

Safeguarding children

Guidance for mentors completing sessions



Your role as a mentor is to:

1. Identify signs of abuse and when something might be a concern
2. **Call** (report) appropriately
3. **Evidence** what you have noticed

Before mentoring, you must be clear on how to report concerns and how to respond to a disclosure of abuse from the child you will be working with. Your Programme Manager is here to support you to understand Chance UK's policies and procedures. If you are unclear on **any aspects** of safeguarding, then please raise this immediately.

Disclosure procedure in brief (full procedure in mentor manual):

1. Ensure you are in an appropriate space
2. Let the child know that you cannot keep anything confidential
3. Allow them to speak uninterrupted - active listening!
4. Remain calm and non-judgmental
5. Ask only clarifying questions, using their own words to ensure that you understand what they have told you
6. Ask what they need right now
7. Say thank you, let them know what you will do next and reassure them

If in doubt, call Children's Social Care or the NSPCC for advice.

Children's Social Care (Borough)	Daytime Number	Out of hours Duty Number
Camden	020 7974 3317	020 7974 4444
Croydon	0208 255 2888	0208 726 6400
Haringey	020 8489 4470	020 8489 0000
Islington	0207 527 7400	
Lambeth	020 7926 5555	
Southwark	020 7525 1921	020 7525 5000
Westminster	020 7641 4000	020 7641 6000
NSPCC	0808 800 5000	
Chance UK	020 7281 5858	



Here are the different actions that you may need to take during your mentoring, and some examples of when each action would be appropriate. This is **not** an exhaustive list, and all real-life situations will require you to make a judgement call.

A	<p style="text-align: center;">Speak to a member of Chance UK staff as soon as possible</p> <p style="text-align: center;">1) <i>Your Programme Manager's work mobile – text/leave a message if no answer</i> 2) <i>Then call the Chance UK office on 020 7281 5858 – leave a message if no answer</i> 3) <i>Then call back again during office hours (Monday-Friday, 9am-5pm)</i></p> <ul style="list-style-type: none"> • Living conditions are deteriorating or the family doesn't seem to have enough to eat • New adults or children are staying in the home or caring for the children • Child expected to take on adult responsibilities • Non-urgent medical attention is required and caregiver not yet sought this • Concerns around caregiver's wellbeing – e.g. declining mental health, substance use, violence towards caregiver • Smacking is used as a form of behaviour management (this is defined by law as acceptable where it amounts to "reasonable punishment", <i>Children's Act 2004</i>) • Child/caregiver provides inadequate explanation for an existing injury • Children under 13 left without adult supervision, but caregiver has returned • Injury during session requiring medical attention (seek medical attention first)
B	<p style="text-align: center;">Call Children's Social Care or the NSPCC</p> <p style="text-align: center;"><i>Once you have received an appropriate response, alert Chance UK to what has happened</i></p> <ul style="list-style-type: none"> • Child abuse (physical, sexual, neglect, emotional) has taken place or there is reasonable cause to believe it could take place imminently • Children under 13 will be left alone overnight / for extended period of time • Caregiver and emergency contacts unobtainable after a session
C	<p style="text-align: center;">Dial 999 immediately</p> <p style="text-align: center;"><i>Once you have received an appropriate response, alert Chance UK to what has happened</i></p> <ul style="list-style-type: none"> • A crime has been committed • Injury requiring ambulance • Mentor, child or family are in immediate danger • Threat of violence directed towards mentor, child or family • An injunction or restraining order is currently in breach