

## Safeguarding and Child Protection Policy

### Contents

<b>PART 1:Policy</b>	
1 Definitions	Page 2
2. Introduction	Page 2
3.Equalities Statement	Page 4
4. Overall Aims	Page 4
5. Expectations	Page 4
6. Training	Page 5
7. Role of the Designated Safeguarding Lead	Page 5
8. Board of Trustees	Page 6
9. Creating a Culture of Safeguarding	Page 7
10. What Staff and Volunteers Need to Know	Page 8
11. Key Safeguarding Areas	Page 9
<b>PART 2: Procedures</b>	
1.Reporting Concerns	Page 12
2.Involving Parents/Carers	Page 13
3.Multi Agency Working	Page 13
4.Disclosure / Allegation against a member of staff	Page 14
5. Allegations of abuse made against other service users	Page 15
6.Sharing of Information	Page 15
<b>APPENDICES</b>	
Appendix A Key Documentation	Page 17
Appendix B Reporting Concerns	Page 18
Appendix C Dealing with a Disclosure of Abuse	Page 19
Appendix D Types of Abuse and Neglect	Page 20
Appendix E Code of Behaviour for safeguarding service users	Page 23
Appendix F Signs of Grooming	Page 24

## PART 1: Policy

### 1. Definitions

- **A Child/Young person:** Anyone up to their 18<sup>th</sup> birthday.
- **Safeguarding children** is defined as:  
Safeguarding children is defined in Working Together to Safeguard Children (2018) as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.
- **Child Protection** refers to the situation where a child is suffering significant harm, or is likely to do so, and action is required to protect that child.
- **Adult Safeguarding**  
Safeguarding adults at risk means protecting their right to live in safety and free from abuse and neglect.  
An Adult at risk is defined as a person aged 18 or over who:
  - has needs for care and support (whether or not the local authority is meeting any of those needs) and
  - is experiencing, or is at risk of, abuse or neglect
  - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.(Care Act 2016)  
An adult at risk of abuse may:
  - have an illness affecting their mental or physical health,
  - have a learning disability,
  - suffer from drug or alcohol problems,
  - be frail.

### 2. Introduction

At **One25** safeguarding and promoting the welfare of children, young people and adults at risk is **everyone's** responsibility. **Everyone** who comes into contact with children/young people/adults, their families and carers have a role to play in safeguarding children/young people/adults at risk. In order to fulfil this responsibility effectively, all professionals should make sure their approach is person centred-centred. This means that they should consider, at all times, what is in the **best interests** of the child/young person/adult. **Everyone** who comes into contact with children/young people/adults at risk has a role to play in identifying concerns, sharing information and taking prompt action.

**One25** is committed to safeguarding and promoting the welfare of all service users by:

- The provision of a safe environment in which children, young people and adults are safe;
- Fulfilling our responsibilities to identify those who may be in need of extra help or who are suffering, or are likely to suffer, significant harm.

- Working effectively with key partners to ensure safety.

All action taken by **One25** will be in accordance with:

- **Current legislation:**<sup>1</sup>
- **Statutory guidance:**

**Working Together to Safeguard Children (2018)**, which sets out the multiagency working arrangements to safeguard and promote the welfare of children and young people and protect them from harm.

**The Care Act 2014** statutory guidance drawing together a number of pre-existing pieces of legislation to outline how support for adults is provided

**Keeping Bristol Safe Partnership** local safeguarding procedures

Key documentation, procedures and guidelines are detailed in Appendix A.

All staff and volunteers at **One25** have a duty and responsibility to safeguard service users, irrespective of their role:

- Identifying concerns early and providing help for children (Including unborn from the 12<sup>th</sup> week of pregnancy), young people and adults at risk, to prevent concerns from escalating to a point where intervention would be needed via:
  - Adult Services, assessment under the Care Act 2014 ie: Section 9 (Care and support needs assessment) section 42 (Adult with a need for care and support at risk of, or experiencing Abuse or neglect)
  - Children Services, statutory assessment under the Children Act 1989; i.e. Section 17 (Children in Need) and Section 47 (a child suffering harm, or likely to suffer significant harm).

These concerns should be discussed with the Designated Safeguarding Lead (DSL).

- All staff and volunteers should be aware of the process and principles for sharing information within the organisation which supports safeguarding.
- All staff and volunteers should be aware of their local early help process and understand their role within it
- The most important consideration is whether sharing information is likely to safeguard and protect a child, young person or adult. **Any staff member** who has a concern about a service user's welfare should follow the referral processes set out in Appendix B.

**This policy should be read in conjunction with the following policies:**

- Health and Safety
- Whistleblowing
- Employee Handbook
- Volunteer policy

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<sup>1</sup> Including: Children Act 1989 and 2004; Children and Social Care Act 2017; Safeguarding Vulnerable Groups Act 2006; Protection of Freedoms Act 2012; Children and Families Act 2014: Female Genital Mutilation Act 2003; Human Rights Act 1998; Mental Health Act 1983; Mental Capacity Act 2005 Also see: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/722307/Working\\_Together\\_to\\_Safeguard\\_Children\\_Statutory\\_framework.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/722307/Working_Together_to_Safeguard_Children_Statutory_framework.pdf)

- Equality and Diversity
- Service User Privacy Policy
- Confidentiality
- Boundaries and Information Sharing

### 3. Equalities Statement

We are committed to anti-discriminatory practice and recognise the diverse circumstances of our service users. We ensure that all children, young people and adults have the same protection, regardless of any barriers they may face.

### 4. Overall Aims

This policy will contribute to the safeguarding of service users at **One25** by:

- Clarifying standards of behaviour for staff, volunteers and service users;
- Contributing to the establishment of a safe, resilient and robust safeguarding ethos in the organisation, built on mutual respect, and shared values;
- Alerting staff and volunteers to the signs and indicators of safeguarding issues including abuse and neglect;
- Developing staff/volunteer awareness of the causes and consequences of abuse and neglect.
- Developing staff/volunteer awareness of the risks and vulnerabilities faced by service users and the need to address concerns at the earliest possible stage;
- Working in partnership with service users and agencies.

### 5. Expectations

All staff, volunteers and visitors will

- Be familiar with this safeguarding policy;
- Be subject to Safer Recruitment processes and DBS checks where necessary, whether they are new staff, contractors, volunteers etc
- Be alert to signs and indicators of possible abuse and neglect;
- Record concerns and give the record to the Safeguarding Lead.
- **If a person is in immediate danger or is at risk of harm, a referral should be made to adult's/children's social care and/or the police immediately.** Anyone can make a referral. Where referrals are not made by the Designated Safeguarding lead (DSL), they should be informed, as soon as possible, that a referral has been made.

### 6. Training

- **All** staff members and volunteers will receive appropriate safeguarding and child protection training, which is regularly updated. In addition, **all** staff and volunteers will receive safeguarding and child protection updates (for example, via email, e-bulletins and staff meetings), as required, to provide them with relevant skills and knowledge to safeguard service users effectively.
- Whistle blowing procedures will be covered in whole organisation training so that staff and volunteers know what to do if they have concerns relating to safeguarding practice within the organisation.

- The Designated Safeguarding Lead and any deputies will undergo training to provide them with the knowledge and skills required to carry out the role. The training will be updated every three years.

## **7. Role of the Designated Safeguarding Lead (DSL)**

The Safeguarding Lead is a senior member of staff, who undertakes lead responsibility for safeguarding and child protection within One25.

### **Designated Safeguarding Lead (DSL):**

Jennifer Riley - Operations Manager

### **Deputy Safeguarding Lead (Deputy DSL):**

Tracey Tudor – Service Manager

Kate Lemon – Service Manager

Details of our DSL and Deputy DSL are available on the **One25 website and the notice boards in offices.**

Whilst the activities of the DSL can be delegated to appropriately trained deputies, the ultimate **lead responsibility** for safeguarding and child protection remains with the DSL.

The broad areas of responsibility for the DSL are:

**Liaise** with the local authority and other agencies;

- **Managing referrals** to other agencies including: the local authority children's / adults social care in cases of suspected abuse, disclosure and Barring Service and the Local Authority Designated Officer (LADO) in cases where a person is dismissed or left due to risk/harm to a child and the Police in cases where a crime may have been committed in relation to safeguarding. The DSL will also support and advise other staff in making referrals to other agencies;
- **Work with others** to fulfil statutory responsibilities in relation to children and young people subject to a child protection plan; and liaise with the Local Authority Designated Officer (LADO)
- **Undertake Training** to ensure the DSL and Deputy have the knowledge and skills required to carry out the role (updated every 3 years). Further knowledge and skills should be updated at regular intervals and shared with relevant parties as appropriate;
- **Raise Awareness** to ensure **One25** Safeguarding and Child Protection Policies are known, understood and used appropriately. The DSL will also provide an annual report to the Board of Trustees on safeguarding and child protection activity within the organisation;
- **Manage safeguarding information** through the collection, monitoring, reviewing, safe storage and transfer of safeguarding and child protection files in line with Local partner guidance;

## 8. The board of trustees

The Chair of the board will ensure that:

- They comply with their duties under legislation;
- The organisation has a safeguarding policy in accordance with the procedures of Local safeguarding partners;
- One25 has key policies in place.
- One25 operates “safer recruitment” procedures and ensures that appropriate checks are carried out on all new staff and relevant volunteers;
- A member of the senior leadership team is appointed as the DSL;
- The CEO and all other staff/volunteers undertake regular safeguarding training;
- Temporary staff and volunteers are made aware of the arrangements for safeguarding and child protection and their responsibilities; and a proportionate risk based approach is used regarding the level of information provided to them.
- One25 remedies any deficiencies or weaknesses brought to its attention without delay;
- One25 has procedures for dealing with allegations of abuse against staff/volunteers;
- The trustees review its safeguarding policies/procedures annually or as required due to changes in statutory guidance;
- A nominated management committee member is appointed with a specific brief for safeguarding and child protection and will liaise with the CEO and DSL. The role is strategic rather than operational – they will not be involved in concerns about individual service users;
- The nominated committee member will liaise with the CEO and the DSL to produce an annual report for trustees;
- Chair of the board is responsible for liaising with the local authority and other partner agencies in the event of allegations of abuse being made against the CEO;
- One25 will contribute to multi-agency working in line with statutory guidance and local safeguarding and child protection procedures.

## 9. Creating a Culture of Safeguarding

### Safer Recruitment and Selection

One25 will ensure that safer recruitment practices are implemented, including scrutinising applicants, verifying identity and relevant qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking appropriate checks through the Disclosure and Barring Service (DBS), the barred list checks and prohibition checks, dependent on the role and duties performed, including regulated and non-regulated activity.

### Staff Support

It is recognised the stressful and traumatic nature of safeguarding and child protection work. **One25** will support staff by providing an opportunity to talk through their anxieties with the DSL and to seek further support, as appropriate. Further, One25 will endeavour to create a robust safeguarding culture and environment.

### Whole organisation Approach

All policies which address issues of power and potential harm, for example anti-bullying, equalities, positive behaviour, will be linked to ensure a whole organisation approach.

The safeguarding policy cannot be separated from the general ethos of the organisation, which should ensure that service users are treated with respect and dignity, taught to treat each other with respect, feel safe, have a voice, and are listened to.

Staff members and volunteers are advised to maintain an attitude of '**it could happen here**' where safeguarding is concerned. When concerned about the welfare of a child, young person or adult, staff members and volunteers should always act in the **best** interests of the person for whom they are concerned.

### **10. What Staff and Volunteers Need to Know**

All staff and volunteers need to be aware of the systems within **One25** which support safeguarding and child protection – this forms part of the induction process but also on-going training which is regularly updated.

All staff and volunteers should:

- Know the DSL and any deputies and how to contact them;
- Know who the Chair of the board, and the member responsible for safeguarding are;
- Read and understand this policy and revisit it annually or when significantly amended;
- Attend safeguarding training
- Adhere to the Code of Conduct;
- Know what to do if a service user tells them she is being abused or neglected. Staff and volunteers should know how to manage the requirement to maintain an appropriate level of confidentiality whilst at the same time liaising with relevant professionals such as the DSL and adults/children's social care. Staff and volunteers should never promise that they will not tell anyone about an allegation- as this may ultimately not be in the best interests of the person (see Appendix C);
- Report concerns about an adult, child or young person immediately or as soon as it is practicable to the DSL. If the DSL, deputy SL or member of SLT is not available and a child/young person or adult is in immediate danger or is at risk of harm a referral should be made to adult/children's social care or the police immediately. The DSL should be informed as soon as possible after the incident is reported;
- Be aware of signs of abuse or neglect;
- Be aware of whistleblowing procedures to the senior leadership team if they have concerns about safeguarding practices within the organisation. Where a staff member or volunteer feels unable to raise an issue with the senior leadership team or feels that their genuine concerns are not being addressed,

other whistleblowing channels may be open to them: General guidance can be found at: Advice on whistleblowing <https://www.gov.uk/whistleblowing>. The NSPCC whistleblowing helpline is available for staff or volunteers who do not feel able to raise concerns regarding child protection failures internally. Staff and volunteers can call: 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Or they can contact The Keeping Bristol Safe Partnership <https://bristolsafeguarding.org/adults/contact/contact-the-kbsp/>

- Report any potential safeguarding concerns about an individual's behaviour and actions towards children, young people or adults at risk immediately. Allegations or concerns about colleagues and visitors must be reported directly to the DSL who will inform the CEO. If the concern relates to the DSL the report should be made to the CEO, if the concerns is about the CEO it should be reported to the Chair of board. The Local Authority Designated Officer (LADO) will be informed where appropriate.
- Allegations regarding anyone in a position of trust working or volunteering with children should be referred to the LADO on the day that the allegation is reported. One25 should not undertake any investigation unless the LADO advises this.

### 11. Key Safeguarding Areas

In addition to the above there are other areas of safeguarding that are particularly relevant for One25 these include:

<p><b>Child Sexual Exploitation (CSE) and Trafficking</b> CSE is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. Sexual exploitation can take many forms, ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power</p>	<p><b>Grooming</b> is when someone builds a relationship, trust and emotional connection with a person so they can manipulate, exploit and abuse them. People who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the person's family or friends to make them seem trustworthy or authoritative. The groomer will look for ways to gain their victim's trust, which could be with gifts, promises or favours. Eventually the groomer may start to ask or demand for something in return such as money, alcohol, cigarettes, drugs, a place to stay, and sexual favours or even start blackmailing. Unknown to the victim that they are now in debt to the groomer and</p>
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<p>in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyberbullying and grooming. However, it also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.</p>	<p>this generally leads to the victim being exploited. It is worth noting a groomer may attempt to groom staff as well as other service users.</p>
<p><b>Modern Slavery</b> encompasses slavery, human trafficking, servitude, forced or compulsory labour. Traffickers 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. Homeless people can be particularly vulnerable to modern slavery.</p>	<p><b>Forced marriage</b> is not the same as an arranged marriage, as it involves coercion and force as opposed to a marriage based on free choice. It affects both males and females.</p>
<p><b>Domestic violence and abuse, Gender-based violence and teenage relationship abuse</b> involves any incident or pattern of incidents of controlling, coercive, threatening behavior, violence or abuse between those who are, or have been in relationships or family members regardless of gender or sexuality and is applicable to teenagers engaged in abusive relationships. <b>So-Called Honour-based Violence</b> So-called 'honour-based' violence (HBV) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing.</p>	<p><b>Gangs and youth violence.</b> Teachers and designated staff have a range of powers in relation to discipline to tackle problems, including violence, in the learning environment. Such powers cover disciplinary actions, the power to restrain violent learners, and the power to search learners for prohibited items. <b>Child Criminal Exploitation</b> Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of <b>county lines</b> criminal activity: drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns. Consideration should be given to the trafficking element of this area of safeguarding and if appropriate a referral is made to the National Referral Mechanism.</p>
<p><b>Children/young people with a Family Member in Prison</b></p>	<p><b>Homelessness</b></p>

These children/young people are at risk of poor outcomes including poverty, stigma, isolation and poor mental health.

**National Information Centre on Children of Offenders** NICCO provides information designed to support professionals working with offenders and their children, to help mitigate negative consequences for those children/young people.

Being homeless or being at risk of becoming homeless presents a real risk to welfare. The designated safeguarding lead (and any deputies) should be aware of contact details and referral routes in to the Local Housing Authority so they can raise/progress concerns at the earliest opportunity.

## Part 2: Procedures

### 1. Reporting Concerns

The procedure to respond to a concern are:

RECOGNISE the signs

- **RESPOND effectively**
  - Listen, be clear about what action you are going to take (Unless this is likely to escalate risk) offer support.
  - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
  - Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini investigation.
  - Seek consent from the adult or child and their parent or carer to take action and to report the concern as appropriate. Consider whether an adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
- **RECORD what you know.** Make a clear written, factual record'
  - As far as possible, records should be written contemporaneously, dated and signed.
  - Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.
- **REFER appropriately** - Contact the DSL or Deputy as soon as possible (except in an emergency where doing so could cause unjustifiable delays) The DSL/Deputy will discuss concerns with you and refer externally where appropriate in line with local procedures.

In making a decision whether to refer or not, the DSL should take into account:

  - (1) the adult's wishes and preferred outcome
  - (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
  - (3) the safety or wellbeing of children or other adults with care and support needs
  - (4) whether there is a person in a position of trust involved
  - (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Care Direct for possible safeguarding enquiry
- relevant regulatory bodies such as the Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

## 2. Involving Parents and Carers

In general, any child protection/adult at risk concerns will be discussed with the individual concerned and parents/carers where appropriate before approaching other agencies, and will seek their consent to making a referral to another agency. However, there may be occasions when One25 will contact another agency **before** informing the individual and/or parents/carers because it considers that contacting them may increase the risk of significant harm to the person.

## 3. Multi Agency Working

Staff work in partnership with other agencies in the best interests of the person for whom they have concern. If there are safeguarding or child protection concerns, referrals should be made by the DSL (or Deputy DSL) to:

	Contact	Out of Hours
<b>Children's Services</b>	<a href="https://www.bristol.gov.uk/social-care-health/first-response-referral">https://www.bristol.gov.uk/social-care-health/first-response-referral</a> 0117 9036444	01454 615 165
<b>Adult Services</b>	<a href="https://www.bristol.gov.uk/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk">https://www.bristol.gov.uk/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk</a> 0117 9222700	01454 615 165
<b>Mental Health services</b>	Mental Health emergency: 999 Mental health triage service: 0117 9195670 Early intervention: 101	24 hr line: 0300 555 0334
LADO	0117 9037795	N/A

Where the child/young person/adult already has a social worker, the request for service should go immediately to the social worker involved or, in their absence, to their team manager or to the out of hours service if it is out of hours.

One25 will co-operate with any child protection/ adult safeguarding enquiries including statutory safeguarding assessments conducted by adult's/children's social care. One25 will ensure representation at appropriate inter-agency meetings where appropriate.

Where a service user is subject to an inter-agency child protection plan or a multiagency risk assessment conference (MARAC) meeting, One25 will contribute to the preparation, implementation and review of the plan where appropriate.

#### **4. Disclosure / Allegation against a member of staff**

The primary concern of One25 is to ensure the safety of the child, young person or adult at risk. The term 'member of staff' applies to all contracted personnel within the organisation including volunteers and people employed by other agencies that are providing services for One25. If you suspect any other member of staff is abusing a service user or breaching their position of trust in a safeguarding capacity, it is your responsibility to whistle blow.

- a. Staff who are accused of a breach of the code set out in Appendix F may be subject to disciplinary procedure.
- b. Any allegation against a staff member which raises Safeguarding concerns should be reported to the DSL/Deputy as a matter of urgency.
- c. Where the allegation suggests that a professional has acted in a way which has harmed a child/young person or suggests that they could be unsuitable to work with children or young people the DSL/Deputy DSL will liaise with the LADO within one working day of being made aware of the allegation.

**Nicola Laird – Bristol LADO**

0117 9037795

- d. Where the allegation is against the DSL or Deputy the matter should be reported to the CEO. If the allegation is against the CEO the matter should be referred to the Chair of the Trustee Board.
- e. The DSL/Deputy/CEO/Chair of the trustee board will take action following discussions with the LADO
- f. One25 should inform the accused member of staff as soon as possible after initial consultation has taken place. However, this should not be before the Strategy Discussion or police discussion, if needed, has taken place and agreement has been reached as to what information can be disclosed to the member of staff.
- g. Where it is subsequently found that an allegation has been made maliciously, One25 may refer the matter to be dealt with under disciplinary procedures (Employee Handbook / Service User Code of Conduct).
- h. One25 may also take the decision to pursue an allegation of abuse through the Disciplinary Procedure. Discussion should be held with the relevant Local Authority to ensure that their investigation is not compromised by doing so. Employees should not automatically be suspended and should not be suspended without careful thought.
- i. If the accused member of staff tenders their resignation or ceases to provide their services, the allegation must continue to be investigated in accordance with the procedures. Compromise agreements by which a

person agrees to resign or One25 agrees not to pursue the disciplinary action will not be used in these cases.

## 7. Allegations of abuse made against service users

We recognise that service users are capable of abusing their peers. Abuse will never be tolerated or passed off as “banter”

Most cases of service users hurting other service users will be dealt with under our service user charter, but this child protection and safeguarding policy will apply to any allegations that raise safeguarding concerns. This might include where the alleged behaviour:

- Is serious, and potentially a criminal offence;
- Could put others at risk;
- Is violent;
- Involves service users being forced to use drugs or alcohol;
- Involves sexual exploitation or sexual abuse, such as indecent exposure, sexual assault, or sexually inappropriate pictures or videos (including sexting).

If a service user makes an allegation of abuse against another service user:

- You must tell the DSL and record the allegation, but do not investigate it;
- The DSL will contact the local authority children’s/adults social care team and follow its advice, as well as the police if the allegation involves a potential criminal offence;
- The DSL will put a risk assessment and support plan into place for all service users involved – both those who experience the abuse and the service user against whom the allegation has been made – with a named person they can talk to if needed;

## 12. Sharing of Information

Whilst the General Data Protection Regulation (GDPR) 2016 and the Data Protection Act 2018 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child/young person/adult at risk being placed at risk of harm. Fears about sharing information **cannot** be allowed to stand in the way of the need to promote the welfare and protect the safety of children/young people/adults; if unsure, staff should contact the DSL to discuss. The organisation will use the government’s guidance ‘Information Sharing: Advice for practitioners providing services to children, young people, parents and carers’ (2018) to help manage information sharing. One25 with work with key partners to ensure that and relevant safeguarding information is shared appropriately and in line with the law.

Reviewed By	Jennifer Riley, Operations Manager
Reviewed Date	October 2020
Next Review Date	October 2021
Distribution	All Staff, Volunteers & Trustees

## **Appendix A**

### **Key Documentation, procedures and guidance**

- What to do if you're worried a child is being abused: advice for practitioners (2015)
- Working Together to Safeguard Children (2018)
- Prevent Duty Guidance for England and Wales (2015).
- CONTEST strategy 2018
- Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers (2018).
- Listening to and involving children and young people (2014)
- Children Missing Education (2016)
- Supervision of activity with children (2012)
- The Care Act 2014

## Appendix B

### Local overview for concern reporting In an emergency – immediate risk of harm

<b>POLICE/FIRE/AMBULANCE</b>	<b>999</b>
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### Concerns about children/unborn child (Under 18) – contact the LA where the child lives

<b>LA – CHILDRENS SERVICES</b>	<b>Contact</b>	<b>Out of Hours</b>
<b>Bristol</b>	<a href="https://www.bristol.gov.uk/social-care-health/first-response-referral">https://www.bristol.gov.uk/social-care-health/first-response-referral</a> <b>0117 9036444</b>	<b>01454 615165</b>
<b>South Gloucestershire</b>	<b>01454 866000</b>	<b>01454 615165</b>

### Concerns about adults – Contact the LA where the adult lives

<b>LA- ADULT SERVICES</b>	<b>Contact</b>	<b>Out of Hours</b>
<b>Bristol</b>	<a href="https://www.bristol.gov.uk/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk">https://www.bristol.gov.uk/social-care-health/report-suspected-abuse-safeguarding-adults-at-risk</a> <b>0117 9222700</b>	<b>01454 615165</b>
<b>South Gloucestershire</b>	<b>01454 868007</b>	<b>01454 615165</b>

### Concerns about professionals

<b>LADO</b>	<b>0117 9037795</b>
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## **Appendix C**

### **Dealing with a Disclosure of Abuse**

#### **When a child/young person/adult tells me about abuse s/he has suffered, what must I remember?**

- Stay calm.
- Do not communicate shock, anger or embarrassment.
- Reassure the person. Tell her/him you are pleased that s/he is speaking to you.
- Never promise confidentiality. Assure her/him that you will try to help but let them know that you may have to tell other people in order to do this. State who this will be and why.
- Encourage the person to talk but do not ask "leading questions" or press for information (Tell, Explain, Describe - "TED")
- Listen and remember.
- Check that you have understood correctly what they are trying to tell you.
- Praise them for telling you. Communicate that s/he has a right to be safe and protected.
- It is inappropriate to make any comments about the alleged offender.
- Be aware that the person may retract what s/he has told you. It is essential to record all you have heard.
- At the end of the conversation, tell them again who you are going to tell and why that person or those people need to know.
- As soon as you can afterwards, make a detailed record of the conversation using the persons own language. Include any questions you may have asked. Do not add any opinions or interpretations.

NB It is not the role of staff to seek disclosures. Their role is to observe that something may be wrong, ask about it, listen, be available and try to make time to talk.

#### **Recognise – Respond – Record – Refer**

## Appendix D

### Types of abuse and neglect

Abuse and neglect is defined as the maltreatment of a child, young person or adult whereby someone may abuse or neglect a child by inflicting harm, or by failing to prevent harm. They may be abused by an adult or adults or by another child or children.

All staff should be aware that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases multiple issues will overlap with one another.

The following are the definition of abuse and neglect as set out in Working Together to Safeguard Children (2018) and in The Care Act (2014) however, the ultimate responsibility to assess and define the type of abuse a child or young person may be subject to is that of the Police and Children's/Adult Services – our responsibility is to understand what each category of abuse is and how this can impact on welfare and development, and where we have concerns that a child, young person or adult may be at risk of abuse and neglect (one or more categories can apply) to take appropriate action as early as possible.

<p><b>Physical abuse:</b> a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.</p>	<p><b>Neglect:</b> the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child 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 child's basic emotional needs.</p>
<p><b>Sexual abuse:</b> involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child 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,</p>	<p><b>Emotional abuse:</b> the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child 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 child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they</p>

<p>kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child 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.</p>	<p>communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.</p>
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**Adults at Risk (source NHS Choices)**

- Physical Abuse

This can include being assaulted, hit, slapped, pushed, restrained, being denied food or water, not being helped to go to the bathroom and misuse of medication.

- Sexual Abuse

This includes indecent exposure, sexual harassment, inappropriate looking or touching, as well as rape. Sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts, and sexual acts that the person does not agree to or were pressured into consenting to.

- Psychological Abuse

This includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion or harassment. It also includes verbal abuse, cyber bullying and isolation or an unreasonable and unjustified withdrawal from services or supportive networks.

- Financial Abuse

This includes theft of money or valuables, fraud, exploitation, pressure in connection with wills, property, enduring power of attorney, or inheritance or financial transactions, or the inappropriate use, misuse or misappropriation of property, possessions or benefits.

- Neglect and Acts of Omission

This includes not being provided with enough food or the right kind of food, or not being taken proper care of. Leaving the person without help to wash or change dirty or wet clothes, not getting them to a doctor when one is needed or not making sure that they have the right medicines.

- Discriminatory Abuse

This includes some forms of harassment, slurs or similar unfair treatment relating to race, gender, gender identity, age, disability, sexual orientation or religion.

- Self Neglect

This is not a direct form of abuse, but staff need to be aware of it in the General context of risk assessment/risk management and to be aware that they may owe a duty of care to a vulnerable individual who places him/herself at risk in this way.

## **Appendix E**

### **Code of Behaviour for Safeguarding Children and Adults at Risk**

One25 recognises that it is not practical to provide definitive instructions that would apply to all situations at all times whereby staff come into contact with children, young people and adults at risk and to guarantee the protection of service users and staff.

However, below are the standards of behaviour required of staff in order to fulfil their roles at one25. This code should assist in the protection of children, adults at risk and members of staff.

These guidelines also apply to volunteers who work in an unpaid capacity on behalf of one25.

Staff must:

- Implement the Safeguarding of Children and Adults at Risk Policy and Procedures at all times

Staff must never:

- Allow or engage in inappropriate touching of any kind. The main principles of touch are:
  1. touch should always be in response to the service users need
  2. touch should always be with a person's permission
- Do things of a personal nature for a service user that they can do for themselves or that their parent/carer can do for them.
- Physically restrain a service user unless the restraint is to prevent physical injury of the person/visitors or staff/yourself. In all circumstances, physical restraint must be appropriate and reasonable; otherwise, the action can be defined as assault. Any situation where physical restraint is used should be reported to the DSL/Deputy DSL
- Make sexually suggestive comments to, or within earshot of, a service user.
- Spend time alone with a service user on their own, outside the purposes of their work
- Seek to make contact with service users outside of the purposes of their work (e.g. via social media, telephone, email etc.)
- Engage in a personal relationship with a service user beyond that appropriate for a professional relationship.

Staff who breach any of the above may be subject to the Disciplinary Procedure.

## Appendix F

### Signs of grooming in services

- A service user is making an unusual amount of effort to spend a great deal of time or give attention to another individual (this could be a service user, volunteer or staff member).
- A service user appears to be developing intense friendships over a short period of time.
- A service user has started to display dominating or controlling behaviours towards another individual.
- A service user has started gifting an individual with money, cigarettes, alcohol, clothing, jewelry, offering accommodation etc.
- A service user has started requesting or demanding things from the individual and using language such as "You owe me".
- A service user has started to arrive or leave with another individual and appears to prevent them from spending time with other service users, volunteers or staff.
- A service user may move onto another individual once they have what they want, or cannot get what they want from another individual that they have previously groomed.

### Signs that a service user is being groomed outside of One25

- A service user has started to frequently speak about a new friend, boyfriend or girlfriend, but is reluctant to give details.
- There is a sudden change in service users appearance. They may have new clothes or jewelry.
- There is an increased use of drugs or alcohol for a service user.
- A service user may become unusually withdrawn, agitated, and aggressive or may not engage with staff.
- A service user may become secretive about who they are spending time with.
- A service user may appear to become isolated.
- A service user is appearing controlled by their phone or taking phone calls more than is usual.
- A service user is missing appointments with their key worker.
- An individual is waiting for a service user outside of the premises. A service user may start make excuses for an individual that is grooming them- "He doesn't have anywhere to live right now", "She's my friend, and she just needs some money for ..."
- A service user has visible injuries or bruises.