



SAFEGUARDING POLICY FOR CHILDREN AND YOUNG PEOPLE

1. Policy Statement

SEND and You acknowledges that all children and young people have the right to protection from abuse, neglect and exploitation. Safeguarding is everybody's responsibility and doing nothing is not acceptable.

SEND and You exists to offer help, support and information to children, young people and their parents. 'Children' refers to those who have not yet reached their 18th birthday. SEND and You works with children and young people up to the age of 25. For special educational needs, the Children and Families Act 2014 defines 'young people' as aged over compulsory school age and under 25.

Whilst we have no statutory remit or role in relation to child abuse the welfare of the child is paramount. All employees/volunteers have a responsibility to pass on considered concerns in relation to the safety of a child or young person to the appropriate agency so that concerns can be assessed.

This policy applies to:

- all children under 18 years old
- young people aged 16 and 17.
- all staff, volunteers and Trustees.

2. Concerns about the safety of a child or young person

Employees/Volunteers, as members of the public, have a duty to protect the welfare of the children in the family they support. Safeguarding is a core element of the recruitment training of all Employees/Volunteers to ensure they are aware of:

- the signs of abuse
- the appropriate procedures to follow should they have a concern about a child
- the support available to themselves.

Types of child abuse and some of their signs and symptoms

The Children Act 1989 identifies in particular the following categories of child abuse, confirmed in the Department of Health document, 'Working Together to Safeguard Children 2018':

- **Physical abuse** may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill-health to a child whom they are looking after.
- **Emotional abuse** is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar

as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve 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 ill-treatment of a child, although it may occur alone.

- **Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetration or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways.
- **Neglect** is 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. It is a form of child abuse that can have serious and long-lasting impacts on a child's life - it can cause serious harm and even death. Neglect may occur during pregnancy as a result of maternal substance abuse. There are four main types of neglect. Once a child is born, neglect may involve:

physical neglect: a parent/carer failing to meet a child's basic needs, such as providing adequate food, clothing or shelter (including exclusion from home or abandonment); not supervising a child adequately or providing for their safety (including the use of inadequate care-givers);

educational neglect: a parent/carer failing to ensure a child receives an education;

emotional neglect: a parent/carer failing to meet a child's needs for nurture and stimulation, for example by ignoring, humiliating, intimidating or isolating them; failing to protect a child from physical and emotional harm or danger. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

medical neglect not providing appropriate health care (including dental care), refusing care or ignoring medical recommendations (Horwath, 2007).

Signs and indicators of neglect

There's often no single indicator that a child is being neglected. You may notice more than one sign and your concerns might become more frequent if problems are mounting up. This could indicate that a child and their family need support.

Children who are neglected may:

- live in an unsuitable home environment, for example in a house that isn't heated throughout winter
- be left alone for a long time
- be smelly or dirty
- wear clothing that hasn't been washed and/or is inadequate (for example, not having a winter coat)
- seem particularly hungry, seem not to have eaten breakfast or have no packed lunch/lunch money.

They may suffer from poor health, including:

- untreated injuries
- medical and dental issues
- repeated accidental injuries due to lack of supervision
- untreated and/or recurring illnesses or infections

- long term or recurring skin sores, rashes, flea bites, scabies or ringworm
- anaemia.

Babies and young children may:

- have frequent and untreated nappy rash
- be failing to thrive (not reaching developmental milestones and/or not growing at an appropriate rate for their age).

A child who is experiencing neglect may display unusual behaviour, or their behaviour may change. You may notice or become aware that a child:

- has poor language, communication or social skills
- withdraws suddenly or seems depressed
- appears anxious
- becomes clingy
- is aggressive
- displays obsessive behaviour
- shows signs of self-harm
- is particularly tired
- finds it hard to concentrate or participate in activities
- has changes in eating habits
- misses school
- starts using drugs or alcohol
- isn't brought to medical appointments such as vaccinations or check-ups.

Risk and vulnerability factors

Any child can suffer neglect, but research shows that some children are more vulnerable including those who:

- have a disability
- are born prematurely or with a low birth weight
- have complex health needs
- are in care
- are seeking asylum.

Organised or multiple abuse may be defined as abuse involving one or more abuser and a number of related or non-related abused children and young people. The abusers concerned may be acting in concert to abuse children, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit children for abuse. Organised and multiple abuse occur both as part of a network of abuse across a family or community, and within institutions such as residential homes or schools.

Note: Children whose situations do not currently fit the above categories may also be at significant risk of harm. This could include situations where another child in the household has been harmed or the household contains a known child abuser.

Signs of Domestic or Emotional Abuse

Unusual behaviour may include any of the following:

Appearing withdrawn; suddenly behaves differently; anxious; clingy; depressed; aggressive; problems sleeping; eating disorders; wets the bed; soils clothes; takes risks; misses school; changes in eating habits; obsessive behaviour; nightmares; drugs; alcohol; self-harm; thoughts about suicide.

Sexual Abuse

There are two kinds of sexual abuse:

Contact abuse involves touching activities where an abuser makes physical contact with a child, including penetration.

Non-contact abuse involves non-touching activities, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing. It includes:

- encouraging a child to watch or hear sexual acts
- not taking proper measures to prevent a child being exposed to sexual activities by others
- meeting a child following sexual grooming with the intent of abusing them
- online abuse including making, viewing or distributing child abuse images
- allowing someone else to make, view or distribute child abuse images
- showing pornography to a child
- sexually exploiting a child for money, power or status (child exploitation).

Young people (16-25)

SEND and You employ a designated 0-25 worker who is experienced at working with young people. All other IAS Helpline Staff are also all trained to work directly with children and young people in offering IAS. We work with young people who can be deemed at higher risk of abuse due to the following:

- Disabilities – physical and learning difficulties
- LGBTQ+ children and young people
- children and young people in care/leaving care
- children and young people at risk of homelessness
- female genital mutilation
- forced marriages
- radicalisation and extremism
- travellers
- trafficking and modern slavery
- sexting and online abuse
- grooming
- gangs and youth violence
- children and young people with family members in prison.

Our staff are fully trained in up to date safeguarding issues and our Senior Management Team will disseminate specific safeguarding issues to staff as and when necessary. When dealing with young people SEND and You will:

- treat young people with care, respect and dignity
- listen to and help them (directly or through their parents/carers or advocates) with any issues they have in relation to their education.

- ensure the procedures for applying the Mental Capacity Act 2005 are followed as and when necessary.
- ensure consent forms are completed and stored electronically for any young person wanting a parent/carer to contact us on their behalf.
- ensure that we avoid unsupervised contact wherever possible.

We aim to contribute to a culture of open referral regarding the safety of a child or young person by:

- Raising awareness with our service users and explaining the exception to our [Confidentiality Policy](#)
- Promoting enquiry of and respect for the child or young person's view.

Safeguarding the Board of Trustees responsibilities

The Board of Trustees is responsible for ensuring that the group develops effective safeguarding procedures which retain the ethos of SEND and You and fit in with the local statutory procedures. The welfare of the child/young person must be paramount at all times. SEND and You has a designated Safeguarding Trustee who has overall responsibility for Safeguarding concerns.

The nominated Safeguarding Trustee will have knowledge of the local authorities safeguarding systems and be aware of each local authority's process for handling safeguarding concerns. The IAS Line Coordinator, Local Authority Leads and Head of Service are the first points of contact for any concern and any safeguarding issues will be discussed with the nominated Safeguarding Trustee and disseminated to the Board of Trustees if appropriate.

Employees' Responsibilities

IAS line staff who, in the course of their work with SEND and You, have a concern about the safety of a child/young person should immediately contact the IAS Line Coordinator in the first instance. If this person is not available, they should contact the Head of Service. Where neither of these two members of staff are available, they should then contact the manager who is duty cover on that day. The SEND and You safeguarding reporting procedure and form should be used.

If staff who are working out in the community or schools have a concern on that day, they should talk to their Local Area Lead as a first point of contact. The SEND and You safeguarding reporting procedure and form should be used.

If IAS staff have general concerns about a child that they do not feel come within the descriptions of abuse, they should discuss them with the IAS Line Coordinator in the first instance. If this person is not available, they should contact the Head of Service. Where neither of these two members of staff are available, they should then contact the manager who is duty cover on that day.

The Head of Service may want to consult within SEND and You, or with a child protection specialist who has an agreed role within the group or within Social Services for advice and to clarify their views of what may be happening. Where the Employee cannot contact a line manager or the Head of Service, s/he should seek further advice from the named Safeguarding Trustee or the Chair of Trustees.

Volunteers' Responsibilities

Volunteers will go to the Volunteer Project Lead as a first point of contact. They will then be referred onto the Head of Service if it is felt that the concern needs to be taken further. If the Head of Service is not available and there is a safeguarding issue that needs dealing with, it should go to the manager who is duty cover that day.

Referring on concerns to the relevant agency

If, after consideration as described above, it is agreed that there is concern about the safety of a child - the IAS Line Coordinator, Head of Service or manager on duty and member of staff dealing with the case, will pass on the concern to the relevant statutory agency (in line with Local Authority Safeguarding procedures). The actual referral form for the relevant LA may be completed by the member of staff dealing with the case or the manager supporting, as long as it has all been discussed and agreed between the members of staff. Relevant information should be recorded and made available at the point of referral using the SEND and You safeguarding reporting procedure and form. The responsibility to investigate lies with the statutory agencies, not with Send and You. The staff dealing with the issue should ensure that the family is aware of these concerns and how they are being dealt with unless this would put the welfare of the child in jeopardy, e.g. in the case of suspected sexual abuse. If this is the case, contact with the agency should be through the Head of Service unless the degree of urgency or other factors make this impossible. The SEND and You safeguarding reporting form should be uploaded to the relevant record on CharityLog.

If the conversation with the family informing them of the concerns and how they are going to be dealt with is likely to be challenging, the manager supporting should take responsibility for that communication. The Head of Service should always be made aware of safeguarding concerns and action taken. The IAS Line Coordinator and LA Leads will always report back to the Head of Service.

SEND and You responsibilities:

- SEND and You will communicate to all those who work with or on behalf of SEND and You, in either a paid or voluntary capacity, about their legal and moral responsibility to protect children/young people from harm, abuse and exploitation.
- All Employees/volunteers will be advised of their duty to report concerns that arise about a child/young person, or an individual's conduct towards a child/young person to a manager or Head of Service.
- Copies of safeguarding policies will be provided to all potential staff, staff, volunteers and Trustees. All staff, volunteers and Trustees will read and sign a copy of the safeguarding policy and any changes to the policy will be circulated as soon as possible.
- All staff/volunteers working with children, young people will be subject to enhanced DBS checks upon employment.
- The Head of Service and Employment Sub Group Chair (trustee) will undertake Safer Recruitment Training.
- All operational staff (including the Head of Service, LA Leads and IAS team) commit to completing, accredited Legal Training on SEND legislation up to an advanced certificate which covers safeguarding and the Mental Capacity Act 2005.
- All employees/volunteers attend annual Safeguarding training facilitated by an accredited provider. This training is provided specifically for our organisation and allows us the

opportunity to improve and update our procedures effectively – training covers Prevent and Mental Capacity Act 2005.

- All staff attend 1-1 supervision meetings with their line manager where safeguarding concerns can be raised and used as training opportunities.
- Up to date records of safeguarding training for all members of staff/volunteers and Trustees will be maintained.
- The Head of Service and Nominated Safeguarding Trustee will be made aware of any safeguarding concerns escalated to the local authority safeguarding teams, following local authority safeguarding procedures.
- SEND and You's safeguarding policies will be made available to service users to ensure that all service users understand the implications of the policy. An up to date copy of the policy will be available on the website and can be translated if required.
- SEND and You has a Whistle Blowing Policy which all staff/volunteers and Trustees must read and sign to confirm they understand the procedure.
- SEND and You has a Lone Working Policy which all staff and volunteers must adhere to. The Policy details ways in which employees/volunteers can minimise risk to themselves and the people they are working with. All staff working with children/young people/adults at risk will follow the Lone Working Policy when working remotely or by themselves in the office.

Referral process

Referral means sharing information about concerns with outside agencies. If staff are concerned about the safety of the child, young person, or adult at risk, information must be passed on to the relevant manager and the Head of Service. It is important to remember that if SEND and You refers, we are not reporting the parent – we are referring to protect the welfare of the individual. A referral is normally carried out with the agreement of the Head of Service or other senior staff member. A child or young person under 18 can be referred to First Response / North Somerset or South Gloucestershire Children's Safeguarding Board, or the emergency services, or to other services in the following ways:

- Inform parents that the child will be referred to First Response for Bristol / North Somerset or South Gloucestershire Children's Safeguarding Board (or Social Care directly if they already have a social worker), IF IT IS BELIEVED THAT DOING SO PUTS THE CHILD AT NO FURTHER RISK. This can be difficult, especially if staff have a close relationship with the parent and may feel unsure, uncertain about reporting the matter, nervous about how the parent will react or worried whether what they suspect / or have heard is really abuse or not. Nevertheless, staff should aim to tell the parents anyway. It is important to make the parents understand there is a policy in place which must be followed. Staff should tell the parent that our safeguarding policies are designed to provide protection for children and help for parents.
- Discuss with First Response for Bristol / North Somerset or South Gloucestershire Children's Safeguarding Board (or Social Care directly if they already have a social worker), without informing the parents, IF IT IS BELIEVED THAT DISCUSSING WITH A PARENT WILL PUT A CHILD OR THEM AT FURTHER RISK. If parents haven't been informed, First Response Bristol / North Somerset or South Gloucestershire Children's Safeguarding Board (or Social Care directly if they already have a social worker) will want to know the reasons why.

SEND and You's staff and volunteers follow the local authority's safeguarding reporting process.

Allegations concerning staff/volunteers and other professionals

Employees and Volunteers may be subject to allegations of abusing children/young people or their behaviour may raise the concern of colleagues. SEND and You will encourage open and honest communications and investigate concerns about or any allegations against members of staff or volunteers. In these circumstances the Head of Service will ensure that local authority and/or Police are given assistance in pursuing any investigation. In the event of allegations against staff/volunteers the disciplinary and grievance procedure will be followed where appropriate.

All concerns, complaints and allegations of abuse against or by staff/volunteers will be noted by the Head of Service or Designated Safeguarding Trustee and referred to the appropriate Local Authority Designated Officer (LADO). The LADO will ensure that all allegations or concerns are recorded appropriately, monitored and progressed in a timely and confidential manner. The LADO will provide advice and guidance to employers/volunteers/organisations, liaise with police and other agencies and monitor the progress of cases.

There may be times when our staff or volunteers may need to report concerns about safeguarding practices and procedures of other professionals. The LADO should be alerted to all cases in which it is alleged that a person who works with children/young people has:

- Behaved in a way that has harmed, or may have harmed, a child
- Possibly committed a criminal offence against children, or related to a child, or
- Behaved towards a child in a way that may pose a risk to that child.

Confidentiality

Confidentiality is crucial to all our relationships - but the welfare of the child/young person is paramount. Confidentiality may not be maintained if the withholding of the information will prejudice the welfare of the child/young person.

Support, consultation and advice networks

Recognition should be given to the impact of dealing with safeguarding issues. SEND and You will ensure that appropriate practical and emotional support is available to all involved. This may be provided by:

- named members of the Board of Trustees who have knowledge of local authority safeguarding processes
- external named persons who have an understanding of the impact of working with safeguarding issues.
- online safeguarding training – this can be available for staff if a training need is identified.
- SEND and You's Employee Assistance Programme which employees can use to access online support.

Contact telephone numbers for those able to provide support, consultation and advice should be noted and readily available to SEND and You' Employees.

Monitoring:

SEND and You review this policy annually and as and when necessary. Any changes to the policy will be approved by the Board of Trustees and circulated to all staff/volunteers for signing. Any safeguarding issues raised will be reported back to the Board of Trustees at the next available meeting

and any changes to procedures will be disseminated to all staff and volunteers. Staff are encouraged to use 1-1 supervision and PDR meetings to raise training needs or issues relating specifically to safeguarding.

Relevant internal documentation

SEND and You Safeguarding vulnerable Adults Policy
SEND and You Safeguarding reporting procedure and form
SEND and You Confidentiality policy
SEND and You Safe Recruitment Policy
SEND and You GDPR Policy
SEND and You Whistle Blowing Policy
SEND and You Lone Working Policy

Relevant Legislation and References

Children and Families Act 2014
Children Act 1989/2004
Children and Social Work Act 2017
Working Together to Safeguard Children 2018, Page 8
Local Authority Safeguarding procedures (Bristol, North Somerset and South Gloucestershire)
Health and Social Care Act 2008
Mental Capacity Act 2005
Safeguarding Vulnerable Groups Act 2006
<https://learning.nspcc.org.uk/child-abuse-and-neglect/>
<https://bristolsafeguarding.org/children-home/about-us/what-is-safeguarding/what-you-should-know/>

Change Record

Date of Change:	Changed By:	Comments:
10/01/2019	JT	Approved by Trustees at January 2019 Meeting
15/04/2019	JT/KM	Approved by Trustees at May 2019 Meeting
30/21/2021	VA	Approved by Trustees at December 2021 Meeting

You have a concern about a child/young person or adult at risk

Listen to the person making the disclosure. Do not judge and ask open non-leading questions.

Explain that you will have to make a record of the conversation and you will have to pass on the information to the relevant agencies.

Check contact details are correct and make an accurate record of the conversation using the Safeguarding Reporting Form.



Upload Safeguarding Reporting Form to Charity Log and pass a copy to the IAS Line Coordinator / Area Lead / Head of Service



The relevant manager or Head of Service will follow Local Authority Safeguarding procedures based on the information provided and the urgency of the concern.



The staff member will update the risk assessment on CL. The Head of Service will report to the Board of Trustees at the next available opportunity. Training/learning opportunities will be identified and recommended to the Board of Trustees. Any changes to the procedure or policy will be approved at this meeting.



The relevant manager or Head of Service will follow up with the member of staff/volunteer who reported the concern.



Any changes to the Safeguarding Policy and procedure will be disseminated to all staff members/volunteers to sign and all publications will be updated accordingly

REPORTING A SAFEGUARDING CONCERN FORM

Name of staff member who identified a concern:	Date:
Name of person completing this record if different:	
Name of Child and Parent Carer (If Known)	Child/Adult Address: (If Known)
Is this Child/Young Person/adult at risk on our database?	YES/NO
How has the concern come to your attention? (please tick) <ul style="list-style-type: none"> • Direct contact/observation • Disclosure • Third Party 	Do you think this issue is: (please tick) <ul style="list-style-type: none"> • Child Protection • Safeguarding • Bullying/Harassment • Equalities
What is the concern about this child/young person/adult at risk: (please include when and where incident occurred, what you saw/heard or what was reported)	
Who else, if anyone, was involved and how?	
If there was direct contact with the child/young person or adult at risk were there any obvious signs? Did they say anything?	
What action has been taken? Who have you spoken to and when?	
Is there a follow up plan? Give details:	
Do the parents/carers know that a concern has been identified?	
Has a referral been made to Children's or Adult Social Care? When and how?	
Has a referral been made to any other agency for follow up? If so who?	

Head of Service /Area Lead has received a copy of form: HoS/LA Lead Signature _____ Date: _____
 Form stored on Charitylog? Signature: _____ Date: _____
 Risk assessment updated? Signature: _____ Date: _____

If a child/young person or adult at risk is at immediate risk call the Police on 999 or 101 if it is not an emergency.

Bristol Contact Details:

Organisation	Contact Details
First Response	0117 9036444 www.bristol.gov.uk/social-care-health/reporting-concerns-about-a-child-first-response
Emergency Duty Team	01454 615165 01454 618966 (text) www.bristol.gov.uk/social-care-health/emergency-duty-team
Bristol Safeguarding Adults Board Local Authority Designated Officer (LADO)	www.bristolsafeguarding.org/adults/ LADO - There is a new section on the website https://bristolsafeguarding.org/policies-and-guidance/lado-concerns-about-professionals/ - please bookmark if helpful. There is a new form that should be used to request advice and make a referral on the webpage. Please complete ALL the form including where the statutory harm tests have been met (Working Together, Keeping Children Safe in Education 2021). Please email it to the childprotection@bristol.gov.uk email address where it will be triaged. Phone calls to the LADO should be made to the 0117 9037795 number.
Care Direct	0117 9222700 (8.30am-5pm Monday-Friday – answerphone outside these hours) www.bristol.gov.uk/social-care-health/report-suspected-abuse

South Glos Contact Details:

Organisation	Contact Details
South Glos Children Safeguarding Board	01454 866000 - Monday to Thursday 9am - 5pm 01454 866000 - Friday 9am - 4.30pm 01454 615165 - Out of hours and at weekends http://sites.southglos.gov.uk/safeguarding/children/ 01454 868924 Form: http://sites.southglos.gov.uk/safeguarding/wp-content/uploads/sites/221/2016/06/Access-and-Response-Team-request-form-1.pdf

Local Authority Designated Officer (LADO)	LADO phone number - 01454 868508 More Information - http://sites.southglos.gov.uk/safeguarding/children/i-am-a-professional/managing-allegations/#:~:text=The%20LADO%20(Local%20Authority%20Designated,with%20children%20in%20South%20Gloucestershire.
South Glos Safeguarding Adults Board	01454 868007 - Monday to Friday 9am - 5pm 01454 615165 - Out of hours and weekends http://sites.southglos.gov.uk/safeguarding/adults/

North Somerset Contact Details:

Organisation	Contact Details
North Somerset Child Protection Team	NS Reporting Form https://supportiveparents.sharepoint.com/:f/s/Helpine/EvmtlRU7w9pKqEbsGjDg8EUBbg3lzVHY4JhVHrgGK7YGdQ?e=qRdQAo If you are concerned about a child who might be at risk of being ill-treated or neglected in North Somerset contact our child protection team on 01275 888 808 or visit the Avon and Somerset Police website to report your concerns.
North Somerset Safeguarding Children Partnership	Early Years Advisor- Safeguarding 07920 082 811 https://www.nsscp.co.uk/
North Somerset Safeguarding Board Designated Officer for Allegations (LADO formerly DOFA)	The Single Point of Access (SPA) is now known as the Front Door: 01275 888 808 – Mon-Thurs 9am-5pm, Fri 9am-4.30pm 01454 615 165 – out of hours and weekends. https://www.northsomersetsafeguarding.co.uk/ 01275 888 211 Mobile: 07795 092692
North Somerset Safeguarding Adults Board	01275 888 801 – Mon-Fri 8am-6pm 01454 615 165 – out of hours and weekends https://www.n-somerset.gov.uk/my-services/adult-social-care-health/adults-older-people/adult-safeguarding/safeguarding-adults-board

National Organisations

Organisation	Contact Details
NSPCC 24 hour Helpline	0800 800 5000 (free from a landline)
NSPCC Asian Language Helpline	0808 800 5000 (free from a landline)
NSPCC Text Helpline	88858 (service is free and anonymous)
	https://learning.nspcc.org.uk/safeguarding-child-protection/

APPROVED