a responsibility to take appropriate action as YLF policy and to support working with other services as needed.

The Designated Safeguarding Lead (DSL) has overall responsibility for the day to day oversight of safeguarding practice and procedures within YLF. This includes:

- Acting as a consultant for staff, volunteers and trustees to discuss concerns
- Maintaining a confidential recording system
- Co-ordinating safeguarding action for individual children/vulnerable adults
- Liaising with other agencies and professionals
- Ensuring that locally established procedures are followed and making referrals as necessary
- Representing or ensuring YLF is appropriately represented at inter-agency safeguarding meetings when invited to do so (including Child Protection conferences, FGCs, Case Reviews) and managing/monitoring this participation
- Organising training for all YLF staff, volunteers and trustees

The trustees will ensure that the DSL is properly supported in this role.

The welfare and safety of young people and vulnerable adults however are the responsibility of all YLF staff and volunteers and ANY concern for a child/vulnerable adult's welfare MUST be reported to the Designated Child Safeguarding Lead (DSL).



In order to protect confidentiality, safeguarding information about individual children/vulnerable adults is shared on a need to know basis only and thus, what may seem to be a minor issue to one staff member, may be highly significant to the bigger picture of risk.

6. Safeguarding Procedures

YLF adheres to the Kent Safeguarding Children Multi-agency Partnership Arrangements 2019. The full KSCMP procedures document and additional guidance relating to specific safeguarding issues can be found on the KSCMP website www.kscmp.org.uk

Additional guidance can be found in the staff room and YLF shared folders including:

- ‘What to do if you are Worried About a Child Being Abused’ (DFE 2015)
- Kent Support Levels Guidance
- The Assessment Framework for Children in Need and their Families (2000)

All staff, volunteers and trustees have been provided with a copy of a summary safeguarding policy which includes who to contact.

It is the responsibility of the DSL to receive and collate information regarding individual children/vulnerable adults, to make immediate and on-going assessments of potential risk and to decide actions necessary (with parents/carers/the local authorities). This includes the need to make referrals to partner agencies and services. To help with this decision he may choose to consult with Specialist Children’s/Adults Services Duty Social Workers who offer opportunities for consultation as part of the Child/Adult Protection process.

Issues discussed during consultations may include the urgency and gravity of the concerns for a child/vulnerable adult and the extent to which parents/carers are made aware of these. Some concerns may need to be monitored over a period of time before a decision is made to refer to Specialist Children’s Services or other services.

Such referrals might include to Specialist Children’s Services as either Child/Adult Protection or Child in Need, to Police where there are potential criminal issues, referral to the CAF (Common Assessment Framework) or Early Help Notification processes or referral to services such as Child and Adolescent Mental Health Service (CAMHS) etc.

Referrals to Specialist Children’s Services will be made using the local authorities recommended procedure and with reference to the Kent and Medway Interagency Threshold Criteria for Children in Need. In situations where there are felt to be urgent or grave concerns, a telephone consultation will be made prior to the form being completed and sent to the County Duty Team. All referrals are now made via the Centralised Duty Teams unless it’s already an open case.

In all but the most exceptional circumstances, parents/carers will be made aware of the concerns felt for a young person/vulnerable adult at the earliest possible stage. In the event of a referral to



Specialist Children's Services being necessary, parents/carers will be informed and consent to this will be sought unless there is a valid reason not to do so.

7. The role of YLF in situations where there are child/vulnerable adult protection concerns is NOT to investigate but to recognise and refer

On occasion, staff/volunteers may pass information about a person to the DSLs, but remain anxious about action subsequently taken. Staff/volunteers should feel able to clarify with the DSLs further progress, so that they can reassure themselves the referred person is safe and their welfare is being considered. If following this process, the member of staff/volunteer remains concerned that appropriate action is not being taken, it is the responsibility of that member of staff/volunteer to seek further direct consultation from the local Specialist Services Teams who will be able to discuss the concern and advise on appropriate action to be taken.

A statement on YLF's website will inform parents and carers and others about our duties and responsibilities under child/adult protection and safeguarding procedures. Interested parties can obtain a copy of the YLF's Safeguarding Policy and other related policies on request in addition to being able to view them on the website www.ylf.org.uk

8. Types of Abuse and Neglect

Staff/volunteers need to remember that abuse can occur within all social groups regardless of religion, culture, social class or financial position. Children/vulnerable adults who have a disability are statistically subject to greater risk of abuse and are particularly vulnerable. It is also important to remember that those who abuse children/vulnerable adults can be of any age, gender, ethnic group or background and it is important not to allow personal preconceptions to prevent recognition or action taking place.

8.1 Abuse

A form of maltreatment. Somebody may abuse or neglect a person by inflicting harm, or by failing to act to prevent harm. They may be abused by an adult or adults or another child or children or inflicting self-harm. There are elements of emotional abuse in all forms of abuse and some children/vulnerable adults may be subjected to more than one form of abuse at any one time.

8.2 Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or vulnerable adult.

8.3 Emotional abuse

The persistent emotional maltreatment of a person such as to cause severe and adverse effects on their child/vulnerable adult's emotional development. It may involve conveying to a person that they



are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the person opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a person's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing people to feel frightened or in danger, or the exploitation or corruption of a vulnerable person. Some level of emotional abuse is involved in all types of maltreatment, although it may occur alone.

8.4 Sexual abuse

Involves forcing or enticing a child/vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child/vulnerable adult is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children/vulnerable people in looking at, or in the production of, sexual images, watching sexual activities, encouraging children/vulnerable people to behave in sexually inappropriate ways, or grooming a child/vulnerable adult in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

8.5 Neglect

The persistent failure to meet a person's basic physical and/or psychological needs, likely to result in the serious impairment of the person's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child/vulnerable adult from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a person's basic emotional needs.

8.6 Radicalisation

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Extremism is defined by the Government in the Prevent Strategy as:

"Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas."

Since 2010, when the Government published the Prevent Strategy, there has been an awareness of the specific need to safeguard children, young people and families from violent extremism. There



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have been several occasions both locally and nationally in which extremist groups have attempted to radicalise vulnerable children and young people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

More information on recognising forms of abuse, including Financial and Institutional Abuse is detailed in Appendix 1.

8.7 Peer Abuse

The Young Lives Foundation will take steps to minimise the risk of all forms of peer on peer abuse. We will ensure that appropriate time is dedicated to training staff and volunteers to spot the signs of peer on peer abuse and enable children to develop an awareness and understanding of abusive behaviour and to ensure that children recognise warning signs.

Service users who have experienced peer on peer abuse will be supported by:

- Offering them an opportunity to discuss the experience with a member of staff of their choice as soon as possible
- Being advised to keep a record of concerns as evidence and offer discussions regarding how to respond to concerns and build resilience, if appropriate.
- Providing reassurance and support
- Making appropriate safeguarding referrals to relevant Local Authorities in line with YLF's safeguarding policy if required

Service users who are alleged to have abused other young people will be helped by:

- Discussing what happened, establishing the specific concern and the need for behaviour to change
- Providing appropriate education and support either internally or signposting to appropriate external agencies
- Making appropriate safeguarding referrals to relevant Local Authorities in line with YLF's safeguarding policy if required
- Sanctioning in line with YLF behaviour agreements signed and agreed by young people accessing YLF Services

The Young Lives Foundation is aware of and will follow KSCB procedures (www.kscb.org.uk) for supporting children who are at risk of harm as a result of their own behaviour.

<http://www.anti-bullyingalliance.org.uk/tools-information>

9. Induction and Training

All YLF staff, volunteers and trustees will be offered an appropriate level of safeguarding training. This will include internal responsibilities, child/vulnerable adult protection processes, how to recognise and respond to signs and symptoms of concern and abuse, safe working practice and



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duties under the PREVENT strategy. Training is organised by the DSL in line with government guidance but no less than:

- The DSL and Deputy DSLs training to level 3 when they first take on the role and then updated every two years
- Other staff and volunteers to attend training to level 1 every three years with an annual reminder provided by the DSL or relevant trainer
- The nominated trustee should receive safeguarding training from a strategic perspective on a three yearly basis
- The rest of trustees to receive basic training provided by the DSL, nominated trustee or a relevant trainer every three years or upon appointment
- Any relevant updates to be provided to all personnel annually
- Specific safeguarding training e.g. e-safety, trafficked children/vulnerable adults, FGM, will be available for staff/volunteers as necessary

The DSL will ensure that all new staff and volunteers are appropriately inducted as regards to YLF's internal safeguarding procedures and communication lines. A summary information sheet is available to be given to staff and volunteers to support this process.

The DSL will provide an annual report to the trustees detailing safeguarding training undertaken by all staff/volunteers and will maintain up to date registers of who has been trained.

10. Dealing with Disclosures

It takes a lot of courage for a child/vulnerable adult to disclose that they are being neglected and/or abused. They may feel ashamed, particularly if the abuse is sexual, their abuser may have threatened what will happen if they tell, they may have lost all trust in adults, or they may believe, or have been told, that the abuse is their own fault. If a child/vulnerable adult talks to you about any risks to their safety or wellbeing you will need to let them know that you must pass the information on – you are not allowed to keep secrets or promise confidentiality. The point at which you do this is a matter for professional judgement. If you jump in immediately they may think that you do not want to listen; if you leave it till the very end of the conversation, they may feel that you have misled them into revealing more than they would have otherwise.

In the event of a member of staff or volunteer receiving a disclosure of abuse, s/he will:

- Listen carefully to what the child/vulnerable adult is saying without interrupting, remain calm and do not over-react – the child/vulnerable adult may stop talking if they feel they are upsetting you
- Make clear that s/he is taking the child/vulnerable adult seriously and acknowledge how difficult it must be for them; give reassuring nods or words of comfort – 'I'm so sorry this has



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happened', 'I want to help', 'This isn't your fault', 'You are doing the right thing in talking to me'

- Explain, at an appropriate time as early as possible, that because of the seriousness of the matter and our concern for the child/vulnerable adult's health, safety and well-being, the information provided by them will need to be shared with others strictly on a need to know basis
- Under no circumstances ask investigative or leading questions – such as how many times this has happened, whether it happens to siblings too, only ask questions for clarification and avoid asking questions that suggest particular answers or are in any way probing
- Do not automatically offer any physical touch as comfort. It may be anything but comforting to a child/vulnerable adult who has been abused
- Avoid admonishing the child/vulnerable adult for not disclosing earlier. Saying 'I do wish you had told me about this earlier' or 'I can't believe what I'm hearing' may be your way of being supportive but the child/vulnerable adult may interpret it that they have done something wrong
- Let the child/vulnerable adult know what will happen next, to whom the information is to be passed on, and what will happen once it has been passed on
- Undertake to keep the child/vulnerable adult informed as to any action that is proposed and to offer support through that process, if that is requested
- As soon as possible, record all the details of what was said, using the exact words that the child/vulnerable adult has used and not interpreting any of the information
- Seek support for yourself from your line manager if you are distressed

The member of staff/volunteer will immediately inform the DSL or Deputy DSL of the situation and a decision will be made whether to make a referral to either the children's/adults services duty team or the police. All serious allegations of abuse will be referred.

A Safeguarding and Concern Form must be completed, signed and dated by the member of staff/volunteer and the DSL/Deputy DSL.

10.1 What to do if you suspect a young person is at risk of significant harm?

There may be occasions when a member of staff or volunteer suspects that a child/vulnerable adult may be at serious risk, but you have no 'real' evidence. The child/vulnerable adult's behaviour may have changed or you may have noticed other physical but inconclusive signs. In these circumstances, you should try to give the child/vulnerable adult the opportunity to talk. The signs you have noticed may be due to a variety of factors and it is fine to ask the child/vulnerable adult if they are alright or if you can help in any way. If the child/vulnerable adult does begin to reveal that they are being harmed or at risk of significant harm you should follow the advice above: Dealing with Disclosures.



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Concern about the possibility of abuse or significant harm must be reported at the earliest opportunity to the DSL, Deputy DSL. Use the Safeguarding and Concern Form (see: Appendix 2) to record these early concerns and pass it to the DSL immediately. If there is a risk of immediate serious harm to a child or vulnerable adult a referral should be made to Central Duty Teams immediately.

Once a concern has been raised the DSL will decide on an appropriate course of action:

- Further clarification is needed
- There is no cause for concern and no further action is necessary
- There is no cause for immediate concern but the situation should be monitored and recorded
- Consultation with children/adults services is required within a defined timescale
- There is immediate cause for concern and the matter will be referred to children's/adult services.

11. Record Keeping

Staff and volunteers must record any welfare or safeguarding concern or disclosure about a child/vulnerable adult on YLF's Safeguarding and Concern Form (with a body map where injuries have been observed if relevant) and pass this without delay to the DSL. All incidents must be recorded as soon as possible and at the latest within 24 hours of the situation arising, preferably using the Safeguarding and Concern Form and must be signed and dated by the member of staff or volunteer and counter signed by their manager.

11.1 Safeguarding and Concern Forms are provided in Appendix 2 of this document and are available in handbooks and on the shared resources.

In the event of a YLF form not being available, recording the event or concern must include:

- Date and time of incident
- Details of the incident giving rise to concern (e.g. any relevant conversations that took place, details of any injury, etc.)
- Any action taken

Safeguarding records are kept centrally and securely by the DSL and are shared on a need to know basis only.

12. Working with Other Agencies

YLF recognises and is committed to its responsibility to work with other professionals and agencies both to ensure people's needs are met and to protect them from harm. We will endeavour to identify those people and families who may benefit from the intervention and support of external professionals and will seek to enable referrals, in discussion with parents/carers as appropriate.

YLF is not the investigating agency when there are child/vulnerable adult protection concerns and will therefore pass all relevant cases to the statutory agencies. We will however contribute to the



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investigation and assessment processes as required and recognise a crucial part of this may be in supporting the child/vulnerable adult whilst these take place.

YLF will always work to establish strong and co-operative relationships with relevant professionals in other agencies.

13. Confidentiality and Information Sharing

We recognise that all matters relating to child/adult protection are confidential. The DSL/Deputy DSLs will disclose information about a child or vulnerable adult to other members of staff on a need to know only basis.

All staff/volunteers must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and vulnerable adults. All staff/volunteers must be aware that they cannot promise a child or vulnerable adult to keep secrets which might compromise the child or vulnerable adult's safety or wellbeing (see above: Dealing with Disclosures).

14. Supporting People to Stay Safe

We recognise that YLF can play an essential role in helping people to understand and identify the parameters of what is appropriate behaviour between children and adults; what is 'safe'; to recognise when they and others close to them are not safe; and how to seek advice and support when they are concerned.

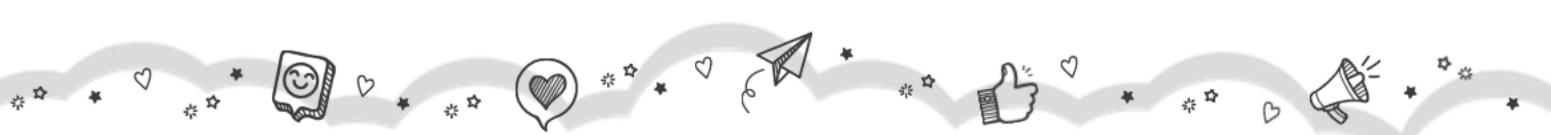
YLF will use their wide opportunities of working with children and vulnerable people through providing activities and services for them to increase self-awareness, self-esteem, social and emotional understanding, assertiveness and decision making so that people have a range of contacts and strategies to ensure their own protection and understand the importance of protecting others.

Systems have been established to support the empowerment of children and vulnerable adults to talk to a range of staff and volunteers. Children and vulnerable adults will be listened to and heard and their concerns will be taken seriously and acted upon as appropriate.

Specific systems of support include consultations groups, children and vulnerable adults' involvement in interviews, recruitment and training of staff and volunteers, feedback forums/surveys and employment/volunteering opportunities.

14.1 E-Safety

It is recognised that the use of new technologies presents particular challenges and risks to children and vulnerable adults. YLF will provide opportunities for children/vulnerable adults to learn about and manage the associated risks effectively and will support adults who care for and work with children/vulnerable adults (including all members of staff/volunteers) to become aware and alert to the needs of keeping young people safe online. Detailed information can be found in the YLF E-Safety Policy.



15. Supervision and Support

Any member of staff or volunteer affected by issues arising from concerns for a child/vulnerable adult's welfare or safety can seek support from their line manager or DSL.

The DSL can put staff and volunteers in touch with outside agencies for professional support if they so wish.

YLF also has an Employee Assistance Programme for all staff (Worklife Support) where they can access independent and confidential support.

16. Safe Working Practice

Staff and volunteers are required to work within clear guidelines on Safe Working Practice.

Children/vulnerable adults may make allegations against staff/volunteers in situations where they feel vulnerable or where they perceive there to be a possible risk to their welfare. As such, all staff/volunteers should take care not to place themselves in a vulnerable positions and avoid opportunities for potential allegations. For example, it may be advisable for one to one work with children/vulnerable adults to be conducted in view of other adults, depending on the circumstances.

Full advice and guidance regarding lone working can be found in the Health and Safety Policy and Procedures and Guidance for Safer Working Practice for Adults who Work with Children and Young People (2009) which can be found in the shared resources folder.

Staff/volunteers should be particularly aware of the professional risks associated with the use of electronic communication (e-mail; mobile phones; texting; social network sites) and should familiarise themselves with advice and professional expectations outlined in Guidance for Safer Working Practice for Adults Who Work with Children and Young People, YLF's E-Safety Policy and Acceptable Use of Internet, Email and Mobile Phone Policy and the KSCMP document: Safer Practice with Technology – Guidance for Adults Who Work with Children and Young People.

17. Complaints

YLF has a **Complaints Procedure** available to service users, staff, volunteers or other stakeholders who may wish to report concerns. This can be found in the shared resources folder.

All reported concerns will be taken seriously and considered within the relevant and appropriate process. Anything that constitutes an allegation against a member of staff or volunteer will be dealt with under the specific Procedures for Managing Allegations against Staff.

18. NSPCC Whistleblowing Advice Line

The Home Office and Department for Education have commissioned the NSPCC to manage an advice line where concerns can be raised around how matters are being handled. The advice line is not intended to replace any current practices or responsibilities of organisations working with children. The helpline advisors would encourage professionals to raise any concerns about a child to their own



employer in the first instance. However, the advice line offers an alternative route if whistleblowing internally is difficult or professionals have concerns around how matters are being handled.

The NSPCC Whistleblowing Advice Line can be reached on 0800 028 0285.

19. Safer Recruitment

YLF is committed to ensuring that all steps are taken to recruit staff and volunteers who are safe to work with children/vulnerable adults and have their welfare and protection as the highest priority. The trustees and Senior Management Team at YLF are responsible for ensuring that the charity follows safe recruitment processes outlined within statutory guidance. YLF maintain a Single Central Record (SCR) of appointments; and an application, vetting and recruitment process which places safeguarding at its centre, regardless of employee or voluntary role.

The trustees will ensure that the CEO/DSL, other senior staff responsible for recruitment and one trustee complete accredited Safer Recruitment Training in line with government requirements.

20. Photography and Images

The vast majority of people who take or view photographs or videos of children/vulnerable adults do so for entirely innocent, understandable and acceptable reasons. Sadly, some people abuse children/vulnerable adults through taking or using images, so YLF must ensure that there are safeguards in place.

To protect children/vulnerable people YLF will:

- Seek the individuals consent for photographs to be taken or published (for example, on our website or in newspapers or publications)
- Seek parental/carers' consent
- When photographs of children are published YLF uses only the first name with an image unless parents/carers have consented for the child's full name to appear next to the image
- Ensure that children are appropriately dressed
- Encourage individuals can tell us if they are worried about any photographs that are taken of them.

Further guidance for volunteers on the taking and storing of photographs and images of children is contained in YLF's Handbooks. From time to time professional photographers are invited to take group photographs or pictures of significant events; any professional photographers hired by YLF will always be accompanied by a YLF member of staff.

Photographs, digital images or videos of people may be taken by parents, carers and family members, when people are involved in YLF organised activities and may include images of other people. To respect the privacy of others and in some cases for protection purposes, these images should not be made publicly available on social networking sites or on other public areas of the



internet. Parents and carers should not take photographs of people when they are not fully clothed e.g. in a swimming pool or changing room. If the behaviour of an adult capturing images seems unusual or individuals appear to be worried by someone taking photographs of them, staff and volunteers will act to challenge this (where they feel safe and confident to do so) and report the matter to the DSL as soon as possible, and in as much detail as possible, to allow the concern to be followed up. The police will be informed in cases of serious concern.

Flash photography can cause distress or trigger seizures in those with medical conditions and therefore should not be used.

21. Accountability and Responsibility

The Chief Executive Officer is responsible for the accountability and implementation of this policy.

22. Monitoring and Review

This policy will be monitored and reviewed by the Board of Trustees of YLF annually.

23. Communications

This policy will be communicated to trustees, staff and volunteers to implement into their practices and is available via induction packs, handbooks, shared folders and on request.

This policy is readily available to external stakeholders electronically or by hard copy on request.

Date Adopted | May 2016

Revised Date | April 2018

Updated | March 2020

Review Date | March 2021

Associated Policies:

E-Safety Policy

Code of Conduct

Guidelines for Safeguarding Record Keeping

Volunteer Handbooks

Health and Safety Policy (including First Aid and Accident Procedures)

Lone Working Policy

Use of internet and e-mail/mobile phone policy

Safer Recruitment Guidelines



Disciplinary Procedure

Grievance Procedures

Supervision Policy

Induction Policy

Positive Disclosure Policy

Whistle-Blowing Policy

Risk Managements and Risk Assessment Procedures (Activities/Residential Activity)

These documents can be found in the shared Policy Folder and available in volunteer handbooks.

Contact details for Local Safeguarding Team and LADO:

LADO Team contact number | 03000 410 888

Email | kentchildrenslado@kent.gov.uk



Appendix 1 | Recognising Abuse

The following information is designed as a guide to help staff and volunteers become more alert to, and aware of, the signs of possible abuse. It is not the responsibility of staff or volunteers to determine whether abuse has taken or is taking place; your responsibility lies in reporting disclosures and concerns to the appropriate people.

Neglect

This can be a difficult form of abuse to recognize, and yet it can have some of the more lasting and damaging effects.

The physical signs and changes in behaviour that may indicate neglect include:

- constantly hungry, perhaps stealing food from others
- constantly dirty or in an unkempt, unwashed state
- inappropriately dressed for the weather conditions
- weight loss or being constantly under weight
- being tired all the time
- failure to attend medical appointments or not requesting them
- mentioning being left alone or unsupervised

Physical Abuse

Cuts and bruises can be a normal part of a child/vulnerable adult's daily life. However, some children/vulnerable adults will have bruising or cuts that could only have been caused non-accidentally. Important indicators are where on the body the bruises or injuries occur, whether any explanations given, or the lack of explanations, fit the injury; and also whether there was a delay in seeking medical treatment when treatment may be quite necessary.

The physical signs and changes in behaviour that may indicate physical abuse include:

- injuries that cannot be explained on any part of the body
- bruises which reflect hand marks or fingertips from slapping or pinching
- cigarette burns, bite marks, broken bones, scalds
- a fear of approaching parents/carers for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when touched or approached
- depression, withdrawn behaviour
- running away from home



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- reluctance to get changed
- female genital mutilation

Emotional Abuse

This can be difficult to identify. Often those who appear well-cared for may be emotionally abused by being put down or belittled. Also, some children/vulnerable adults may be receiving little or no attention or positive regard from their parents/carers. Those not allowed to mix and play with others may also be experiencing emotional abuse.

The physical signs and changes in behaviour that may indicate emotional abuse include:

- a failure to thrive or grow
- sudden speech disorders
- delayed development, either physically or emotionally
- exhibiting neurotic behaviour such as hair twisting or rocking
- reluctance to have carers/social workers contacted or approached regarding their behaviour
- exhibiting a lack of confidence or the need for approval or attention
- fear of making mistakes
- exhibiting self-harming behaviour

Sexual Abuse

Adults who exploit their power and use children/vulnerable adults to gratify their own sexual needs abuse both girls and boys of all ages, cultures and abilities, including babies, toddlers and young people. More often than not, the child/vulnerable adult's behaviour will cause you to become concerned. However, there are physical signs that highlight concerns. In all cases, children/vulnerable adults who talk about sexual abuse do so because they want it to stop. Therefore, it is vitally important that they are listened to and taken seriously.

The physical signs and changed behaviour that may indicate sexual abuse include:

- stomach pains, discomfort when walking or sitting down
- bruising or injuries to parts of the body that are normally not seen
- pregnancy
- sudden or unexplained changes in behaviour/mood, i.e. becoming aggressive or withdrawn
- nervousness or fear of being left with specific persons or groups
- acting in sexually inappropriate ways with peers/adults
- sexual knowledge, drawings and language that is beyond their developmental age or level



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- running away
- self-harm and mutilation, suicide attempts
- eating disorders, such as bulimia (overeating) or anorexia
- indicating that they have secrets that cannot be told to anyone
- bedwetting
- substance abuse (drug and alcohol)

Radicalisation

- being in contact with extremist recruiters
- accessing violent extremist websites, especially those with a social networking element
- possessing or accessing violent extremist literature
- using extremist narratives and a global ideology to explain personal disadvantage
- justifying the use of violence to solve societal issues
- joining or seeking to join extremist organisations
- significant changes to appearance and/or behaviour
- experiencing a high level of social isolation, resulting in issues of identity crisis and/or personal crisis

Financial or Material

- unexplained or sudden refusal to pay bills
- unexplained or sudden withdrawal of money from accounts
- unexplained disappearance of personal possessions from home
- extraordinary interest by family members and other people in the vulnerable person's assets
- evasiveness or lack of co-operation by person managing financial affairs

Institutional | Residential and nursing homes

- lack of flexibility and choice for residents in waking/bedtimes
- lack of opportunity to obtain drinks and snacks
- lack of choice over meals
- lack of appropriate bedding or heating
- lack of personal possessions

- lack of procedures in financial management, medical matters and other care issues
- denial of privacy in personal care, such as toileting, bathing, dressing; editing mail; restricting visits
- use of other residents' or 'pooled' clothing
- breaches of residents' confidentiality
- unjustified restraint
- lack of action to deal with abuse

Institutional | Supported or sheltered housing

- staff using master keys without due cause
- staff entering rooms/flats without permission or nor waiting for a reply after knocking
- breaches of residents'/tenants' confidentiality
- restrictive practices in the use of communal facilities

The above lists are not definitive: they are a guide to assist staff and volunteers in becoming more aware. Children/vulnerable adults may show some of these indicators at some time; however, the presence of one or more should not be taken as proof that abuse is occurring or has occurred.

Grooming

Grooming is the process by which an individual prepares a child, significant adults and the environment for abuse of this child. Children and young people can be groomed online or in the real world, by a stranger or by someone they know. Groomers may be male or female. They could be any age. Many children and young people do not understand that they have been groomed, or that what has happened is abuse. The signs of grooming are not always obvious. Groomers will also go to great lengths not to be identified.

Children may:

- be very secretive, including about what they are doing online
- have older boyfriends or girlfriends
- go to unusual places to meet friends
- have new things such as clothes or mobile phones that they can't or won't explain
- have access to drugs and alcohol
- go missing from home or school
- display behavioural changes
- have sexual health issues; or
- present as suicidal, self/harming, feeling depressed, unworthy.

In older children, signs of grooming can easily be mistaken for 'normal' teenage behaviour, but you may notice unexplained changes in behaviour or personality, or inappropriate sexual behaviour for their age.

See the NSPCC website for further information about grooming.

Signs of grooming and/or online abuse:

A child may be experiencing abuse online if they:

- spend lots, much more, or much less time online, texting, gaming or using social media
- are withdrawn, upset or outraged after using the internet or texting
- are secretive about who they're talking to and what they're doing online or on their mobile phone; and/or
- have lots of new phone numbers, texts or e-mail addresses on their mobile phone, laptop or tablet.

Signs of grooming manifested by sex offenders:

It is important to remember that not all sex offenders will exhibit these signs and if an individual exhibits some or all of these signs it does not mean that they are a sex offender.

- Overly affectionate behaviour with a child
- Affording special attention or preferential treatment to a child
- Excessive time spent alone with a child outside of the classroom/school
- Frequently spending time with a child in private or isolated areas
- Transporting a child to or from the school
- Making friends with a child's parents and visiting their home
- Acting as a particular child's confidante
- Giving small gifts, money, toys, cards, letters to a child
- Using texts, telephone calls, e-mails or social networking sites to inappropriately communicate with a child
- Flirtatious behaviour or making suggestive remarks or comments of a sexual nature around a child.

Modus operandi of institutional grooming

- Target vulnerable victim - Perpetrators target victims who are vulnerable, isolated, insecure and/or have greater emotional needs
- Gain victim's trust – Offenders may allow a child to do something (e.g. eat ice cream, stay up late, view pornography) which is not normally permitted by the child's parents or the school in order to foster secrecy.

Appendix 2 | YLF Concern Form

YLF SAFEGUARDING AND CONCERN FORM

Name of Child/Vulnerable Adult |

Date of Birth |

Name of Staff/Volunteer Reporting Concern |

Date Concern Raised/Identified |

Name of DSL |

Date Discussed with DSL |

Details of Concern/Disclosure
Description of Injury (if seen)

Action Taken <i>(Please also provide details of any discussions which led to action)</i>	Date	Staff Initial



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Details of Other Agencies Contacted <i>(Please state the Agency, purpose of contact and outcome)</i>	Date	Staff Initial

Further Action Required	Date Completed	Staff Initial

Date Concern Signed Off |

DSL Signature |

CEO Authorisation |



Appendix 3 | Specific Safeguarding Issues

Expert and professional organisations provide up-to-date guidance and practical support on specific safeguarding issues. For example NSPCC offers information for schools which may be of use to YLF staff at: <http://www.nspcc.org.uk>.

Staff can also access broad government guidance on the issues listed below via the gov.uk website:

- child sexual exploitation (CSE)
- gangs and youth violence
- bullying including cyberbullying
- grooming
- gender-based violence/violence against women and girls (VAWG)
- domestic violence
- mental health
- drugs
- private fostering
- fabricated or induced illness
- radicalisation
- faith abuse
- sexting
- female genital mutilation (FGM)
- teenage relationship abuse
- forced marriage
- trafficking

Non-Governmental Organisation (NGO) advice is also available regarding other safeguarding issues, as follows:

- eating disorders
- self-harm



Appendix 4 | Safeguarding and Child/Adult Protection

SAFEGUARDING AND CHILD/VULNERABLE ADULT PROTECTION | A SHORT GUIDE

There are two documents of which all YLF staff and volunteers need to be familiar:

1. YLF Safeguarding Policy
2. Code of Safe Working Practice

The above documents have been distributed to all staff and volunteers and they are available via the electronic staff/volunteer handbook. If you are unsure how to access them, please see your line manager. A hard copy of each of these documents is also available for reference in the office.

These key documents are to be used for reference but they contain some critical areas that you must understand, including your responsibilities as a member of staff or a volunteer. These are:

1. That you have a responsibility to act (in accordance with the guidance) on any suspicion, concern or disclosure that may suggest a person is at risk of harm
2. That you are aware of the systems, policies and procedures within YLF which support safeguarding
3. That you are aware of who the safeguarding leads within YLF are
4. That you are aware of action you need to take if you have a concern that a person may be at risk of harm or if you have concerns about the actions or behaviour of a member of staff or a volunteer

What to Do if You Suspect a Person is at Risk of Harm

The policy refers in detail to the action you should take if you suspect a person is at risk of harm. You must be aware that if you have a concern the matter should be referred to the Designated Safeguarding Leads (DSL) as soon as possible.

If, at any point, there is a risk of immediate serious harm to a person, a referral should be made to the local authorities Central Duty Teams immediately. Anybody can make a referral. If the person's situation does not appear to be improving the staff member/volunteer with concerns should press for reconsideration.

What to Do if You Have a Concern About a Member of Staff/Volunteer

Allegations against staff should be reported immediately to the DSL who will liaise with the LADO. If an allegation relates to the CEO or DSL, this should be reported to the Lead Trustee for Safeguarding who will report to LADO.

Safeguarding and Child Protection Policy Key Personnel

Designated Safeguarding Lead (DSL) | Kristy Tidey (Advocacy Manager)

Kristy Tidey | 07525 590252 | kristy.tidey@ylf.org.uk



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Kristy has overall responsibility for safeguarding as detailed above. In addition she will ensure this policy is updated annually, compliant with legislation, is fully embedded within YLF and is effective in protecting and supporting the wellbeing of children and vulnerable adults. She will ensure YLF's safer recruitment policy is implemented and safeguarding training is up to date. She will report any concerns to the Lead Trustee and/or Chairman.

Deputy Designated Safeguarding Leads | Neil Vickery (Operations Manager) and Stephen Gray (CEO)

Neil Vickery | 07808 310409 | neil.vickery@ylf.org.uk

Stephen Gray | 07814 387161 | stephen.gray@ylf.org.uk

Neil and Stephen will support the DSL in all safeguarding functions as above and cover for her on occasions that may be necessary.

Chair of Body of Trustees | Les Hutchinson

Contact details on request

Les will ensure that YLF and its trustees comply with their duties under legislation and YLF's policy. He will ensure trustees have up to date safeguarding training to level 1 and would be responsible for dealing with any allegation against the CEO.

Lead Trustee for Safeguarding | Marilyn Hodges

07595 933503 | marilynhodges@blueyonder.co.uk

Marilyn is the nominated trustee for safeguarding. She will take the lead role on behalf of trustees in ensuring that YLF has an effective policy which interlinks with related policies; that locally agreed procedures are in place and being followed; and that the policy and structures supporting safeguarding children and vulnerable adults are reviewed annually.

If a member of staff/volunteer is unable to contact the required person and there is no other alternative person available to speak to, then he/she should contact the local LADO

Contact details for Local Safeguarding Team and LADO:

LADO Team contact number | 03000 410 888

Email | kentchildrenslado@kent.gov.uk



Appendix 5 | DSL Sheet

THE YOUNG LIVES FOUNDATION | Designated Safeguarding Leads

WHO TO REPORT YOUR CONCERNS TO

Designated Safeguarding Lead (DSL)

Kristy Tidey | Advocacy Manager

01622 693459 | 07525 590252

kristy.tidey@ylf.org.uk



Deputy DSL

Neil Vickery | Operations Manager

01622 693459 | 07808 310409

neil.vickery@ylf.org.uk



Deputy DSL

Stephen Gray | CEO

01622 693459 | 07814 387161

stephen.gray@ylf.org.uk



LADO Team Contact Number | 03000 410888

Email | kentchildrenslado@kent.gov.uk



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