SWITCH YOUTH SERVICES

SAFEGUARDING POLICY-27

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Key Contacts

Designated Safeguarding Lead

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Safeguarding Officer

Erin Eversfield, (Youth Centre Manager), 01622 220408, 07586 022849erin@switchcafe.co.uk

Chair of Trustees

David Creasey, 01622 746839, 07908 031534, dave.creasey@thevineuk.net

KCC Local Authority Designated Officer (LADO)

03000 410808, kentchildrenslado@kent.gov.uk

If a child/young person is in immediate danger call Social services

County Duty Service (24hours), 03000 411111 (before 5pm), 03000 419191 (after 5pm)

1. Policy Statement

Switch Youth Services is committed to providing an environment for young people that is safe, fun and follows recommended good practice as set out by The National Youth Agency. We are committed to planning our work so that situations in which abuse may occur, are minimised, and if abuse of young people by others is suspected, appropriate steps are taken to report this to relevant agencies.

The abuse of children and young people – physically, emotionally, sexually and through neglect does, unfortunately, occur. Children and young people may be abused regardless of their age, gender, religious belief, sexuality, culture or ability.

The Government and other agencies issues guidelines and codes of practice for adults working with young people some of these include but are not exclusive to, Children's Act (1989 & 2004), National Youth Agency (2004) and the Children and Social Work Act (2017). Our policy and procedures are based on these guidelines, which will be monitored and reviewed on a regular basis.

It is our policy to take all reasonable steps to ensure the health, safety and welfare of all children and young people involved in our work and also those outside of it.

This policy is given to all new staff and volunteers and training will be made available to ensure that they have awareness of the content and implications. This policy will always be available on request.

Our commitment is to ensure and promote that the well-being of young people is reflected in the objectives of our constitution as follows:

 To advance the education and develop the social and personal skills of young people in the Maidstone borough area and further afield when required.

- To develop recreation and leisure time facilities for young people in the borough and across Kent.
- To give young people the opportunity to identify their own needs and promote increased participation in society.
- To promote healthy and safe lifestyles for young people.

2. Recruitment of Staff and Volunteers

We strive to follow good employment practice in the recruitment of all staff and volunteers. If we are uncertain about an applicant's ability, credibility or identity, this will be a key factor in our decision to appoint them. Our employment practice includes application forms, taking references, positive identity checks, Disclosure and Barring Service Check and communication with the community. All team members must undertake the appropriate training through the Kent Safeguarding Children's Board. The following must be completed as a minimum – Safeguarding L2, Duty of Care, Child Sexual Exploitation L2, Neglect and Sexual Abuse and Grooming with annual reviews and refreshers where required.

3. Roles and Responsibilities of Staff and Volunteers

Abuse of children and young people is most easily hidden or missed where there is confusion among staff concerning their roles and responsibilities. We use clear guidelines, have expectations of staff and volunteers through agreed clear role descriptions, and provide appropriate training in order to minimise risk of harm to young people. All staff are asked to observe the various policies, procedures and best practices that are in force within the organisation.

4. Support and Supervision

All staff, paid and voluntary, will undertake an induction facilitated by the Youth Services manager or Youth Centre Manager.

It is the responsibility of the organisation to provide adequate supervision and support for all members of staff so that they are aware and capable of, fulfilling their role of supporting and safeguarding young people.

Any member of staff affected by any issues that have been raised through their work with young people are entitled to support and supervision with the Youth Services manager or Youth Centre Manager who are also Safeguarding Officers. Through a discussion-based approach, the aim of the process is to not only alleviate any concerns but inform better practice with the support of a more experienced practitioner. Support for both Youth managers will be provided by the Trustees and in particular the Chair of Trustees.

Should internal supervision prove ineffective or not suitable, then the organisation, through the trustees, will source external professional support.

5. Reducing Risk of Harm

In order to reduce the risk of harm to both young people and staff the following must be adhered to at all times -

- Ensure that a minimum of two DBS-checked team members are on the premises when it is operating as a public café.
- Ensure that third parties hiring the premises understand that they are responsible for safeguarding during their periods of hire and that they have the relevant documentation, i.e. DBS checks, risk assessments etc in place.

- Ensure the ratio of staff to young people is as appropriate as possible but allowing for significant fluctuations because of the use that a public café can experience.
- Ensure staff understand their roles and responsibilities.
- Carry out risk assessments.
- Record and report all incidents and accidents.
- Ensure safety procedures are understood by all staff
- Maintain and have available a fully equipped first aid kit
- Ensure all adults and young people are guided by staff in what to do in an emergency.
- For projects facilitated outside of general café opening hours, we will
 ensure details of all participants, contact numbers, venues, timetables etc.
 are held by another member of staff not involved in the activity.
- Use parental/guardian consent forms where appropriate.
- Employ best practice in medical, allergy and dietary issues related to operating a general café and youth related projects
- Make clear start and finish times of activities.
- Ensure at least one adult present has had formal training in first aid.
- When working alongside partners, understand and follow the appropriate guidelines.
- Identify and hold a range of policies and insurances that support safeguarding such as Lone Working, Confidentiality, Training, Health and Safety etc. These will be available to all staff on the staff shared drive or in written form in the managers offices.

6. Identifying Abuse

'Child Abuse' describes ways in which young people can be harmed. There are four main areas of abuse which can occur individually or simultaneously. These are, *Emotional, Neglect, Physical* and *Sexual*.

6.1 Emotional Abuse

Generally, this occurs when people persistently fail to show young people due care, love or affection, where a child may be consistently shouted at, threatened or taunted, or be subjected to sarcasm and unrealistic pressures. There may also be overprotection, preventing children from socialising, or bullying to perform to high expectations. The child may lose self-confidence and may become withdrawn and nervous. We will avoid emotional abuse by not:

- Providing repeated negative feedback
- Repeatedly ignoring a young person's efforts to progress
- Repeatedly demanding performance levels above those of which the young person is capable
- Over emphasising the winning ethic
- By following all other relevant policies

6.2 Neglect

Generally, this occurs when a young person's essential needs for food, shelter, warmth and care are not being met. Failing, or refusing to provide love and affection can also be deemed as neglect. We will avoid neglect within our practice by not:

- Leaving young people alone without appropriate supervision
- Not responding to signs of neglect
- Exposing a young person to an unacceptable risk of injury
- By following all other relevant policies

6.3 Physical Abuse

Generally, this occurs when people deliberately inflict injuries on another person or knowingly not preventing such harm. Examples are but not excluded to, hitting, shaking, biting or using excessive force. It also occurs when young people are given access to alcohol and illicit drugs. We will avoid physical abuse by not:

- Ignoring signs that this is occurring
- Exposing young people to environments where this is acceptable

• Ensuring that are relevant food items within the café are suitable

6.4 Sexual Abuse

Although it is generally considered that sexual abuse is perpetrated by an adult this is not always the case and it also be caused by others of a similar or younger age. This includes, forcing a child to take part in sexual activity such as sexual intercourse, masturbation, oral sex, showing children pornographic material, discussion of sexual acts, or making suggestions that sexual favours can help (or refusal hinder) their progression. Sexual abuse can also occur, even with consent, by an older young person having sexual intercourse with a younger young person (statutory rape).

Mistakenly, a lot of people believe that sexual abuse occurs from 'stranger danger' when the harsh reality is that a high percentage of sexual abuse is perpetrated by 'friends or family members'. In order to avoid sexual abuse we will:

- Provide training for all staff
- Adhere to our own Lone Working policy
- Consistently review policies in line with local and central guidance

7. Signs and Indicators

There are many different signs that abuse may be occurring. Below are some examples to watch out for, they include but are not exclusive to –

- Has an injury for which the explanation seems inconsistent
- Describes what appears to be an abusive act involving him/her/them
- Someone else (child or adult) expresses concern about the welfare of another child
- Shows unexplained changes in behaviour; eg; becoming very quiet, withdrawn or displaying sudden uncharacteristic outbursts of temper
- Shows inappropriate sexual awareness, including explicit language

- Shows sexually explicit behaviour
- The child is distrustful of adults, particularly those with whom a close relationship will normally be expected
- Has difficulty making friends
- Is prevented from socialising with other children
- Displays variations in eating patterns including over-eating, loss of appetite etc
- Loses weight for no apparent reason

It is not the responsibility of staff to decide that abuse is occurring, it is their responsibility however to listen and act on any concerns they have by following the procedures set out in this document.

8. Responding to Suspicions

It is the responsibility of all team members, paid or voluntary, to report any concerns they have about the welfare of a young person either in or out of our care. In the first instance, this should be raised with the Safeguarding Officer for the organisation who will then accept responsibility for the information received and explore next steps which will include discussing the concern with the Designated Safeguarding Lead. Should the Safeguarding Officer not be available, then the Designated Safeguarding Lead should be contacted directly. All team members are made aware of their responsibility in this area during their induction process. Any reporting of a concern must adhere to both our confidentiality and data protection policies. The appropriate contact details are at the beginning and end of this document

8.1 Role of the Safeguarding Officers

It is not the role of the safeguarding officers to make immediate judgement on whether abuse is occurring. In the first instance, it is their responsibility to ensure that appropriate steps are taken. This must include –

- Effectively recording and communicating the concern to relevant personnel including external agencies if required.
- To ensure that organisational policies are adhered to such as Confidentiality, this policy and Whistle Blowing.
- To inform the organisations Board of Trustees
- To ensure that the organisation carries out a suitable investigation or pass on information to other agencies such as the Police, Local Authority Designated Officer (LADO) and Social Services and provide support to any ongoing investigation held by any or all of these parties.
- Potentially contact the Charities Commission if significant harm is risk is placed upon the organisation

9. Responding to Allegations of Abuse

There can be two different types of allegations made. The first is that the allegation is made against somebody outside our organisation and the second is an allegation made against somebody from within our organisation. Each requires a different approach as set out below. It is vital to remember that a young person who discloses potential abuse also needs to be supported sensitively.

If you observe or suspect any abuse has taken place, you must inform either the Safeguarding Officer or the Designated Safeguarding Lead. As an organisation Switch staff will respond to concerns in line with their own and Kent Safeguarding Children's Multi-Agency Partnership procedures

9.1 Listening to a Potential Abuse Disclosure

Switch staff will get to know young people well. They may feel enough trust to be able to tell staff about unhappy things that are happening at home, at school or elsewhere. This is both a privilege and a responsibility; the following guidelines are designed to help staff.

- Remember that the young person may want the abuse to stop but still love the abuser
- Remember that the young person may think that you are able to stop the abuse without anything else happening
- If a young person asks to tell you something in confidence, do not promise confidentiality because you will have to tell someone else if they are being harmed. Explain what confidentiality means in line with our Confidentiality policy
- If it is possible, try to have another adult present while the young person speaks but do not prevent the young person from speaking if this cannot be arranged.
- Be totally attentive.
- Allow the young person to talk, BUT DO NOT PRESS FOR INFORMATION,
 ASK LEADING QUESTIONS OR, INITIATE FURTHER INVESTIGATION.
 (This could jeopardise future criminal investigation).
- Tell the young person that they are not to blame for anything that has happened.
- Reassure the young person that they were right to tell.
- Let the young person know that you will have to tell other people so that the abuse can stop. Try to explain what will happen next in a way that the young person can understand.
- Reassure the young person that you will support them during the difficult time to come.

9.2 Responding to Allegations Outside of the Organisation

Staff may become of potential harm or abuse in different ways including -

- A young person disclosing that abuse is/has occurred
- A friend of a young person may have witnessed or suspect that abuse is occurring
- A staff member may have suspicions themselves from conversations and interactions with a young person/people

It is not the responsibility of staff to decide that abuse is occurring, it is their responsibility however to listen and act on any concerns they have by following the procedures set out in this document. If you observe or suspect any abuse has taken place, you must inform either the Safeguarding Officer or the Designated Safeguarding Lead. As an organisation Switch staff will respond to concerns in line with their own and Kent Safeguarding Children's Multi-Agency Partnership procedures

9.3 Responding to Allegations Within the Organisation

While the organisation engages with appropriate practice to safeguard the young people we support, i.e. DBS checks and updates, they is always the potential for allegations, whether true or false, to be made. The organisation cannot and will not tolerate any potential harm caused by staff where those within the organisation are responsible for supporting the development of and protecting young people from harm. In such an instance, any concern must be immediately raised with the Designated Safeguarding Lead (Manager). Concerns could include, but are not limited to –

- A criminal offence being committed against a young person
- Behaviour that suggests they may be of harm or pose a risk to a young person or people
- May have directly harmed a young person or people

At this time, the DSL will follow Switch procedures and policies and inform the Chair of Trustees, the charities commission and the Local Authority Designated Officer. Depending on the allegation, the Police may also be involved.

The results of the Police and Social Services investigation may well influence any internal disciplinary investigation we undertake in line with our own Disciplinary Procedures policy.

All allegations of harm, whether founded or unfounded, should also follow our Whistle Blowing policy. This policy is in place to protect the person who discloses the concern(s) and to provide confidentiality where possible, although this may not always be possible and is dependent on any potential investigation. Although the policy

encourages individuals to put their name to any disclosures as nameless allegations are less credible, there is also the potential for anonymous allegations.

See section 10 on what policies are available and how to access them

9.4 What to do if the Designated Safeguarding Lead is of Concern

In the case that the DSL is the person that the allegation of abuse is about then the person who is raising the concern must contact the Chair of Trustees, whose contact details are available at the beginning and end of this document. The chair will then accept responsibility for ensuring that appropriate steps and actions are taken in line with our Complaints, Whistle Blowing, Disciplinary and Safeguarding policy.

10. Further Guidance and Information

It is essential for the wellbeing and safeguarding of both young people and staff that relevant and current information is available. There is a range of knowledge and support available within our organisation but also externally. In order to ensure that staff have access to this guidance and know how to proceed given any concerns, below are details about our own policies relevant to safeguarding along with local and national support and expertise.

10.1 Relevant Switch Policies

All of our policies are available through the staff drive –

Staff drive

Hard copies are also available in both the Managers offices:

Complaints

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- Confidentiality
- Data Protection
- DBS
- Disciplinary
- Encouraging Positive Behaviour
- Grievance
- Lone Working
- Safeguarding and Child Protection
- Staffing
- Volunteering
- Whistle Blowing

10.2 Key KSCMP Policies and Procedures

The Kent Safeguarding Children Multi-Agency Partnership have a range of information available for additional support and information including -

Child Sexual Exploitation -

https://www.kscmp.org.uk/guidance/exploitation/child-sexual-exploitation

Radicalisation -

https://www.kscmp.org.uk/procedures/prevent

Missing Children -

https://www.kscmp.org.uk/guidance/missing-children

Female Genital Mutualisation -

FGM Factsheet:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/ attachment_data/file/496415/6_1639_HO_SP_FGM_mandatory_reporting_Fa ct_sheet_Web.pdf Mandatory reporting of female genital mutilation: procedural information:

www.gov.uk/government/publications/mandatory-reporting-of-female-genital-mutilation-procedural-information

10.3 Local Support

- Education Safeguarding Service
 - Area Safeguarding Advisor
 - www.theeducationpeople.org/ourexpertise/safeguarding/safeguarding-contacts/
 - o Online Safety in the Education Safeguarding Service
 - 03301 651500
 - onlinesafety@theeducationpeople.org (non-urgent issues only)
- LADO Service
 - o Telephone: 03000 410888
 - o Email: <u>kentchildrenslado@kent.gov.uk</u>
- Integrated Children's Services
 - o Front door: 03000 411111
 - Out of Hours Number: 03000 419191
- Kent Police
 - 101 or 999 if there is an immediate risk of harm
- Kent Safeguarding Children Multi-Agency Partnership (KSCMP)
 - o kscmp@kent.gov.uk
 - 03000 421126
- Adult Safeguarding
 - Adult Social Care via 03000 41 61 61 (text relay 18001 03000 41 61 61) or email social.services@kent.gov.uk

10.4 National Support

NSPCC 'Report Abuse' Helpline

• <u>0800 136 663</u> or <u>help@nspcc.org.uk</u>

National Organisations

- NSPCC: www.nspcc.org.uk
- Barnardo's: www.barnardos.org.uk
- Action for Children: www.actionforchildren.org.uk

• Children's Society: www.childrenssociety.org.uk

Support for Staff

- Professional Online Safety Helpline: www.saferinternet.org.uk/helpline
- Harmful Sexual Behaviour Support Service: https://swgfl.org.uk/harmful-sexual-behaviour-support-service

Support for Young People

- ChildLine: www.childline.org.uk
- Papyrus: www.papyrus-uk.org
- The Mix: www.themix.org.uk
- Shout: www.giveusashout.org
- Fearless: www.fearless.org
- Victim Support: www.victimsupport.org.uk

Support for Adults

- Family Lives: www.familylives.org.uk
- Crime Stoppers: www.crimestoppers-uk.org
- Victim Support: www.victimsupport.org.uk
- The Samaritans: www.samaritans.org
- NAPAC (National Association for People Abused in Childhood): www.napac.org.uk
- MOSAC: www.mosac.org.uk
- Action Fraud: www.actionfraud.police.uk
- Shout: www.giveusashout.org
- Advice now: www.advicenow.org.uk

Support for Young People with Disabilities

- Respond: www.respond.org.uk
- Mencap: www.mencap.org.uk
- Council for Disabled Children: https://councilfordisabledchildren.org.uk

Contextual Safeguarding Network

https://contextualsafeguarding.org.uk/

Kent Resilience Hub

https://kentresiliencehub.org.uk/

Substance Misuse

- We are with you (formerly Addaction): www.wearewithyou.org.uk/services/kent-for-young-people/
- Talk to Frank: www.talktofrank.com

Domestic Abuse

- Domestic abuse services: www.domesticabuseservices.org.uk
- Refuge: <u>www.refuge.org.uk</u>
- Women's Aid: www.womensaid.org.uk
- Men's Advice Line: www.mensadviceline.org.uk

- Mankind: www.mankindcounselling.org.uk
- National Domestic Abuse Helpline: www.nationaldahelpline.org.uk
- Respect Phoneline: https://respectphoneline.org.uk

Criminal and Sexual Exploitation

- National Crime Agency: www.nationalcrimeagency.gov.uk/who-we-are
- It's not okay: www.itsnotokay.co.uk
- NWG Network: www.nwgnetwork.org

Honour Based Abuse

- Forced Marriage Unit: www.gov.uk/guidance/forced-marriage
- FGM Factsheet:
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/496415/6_1639_HO_SP_FGM_mandatory_reporting_Fact_sheet_Web.pdf
- Mandatory reporting of female genital mutilation: procedural information: <u>www.gov.uk/government/publications/mandatory-reporting-of-female-genital-mutilation-procedural-information</u>

Peer on Peer abuse, including bullying, sexual violence and harassment

- Rape Crisis: https://rapecrisis.org.uk
- Brook: www.brook.org.uk
- Disrespect Nobody: www.disrespectnobody.co.uk
- Upskirting know your rights: <u>www.gov.uk/government/news/upskirting-know-your-rights</u>
- Lucy Faithfull Foundation: www.lucyfaithfull.org.uk
- Stop it Now! <u>www.stopitnow.org.uk</u>
- Parents Protect: www.parentsprotect.co.uk
- Anti-Bullying Alliance: www.anti-bullyingalliance.org.uk
- Diana Award: www.antibullyingpro.com/
- Bullying UK: www.bullying.co.uk
- Kidscape: www.kidscape.org.uk

Online Safety

- CEOP: www.ceop.police.uk
- Internet Watch Foundation (IWF): www.iwf.org.uk
- Think U Know: www.thinkuknow.co.uk
- Childnet: www.childnet.com
- UK Safer Internet Centre: www.saferinternet.org.uk
- Report Harmful Content: https://reportharmfulcontent.com
- Marie Collins Foundation: www.mariecollinsfoundation.org.uk
- Internet Matters: www.internetmatters.org
- NSPCC: www.nspcc.org.uk/onlinesafety
- Get Safe Online: www.getsafeonline.org
- Parents Protect: www.parentsprotect.co.uk
- Cyber Choices: https://nationalcrimeagency.gov.uk/what-we-do/crime-threats/cyber-crime/cyberchoices
- National Cyber Security Centre (NCSC): www.ncsc.gov.uk

Mental Health

- Mind: www.mind.org.uk
- Moodspark: https://moodspark.org.uk
- Young Minds: <u>www.youngminds.org.uk</u>
- We are with you (formerly Addaction): www.wearewithyou.org.uk/services/kent-for-young-people/
- Anna Freud: www.annafreud.org/schools-and-colleges/

Radicalisation and hate

- Educate against Hate: www.educateagainsthate.com
- Counter Terrorism Internet Referral Unit: www.gov.uk/report-terrorism
- True Vision: www.report-it.org.uk

Children with Family Members in Prison

National information Centre on Children of Offenders (NICCO): https://www.nicco.org.uk/

11. Summary of Expectations

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. Everybody has a role to play to safeguard the young people we support.

This document has been provided to set out clear guidelines of how to act and provide the young people we work with the support required should some form of abuse occur.

Although the above has been written in conjuncture with other organisations and their policies and procedures, if in doubt, advice, first internally and if required, externally should be sought.