
CHILD PROTECTION & SAFEGUARDING ADULTS AT RISK

Policy and Procedure

Lead Directorate: Quality & Compliance	Author: Director of Q&C & WK Interim CEO
Category: Safeguarding	Version Number: 1
Status: Final	Issue Date: May 2020
Date Approved: 19 May 2020	Review Date: August 2021

CHILD PROTECTION & SAFEGUARDING ADULTS AT RISK POLICY & OPERATING GUIDANCE

CONTENTS:

Policy:

- Introduction – Policy Statement and Aim
(Includes List of YMCA Policies on Related Safeguarding Issues)
- Designated Officers and Responsibilities

Operating Guidance:

- Safer Recruitment
- Induction and Training
- Staff Boundaries
- Definitions
- Categories of Abuse
- Record Keeping
- Safeguarding Procedures
- Disclosures – Do's and Don'ts
- Supervision and Support
- Working with Other Agencies
- Confidentiality and Information-Sharing
- Curriculum and Staying Safe
- Online Safety
- Photographs
- Allegations Against Members of Staff and Volunteers
- Whistleblowing
- Whistle Blowing Advice Line for Professionals
- Disclosure and Barring Scheme Referrals
- Allegations Against Other Professionals
- Reporting to Regulators
- The Use of Premises by Other Organisations
- Security
- Service User Feedback on this Policy & Procedures

CHILD PROTECTION & SAFEGUARDING ADULTS AT RISK POLICY

INTRODUCTION - POLICY STATEMENT:

As part of its partnering with YMCA Thames Gateway (YMCATG), YMCA West Kent (YMCAWK) is adopting the policies and procedures of YMCATG. Therefore the term "YMCA" in this policy specifically means YMCAWK working in partnership with YMCATG

YMCA adopts a person-centred and coordinated approach to safeguarding, underpinned by two key principles:-

1. Safeguarding is everyone's responsibility: everyone who comes into contact with children, young people and adults at risk has a role to play. Each person and organisation should play their part to the full for services to be effective; and
2. A person-centred approach: based on a clear understanding of the needs and views of children, young people and adults at risk.

As one of its major activities, YMCA seeks to serve the needs of children, young people and adults, promoting holistic development. In doing so, the YMCA takes seriously the need to safeguard and promote the welfare of all children, young people and adults at risk who come onto its premises or who are involved in YMCA activities.

YMCA aims to ensure that all children, young people and adults are welcomed into a safe, caring, Christian environment with a positive atmosphere where their needs are paramount. YMCA recognises that it is the responsibility of each one of its staff, paid and unpaid, to prevent abuse or neglect of children, young people and adults at risk, to report any incident or behaviour that causes concern with regard to their welfare.

To this end the YMCA has in place a number of policies and procedures that protect children, young people and adults accessing its services. The following policies and procedures should be read and followed alongside this document:-

- Boundaries Policy
- Compliments & Complaints Policy & Procedure
- County Lines & Criminal Exploitation Procedure
- DBS Check Procedure
- Equality & Diversity Policy
- Grievance Policy
- Health and Safety Policy & Procedures
- Individual Appraisal & Review Policy & Procedures
- Lone Working Policy & Procedures
- Missing Child or Adult Procedures
- Online Safety Policy
- Promoting Positive Behaviour Policy
- Recruitment & Selection Policy & Procedures
- Whistle Blowing Policy

YMCA recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and be alert to abuse. These procedures apply to all children, young people and adults regardless of their race, religion, first language or culture; age; gender

or sexuality; health or disability; location or placement; political or immigration stature or involvement in criminal behaviour.

We are aware that some children, young people and adults are more vulnerable to abuse than others and therefore additional barriers can exist. For example those children, young people and adults who are disadvantaged; those who are disabled and have specific additional needs; those with special educational needs; those that are young carers; those living away from home; those in the family home living with parental ill health, mental illness or substance misuse as well as children, young people and adults who are suffering from racial or religious harassment.

We are aware of other factors that affect children's vulnerability such as, abuse of disabled children; fabricated or induced illness; child abuse linked to beliefs in spirit possession; sexual exploitation of children, such as through internet abuse; and Female Genital Mutilation and radicalisation; that may affect, or may have affected, children and young people using our provision.

We make our-selves aware that some children, young people and adults are affected by gang activity, peer-on-peer abuse, by complex, multiple or organised abuse, through forced marriage or so called honour based violence or may be victims of child trafficking. While this may be less likely to affect young children in our care, we may become aware of any of these factors affecting older children, young people and adults who YMCA services may come into contact with.

This policy has been developed in accordance with the principles established by the Children Act 1989 its amendments and related guidance. This includes the DfES guidance Safeguarding Children and Safer Recruitment in Education (2007), the Framework for the Assessment of Children in Need and their Families (2000), the Care Act 2014, Working Together to Safeguard Children (2018) Mental Capacity Act 2005, and Local Safeguarding Children Board guidance.

POLICY AIM:

This policy aims to provide protection for the children, young people and adults at risk who receive services from the YMCA , including children of adult members or users and to provide staff and volunteers with guidance on procedures that they should follow in the event that they suspect a child or young person may be experiencing or be at risk of harm.

DESIGNATED OFFICERS AND RESPONSIBILITIES:

Designated Safeguarding Lead

YMCA West Kent has a **Designated Safeguarding Lead (DSL)**. Contact details are:

Jane Davison
Education & SEN Manager
Telephone: 01732 363 990
Mobile: 07872 987 764
Email: Jane.Davison@westkentymca.org.uk

The Designated Safeguarding Lead has a number of responsibilities:-

- To be the lead contact on safeguarding reports for Adolescents and Adults (over 11 age group) and to represent the Safeguarding Panel at case review meetings for services accessed
- To provide advice to Department Heads when reporting concerns
- To liaise with other members of the Safeguarding Panel to discuss and agree an appropriate plan of action for concerns
- To attend Safeguarding Panel meetings
- To keep up to date with legislation and Local Authority Safeguarding Procedures

The DSL has two deputies who will lead on specific areas:-

Andrea Butler
Housing Manager
Tel: 01892 518505
Mobile: 07889 707824
Email: andrea@westkentymca.org.uk

Karen Knapp, YMCA TG Director of Quality & Compliance, is the lead on Safeguarding Quality Standards & Improvements and Chair of the Safeguarding Panel.

Safeguarding Panel

In the absence of the Designated Safeguarding Lead, deputies are any member of the Safeguarding Panel. Current panel members are:-

- Joanna Read - YMCA TG, Director of Children, Youth & Family Work
(Tel: 01708 766211 Ext 248 or 07769 258906)
- Amanda Allen - YMCA TG,
(Tel: 01708 770437 or 07741 846277)
- Karen Knapp - YMCA TG, Director of Quality & Compliance
(Tel: 01708 770435 or 07841 457680)
- Brian Cooke - YMCA TG, Director of Housing
(Tel: 01708 766211 Ext 319 or 07809 711452)
- Viki Bainsfair - YMCA TG
(Tel: 01708 770416 or 07741 845450)
- Jane Davison - YMCA WK, Education and SEN Manager
(Tel: 01732 363990 or 07872 987 764)

The Safeguarding Panel Members have a number of responsibilities:-

- To develop a culture that enables issues about safeguarding and promoting welfare to be addressed. A culture where children, young people and adults at risk are listened to and their wishes taken into account both in individual decisions and the development of services.
- To develop a framework of continuous learning and improvement to safeguarding practices across the organisation.
- To review the Safeguarding Policy and Procedures every 2 years, ensuring alignment with Local Authority procedures, making them readily available to staff and customers and any changes communicated effectively.

- To evaluate the effectiveness of safeguarding policies and procedures, and to report on this to the Audit & Risk Committee bi-annually, developing an Improvement Plan for any areas where improvement is required or recommended and ensure effective implementation of the plan.
- To ensure all staff have undertaken appropriate training to ensure they are competent to carry out their responsibilities. Training may include child protection, safeguarding young people, L3 Safeguarding Designated Officer, Common Assessment Framework, Team Around the Child, Lead Professional, specialist safeguarding subjects e.g. sexual exploitation, radicalisation etc.
- To liaise with the DSL, other panel members and Department Heads on any safeguarding issues to provide advice and attend case review meetings as required.
- To notify the Local Authority Designated Officer – LADO of any allegation made against staff, volunteers or trustees of YMCA and implement guidance given, making Disclosure & Barring Scheme referrals as appropriate.
- To liaise with HR when reviewing complaints about poor practice of either staff or volunteers.
- To keep a staff safeguarding record and log of all safeguarding concerns that tracks action taken, ensuring all records relating to safeguarding are stored in an appropriate manner.
- To review and analyse safeguarding data, reporting a summary up to YMCATG Board.

Each Department has a **Designated Safeguarding Officer (DSO)**. This is normally the Department Head:-

Early Years – Children’s Services Manager
Primary Services – Primary Services Manager
Housing – Housing Managers (North & South)
Youth Projects – Director of Children, Youth & Families
Health & Wellbeing – Health & Wellbeing Manager
Catering – Executive Chef
Property – Head of Property
Finance – Finance Manager
HR – Director of People
IT – Corporate Services Manager
Chaplaincy – Chaplain
Fundraising – Fundraising Manager
Sales – Sales Manager
Communications – Communications Manager
Quality & Compliance – Director of Quality & Compliance

The Designated Safeguarding Officer has a number of responsibilities:-

- Induct all new members of staff, students or volunteers on procedures.
- To ensure all department staff have undertaken required safeguarding training, and are implementing policy and procedures effectively.
- To challenge poor practice.
- To liaise with the DSL (or Safeguarding Panel in their absence) on any safeguarding concerns.
- To take advice and implement recommended actions in response to individual safeguarding concerns raised by staff.

Board Safeguarding Champion: For YMCAWK Ann Furminger, Trustee & for YMCATG Sue Unsworth Tomlinson

The Board Safeguarding Champion has a number of responsibilities:-

- To be the point of contact, on behalf of the Board, for the Safeguarding Panel to report to on any safeguarding concerns above an agreed threshold. This will involve being notified by phone, within 48 hours, of any case where the LADO is leading on the investigation.
- Work in partnership with the Safeguarding Lead and/or Panel to ensure the safeguarding of children and vulnerable adults.
- Work in partnership with the Safeguarding Lead and/or Panel to review the effectiveness of safeguarding and report on this to the Audit Committee.

SAFEGUARDING CHILDREN & ADULTS AT RISK OPERATING GUIDANCE

SAFER RECRUITMENT:

Recruitment: Implementation of Safer Recruitment procedures are a key component of safeguarding. These procedures should be applied to all recruitment methods, whether internal, external or via a recruitment agency. Responsibility for the implementation of procedures in all future appointments are as follows:-

Recruitment of:	Responsibility:
New Board Members	Chair of Board
CEO	Chair of Board
Directors	CEO
Managers, Staff and Volunteers	Director (To whom the post ultimately reports)

The role of the HR Team is to assist with administration and support recruitment.

Directors, Department Heads and other senior leaders with responsibility for recruiting staff and volunteers will be required to undertake externally certified Safer Recruitment training.

YMCA and its portfolio of work could provide the perfect opportunity for someone who has intentions to harm or abuse children and young people. We should therefore assume that we will receive applications from people with these intentions. Perpetrators will be difficult to spot and can be masters of deception. We must therefore ensure that we follow recruitment procedures on every occasion, are diligent in our actions and pay attention to detail.

The first line of defence is to deter prospective perpetrators from applying for vacant positions. To achieve this we must publically express our safeguarding intentions at every opportunity. YMCA will therefore use the following statement:-

"YMCA is serious about safeguarding."

This statement must be used in the following ways:-

- On every recruitment advertisement

- On every job description and person specification
- On publicity materials

Recruitment adverts will also require the following text:-

"This role will be subject to an Enhanced Disclosure and Barring Service Check."

Applications: A YMCA application form must be used for every recruitment; this will include Board and Committee members and other volunteering opportunities. Application packs will also include an equal opportunities form, health declaration, declaration of criminal background form and safeguarding policy.

Scrutinising and Short-Listing: Short-listing must be carried out by two or more people, at least one of whom has completed the Safer Recruitment Training. Applications must be scrutinised for completeness and to identify gaps and discrepancies. Applicants must be assessed against the person specification. Scrutinising and short-listing notes and scores must be retained.

Interview and Selection: The process must include an element of questions and answers with a panel of at least two competent people. The organisation's mandatory safeguarding questions, relevant to the role, must be asked of all interviewees. It is the responsibility of the recruiting manager to ensure this happens. At least one panel member must have attended the certificated Safer Recruitment training.

Candidates must be tested about their competency, attitudes and behaviours, mental and physical fitness, and their motivation to work with children and young people.

If the candidate is applying for a position to work directly with children and young people (e.g. Childcare Worker, Housing Support Worker) they must be asked about their attitudes towards behaviour, control and punishment and deliver a practical activity with service users as part of the selection process. Responses to questions must be noted and retained. Notes for appointed applicants will be stored in their personnel file.

Offers and Appointments: If the relevant Director was not directly involved in the recruitment, they should be consulted prior to making a formal offer of employment. Directors should satisfy themselves that the process was robust and meets our Safeguarding requirements.

In all cases an offer must be conditional upon the satisfactory completion of pre-employment checks.

YMCA TG will not employ any individual who is on the barred list, or whose previous conduct indicates that they would be a risk to service users.

The successful candidate should be contacted by phone, and must be offered the post subject to suitable pre-employment checks, to include:

- Appropriate permission to live and work in the UK
- Two references satisfactory to YMCA
- 3 items to verify identification in line with DBS checking procedures
- A DBS suitable to YMCA

- Any other criteria required (e.g. sight and verification of any qualification certificates and evidence of safeguarding training undertaken. Photocopies are not acceptable)

References must be requested using YMCA standard reference form and sent together with the job description for the post. Reference requests will ask if the individual is suitable to work with children and young people and whether they were the subject of any safeguarding concern.

Open 'to whom it may concern' references or testimonials will not be accepted, neither should they be offered to previously employed or departing staff or volunteers. Referees must include the applicant's current or most recent employer. A further credible referee who is not a family member or friend must be sought. If the candidate has no recent employment history such as in the case of young people entering the workforce, the long-term unemployed or people returning after parenting or caring gaps, then discretion should be exercised. References from teachers, lecturers, training providers or prominent community members may be permissible.

References must be thoroughly checked and details compared with the original application for accuracy. Any issues highlighted that may cause concern must be thoroughly investigated and if necessary further clarification from the referee and candidate may be sought. References should be read by a minimum of two people including at least one person who has received the Safer Recruitment training. References must be retained on personnel files.

A Disclosure and Barring Service Check must be undertaken (See DBS Check procedures) and inputted into the YMCA DBS central record by HR.

It is a requirement of YMCA that every staff member has a satisfactory DBS disclosure prior to commencing duties. The same will apply for volunteers. In cases where DBS applications have been made but decisions are pending, the following may apply in exceptional circumstances:-

Role

Post working directly with children & Young People
(Childcare Worker, Housing Support, Youth Worker,
Child fitness class/schools work instructor)

Support Posts
(Catering, Admin, Facilities etc.)

Exceptions

Exceptional circumstance only on completion of a risk assessment in consultation with and approved by the Safeguarding Panel. Risk Assessment to be completed and signed by relevant Director in consultation with the Safeguarding Panel. Risk assessments must demonstrate how unsupervised contact with children and young people will be avoided. This must be time limited and reviewed regularly with an ultimate cut-off date.

On satisfactory completion of the above, the offer letter should be written and sent by HR, and must be subject to:-

- Acceptance of the position offered
- A successful six month probation period
- Suitable safeguarding interview (where applicable to post)

Where a DBS Check is completed which indicates a conviction/caution/warning is on record, this must be explored immediately by the relevant Department Head/Director and with the applicant/employee. A DBS risk assessment must then be undertaken before a conclusion is decided upon. Depending on the nature of the disclosure information, the following action will be taken:

- No Action
- Referral confidentially to appropriate body (eg. OFSTED, Regulator of Social Housing)
- Additional support, supervision, control measures agreed and provided
- Non-appointment or termination of employment contract

All employees are required to notify their line manager immediately, should they obtain a conviction, caution, reprimand or warning during their employment with YMCA. Failure to do so will result in disciplinary action being taken.

Applicants and Volunteers from Overseas: With effect from the 1st July 2013 there will no longer be a requirement for overseas staff and volunteers who have recently arrived in the UK (within 3 months) to undertake an enhanced DBS. DBS checks at present do not extend beyond the UK borders and therefore are not relevant for new or very recent arrivals. The emphasis will be placed on securing relevant documentation and checks from the country of residence of the individual.

INDUCTION AND TRAINING:

Directors and DSO's will ensure that all new staff and volunteers are appropriately inducted as regards YMCA safeguarding policy and reporting procedures, through a mandatory safeguarding induction.

Induction will incorporate:

- Reference to Child Protection and Safeguarding Adults at Risk Policy (received on first day or prior to employment).
- Reporting procedures.
- Information about the NSPCC Whistle Blowing Advice Line for Professional and should be shown the location of the contact number.
- Reference to Equality and Diversity Policy.
- All staff and regular volunteers are registered on the Educare training portal.
- <http://webarchive.nationalarchives.gov.uk/20100202180143/http://www.dcsf.gov.uk/everychildmatters/resources-and-practice/IG00311/> *Guidance for Safer Working Practice for Adults who work with Children and Young People.* Document to form part of Induction Training.
- Site specific Child Protection training from the Department Head.
- Signing of the Safeguarding Code of Conduct

All staff will be provided with an appropriate level of safeguarding training to ensure they are competent to carry out their responsibilities (to include internal procedure and responsibilities; child protection processes; how to recognise and respond to signs and symptoms of concern

and abuse; awareness of sexual exploitation, child trafficking, radicalisation, gang exploitation, FGM, peer on peer abuse, boundaries and safe working practice; dependent on their role) and must undergo refresher training every two years. Allocated mandatory modules are to be completed within the probation period of new staff and before permanent employment can be confirmed. Training providers are organised by the Safeguarding Panel in line with government guidance.

Directors, Safeguarding Panel and DSO's will undertake the required L3 safeguarding training when they first take up the role and that they continue to update their knowledge on an on-going basis and at least every 2 years as required by guidance. Refresher training will be required on the same basis.

Consultants will be required to understand YMCA Safeguarding Policy and the procedures for reporting concerns, and if working in regulated activity will also be required to undertake the appropriate e-learning module.

DSO's expressing an interest in developing a safeguarding specialism will be encouraged, and training will be provided to support this development.

The Safeguarding Panel and Chief Executive will provide an annual report to the Audit Committee detailing safeguarding training undertaken by all staff. HR will maintain up to date registers of who has been trained.

STAFF BOUNDARIES:

Staff and volunteers are required to maintain professional boundaries with children, young people, adults and their families. Staff and volunteers should not seek to build personal relationships, social friendships or associations through direct contact or through social media. Likewise they should not accept invitations to do so from customers. Activities such as baby-sitting are specifically prohibited.

Workers must arrange that, as far as possible, an adult is not left alone with a child or vulnerable adult where there is little or no opportunity of the activity being observed by others.

Workers must not meet a child or young person off YMCA premises outside of their normal role without a parent or other authorised adult being present. In situations where the young person is estranged from the family, best practice suggests that two members of staff should be present for meetings in the young person's home.

The nature of some of YMCA 's services mean that it is necessary to work in a confidential setting with a young person – such as key working, advice or assessment work. In such circumstances staff should ensure that colleagues are aware they are in a meeting with a client, who the client is and when the meeting will end. Staff should, where possible, also establish with the client mutually understood behaviour of both parties from the outset.

Where possible there should always be two members of staff on site at premises where children and young people access services. However, where this is not reasonably practicable the lone working member of staff should be mindful of the Lone Working Policy and a Lone Working Risk Assessment should be completed to ensure that neither the service user, nor staff member, is placed in a vulnerable position.

There should always be at least two adults present with a group taken off site of YMCA premises.

Event leaders should ensure appropriate ratios of staff to children and young people are observed according to age, gender and management of associated risk.

Workers in charge are required to keep a record of each activity/session. This record should include a register of participants and staff and details of any significant incidents.

Where children and young people have to be transported by car or minibus, staff must ensure that two members of staff are present in the vehicle and that children are seated in the back.

Ensure that children leaving YMCA premises or events do so only in the presence of adults known to have authorisation.

Where staff are required to work off site they should endeavour to meet clients in a public place where their interaction with the child or young person may be easily observed by others.

Staff working within the housing projects managed by the YMCA should be aware that they are working in the home of the client. Clients may feel more relaxed and less inhibited in their home and staff may therefore be under greater pressure to ensure that professional boundaries are maintained. A mutually respectful relationship should be fostered at all times.

Staff should never invoke disciplinary procedures with clients alone. Where a service user needs to be advised of a breach of rules he or she should do so in the presence of a second member of staff.

Staff should be aware that touching, hugging and giving gifts, lending or borrowing personal items or money may be misconstrued by the service user and leaves both the service user and the staff member vulnerable, therefore should not be done. Touch should only be done in a role appropriate manner, ensuring safeguarding of both parties.

DEFINITIONS:

Child - Means any child or young person, including parents, under the age of 18 years old.

Adult at Risk – A person aged 18 or over who is in need of care and support regardless of whether they are receiving them, is experiencing, or is at risk of, abuse or neglect, and is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Significant Harm - The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children. The local authority is under a duty to make enquiries or cause enquiries to be made where it has reasonable cause to suspect that a child is suffering or likely to suffer significant harm (Section 47 the Children Act 1989).

Where Section 47 enquiries are being made the assessment should concentrate on the harm that has occurred or is likely to occur to the child as a result of child maltreatment in order to inform future plans and the nature of services required.

CATEGORIES OF ABUSE:

Below is a list of the common categories of abuse, but this is not exhaustive:-

Discriminatory Abuse: including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Domestic Abuse: including coercive control, psychological, physical, sexual, financial, emotional or so-called "honour" based violence, dowry abuse and forced marriage.

Financial or Material Abuse: including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

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

Neglect and Acts of Omission: including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, food and drink and heating.

Children can suffer from neglect when:

- Any of their basic needs are not being met. This could include having an inadequate diet, being denied proper health care or being inadequately dressed.
- They are left unsupervised in situations, which represent possible dangers, whether at home or elsewhere.
- They are left alone at any age when it is inappropriate for their physical or emotional development.

Organisational Abuse: including neglect and poor care practice within an organisation or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.

It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Physical Abuse: including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions, breast ironing, female genital mutilation.

FGM has been a criminal offence in the UK since 1985. In 2003 it became an offence for UK nationals or permanent UK residents to take their child abroad to have FGM. The 2003 act was amended by section 73 of the Serious Crime Act 2015 to include FGM Protection Orders. An FGM Protection Order is a civil measure that can be applied for through a family court. The FGM order is a means of protecting actual or potential victims from FGM under civil law. An FGM order can be applied for by:-

- The person to be protected
- A relevant third party such as a local authority
- Another person with permission from the court such as a teacher, health care professional or a childcare professional.

YMCA staff who have concerns that a child or young person in their care is at risk of FGM should report their concerns immediately.

The YMCA has a duty to report to the police via 101 if;

- We are informed by a girl under the age of 18 years that she has undergone FGM.
- We observe signs that an act of FGM may have been carried out to a girl under the age of 18 years.

Physical abuse in a child may look like:

- Physically hurting a child by hitting, shaking, squeezing, burning, biting or attempting to drown or suffocate them.
- Harming a child by giving them alcohol, drugs or poisons. Poisons could include excessive quantities of prescribed or non-prescribed medication.
- Fails to prevent physical injury or suffering by not removing or guarding against an obvious risk.
- Fabricated illness: This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Psychological Abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks. Psychological abuse is persistent or severe emotional ill treatment or rejection that has, or is likely to have, a serious effect on the child's development. Emotional abuse may include the following:

Children can suffer psychological abuse when parents/carers persistently withhold love and affection, which is essential to support a child's natural emotional development or when persistently being over protective to the extent that the child is not allowed to mix with friends and peers.

Self Neglect: including a wide range of behaviours neglecting to care for your personal hygiene, health or surrounding and includes behaviour such as hoarding.

Sexual Abuse: including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting. Sexual abuse involving children can take a number of forms, including:

- Making a child observe inappropriate sexual behaviour.
- Showing a child pornographic material such as videos and photographs.
- Engaging in inappropriate discussions about sexual matters.
- Making or keeping pornographic images of children.
- Forcing or encouraging a child to engage in full sexual intercourse or inappropriate sexual actions such as fondling, masturbation or oral intercourse.

Child Sexual Exploitation (CSE) is a form of sexual abuse in which children and young people are exploited for money, power or status. Children and young people may often describe the relationship as consensual but often they have been tricked or manipulated into the situation. Relationships that seem (by the young person) to be built on love, trust and positive attention often decline into degrading situations in which the child or young person feels trapped. YMCA staff should pay particular attention to young people receiving gifts and regularly meeting previously unknown people in person or online.

The following definition has been produced by the UK working group for CSE:

CSE of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the children/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

Peer on Peer Abuse: Children and young people may be harmful to one another which would be classified as peer on peer abuse. There are many forms of abuse and this list is not exhaustive. Physical abuse, e.g. biting, hitting, kicking, hair pulling, etc. Sexually harmful behaviours/sexual abuse e.g. inappropriate sexual language, touching, sexual assault etc. Bullying, e.g. physical, name calling, homophobic, etc. Cyber Bullying, Sexting, Initiation/Hazing, Prejudiced Behaviour, Teenage Relationship Abuse.

Prevent Duty: On the 1st July 2015 the Prevent Duty Guidance came into force. YMCA will raise awareness and formally train staff teams to help prevent children, young people and their families from being drawn into terrorism or radicalised. Concerns about individuals must be treated and reported as a safeguarding concern.

YMCA staff who have concerns that a child or young person in their care is at risk of radicalisation should report their concerns immediately.

The YMCA has a duty to report to the police (via Anti-Terrorist Hotline 0800 789 321, 999 In an emergency or for non-emergencies call 101) if;

- We are concerned that a child or adult may be being radicalised.
- We are concerned about suspicious terrorism related activity.

County Lines/Criminal Exploitation: County lines a two way process which the police term for urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or "deal lines". It involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money or in the production or packaging. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion in a practice referred to as 'cuckooing'.

County lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons; and the response to tackle it involves the police, the National Crime Agency, a wide range of Government departments, local government agencies and VCS (voluntary and community sector) organisations. County lines activity and the associated violence, drug dealing and exploitation have a devastating impact on young people, vulnerable adults and local communities.

RECORD KEEPING:

Staff must record any safeguarding concern that they have about a child/person on a safeguarding incident/concern report form (Appendix A - with a body map indicating where injuries have been observed) and notified to the DSL. Records must be completed as soon as possible after the incident/event and must be signed and dated. Incident/concern forms are kept in the office of every setting.

Safeguarding records are kept locally and securely by the DSL's and are shared on a 'need to know' basis only. They should be held separate from the child/person's file.

If the concern meets YMCA threshold for a serious incident, then a serious incident report form must also be completed. The 'need to know' principles should be followed when considering the information to be included in this reporting.

The YMCA Designated Safeguarding Lead will be kept informed of any safeguarding issues by the DSO's. On notification, the DSL will add details of concerns to the safeguarding record log (found in the Young Person's folder on H/Drive), and immediately create a tracker file for the case and password protect it. The password will be recorded in the log and be provided to the person reporting the concern for the purpose of updating the tracker document on any actions etc. Safeguarding records are reviewed regularly by the DSL and Safeguarding Panel.

All safeguarding records will be forwarded to a child's subsequent school under confidential and separate cover to the School's Designated Safeguarding Officer or Head Teacher.

SAFEGUARDING PROCEDURES:

YMCA adheres to the Local Safeguarding Children Board and Local Safeguarding Adult Board Procedures. A copy of guidance documentation can be found on our website.

A copy of the Assessment Framework can also be found in the offices of all provisions and on our website.

Additional extended procedures relating to specific safeguarding issues can be found on the relevant website:-

www.kscmp.org.uk for **Kent**

www.havering.gov.uk/lscb for **Havering**

www.bardag-lscb.co.uk for **Barking & Dagenham**

www.royalgreenwich.gov.uk/safeguardingchildrenboard/info/200131/greenwich_safeguarding_children_board for **Greenwich**

www.bexleylscb.org.uk for **Bexley**

There are a number of ways in which concerns regarding a child or young person’s welfare might come to light. These include:

- you may see or hear something
- you may notice injuries that make you feel worried
- you may notice a change in behaviour
- the person may tell you

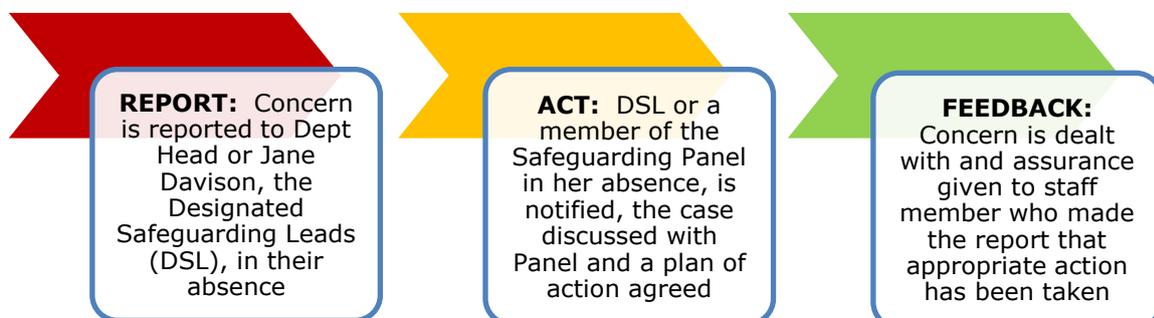
What to do on suspecting/recognising abuse:

Staff and Volunteers: Take action if the child or young person is in immediate danger. Remove the child or young person from the danger and if necessary call the emergency services to assist you.

Discuss your concerns immediately with your Designated Safeguarding Officer or Designated Safeguarding Lead in their absence, or a senior person that you trust to act on the information.

Record details of the incident/allegation with the DSO using the report form attached. These records must be accurate and factual. Remember it is not your role to investigate – concentrate on presenting information clearly. Staff members identifying a concern must notify their departments DSO.

On occasion, staff may pass information about a child to the DSO, but remain anxious about action subsequently taken. Staff should feel able to clarify with the DSO further progress (although they should not expect to be given confidential detail), so that they can reassure themselves the child or young person is safe and their welfare is being considered. If following this process, the staff member remains concerned that appropriate action is not being taken, it is the responsibility of that staff member to seek further direct consultation with the Designated Safeguarding Lead, who will be able to discuss the concern and advise on appropriate action to be taken.



Designated Officers: It is the responsibility of the DSO to gather and collate information obtained on individual children or people, to make immediate and on-going assessments of potential risk, assess capacity and to decide (with parents / carers in most cases, or the adult at risk) on the appropriateness of referrals to partner agencies and services. To help with this decision they should consult with the organisations DSL and Local Authority Safeguarding Officer and in the case of allegations against staff, the Local Authority Designated Officer (LADO).

Depending on the nature of the concern, a serious incident form may also need to be completed. (Confidentiality should be considered when completing this, and it may be appropriate to make reference to where more detailed information is being held).

Advice may also be sought from Social Services Duty Social Workers who offer opportunities for consultation as part of the Child in Need / Child Protection / Adult at Risk process. Issues discussed during consultations may include the urgency and gravity of the concerns for a child/adult at risk 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 to refer to Social Services or other services is made.

Such referrals might include referral to Children's Social Care as either Child Protection or Child in Need, to Police where there are potential criminal issues, to Multi Agency Safeguarding Hub (MASH), referral via the Early Help Assessment (EHA) where coordinated support from more than one agency is needed, referral to services such as Child and Adolescent Mental Health Service (CAMHS), counselling, Multi Agency Risk Assessment Conference (MARAC) etc.

Referrals to Social Services (where the child/person lives) will be made using the appropriate referral form. In situations where there are felt to be urgent or grave concerns, a telephone referral will be made prior to the form being completed and sent to the Duty Team.

In the case of a child, in all but the most exceptional cases parents/carers will be made aware of the concerns felt at the earliest possible stage and in the event of this becoming necessary, their consent to a referral to Social Services will be sought.

In the absence of the availability of the DSL to discuss an immediate and urgent concern, advice should be sought from a member of the Safeguarding Panel, or direct from the following team, for the relevant borough:-

Kent:
Children's Social Care: 03000 411111
Adult Social Care: 03000 416161
Out of Hours: 03000 419191
Email: social.services@kent.gov.uk

Early Help & Preventative Services:

North Kent

[Dartford](mailto:DartfordEarlyHelp@kent.gov.uk) - 03000 42 15 42 - DartfordEarlyHelp@kent.gov.uk
[Gravesham](mailto:GraveshamEarlyHelp@kent.gov.uk) - 03000 41 39 91 - GraveshamEarlyHelp@kent.gov.uk
[Sevenoaks](mailto:SevenoaksEarlyHelp@kent.gov.uk) - 03000 41 04 15 - SevenoaksEarlyHelp@kent.gov.uk

West Kent

[Maidstone](mailto:MaidstoneEarlyHelp@kent.gov.uk) - 03000 42 23 40 - MaidstoneEarlyHelp@kent.gov.uk
[Tonbridge and Malling](mailto:EarlyHelpNotificationT&M@kent.gov.uk) - 03000 42 15 76 - EarlyHelpNotificationT&M@kent.gov.uk
[Tunbridge Wells](mailto:TunbridgeWellsEarlyHelp@kent.gov.uk) - 03000 41 62 00 - TunbridgeWellsEarlyHelp@kent.gov.uk

South Kent

[Ashford](mailto:AshfordEarlyHelp@kent.gov.uk) - 03000 41 03 05 - AshfordEarlyHelp@kent.gov.uk

[Dover](mailto:DoverEarlyHelp@kent.gov.uk) - 03000 42 29 98 - DoverEarlyHelp@kent.gov.uk

[Folkestone and Hythe](mailto:ShepwayEarlyHelp@kent.gov.uk) - 03000 41 10 08 - ShepwayEarlyHelp@kent.gov.uk

East Kent

[Canterbury](mailto:CanterburyEarlyHelp@kent.gov.uk) - 03000 41 62 22 - CanterburyEarlyHelp@kent.gov.uk

[Thanet](mailto:ThanetEarlyHelp@kent.gov.uk) - 03000 41 95 67 - ThanetEarlyHelp@kent.gov.uk

Havering:

Children's Social Care/MASH: 01708 433222

Out of Hours: 01708 433999

Email: mash@havering.gov.uk

Adult Social Care: 01708 433 550

Email: safeguarding_adults_team@havering.gov.uk

Barking & Dagenham:

Children's Social Care/MASH: 0208 227 3811

Out of Hours: 0208 594 8356

Email: childrenss@lbbd.gov.uk

Adult Social Care: 0208 227 2915

Out of Hours: 0208 594 8356

Email: intaketeam@lbbd.gov.uk

Bexley:

Children's Social Care/Mash: 020 3045 5440

Out of Hours: 0208 303 7777 or 0208 303 7171

Email: Childrensocialcare.admin@bexley.gov.uk

Greenwich:

Children's Social Care/MASH Consultation: 0208 921 2267

Referrals: 0208 921 3172

Out of Hours: 0208 854 8888

Email: mash-referrals@royalgreenwich.gov.uk

Adult Social Care: 0208 921 2304

Out of Hours: 0208 854 8888

Email: aops.contact.officers@royalgreenwich.gov.uk

Channel:

Early intervention referrals for those at risk of radicalisation

Telephone Police: 101

Email: channel@kent.pnn.police.uk

Social Services will confirm to the referring agency the course of action that they intend to take or that they have agreed no further action is necessary. If there is further action Social Services will complete an initial assessment of the child or young person's immediate safety. If there are concerns of a Child Protection nature, a strategy discussion meeting will be called and involve Social Services, the police, the YMCA as the referring agency and other agencies as appropriate.

There may be occasions where a child or young person may not be at risk but it has been identified that the child or young person has additional support needs and should be subject to an Early Help Assessment (EHA), or that the child or young person is in need and should be referred. YMCA will use the EHA as an initial needs assessment in order to provide early intervention, and the common structure of the process allows different agencies to record and share information in the same way. In this event you should:

- Report your concerns regarding additional needs immediately to your Line Manager and the Designated Safeguarding Officer (or Deputy in their absence). Record details of the concern with both your Line Manager and the Designated Safeguarding Officer using the report form attached. These records must be accurate and factual.
- Await confirmation from your Line Manager that the concern regarding additional needs is significant and should be reported via the Common Assessment Framework.
- If suspicions implicate YMCA West Kent Safeguarding Lead and Deputy, the report should be made to ThirtyOne:Eight [previously CCPAS Churches' Child Protection Advisory Service] PO Box 133, Swanley, Kent, BR8 7UQ on 0303 003 11 11 or email info@thirtyoneeight.org or contact Kent Social Services and/or Kent Police.

DISCLOSURE DO'S AND DON'TS:

- Reassure the child/person that s/he is right to tell and is not to blame.
- Do not promise not to tell anyone else. Explain that you have to make sure they are safe and may need to ask other adults to help you to do this.
- Do not question the child/person. Let her/him tell you what s/he wants to tell you and no more; s/he may need to have to disclose to a specialist later, and too much detail may interfere with later investigations.
- When the child/person is finished, make sure s/he feels secure; explain what you are going to do next.
- Write down notes by completing the safeguarding report form, including the date and time and sign them. Record as much as you can remember, using the child/person's own words.

SUPERVISION AND SUPPORT:

All staff and volunteers reporting suspicions of abuse will be supported appropriately.

Any member of staff affected by issues arising from concerns can seek support directly from their line manager, Department Manager or Chaplain.

The Department Managers can put staff in touch with outside agencies for professional support if they so wish.

WORKING WITH OTHER AGENCIES:

YMCA recognises and is committed to its responsibility to work with other professionals and agencies both to ensure children's/people's needs are met and to protect them from harm. We will endeavour to identify those children, young people, vulnerable adults 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.

YMCA is not the investigating agency when there are child protection concerns and thus, YMCA will pass all relevant cases to the statutory agencies, who we will support in undertaking their roles. Staff should understand that alongside this, the provision may have a crucial role in supporting the child or person whilst investigations and assessments take place.

YMCA recognises the importance of multi-agency working and will ensure that staff are enabled to attend relevant safeguarding meetings, including Case Conferences, Core Groups, Strategy Meetings, Child in Need meetings, Common Assessment Framework and Teams around the Child/Family.

The Designated Safeguarding Officers will work to establish strong and co-operative relationships with relevant professionals in other agencies.

CONFIDENTIALITY AND INFORMATION SHARING:

Safeguarding and child protection information is confidential and personal. Other than the agreed communication lines, it is for the DSO to decide what information needs to be shared, with whom, how and when. Good practice is to inform parents/carers that you are sharing information for the purposes of safeguarding and promoting the welfare of a child and to seek to work cooperatively with them. Consent is not required. If in any doubt, the DSO can seek advice from the DSL or Local Authority Safeguarding Team on the numbers outlined on pages 14-15 of this document.

If a member of staff needs to seek advice about a safeguarding situation for a child or young person independently for the purposes of keeping a child or young person safe (specifically with the Local Authority Safeguarding Team or Children's Social Services), it is appropriate for the detail to be discussed, although the staff member may choose to maintain the anonymity of the child or young person whilst initial consultation takes place.

All staff should remain aware that they cannot keep 'secrets' and absolute confidentiality with children and young people, and that if children/young people disclose abuse or give information that suggests they may be unsafe, this MUST be passed on to the DSO as soon as possible. The child/young person should be told who their disclosure will be shared with and what will happen next.

CURRICULUM AND STAYING SAFE:

Education plays an essential role in helping children and young people to understand and identify the parameters of what is appropriate child and adult behaviour; 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. Working Together to Safeguard Children states that the curriculum should ensure opportunities for "developing children and young people's understanding, awareness and resilience".

YMCA will use the curriculum to provide opportunities for increasing self-awareness, self-esteem, social and emotional understanding, assertiveness and decision making so that students 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 young people to talk to a range of staff when they are in difficulty and to raise comments, complaints and feedback about their experience. Children and young people will be listened to and heard and their concerns will be taken seriously and acted upon as appropriate. Records will be kept of reported incidents in line with guidance.

Specific systems outside of expected day to day interaction and support include Forums and feedback questionnaires as well as key workers for each child or young person in each provision.

ONLINE SAFETY:

It is recognised that the use of new technologies presents particular challenges and risks to children and young people both inside and outside of our provisions. YMCA will ensure a comprehensive curriculum response to enable all children and young people to learn about and manage the associated risks effectively and will support parents and the organisation community (including all members of staff) to become aware and alert to the needs of keeping children/young people safe online. Detailed information can be found in the organisations **Online Safety Policy** which can be found in the office of every provision or on the servers' Information Drive.

Where computers and tablets are used by our customers through our service provisions, appropriate filters and monitoring systems will be in place to protect them from potentially harmful material.

PHOTOGRAPHS:

YMCA TG will gain written consent (from parents if under 16) before publishing photographs of children and young people. Detailed information can be found in the organisations **Mobile Phone & Electronic Device Use Policy** which can be found in the office of every provision or on the servers' Information Drive.

MANAGING STAFF ALLEGATIONS AND OMISSIONS:

Allegations: YMCA recognises that an allegation may relate to a person, paid or unpaid, who works with children, young people or adults at risk, who has:-

- behaved in a way that has harmed, or may have harmed a child, young person or adult at risk;
- possibly committed a criminal offence against or related to a child, young person or adult at risk; or
- behaved towards a child, young person or adult at risk in a way that indicates they may be unsuitable to work with them.

YMCA takes seriously any allegation received. Such allegations should be referred immediately to the YMCA Designated Safeguarding Lead or in their absence a member of the Safeguarding Panel. Where children are involved, the Designated Person will inform the Local Area Designated Officer (LADO) first and together they will assess if thresholds have been met and agree a plan of action.

Contact details for the LADOs in our areas of geography are:-

- | | | |
|-----------------------|--|--------------------|
| • Havering: | lado@havering.gov.uk | Tel: 01708 431653 |
| • Barking & Dagenham: | lado@lbbd.gcsx.gov.uk | Tel: 020 8227 2265 |
| • Kent: | kentchildrenlado@kent.gov.uk | Tel: 03000 410888 |
| • Greenwich: | Childrens-lado@royalgreenwich.gov.uk | Tel: 020 8921 3930 |
| • Bexley: | lado@bexley.gov.uk | Tel: 020 3045 5543 |

Where adults are involved, the Police will be informed.

Other agencies to be informed may include:

- Ofsted (If allegation relates to a registered setting) within 14 days
- Charity Commission (If meets serious incident threshold)
- Disclosure and Barring Service (DBS) if investigation concludes wrong doing

Any staff member or volunteer who is the subject of allegations may be suspended from duty immediately (on full pay). Suspension is not a presumption of guilt. Suspension from duty protects individuals and allows time and space for a full investigation to take place. Suspended staff members will receive appropriate support and will be kept informed of the process. An interview with the staff member would normally form part of the investigative process. In cases of suspension the YMCA Disciplinary Policy works side by side with the Child Protection & Safeguarding Adults at Risk Policy. The recommendation from an investigation would normally be known and reported within 6-8 weeks, unless in a more complex case and/or where external agencies are involved.

All staff need to be aware that it is a disciplinary offence not to report concerns about the conduct of a colleague that could place a child at risk.

Omissions: YMCA recognises that an omission may relate to a person, paid or unpaid, who works within the organisation, who has:-

- Omitted to follow safeguarding procedures
- Failed to report a safeguarding concern, suspicion or allegation

YMCA takes omissions seriously. Omissions should be referred immediately to the YMCA Designated Safeguarding Lead, or in their absence a member of the Safeguarding Panel. The DSL will liaise with a second panel member and follow the procedures outlined in Appendix C to inform next steps. The recommendation from an investigation would normally be known

and reported within 6-8 weeks, unless in a more complex case and/or where external agencies are involved.

All staff need to be aware that it may be a disciplinary offence if failing to report or follow safeguarding procedures.

When in doubt – consult.

For specific guidance on how to respond to allegations against staff, please refer to the "*Process Map for Managing Staff Allegations & Omission*" (Appendix C) or YMCA's Whistle-blowing Procedures which can be found in the office of every provision or on the servers' Information Drive.

WHISTLE BLOWING

The term "whistle-blower" is used to describe someone who becomes aware of a serious problem in the organization and raises the matter so it may be investigated and if necessary corrected. Sometimes this may involve bringing the problem to wider attention.

The Association wants staff, volunteers, residents, Board Members, programme participants and others to feel confident about revealing concerns that they may have about the conduct of anyone working or connected to the Association. Whistle-blowing is intended to cover major concerns that fall outside the scope of other procedures. These include if you have concerns of a safeguarding nature, including:-

- abuse or neglect of children or vulnerable people
- failure to deliver proper standards of safeguarding
- attempts to cover up earlier problems

Concerns should be reported at an early stage before problems have a chance to become serious. We will support concerned employees and protect them from reprisals or victimisation. Confidentiality will be respected.

Concerns may be raised verbally or in writing. Those who wish to make a written report are invited to use the following format:

- the background and history of the concern (giving relevant dates)
- the reason why there is a particular concern about the situation
- the extent to which the problem has been personally witnessed or experienced (providing documented evidence where possible)

Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted, that there are reasonable grounds for your concern.

In the first instance, anyone wishing to report a concern should do so, in confidence, to a member of the Safeguarding Panel.

WHISTLE-BLOWING ADVICE LINE FOR PROFESSIONALS

In 2016, the NSPCC introduced a new Whistle Blowing Advice Line. This government funded service, enables staff and volunteers to access help, if they believe that their concerns have

not been dealt with by the organisation. YMCA will display the number in every setting. The advice line must be highlighted during induction and awareness of it maintained thereafter. In the first instance staff or volunteers should always raise their concerns internally with their Department Head, the Designated Safeguarding Lead or a member of the Safeguarding Panel. The advice line should be contacted if you believe that your concerns are not being dealt with appropriately.

- 0800 028 0285 help@nspcc.org.uk

DISCLOSURE AND BARRING SERVICE REFERRAL:

YMCA will refer details to the Disclosure and Barring Service (DBS) when a staff member (paid or voluntary) is removed from working, or would have, had the person not left first, because they pose a risk of harm to children or vulnerable adults. YMCA recognises it is an offence to fail to make a referral without good reason.

The information must be referred by a member of the Safeguarding Panel, as soon as it becomes known.

ALLEGATIONS AGAINST OTHER PROFESSIONALS:

Any allegation against an external professional should be discussed with your Designated Safeguarding Officer before any contact is made. This discussion will give you an opportunity to share your concern internally before external agencies are made aware.

REPORTING TO REGULATORS:

Ofsted: Any allegations of serious harm or abuse of a child looking after children at an Ofsted registered setting must be reported to Ofsted within 14 days.

Charity Commission: Any serious incident that results in, or risks, significant harm to YMCA's work, beneficiaries or reputation, must be reported to the Charity Commission. Serious incidents include suspicions, allegations or incidents of abuse of vulnerable beneficiaries.

Report an actual or suspected incident by emailing the Charity Commission as soon as you are aware of it: RSI@charitycommission.gsi.gov.uk

Regulator of Social Housing: Any failure to meet the Consumer Standards that the failure (or potential failure) has resulted in serious detriment to the tenant (or potential tenant).

THE USE OF PREMISES BY OTHER ORGANISATIONS:

Where services or activities are provided separately by another body using the YMCA premises, the Department's Designated Safeguarding Officer will seek assurance that the organisation

concerned has appropriate policies and procedures in place with regard to safeguarding children and child protection and that relevant safeguarding checks have been made in respect of staff and volunteers. If assurance is not achieved, an application to use YMCA premises may be refused.

SECURITY:

All staff have a responsibility for maintaining awareness of buildings and grounds security and for reporting concerns that may come to light including suspicious behaviour etc.

Appropriate checks will be undertaken in respect of visitors and volunteers coming into the organisation as outlined within guidance. Visitors will be expected to sign in and out via the visitors log and to display a visitors badge whilst on site. Any individual who is not known or identifiable should be challenged for clarification and reassurance.

Partners or family members of staff and volunteers must not be given access to staff only, or restricted service delivery areas.

YMCA will not accept the behaviour of any individual that threatens security or leads others (child or adult) to feel unsafe. Such behaviour will be treated as a serious concern and may result in a decision to refuse access for that individual to the site.

We operate within a community ethos and welcome comments from staff, volunteers, members, children, young people, parents, tenants and others about areas that may need improvement as well as what we are doing well.

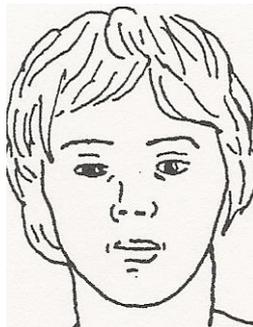
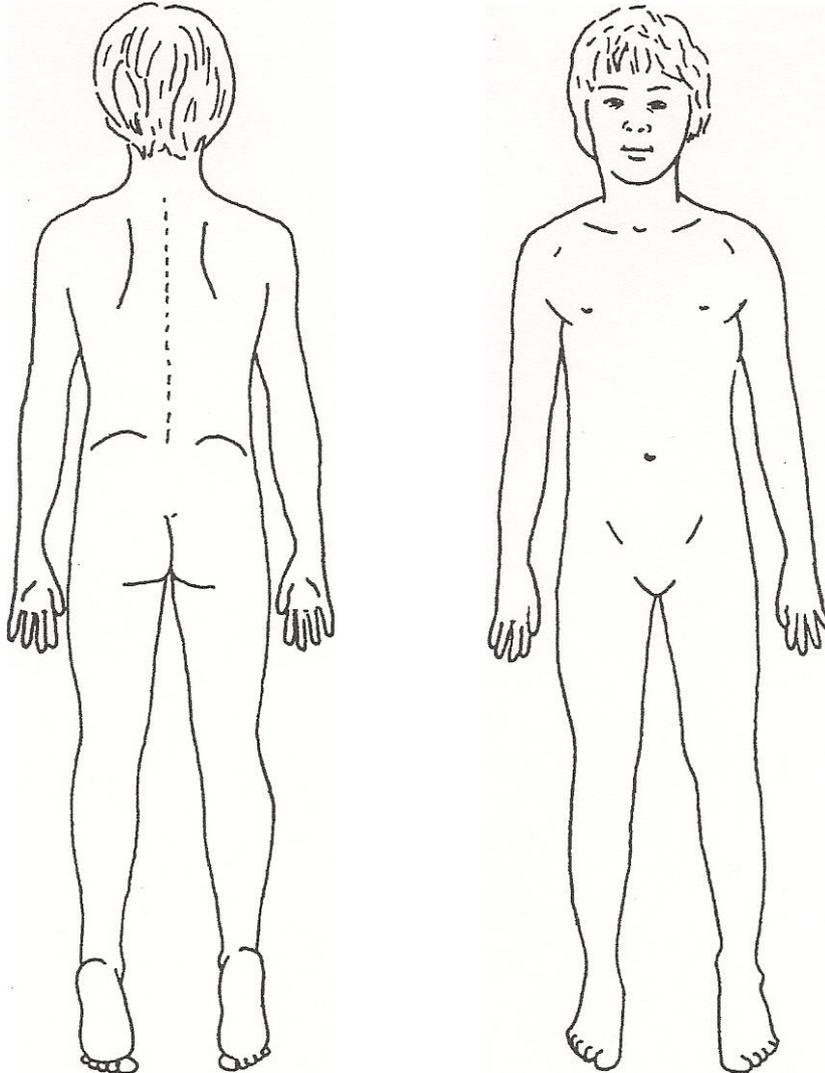
SERVICE USER FEEDBACK ON THIS POLICY AND PROCEDURES:

YMCA welcomes feedback from our service users. Anyone wishing to provide feedback on this policy and procedures or the implementation of them, can do so through following our Compliments & Complaints Procedure. Feedback forms are available on request and at our receptions.

APPENDIX A: SAFEGUARDING INCIDENT / CONCERN REPORT FORM

Child/Persons Name:		
Ethnicity:	DOB:	Gender: Male / Female
Details of any specific disability or special need:		
Date of Incident:	Time of Incident:	
Location of Incident:		
Incident Form Completed By:		
Staff present at the time of the incident:		
Names of others present at the time of the incident:		
Witnessed by:		
Details of incident (what was happening just prior to incident – what happened – what you saw/heard - how was incident responded to):		
Details of action taken (by whom, when, who reported to, action taken by designated safeguarding officer, advice given by Social Services, LADO etc):		
Parent's comments: <i>(NB – only speak to the parents if it would not put the child, other children or young person at further risk or prejudice a criminal investigation – if in doubt, seek advice.)</i>		
Parent's Signature:		Date:
Signed:		Date:
Witnessed:		Date:

Body Map



APPENDIX B: SAFEGUARDING CODE OF CONDUCT

YMCA : SAFEGUARDING CODE OF CONDUCT

If we all follow these simple guidelines, YMCA staff, volunteers and service users will work confidently together in mutual respect

I will abide by the guiding principles and programme rules of YMCA in all my activities as a YMCA staff member/volunteer

I will inform YMCA of any relevant police record or other factor, or any change in my circumstances, which may make me unsuitable either as a YMCA staff member/volunteer or for any particular YMCA activity

I recognise that my role places me in a position of trust with regard to all children, Young People and Adults at Risk who are service users participating in the YMCA organisation, and to my colleagues. I undertake to uphold that trust at all times

I will ensure I follow the Child Protection and Safeguarding Adults at Risk of Harm and operating procedures, in particular my responsibility to report concerns, without delay, in order to fulfil my Duty of Care. This means:

- I will not assume a colleague has picked up and reported a concern
- I have a responsibility to raise a concern when I hear of someone else not reporting

I undertake to maintain, within the organisation's procedures, confidentiality of any information relating to other service users, staff members, volunteers, supporters or students made available to me in the course of my role as a YMCA staff member/volunteer

Everyone has a right to work in a positive environment and be safeguarded themselves. This means I will not knowingly place myself in a situation where I am alone with a child, young person or Adult at Risk of Harm and will endeavour to ensure, as far as possible, that there is another adult in attendance at any meetings. I will actively support colleagues to maintain a safe environment

I will ensure any YMCA activities involving children, young people or Adults at Risk of Harm outside of normal activities are agreed and approved by my line manager in advance

I will not behave in any way, physically or verbally, that could be offensive

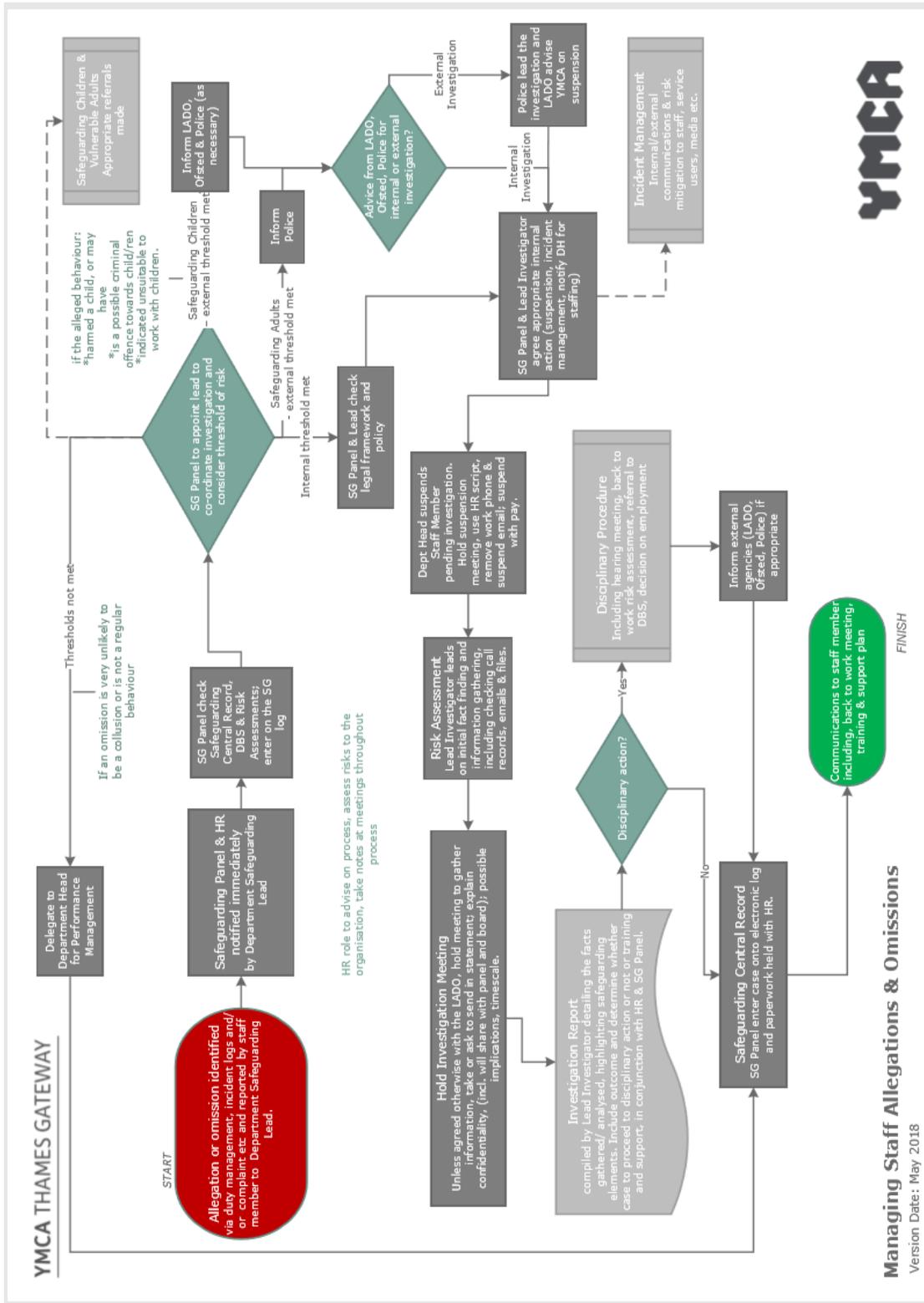
I will remember at all times that interactions between me and service users must be such that no reasonable person observing that interaction could construe its nature as abusive or inappropriate.

Signed by:

Full Name:

Date:

APPENDIX C: PROCESS MAP: MANAGING STAFF ALLEGATIONS & OMISSIONS



APPENDIX D: Further Information
--

Hyperlinks to other relevant guidance

Abuse

- [*What to do if you are worried a child is being abused*](#) – DfE advice
- [Faith based abuse: National Action Plan](#) – DfE advice
- [Domestic abuse: Various information / guidance](#) – Home Office
- [Relationship abuse: disrespect nobody](#) – Home Office

Bullying

- [Preventing bullying including cyberbullying](#) – DfE advice

Children and the courts

- [Advice for 5 to 11 year olds witnesses in criminal courts](#) – Ministry of Justice
- [Advice for 12 to 17 year olds witnesses in criminal courts](#) – Ministry of Justice

Children missing from education, home or care

- [Children missing education](#) – DfE statutory guidance
- [Child missing from home or care](#) – DfE statutory guidance
- [Children and adults missing strategy](#) – Home Office

Children with family members in prison

- [National Information Centre on Children of Offenders](#) – Barnardo's in partnership with Her Majesty's Prison and Probation Service (HMPPS)

Child Exploitation

- [Child sexual exploitation: guide for practitioners](#) – DfE guide
- [Trafficking: safeguarding children](#) – DfE and Home Office Advice
- [County Lines: criminal exploitation of children and vulnerable adults](#) – Home Office

Drugs

- [Drugs: advice for schools](#) – DfE and Association of Chief Police Officers (ACPO) advice
- [Drugs strategy 2017](#) – Home Office
- [Information and advice on drugs](#) – Talk to Frank website
- [ADEPIS platform sharing information and resources for schools: covering drug \(and alcohol\) prevention](#) – Website developed by Mentor UK

(so called) Honour Based Violence

- [Female genital mutilation: information and resources](#) – Home Office
- [Female genital mutilation: multi agency statutory guidance](#) – DfE, Department of Health and Social Care (DH) and Home Office
- [Forced marriage: statutory guidance and government advice](#) – Foreign Commonwealth Office and Home Office

Health and wellbeing

- [Fabricated or induced illness: safeguarding children](#) – DfE, Department for Health and Social Care (DH) and Home Office
- [Rise Above: Free PSHE resources on health, wellbeing and](#)

[resilience](#) – Public Health England

- [Medical conditions: supporting pupils at school](#) – DfE statutory guidance
- [Mental health and behaviour](#) – DfE Advice

Homelessness

- [Homelessness: How local authorities should exercise their functions – Ministry of Housing, Communities and Local Government \(MHCLG\)](#)

Online

- [Sexting: responding to incidents and safeguarding children](#) – UK council for Internet Safety

Private fostering

- [Private fostering: local authorities](#) – DfE statutory guidance

Radicalisation

- [Prevent duty guidance](#) – Home Office
- [Prevent duty advice for schools](#) – DfE advice
- [Educate Against Hate Website](#) – DfE and Home Office

Violence

- [Gangs and youth violence: advice for schools and colleges](#) – Home Office
- [Ending violence against women and girls 2016 to 2020 strategy](#) – Home Office
- [Violence against women and girls: national statement of expectations for victims](#) – Home Office
- [Sexual violence and sexual harassment between children in schools and](#)

- [colleges](#)
 - DfE advice
- [Serious violence strategy](#) – Home Office