

## 1] Introduction

Dartford Young Living Ltd is legally responsible for the service and ensuring there are systems of rules, practices, and processes to safeguarding children and young people under the age of 18, under our direct care or in contact with our services. The welfare of children and young people is paramount in all the work we do and in all the decisions we take.

Dartford Young Living Ltd aims to meet the protection standard (Regulation 5) and regulation 20. We stand diligent against any abuse or risks from others such as peers, parents, guardians, staff members, professionals, and members of the public. We understand abuse can be from any source including risks from online and gang activities.

Dartford Young Living Ltd believes that all individuals, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse. No individual should experience abuse of any kind.

The organization has a responsibility to promote the welfare of all children and young people to keep them safe and to practice in a way that protects them by addressing risk of abuse, exploitative relationships, harm, or neglect (including self-neglect) and to act positively to report and respond to concerns raised regarding abuse.

This policy aims to provide individuals, staff members, volunteers, professionals, and others with the overarching principles that guide our approach to safeguarding. We are committed to liaise with others and follow the guidance from the Local Children Safeguarding Board. Our safeguarding procedures follow the five Rs principles which are:

- ☐ Recognize – recognize abuse.
- ☐ Respond – respond by following procedures.
- ☐ Report – report to emergency services (if appropriate) and to safeguarding lead.
- ☐ Record – record allegations of abuse using own words of individuals.
- ☐ Refer – refer to adult or children safeguarding teams or both if application.

We also follow the six principles as applied in the Care Act 2014:

- 1) Empowerment: People being supported and encouraged to make their own decisions and informed consent.
- 2) Prevention: It is better to act before harm occurs.
- 3) Proportionality: The least intrusive response appropriate to the risk presented.
- 4) Protection: Support and representation for those in greatest need.
- 5) Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.
- 6) Accountability: Accountability and transparency in safeguarding practice.

## 2] Scope

The protection of children and young people at risk of harm is not an option but a responsibility across all our services. The expectation for all children and young people using or in contact with our services is that they are empowered through support from all staff and external parties including social care agencies, police, health, and care organizations to be free from any preventable harm or exploitation. We aim to ensure children and young people's voices are heard and a person-centered approach is taken when providing support. We recognize other children and young people are at increased risk of abuse due to disabilities that includes sensory impairment and complex health needs. Further due diligence is required to address aspects such as

communication needs and ensure the right support is used to protect children and young people as individuals.

Dartford Young Living Ltd is committed to enabling children and young people to have the best support, protection, and quality of life available to them. We are committed to building a safeguarding culture where members of staff, volunteers, individuals, their families, and others treat each other with respect and are comfortable about sharing concerns.

The organization strives to ensure to the best of its ability that individuals will not encounter harm of any form while in our care, and that, if abuse is suspected or detected, the situation will be reported immediately to allow investigation by the appropriate statutory agencies.

Dartford Young Living Ltd recognizes that the protection of children and young people at risk of harm is placed above all other operating principles and supersedes the principle of confidentiality in relation to disclosure to the relevant authorities. The policy also meets all legislation, regulations, professional recommendations and complement any local authority requirements including the following:

- ☐ Equality Act 2010
- ☐ Safeguarding Vulnerable Groups Act 2006
- ☐ Children Act 2004
- ☐ Human Rights Act 1998
- ☐ The Human Medicines Regulations 2012
- ☐ Mental Capacity Act 2005
- ☐ Mental Capacity (Amendment) Act 2019
- ☐ Data Protection Act 2018 (GDPR)
- ☐ Public Interest Disclosure Act 1998
- ☐ Sexual Offences Act 2003

- ❑ Working together to safeguard children.
- ❑ UK Modern Slavery Act 2015
- ❑ United Nations Convention on the Rights of the Child (UNCRC)
- ❑ Guide to the Supported Accommodation Regulations including Quality Standards.

### **3] Location of the policy**

This policy is available to individuals using our services, families, employees, professionals and other interested third parties. The policy is published on our portal, statement of purpose, staff handbook and service guide.

### **4] Communication of the policy**

All individuals using our services will be informed or reminded about this policy and our duty of care as part of care planning, care provision, reviews activities or when concerns are identified.

Dartford Young Living Ltd will make reasonable adjustments to make sure that our policy is accessible to everyone. An easy-to-understand illustration of our safeguarding procedures is published in our Services Guide and portal.

All members of staff will be informed or reminded about this policy during induction, mandatory training, and supervision.

Members of staff have a duty to communicate the contents of this policy to individuals using our service, their families and other third parties such as advocates, professionals, and friends.

## 5] Safeguarding Training

Dartford Young Living Ltd is committed to ensuring that everyone who works for us understands their safeguarding responsibilities and keeps their knowledge up to date.

All staff must complete mandatory safeguarding training within 3 months of taking up post, and after that at yearly intervals. There will also be regular refresher training on safeguarding children including on specific areas of risk and safeguarding practice.

## 6] The Safeguarding Lead

Dartford Young Living Ltd has a designated safeguarding lead who is also the registered manager, Kimonia Fannell. She is responsible for managing this Policy and taking the lead when it comes to safeguarding and safety of individuals.

The safeguarding lead ensures:

- all safeguarding issues are responded to appropriately.
- that anyone who wants to report a safeguarding concern knows what to do and the actions that will be taken by Dartford Young Living Ltd.
- they receive and record information from anyone who has a safeguarding concern about any individual under our care.
- take the lead on responding to information that may constitute a safeguarding concern, including risks posed by others. This includes:
  - assessing and clarifying the information
  - making referrals to statutory organizations as appropriate
  - consulting with and informing the relevant members of the organization's management.
- following the organization's safeguarding policy and procedures.

- liaise with, pass on information to and receive information from statutory protection agencies such as the local authority, young person safeguarding services and the police.
- making formal referrals to agencies when necessary.
- storing and retaining safeguarding records according to legal requirements and the organization's safeguarding policy and procedures.
- Ensuring that safeguarding requirements are being followed at all levels of the organization.
- Be familiar with and work within inter-agency safeguarding procedures developed by the local safeguarding agencies.
- Be familiar with issues relating to safeguarding and abuse and keep up to date with new developments in this area.
- Attend regular training regarding issues relevant to safeguarding and share knowledge from that training with everyone who works or volunteers for Dartford Young Living Ltd.
- Attend team meetings, supervision sessions and management meetings as arranged.
- Any concerns which members of staff may have regarding the safety and well-being of a child at risk of abuse should be brought to the attention of the safeguarding lead.

### **7] What constitutes abuse?**

These can include one or a combination of the following actions which must, however, be used only as a guide:

- Abuse can be a single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to young people and children. It can take the form of physical, sexual,

emotional, psychological, or domestic abuse, acts of neglect or omission, financial and material abuse, and the withholding of information. The abuse can be multiple, involving some or all the above.

- Abuse can occur in any setting including those previously assumed safe, or in public places. Members of Staff should be aware that young people and children using our services might have come to the service because they have been subject to abuse:
  - In their own home.
  - In the community.
  - from someone known to them such as a relative, friend or acquaintance.
- Alternatively young people and children might be at risk of abuse after they come to the service, for example from:
  - Another individual.
  - A member of staff.
- Some individuals are additionally vulnerable because of their level of dependency, communication needs or other issues. In this case, extra safeguards may be needed to keep individuals who are additionally vulnerable safe from abuse.
- Where the perpetrator of abuse is a member of staff reporting to Social Care Agencies, Police or both takes precedence over any internal investigation.

### 8] Types of Abuse

The care and support statutory guidance recognize ten types of abuse which are:

- 1) Physical Abuse - involving actual or attempted injury to a young person defined as at risk. For example:
  - Physical assault by punching, pushing, rough handling, slapping, tying down, giving food or medication forcibly, or denial of medication.
  - Use of medication other than as prescribed.

- Inappropriate and unauthorized restraint
  - physical punishments.
- 2) Domestic violence or abuse – This might involve sustained pressure on individuals through psychological, physical, sexual, financial, and emotional.
- 3) Sexual Abuse - involving activity of a sexual nature where the young person at risk cannot or does not give consent. For example:
- Rape.
  - Acts of gross indecency.
  - Inappropriate touching or verbal or physical sexual harassment.
- 4) Emotional/Psychological and Emotional Abuse - resulting in mental distress to the young person at risk. For example:
- Excessive shouting, bullying, humiliation.
  - Manipulation of, or the prevention of access to, services that would be of benefit to the young person.
  - Isolation or sensory deprivation.
  - Denigration of culture, religion, gender, age, or sexuality.
- 5) Financial or Material Abuse - involving the exploitation of resources and property belonging to the young person at risk. For example:
- Theft or fraud.
  - Misuse of money, property, or resources without the informed consent of the young person at risk.
- 6) Modern Slavery – This involves any form of Human trafficking, forced labour, Domestic servitude, Sexual exploitation, such as escort work, prostitution and



pornography, Debt bondage (being forced to work to pay off debts that realistically they never will be able to).

7) Discriminatory abuse - for example, treating one individual less favourably than another.

8) Organizational or Institutional Abuse – This is when an organization has practices that deny the basic rights of individuals such as the lack of respect, dignity, and privacy. This can also involve ignoring cultural, religious, and ethnic needs. This type of abuse can also include authoritarian management, lack of leadership and supervision.

9) Neglect and acts of omission by others charged with the care of the young person, including ignoring medical or physical care needs. For example:

- Failure to provide access to appropriate health, social care, or educational services.
- Withholding of the necessities of life such as nutrition, appropriate heating, etc.

10) Self-neglect – This involves lack of self-care to an extent that it threatens personal health and safety. This includes neglecting to care for one's personal hygiene, health or surroundings, inability to avoid self-harm, failure to seek help or access services to meet health and social care needs and inability or unwillingness to manage one's personal affairs.

### **9] Privacy**

The protection of young people and children at risk of abuse is placed above all other operating principles and supersedes the principle of confidentiality. Although it is recognized that an individual's privacy must be always protected, in situations where

abuse is suspected, there must be free communication between participating agencies throughout the investigation. Under no circumstances will information on a young person be withheld from Social Care Agencies because the holder of the information thinks that it might compromise a third party. If a member of staff is given information relating to young person abuse 'in confidence' they must make, clear that any information relating to child abuse must be passed on to Social Care Agencies or Police for investigation (if applicable).

### **10] Communication Needs**

If the individual is profoundly deaf and requires the services of a sign language interpreter or communication support worker, one should be appointed to work with the individual. This should be arranged in consultation between the organization and other professionals as appropriate. Other forms of assistance to communication should be utilized if the individual cannot communicate using speech.

If the individual does not have English as a first language and requires the services of an interpreter, an interpreter from the Interpreting Service should be appointed to work with the individual. This should be arranged in consultation between the organization and Social Care Agencies as appropriate. Using a member of the individual's family as an interpreter should be avoided.

### **11] Child on Child Abuse**

Child-on-child abuse (also known as peer-on-peer abuse) including sexting Children can abuse other children. This is often referred to as child-on-child abuse and this can happen both inside and outside schools or residential settings and online. It is important that all staff recognize the indicators and signs of child-on-child abuse and know how to identify it and respond to reports. Staff should understand, that even if there are no

reports in their setting, it does not mean it is not happening, it may be the case that it is just not being reported.

Dartford Young Living Ltd recognizes the gendered nature of child-on-child abuse (i.e., that it is more likely that girls will be victims and boys' perpetrators), but that all child-on-child abuse is totally unacceptable, it will not be tolerated and will be taken seriously; and must always be taken as seriously as abuse perpetrated by an adult. Any concerns or allegations against another child must be referred immediately to the Safeguarding Lead and the Local Safeguarding Children Partnership's procedures followed, for both the victim(s) and the alleged perpetrator(s). It is especially important, that such abuse is not passed off as 'banter', 'part of growing up' or 'having a laugh' as this can lead to a culture of unacceptable behaviours and an unsafe environment for children and in worst case scenarios a culture that normalizes abuse, leading to children accepting it as normal and not coming forward to report it.

### **12] Extremism and radicalization**

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities based on race, faith, or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter-Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of the armed forces as extremist. Radicalization refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Terrorism is an action that endangers or causes serious violence to a person/people; causes serious damage to property, or seriously interferes or disrupts an electronic system. The use or threat must

be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious, or ideological cause. There is no single way of identifying whether a child is likely to be susceptible to an extremist ideology or vulnerable to being drawn into terrorism. Factors that may have a bearing on someone becoming vulnerable may include:

- o peer or family pressure
- o bullying
- o being a victim or perpetrator of crime
- o anti-social behaviours • family tensions
- o hate crime.
- o lack of self-esteem or identity; or
- o personal or political grievances.

### **13] Online Safety**

At Dartford Young Living Ltd, we understand the importance of online safety for young people. Our commitment to creating a safe environment for young people is unwavering. We provide comprehensive educational resources and guidelines on online safety for young people. This includes identifying dangers such as grooming while promoting awareness about potential risks online and provide guidance on how to navigate them safely.

We have implemented advanced content filtering mechanisms that proactively scan and identify any inappropriate or harmful material on internet network. This ensures that young users are not exposed to any content that may be detrimental to their well-being. Dartford Young Living Ltd also adheres to strict age verification processes to ensure that young people only access services appropriate to their age. This helps create a safer environment for young people by limiting their exposure to potentially harmful content.

We also monitor user interactions and activities on our network, promptly addressing any concerns or reports of inappropriate behaviours. We will take every concern seriously and take immediate action, when necessary, which might include alerting the police. If online abuse occurs, we will contact the social worker of the young people or the local authority team (Multi Agency Safeguarding Team).

### **14] Serious violence and county lines**

At Dartford Young Living Ltd, we understand the importance of online safety for young people. Our commitment to creating a safe environment for young people is unwavering. We provide comprehensive educational resources and guidelines on online safety for young people. This includes identifying dangers such as grooming while promoting awareness about potential risks online and provide guidance on how to navigate them safely.

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We also monitor user interactions and activities on our network, promptly addressing any concerns or reports of inappropriate behaviours. We will take every report seriously and take immediate action when necessary. Dartford Young Living Ltd will work with other professionals such as social workers to address concerns linked with online safety.

### **15] Self Harm and Suicide**

Dartford Young Living Ltd is committed to the protection and support of young people at risk of self-harm and suicide. We aim to create an environment where young people feel supported, understood, and empowered on their journey toward improved mental health. It is crucial that staff members are equipped with the necessary knowledge and resources to ensure the safety and well-being of young individuals.

Dartford Young Living Ltd will ensure that young people are involved in all decision making around changes to their support and living arrangements. They should be equal partners when addressing and care planning risks of self-harm and suicide. Involving young people themselves in decisions about their own well-being demonstrates respect for their autonomy while also fostering a sense of ownership over their recovery process. Their input should be valued throughout these discussions as it can provide valuable insights into their needs, preferences, goals, fears, confounding and push factors.

Members of staff should play a proactive role in assisting young people in accessing suitable professional support such as medical professionals. This not only helps keep them safe but also enables them to gain a better understanding of their previous experiences and behaviours related to self-harm.

Dartford Young Living Ltd is aware that maintaining accurate records of self-harming incidents is essential for effective communication with relevant professionals, including accommodating authorities. Sharing this information ensures that all parties involved are well-informed and can contribute to the appropriate care and support for the young person.

### **16] Serious violence and county lines**

All staff should be aware of indicators, which may signal that children are at risk from, or are involved with serious violent crime. These may include increased absence from school, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm or a significant change in well-being, or signs of assault or unexplained injuries.

Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation. All staff should be aware of the range of risk factors which increase the likelihood of involvement in serious violence, such as being male, having been frequently absent or permanently excluded from school, having experienced child maltreatment and having been involved in offending, such as theft or robbery. All staff should be aware of the associated risks and understand the measures in place to manage these.

County lines is a term used to describe gangs and organized criminal networks involved in exporting illegal drugs (primarily crack cocaine and heroin) from urban areas to suburban and rural areas, market, and seaside towns within the UK, using dedicated mobile phone lines or another form of “deal line”. Exploitation is an integral part of the county lines offending model with children exploited to move and store drugs and money. Offenders will often use coercion, intimidation, violence (including sexual violence) and weapons to ensure compliance of victims. Children can be targeted and recruited into county lines in many locations including schools, further and higher educational institutions, pupil referral units, special educational needs schools, and care settings including supported living. Children are often recruited to move drugs and money between locations and are known to be exposed to techniques such as ‘plugging’, where drugs are concealed internally to avoid detection.

Children can easily become trapped by this type of exploitation as perpetrators can threaten victims (and their families) with serious violence and kidnap or entrap and coerce them into debt. Children may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognized by adults and professionals, (particularly older children), and they are not treated as victims despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to. It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however professionals should be aware that girls are at risk of criminal exploitation too. It is also important to note that both boys and girls being criminally exploited may be at higher risk of sexual exploitation.

### **17] Procedure – Raising Safeguarding Concerns.**

Individuals using our services and others including families and professionals can report any safeguarding concerns by informing any of our care workers and management.

Telephone	07591390194
Email	info@dartfordyoungliving.com
Address	2b Anerley Station Road, London, SE20 8PT

Our staff are trained to support anyone raising safeguarding concerns. All allegations of abuse will be investigated.



All members of staff, families and others can also report any safeguarding concerns they have by informing our management. If anyone is concerned about a child at risk, they should not ignore the situation or assume someone else will act. All concerns should be referred to the local authority children social care teams. All concerns regarding the conduct of staff towards other staff, relatives, professionals, and others should be reported to the designated safeguarding lead. If the member of staff cannot utilize the in-house procedures, they will need to utilize our whistle-blowing procedures.

All safeguarding concerns will be taken seriously regardless of any history of the individual raising the concern. When a safeguarding concern has been raised staff should take the following steps:

- Make sure that the individual is safe. If you become aware that an individual may be at risk of harm, or you are told directly by an individual that they are being/have been abused, you should be aware that the individual may be feeling vulnerable or upset when disclosing this information.
- You should take steps to ensure the safety of the individual at risk of harm.
- Listen calmly to the individual. Talk reassuringly and guarantee confidentiality. Tell them that with their consent they can get help and support.
- You should be supportive and reassure the young person by listening carefully, but do not ask unnecessary questions. It is not your role to investigate.
- Explain that you must inform the designated safeguarding lead. You should advise the individual that the information will have to be passed on to the designated safeguarding lead and that Social Care Agencies may be required to investigate further as part of Multi Agency Safeguarding Team.
- When you feel it is appropriate to leave the individual who is disclosing the abuse, the information given by the individual should be passed on immediately to the designated safeguarding lead. Where you are concerned for the immediate safety and well-being of an individual, contact emergency services such as the police or ambulance immediately. Do not delay. You can contact the

designated safeguarding lead once you are satisfied that the individual is safe. If you suspect that abuse of a criminal nature has taken place you should contact the Police immediately and steps should be taken to preserve evidence. You can then contact the designated safeguarding lead who will contact the relevant local safeguarding team.

- Make an accurate report using the individual's own words. Record the nature of your concern under Incident and Concerns on the online portal. Highlight anything the individual may have told you using, as far as possible, the words used by the individual. This information will form the basis of the referral and will be required if there is an investigation. As much information as possible should be recorded, please record facts. No opinions or assumptions should be included.
- Keep the individual informed of all follow-on proceedings.

## 18] Emergency

In an emergency call the Police on 999. The Contact Details of the Local Safeguarding Children Board, Multi-Agency Safeguarding HUB (MASH) are:

Telephone:	0300 041 1111
Out of hours	0300 041 9191
Website:	<a href="https://www.dartford.gov.uk/health-social-care/safeguarding">https://www.dartford.gov.uk/health-social-care/safeguarding</a>
Address:	Dartford Council Civic Centre, Home Gardens, Dartford, Kent, DA1 1DR

Should you have an allegation concerning the Registered Manager, you may also refer this directly to the Local Authority Designated Officer (LADO) on 0300 041 1111.

### 19] Contacting Ofsted

The Contact details of Ofsted are:

Email	enquiries@ofsted.gov.uk
Telephone	0300 123 1231
Address	Piccadilly Gate, Store Street. Manchester. M1 2WD

### 20] Quality Assurance of the operation of the policy in practice

Dartford Young Living Ltd will also assess and evaluate all the systems and procedures used to monitor services to ensure they remain fit for purpose, effective to run a well-led service and provide a high standard of care. Where development areas are identified they will be addressed promptly.

### 21] Review

The Registered Manager will oversee reviewing of this policy annually to ensure its aim and objectives remain relevant. Review of this policy will take place earlier to take note of any changes in regulations and legislation. The policy will also be informed by Stakeholder feedback and changes in practice.

Dartford Young Living Ltd is determined to keep improving our knowledge and understanding of how best to protect children. We will also promote a culture in which we are able to highlight and review near misses to learn and improve our practice.

## **Allegations Against Staff**

### **Procedure for Dealing with Allegations Against Staff:**

**1. Any allegations against staff must be reported immediately to the safeguarding lead:**

- Any incident or concern involving staff must be reported to the safeguarding lead without delay. This includes allegations of misconduct, abuse, or any behaviour that may pose a risk to the safety and well-being of children and young people.
- The safeguarding lead will assess the situation and determine the necessary steps to address the allegation. This may involve initiating an internal investigation and contacting external authorities if required.

**2. The staff member will be suspended pending investigation:**

- To ensure the safety of all parties involved, the staff member against whom the allegation has been made will be suspended immediately from their duties pending the outcome of the investigation.
- The suspension is a neutral act and does not imply guilt. It is intended to protect both the staff member and the individuals involved while the investigation is conducted.

**3. The organization will cooperate fully with statutory agencies:**

- The organization will provide full cooperation to statutory agencies, such as child protection services and law enforcement, during the investigation process.
- All relevant information and documentation will be made available to the authorities to facilitate a thorough and transparent investigation.
- Allegations must be reported to the Local Authority Designated Officer (LADO) within 24 hours of the allegation being made.

**4. Steps will be taken to ensure the safety of the affected individuals during the investigation:**

- Immediate measures will be implemented to safeguard the affected individuals. This may include providing additional support, adjusting care plans, and ensuring that the individuals have access to appropriate services.
- The organization will maintain clear communication with the affected individuals and their families, keeping them informed of the progress and outcomes of the investigation.

## **Safe Spaces and Use of Cameras/Phones**

### **Safe Spaces and Use of Cameras/Phones CCTV and Privacy Policy:**

**1. Refer to the CCTV Policy for Detailed Information:**

- The CCTV policy provides comprehensive guidelines on the use of CCTV cameras within the organization's premises. It outlines the purposes of CCTV usage, such as ensuring the safety and security of individuals, monitoring activities to prevent and detect crime, and safeguarding vulnerable individuals.
- The policy includes information on the placement of cameras, the procedures for accessing and reviewing footage, and the retention period for recorded footage. It also addresses the responsibilities of staff members in managing and maintaining the CCTV system.
- Staff must familiarize themselves with the CCTV policy and adhere to its



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guidelines to ensure compliance with legal and organizational standards.

### 2. CCTV Cameras Will Not Be Placed in Service Users' Bedrooms and Bathrooms to Ensure Privacy:

- To respect the privacy and dignity of service users, CCTV cameras are strictly prohibited in private areas such as bedrooms and bathrooms.
- The placement of CCTV cameras will be limited to common areas, entrances, exits, and other locations where monitoring is necessary for safety and security purposes.
- The organization is committed to ensuring that the use of CCTV does not infringe on the privacy rights of individuals. Any concerns or complaints regarding the placement or use of CCTV cameras should be reported to the safeguarding lead for investigation and resolution.

### Online Safety

#### Response to Online Safety Breaches:

- **Staff must report any online safety breaches immediately to the safeguarding lead:**
  - Any incident or concern related to online safety must be reported to the safeguarding lead without delay. This includes but is not limited to instances of cyberbullying, inappropriate content, online grooming, or any suspicious activity that may pose a risk to the safety and well-being of children and young people.
  - Staff should document the details of the breach, including the nature of the incident, the individuals involved, and any immediate actions taken. This information should be provided to the safeguarding lead as part of the initial report.
  - The safeguarding lead will assess the situation and determine the necessary steps to mitigate the risk and protect the individuals involved.
- **Secure any evidence related to the breach:**
  - Preserving evidence is crucial in handling online safety breaches. Staff must take steps to secure any digital evidence related to the incident, such as screenshots, chat logs, emails, or any other relevant digital files.
  - The evidence should be collected in a manner that maintains its integrity and prevents any tampering or loss. This may involve using secure storage methods and ensuring that the evidence is only accessible to authorized personnel.
  - The safeguarding lead will guide staff on the appropriate procedures for collecting and storing evidence and will ensure that all evidence is handled in compliance with legal and organizational standards.
- **The safeguarding lead will take appropriate actions, including notifying relevant authorities if necessary:**
  - Upon receiving the report and reviewing the evidence, the safeguarding lead will take appropriate actions to address the breach. This may include contacting the relevant authorities, such as law enforcement, child protection services, or other regulatory bodies.
  - The safeguarding lead will also coordinate with other professionals, such as IT specialists, to investigate the breach and implement measures to prevent future incidents.
  - Follow-up actions may include providing support to the affected individuals, conducting risk assessments, and updating online safety policies and procedures as needed.
- **Teaching Service Users / Young People on Online Safety:**
- **Educational Programs and Resources:**
  - The organization will implement comprehensive educational programs to teach service users and young people about online safety. This includes workshops,



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seminars, and interactive sessions designed to raise awareness about the risks associated with online activities.

- Educational materials such as brochures, guides, and videos will be made available to reinforce the lessons learned during these sessions. Topics covered will include safe browsing habits, recognizing online grooming, dealing with cyberbullying, and understanding privacy settings on social media.
- **Incorporating Online Safety into Daily Activities:**
  - Staff will incorporate discussions about online safety into daily activities and routines. This continuous engagement ensures that young people remain vigilant and informed about potential online risks.
  - Regular check-ins and discussions will be held to address any questions or concerns that service users may have about their online experiences.
- **Security Filters to Prevent Access to Harmful/Inappropriate Content:**
- **Content Filtering Systems:**
  - The organization will employ advanced content filtering systems to block access to harmful or inappropriate websites and online content. These filters will be regularly updated to ensure they provide effective protection against the latest online threats.
  - Content filtering will be applied across all devices and networks used by service users to create a safe online environment.
- **Monitoring and Review:**
  - The organization will implement monitoring systems to track online activities and identify any attempts to access restricted content. Regular reviews of these logs will help in identifying patterns and potential risks.
  - Staff will be trained to monitor online activities discreetly and effectively, ensuring the privacy and dignity of service users while maintaining their safety.
- **Parental Controls and User Permissions:**
  - Devices used by service users will have parental controls enabled to restrict access to age-appropriate content. User permissions will be configured to limit the ability to change these settings without authorization.
  - Regular audits will be conducted to ensure that all devices remain compliant with the organization's online safety policies.

### Matching and Referral Process

#### Referral and Matching Policy Reference:

1. **Refer to the Referral and Matching Policy for Detailed Procedures on the Matching and Referral Process:**
  - The referral and matching policy outline the detailed procedures to ensure that each child or young person is matched with the most appropriate services and support based on their individual needs.
  - The referral process begins with a comprehensive assessment of the child or young person's needs, which includes gathering information from various sources such as social workers, previous caregivers, and any relevant medical or educational records.
  - Based on the assessment, the matching process involves identifying the most suitable placement or service that can meet the specific needs of the child or young person. This includes considering factors such as the child's background, preferences, cultural and religious considerations, and any special requirements.
  - The matching process also involves a careful evaluation of the potential placement or service, including a review of the provider's capabilities, staff qualifications, and the overall suitability of the environment.
  - Regular reviews and updates are conducted to ensure that the placement or service continues to meet the needs of the child or young person. Adjustments are made as necessary to address any changes in circumstances or requirements.
  - All decisions and actions taken during the referral and matching process are





documented thoroughly to maintain transparency and accountability.

## Physical Contact and Professional Boundaries

### Guidance on Physical Contact and Professional Boundaries:

#### 1. Clearly Outline Acceptable Physical Contact and Behaviours:

- Physical contact between staff and service users should be minimal and only occur in specific situations to prevent injury, harm, or to assist with essential first aid.
- **Acceptable physical contact includes:**
  - Intervening to prevent a service user from harming themselves or others.
  - Providing essential first aid in emergency situations.
- **In all instances of physical contact, staff must:**
  - Seek the service user's consent whenever possible.
  - Use the minimum amount of force necessary to ensure safety.
  - Ensure that any physical contact is respectful and maintains the dignity of the service user.
  - Document the incident in detail, including the reasons for physical contact and any actions taken.

#### 2. Define Professional Boundaries and Expectations for Staff-Client Relationships:

- **Professional Relationships:**
  - Staff members must maintain a professional relationship with service users at all times. Personal relationships with service users that extend beyond the professional scope are strictly prohibited.
  - Staff should avoid situations where they are alone with a service user in a private setting without a valid professional reason. Meetings should take place in open, visible areas whenever possible.
  - Staff must not share personal contact information with service users or engage in personal communication through social media, texting, or other non-professional channels.
- **Professional Boundaries:**
  - Staff must not engage in any behaviour that could be interpreted as favouritism, or that blurs the line between professional and personal relationships.
  - Staff should be aware of the power dynamics in their relationship with service users and ensure that their actions do not exploit or manipulate the trust placed in them by the service users.
  - Any concerns or breaches of professional boundaries must be reported immediately to the safeguarding lead for appropriate action.
- **Training and Awareness:**
  - All staff will receive training on professional boundaries and acceptable physical contact as part of their induction and ongoing professional development.
  - Regular refresher courses and workshops will be provided to ensure staff remain aware of the latest best practices and organizational policies regarding professional boundaries.

## Training for All Staff

Induction and Training Policy Reference:

#### 1. Refer to the Induction and Training Policy for Detailed Information on Training Requirements:

- The induction and training policy outlines the mandatory training requirements for all new staff members. This includes initial induction training that must be completed within the first three months of employment.
- Induction training covers essential topics such as the organisation's



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safeguarding policies and procedures, roles and responsibilities, and the legal framework surrounding child protection.

- In addition to induction training, staff must participate in ongoing professional development and refresher training sessions. These sessions are designed to ensure that staff members remain up-to-date with current best practices, new legislation, and emerging issues in safeguarding.
- All training activities must be documented and recorded in the staff member's training file. This includes dates of training, content covered, and any assessments or certifications achieved.

### **2. Ensure All Staff Are Trained on Indicators of Child Abuse, Contextual Safeguarding, Exploitation, and the Safeguarding Alert Process:**

- Indicators of Child Abuse: Training must include comprehensive coverage of the various indicators of child abuse, including physical, emotional, sexual abuse, and neglect. Staff should be trained to recognize signs such as unexplained injuries, changes in behaviour, fearfulness, and withdrawal.
- Contextual Safeguarding: Staff should understand the concept of contextual safeguarding, which involves assessing and addressing risks to children and young people outside their family environment, such as within their community, peer group, or online.
- Exploitation: Training should cover different forms of exploitation, including child sexual exploitation (CSE), child criminal exploitation (CCE), and modern slavery. Staff must be aware of the signs of exploitation, such as truancy, unexplained gifts, association with older individuals, and changes in behaviours.
- Safeguarding Alert Process: All staff must be trained on the safeguarding alert process, including how to raise a concern, the steps to take if they suspect a child is at risk, and how to document and report their concerns. This includes understanding the internal reporting procedures and knowing when and how to escalate concerns to external agencies such as local safeguarding boards or the police.
- Regular refresher training will be provided to ensure staff retain their knowledge and stay informed about any updates to safeguarding procedures or legislation.

## **Safer Recruitment**

### **Recruitment and Selection Policy Reference:**

#### **1. Refer to the Recruitment and Selection Policy for Detailed Procedures:**

- The recruitment and selection policy outlines the comprehensive procedures that must be followed to ensure the safe recruitment of staff. This includes job advertising, application processes, interview procedures, and the necessary background checks.
- All applicants must complete a detailed application form that includes their employment history, qualifications, and any gaps in employment.
- Interviews must be conducted by a panel that includes at least one member trained in safer recruitment practices. The interview process will include questions designed to assess the candidate's suitability to work with children and young people.
- All candidates must provide proof of identity, right to work in the UK, and relevant qualifications.





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- Background checks will include an enhanced Disclosure and Barring Service (DBS) check, verification of professional qualifications, and obtaining a minimum of two references.
- 2. **Specify How References Will Be Verified, Such as Through Follow-up Phone Calls:**
  - References must be obtained from the candidate's previous employers, preferably from their most recent positions working with children or vulnerable groups.
  - References must be written and on official letterhead or from an official email address. Verbal references are not accepted unless followed up with written confirmation.
  - Once written references are received, the recruitment team will conduct follow-up phone calls to verify the authenticity of the references. This involves speaking directly with the referees to confirm the details provided in the reference, including the candidate's role, responsibilities, and suitability to work with children.
  - All reference checks and follow-up calls must be documented and stored securely in the candidate's recruitment file.
  - Any discrepancies or concerns raised during the reference verification process must be investigated thoroughly before the candidate is considered for employment.

### Recording Safeguarding Concerns

#### Procedure for Recording and Storing Safeguarding Concerns:

1. **Detailed Procedures for Recording and Storing Concerns:**
  - **Recording Concerns:**
    - All safeguarding concerns must be recorded immediately upon being reported or observed. The initial report should be made using the Incident and Concerns form available on the online portal.
    - The report should be comprehensive and include all relevant details, following the guidelines provided in the safeguarding training. This ensures that the information is accurate and can be used effectively in any subsequent investigations.
    - The designated safeguarding lead will review the recorded concerns and ensure that all necessary details are captured. They will then determine the appropriate actions to be taken based on the nature and severity of the concern.
  - **Storing Records:**
    - **Electronic Records:** All electronic records of safeguarding concerns will be stored in an authenticated secure, password-protected database. Access to these records will be restricted to authorized personnel only. Regular backups will be performed to prevent data loss.
    - **Hard Copy Records:** Any hard copy records will be stored in a locked cabinet in a secure office location. Only authorized personnel will have access to the keys or combination to the cabinet.
  - **Include Information Such as the Nature of the Concern, Actions Taken, and Outcomes:**
  - **The nature of the concern:** Provide a detailed description of the safeguarding concern, including who was involved, what was observed or reported, when and where it occurred, and any other relevant context. Use the exact words of the person reporting the concern whenever possible.
  - **Actions taken:** Document all actions taken in response to the concern. This includes initial



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steps to ensure the immediate safety of the individual(s) involved, notifications made to the safeguarding lead or other authorities, and any interim measures implemented while an investigation is conducted.

- **Outcomes:** Record the outcomes of any investigations or actions taken. This includes the results of any assessments, decisions made regarding the concern, any follow-up actions required, and the final resolution. It is also important to note any support provided to the individuals involved and any changes to policies or procedures implemented as a result of the concern.