

PHASE Thornbury Safeguarding Policy and Procedures

Policy 001	Version 2.00	Updated 31/10/22	Page 1 of 14
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Designated Safeguarding Manager (DSM) – Ally Budd (Director)

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1. Summary of key points for PHASE Thornbury staff working directly with children and young people

PLEASE NOTE - This is only a summary of some key points and should not take the place of reading the whole PHASE Thornbury Safeguarding Policy in full.

- 1.1 Children & young people have the right:
 - a. to be valued as an individual
 - b. to be treated with dignity and respect
 - c. to be respected as an individual
 - d. to be safe
- 1.2 Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or had already taken place. It is acknowledged that PHASE Thornbury staff, whether in a paid or voluntary capacity, are not experts at such recognition. It is important to remember that **it is not our responsibility to decide whether child abuse is taking place, but to report where we have concerns or where an allegation has been made, in order to protect the child.**
- 1.3 The main forms of abuse are Neglect, Physical Abuse, Sexual Abuse, Emotional Abuse and Criminal Exploitation. Detailed information about these forms of abuse and how to recognise indications that a child is being abused are set out in **7.2 and 7.3**
- 1.4 PHASE Thornbury staff are often in a position of developing close, trusting relationships with members. If someone discloses directly to a member of staff, follow the procedures set out in **8.1**
- 1.5 Bullying will not be accepted or condoned. All forms of bullying will be addressed. An outline of the different forms of bullying and how these will be addressed is set out in section **20**
- 1.6 If a member of staff has any safeguarding concerns, they should always discuss these with the Designated Safeguarding Manager for PHASE Thornbury, Ally Budd, who can be contacted on 0782 8405928.
- 1.7 **Remember it is the responsibility of staff to report concerns NOT to decide whether or not it is abuse.**
- 1.8 **All members of staff should read the PHASE Thornbury Safeguarding Policy in its entirety in order to make our services as safe as possible for the children that we work with.**

2. Purpose

2.1 There are four main elements to our policy:

1. Ensuring PHASE Thornbury practises safer recruitment in checking the suitability of staff and volunteers to work with vulnerable people.
2. Raising awareness of safeguarding issues and helping PHASE Thornbury members keep safe.
3. Developing, and then implementing, procedures for identifying and reporting cases, or suspected cases of abuse.
4. Creating a safe environment in which members can get support and develop their potential.

3. Scope

3.1 This policy applies to all Directors, staff, volunteers and contractors employed by PHASE Thornbury.

3.2 This policy is linked to the South Gloucestershire Safeguarding Children's Board (SGSCB), <http://sites.southglos.gov.uk/safeguarding/children> & South Gloucestershire Safeguarding Adults Board (SGSAB) <http://sites.southglos.gov.uk/safeguarding/adults> & has followed guidance from the NSPCC <https://learning.nspcc.org.uk/research-responses/resources>

4. Principles - Children & young people's rights

4.1 PHASE Thornbury believes that all children and young people should have the opportunity to be supported through their teenage years. The organisation provides a variety of support and believes that **any** young person taking part in any of our activities has the following fundamental rights.

4.2 To be valued as an individual

- a. To be cared for and treated as unique.
- b. To be encouraged to be themselves.
- c. To be allowed to understand, and to be understood.
- d. To be given enough time to take part, to do things for themselves.

4.3 To be treated with dignity and respect

- a. To be addressed with respect.
- b. To be involved in conversations, and never talked about as if not there.
- c. To have their privacy respected at all times.
- d. To have any information about them treated with respect, kept secure and shared only with those people who need to know; never discussing them in the presence of anyone who does not need the information.

e. To be involved in decisions that affect them; to be actively encouraged to express their views and where these cannot be taken into account, then told why not.

4.4 To be respected as an individual

- a. To be listened to, and heard, even if it takes a long time, or it is difficult to understand what they are saying.
- b. To be allowed, and encouraged, to express feelings and opinions.
- c. To be given choices.
- d. To be given information about what is happening before it happens and being given explanations of procedures before they occur whenever this is possible.
- e. To be given whatever level of help and support they need to take part in any activity they have chosen, or expressed a desire to be involved in.
- f. To have their cultural and religious beliefs respected.

4.5 To be safe

- a. To be protected from unnecessary risks.
- b. To be protected from exploitation.
- c. To be safe from physical abuse; not to be subjected to physical punishment or unnecessary rough handling, kicking, biting or punching; to be physically well cared for generally.
- d. To be safe from emotional abuse - not to be subjected to fear, humiliation, malicious teasing, name-calling, unpleasant secrets, coercion, unreasonable expectations; not to be unjustifiably ignored.
- e. To be safe from sexual abuse.
- f. To be protected from all forms of racial abuse.
- g. To understand that they have these rights, and that they can only be denied with good cause.

4.6 All staff, volunteers and any other persons involved in activities with children as part of PHASE Thornbury have a responsibility to ensure that all children are treated in a way which conforms to these guidelines.

5. Responsibilities

5.1 As an organisation PHASE Thornbury will ensure that:

- a. It has a Designated Safeguarding Manager (DSM) who will be a member of the Directors and will undertake regular, appropriate training for this role.
- b. It has a Director or member of staff who will act in the absence of the DSM.
- c. All staff know the name of the DSM, who acts in their absence and their role. All staff who join PHASE Thornbury they will be informed of the safeguarding arrangements, given a copy of this policy and briefing on it.
- d. All staff and volunteers understand their responsibility for referring any concerns to the DSM utilising the PHASE Thornbury Safeguarding Concerns reporting procedure.

- e. A log of all training relating to Safeguarding to be maintained.
- f. Members understand this policy by PHASE Thornbury by setting out its obligations in appropriate newsletters or joining materials.
- g. Effective links are developed with relevant agencies and co-operate as appropriate with enquiries regarding safeguarding.
- h. Where an allegation is made against a member of staff it is aware of and follows procedures set out by the SGSCB and Adult Care Directorate

5.2 Directors of PHASE Thornbury will ensure that:

- a. The organisation meets all of its responsibilities for Safeguarding and will liaise with the DSM to enable this.
- b. All of the necessary Safeguarding Policies and procedures are in place, available to members, and reviewed every 12 months in accordance with legislation and best practice.
- c. The Safeguarding Policies and procedures are fully implemented and followed by staff.

5.3 The Designated Safeguarding Manager (DSM) will:

- a. Coordinate action on safeguarding and promoting the welfare of children and vulnerable adults ensuring that all staff know who the DSM is and who acts in their absence, and they are aware of their responsibility to report any concerns.
- b. Ensure that there is an appropriate level of training for all staff. The induction programme will include basic safeguarding information, how to manage a disclosure, when and how to record a concern, to whom to report concerns and the management of allegations against staff.
- c. Ensure that there is an appropriate method for staff to report concerns internally; all concerns will be reported to the local authority through the DSM or the person acting in their absence initially, following the advice received from the SGSCB, Children and Young People's Directorate and Adult Care Directorate with regards to further action needed.

6. Definition of terms

- 6.1 Staff refers to all those working for PHASE Thornbury, be they paid (full-time or part-time), sessional, volunteers, students or contractors working for the organisation.
- 6.2 Members refers to all children & young people who receive services from PHASE Thornbury.
- 6.3 In law a child is defined as anyone up to 18 years of age and up to 25 years of age for a person with Special Educational Needs.

7. Recognition of Abuse

- 7.1 Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or had already taken place. It is acknowledged that PHASE Thornbury staff, whether in a paid or voluntary capacity, are not experts at such recognition. It is important to remember that **it is not our responsibility to decide whether or not child abuse is taking place, but to report where we have concerns or where an allegation has been made, in order to protect the child.**

- 7.2 Indications that a child is being abused include:-
- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on parts of the body not normally prone to such injuries;
 - An injury for which the explanation seems inconsistent;
 - The child describes what appears to be an abusive act involving him/her;
 - Someone else (child or adult) expresses concern about the welfare of another child;
 - Unexplained changes in behaviour over time, e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper;
 - Inappropriate sexual awareness;
 - Engages in sexually explicit behaviour in games;

- Is distrustful of adults, particularly those with whom a close relationship will normally be expected;
- Has difficulty in making friends;
- Is prevented from socialising with other children;
- Displays variations in eating patterns including over-eating or loss of appetite;
- Loses weight for no apparent reason;
- Becomes increasingly dirty or unkempt.

This list is not exhaustive, and the presence of one or more of the indicators is not proof that abuse is actually taking place.

7.3 Main Forms of Abuse:

There are five main forms of abuse: -

NEGLECT: where adults fail to meet the child's basic needs like food or warm clothing, fail or refuse to give children love, affection and attention. Children might also be constantly left alone or unsupervised. Neglect could include not ensuring children were safe, exposing them to undue cold or to unnecessary risk of injury.

PHYSICAL ABUSE: where children are physically hurt or injured as a result of hitting, shaking, squeezing, burning and biting, or by being given alcohol, inappropriate drugs or poison. Attempted suffocation or drowning also comes within this category. Physical abuse might also occur when the nature and intensity of an activity exceeds the capacity of the child's immature and growing body.

SEXUAL ABUSE: where boys or girls are abused by adults – both male and female – who use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing children pornographic material (books, videos, pictures) is also a form of sexual abuse. Physical contact with children could potentially create situations where sexual abuse may go unnoticed.

EMOTIONAL ABUSE: persistent lack of love and affection, where a child may be constantly shouted at, threatened or taunted. This may make the child very nervous and withdrawn. Emotional abuse may also occur when there is constant over-protection (which prevents children from socialising), or there is neglect, physical or sexual abuse. Emotional abuse may occur if children are subjected to excessive criticism, inappropriate personal or sexual remarks, bullying, being exposed to undue or inappropriate pressure or exposed to danger.

ABUSE THROUGH EXPLOITATION (USUALLY CRIMINAL): this occurs when a child is made to carry out activities that they do not wish to, or are not in a position to make a reasonable and/or informed decision about. The pressure to carry out such an activity could arise from other, recognised, types of

abuse such as bullying. However it may also involve more subtle psychological pressure about the individual's sense of identity or self-worth. In some cases it may include the offer of financial reward. Examples include involvement in the illegal sale of drugs or radicalisation, for either religious or political purposes. A separate process called Prevent has been set up through legislation to deal with radicalisation.

7.4 Effects of Abuse:

- a. Abuse in all its forms can affect a child at any age. The effects can be so damaging that, if not addressed, they follow an individual into adulthood. For example, an adult who has been abused as a child may find it difficult or impossible to maintain a stable, trusting relationship, and may become involved with drugs or prostitution, attempt suicide or even abuse a child in the future.

- b. There have been a number of studies which suggest children with disabilities are at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves, or adequately communicate that abuse has occurred. Children from ethnic minorities, who may also be experiencing racial discrimination, may be doubly powerless.

8. Managing a disclosure

8.1 PHASE Thornbury staff are often in a position of developing close, trusting relationships with members. If someone discloses directly to a member of staff, the following procedures will be followed.

- a. All concerns about the welfare of children and young people will be taken seriously
- b. Listen carefully to what is said
- c. Offer assurance to the child/young person that they have done the right thing in disclosing the information
- d. Ask only open questions such as "how did this happen?", "what was happening at the time?" or "anything else you want to tell me?"
- e. Do not ask questions which may be considered to suggest what might have happened or who has perpetrated the abuse e.g. "did your dad hit you?"
- f. Do not offer your personal opinion
- g. Do not force someone to repeat what he/she said in front of another person
- h. Do not promise to keep the disclosure secret
- i. Tell the child/young person what you are intending to do
- j. Make sure that the child/young person feels comfortable before leaving them
- j. If relevant do not confront the alleged abuser
- k. Following a risk assessment, where the abuse is in relation to a child, assuming that the child is not placed in further risk of abuse, ensure the parent/carer is aware of your concerns and make sure that they are aware that you have an obligation to

report your concerns to the local authority

1. Following a disclosure, the member of staff should talk immediately to the DSM or deputy DSM and record their concerns, utilising the reporting procedure set out by the DSM

9. Information sharing confidentiality

- 9.1 PHASE Thornbury recognises that all matters relating to Adult and Child Protection are confidential.
- 9.2 The DSM will disclose any information about concerns to other members of staff on a need-to-know basis only.
- 9.3 All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard adults, children and young people. The DSM should be made aware of all concerns about safeguarding and will decide how the organisation will respond and with whom the information can be shared.
- 9.4 PHASE Thornbury recognises the need to act swiftly in such cases and there is an expectation that all concerns will be recorded and reported to the DSM and the DSM or other a manager acting in the absence of the DSM will report concerns to the local authority within 24 hours utilising specific reporting procedures.
- 9.5 In the case of a serious concern for the immediate safety of the child or adult, where medical intervention is required, a criminal act has been committed or is likely to be committed; the member of staff should contact the police or medical services straight away. A concern should still be reported to the DSM and the DSM should still report the concern to the local authority within the timescales indicated above.
- 9.6 All staff must be aware that they cannot promise members that they will keep secrets in all circumstances.

10. Record keeping

- 10.1 Any member of staff receiving a disclosure of abuse from a member, or noticing signs or symptoms of possible abuse, or has concerns about the welfare of any vulnerable person will make notes as soon as possible (within the hour if possible) writing down exactly what was said, using the person's own words as far as possible. All notes should be timed, dated and signed, with the person's name printed alongside the signature.
- 10.2 All records of a safeguarding nature should be passed to the DSM.
- 10.3 The DSM will keep a log of concerns and produce a report each year for the Directors.

11. Supporting staff

- 11.1 We recognise that staff and volunteers who have become involved with a member who has suffered harm or appears to be likely to suffer harm may find the situation stressful and upsetting. PHASE Thornbury will support such staff by providing the opportunity to talk through their anxieties with their manager or the DSM and to seek further support as appropriate.

12. Safer recruitment and selection of staff

- 12.1 PHASE Thornbury has a written recruitment and selection policy statement and procedures linking to this policy. The statement is included in all job advertisements, recruitment websites and candidate information packs.
- 12.2 The recruitment process is robust in seeking to establish the commitment of candidates to support the organisations measures to safeguard members and to deter, reject or identify people who might be unsuited to work with them.

13. Allegations against staff

- 13.1 PHASE Thornbury understands that members may make an allegation against a member of staff. If such an allegation is made, the member of staff receiving the allegation will immediately inform the DSM.
- 13.2 The member of staff against whom the allegation is made will be removed from direct work contact. This will remain the case until a decision has been reached by the DSM regarding appropriate action.
- 13.3 On all such occasions, the lead coordinator will discuss the content of the allegation with one of the Directors. The DSM will invoke the SGSCB safeguarding arrangements with regards to ‘Allegations Management’ and the Local Area Designated Officer will be informed. If it involves an adult, then the DSM will report the allegations to the Adult Care Directorate.

14. Whistleblowing

- 14.1 PHASE Thornbury recognises that members cannot be expected to raise concerns in an environment in which staff fail to do so. All staff should be aware of their duty to raise concerns, where they exist, about the attitude or actions of colleagues. Please see our separate policy on Whistleblowing.

15. Complaints or concerns expressed by members

- 15.1 PHASE Thornbury recognises that listening to members is an important part of safeguarding them. To this end, any expression of dissatisfaction will be listened to and acted upon in order to safeguard their welfare.
- 15.2 PHASE Thornbury will also ensure that the member who makes the complaint is informed of the action PHASE Thornbury will take, the length of time that will be required to resolve the complaint and they are regularly informed of progress.
- 15.3 A written outcome of the complaint/concern will be addressed and given to the complainant.

16. Prevention

- 16.1 PHASE Thornbury recognises that it plays a significant part in the prevention of harm to adults, children and young people by providing them with good lines of communication with trusted staff, supportive friends and an ethos of protection.
- 16.2 PHASE Thornbury will therefore:
 - a. Establish and maintain an environment where members feel secure, are

encouraged to talk and are always listened to

- b. Ensure everyone knows that there are staff in the organisation who they can approach if they are worried or in difficulty
- c. Include opportunities that equip members with the skills they need to stay safe
- d. Include safeguarding in risk assessments for all PHASE Thornbury services and activities

17. Physical Intervention

- 17.1 This policy recognises and acknowledges that staff must only ever use physical intervention as a last resort and that at all times it must be the minimal force necessary to prevent injury to adults, children, young people, staff and visitors.
- 17.2 PHASE Thornbury understands that physical intervention of a nature that causes injury or distress to a member may be considered under safeguarding children, criminal justice or disciplinary procedures.

18. Abuse of Trust

- 18.1 PHASE Thornbury recognises that adults working in the organisation are in a relationship of trust with the children, young people and vulnerable adults and acknowledge that it is a criminal offence to abuse that trust.
- 18.2 PHASE Thornbury recognises that any form of inappropriate relationship with a member will be considered as gross miss-conduct.

19. E-safety

- 19.1 PHASE Thornbury recognises that internet and mobile phone safety is a whole organisation responsibility. Children and Young people may expose themselves to danger whether knowingly or unknowingly, when using the internet or other technologies. Additionally, some people may find themselves either knowingly or unknowingly involved in activities which are inappropriate or possibly illegal.
- 19.2 PHASE Thornbury will therefore look for opportunities to teach staff and members about appropriate behaviour and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies.
- 19.3 Further information available at <http://www.saferinternet.org.uk/>

20. Anti-Bullying

- 20.1 Bullying will not be accepted or condoned. All forms of bullying will be addressed.
- 20.2 Bullying can include:
 - physical pushing, kicking, hitting, pinching etc.

- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals
- sectarian/racial taunts, graffiti, gestures
- sexual comments and/or suggestions
- unwanted physical contact
- cyber bullying

- 20.3 Children from ethnic minorities, disabled children, young people who are LGBT, or those with learning difficulties are more vulnerable to this form of abuse and may well be targeted. Children/young people will be told who will listen to and support.
- 20.4 Anyone who reports an incident of bullying will be listened to carefully and be supported, whether it's the child/young person being bullied or the child/young person who is bullying.
- 20.5 Any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved.
- 20.6 Children/young people being bullied will be supported and assistance given to uphold their right to play and live in a safe environment which allows their healthy development.
- 20.7 Those who bully will be supported and encouraged to stop bullying.
- 20.8 Any incident of bullying will be discussed with the child/young person's parents/carers.
- 20.9 Parental/carer advice on action will be sought and agreements made as to what action should be taken.

21. Legal Framework:

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Counter Terrorism and Security Act 2015

This policy has been reviewed and approved by	Name (Position):	Signed:
		Date:
	Name (Position):	Signed:
		Date:
Policy to be reviewed:		

APPENDIX A

PHASE Thornbury Safeguarding Concerns Report Form

1. All individuals working with children and families have a duty and a responsibility to report any allegations or concerns of a vulnerable person nature which comes to their attention.
2. The attached form must be completed when any member of staff or volunteer identifies a safeguarding concern.
3. All forms must be passed as soon as possible to the Designated Safeguarding Manager (DSM) or Deputy. If the concern is urgent you should ring the DSM or Deputy and if unavailable seek advice from the contacts listed at the back of this document.
4. If appropriate the DSM will report to the Local Authority.
5. These Concern Forms will be collated and reviewed for annual analysis and feedback reported to staff.
6. If you have found the incident stressful or upsetting, please speak to the lead coordinator of the session or the DSM.
7. Designated Safeguarding Manager is **Ally Budd Contact 07828405928**
8. Remember it is the responsibility of staff to report concerns NOT to decide whether or not it is abuse.

Safeguarding Concerns Report Form

Details of the Vulnerable Person(s) (If further people are involved please record in the details box below)		
Name	Date of birth	Address
1		
2		
3		
Details of Parent / Carer(s) (Please match to numbers above)		
Name	Address	
1		
2		
3		
Details of any Concern (Remember to page number any additional sheet(s) and attach securely to this document)		Date Concern identified
Safeguarding Concerns Report Form continued		

Action Taken								
1. Reported to your supervisor or the Designated Safeguarding Manager					Yes			
Name				Date & time				
Details of the advice given								
2. Reported to the Police / Local Authority					Yes			
Name				Date & time				
Position								
Details of the advice given								
Have you discussed your concerns with the Child , parent or carer?				Child	Parent	Carer	Date	
Is the child , parent or carer aware of the need to report concerns?				Yes	No	Date		
Any additional information								
Staff / Volunteer Details								
Name				Position				
Phone no.								

APPENDIX B

**IF A CHILD OR YOUNG PERSON /ADULT IS IN IMMEDIATE DANGER THEN:
DIAL 999 AND ASK FOR POLICE ASSISTANCE BEFORE CONTACTING THE
APPROPRIATE SOCIAL TEAM.**

Organisation	When to contact	Contact number	Name / post
Children and Families Helpdesk (Social Services)	Logging Child Welfare Concerns or Safeguarding concerns	01454 866000 9am-5pm weekdays	Duty Social Worker
Emergency Duty Number Out of Hours		01454 615165 Out of hours	Duty Social Worker
· Adult Social Care	Logging Welfare concerns For Vulnerable Adults or Safeguarding concerns	01454 868007	Duty Social Worker
· Emergency Duty Number Out of Hours		01454 615165 Out of hours	Duty Social Worker
Child Line	Information Advice & Guidance	0800 1111	
NSPCC	Information Advice & Guidance	0808 800 5000	

Further Information available from:

<http://www.learning.nspcc.org.uk>

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/190544/00374-2009DOM-EN.pdf (Safeguarding disabled children: practice guidance)

<http://www.proceduresonline.com/swcpp/southglos/index.html>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf