

## Chance UK

### Safeguarding Policy & Procedures

This policy will be active from	November 2020
This policy and associated procedures will be reviewed by	November 2021
This Safeguarding Policy is also accessible at <a href="http://www.chanceuk.com">www.chanceuk.com</a> It is also printed and clearly visible for reference in the Chance UK office.	

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## Safeguarding definitions

Safeguarding children is [defined](#) as:

- protecting children from maltreatment
- preventing harm to children's health or development
- ensuring that children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes

A child is [defined](#) as anyone who has not yet reached their 18<sup>th</sup> birthday, and would include an unborn child expected by a pregnant parent.

Safeguarding Adults is [defined](#) as:

- protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.
- [Specific adult safeguarding](#) applies to *any* adult who:
  - Has care and support needs, and
  - Is experiencing, or is at risk of, abuse and neglect, and
  - Is unable to protect themselves from either the risk of, or the experience of abuse and neglect, because of those needs.

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# Child Safeguarding Policy

## Purpose and scope

The purpose of this policy is:

- to protect children who directly receive Chance UK's services, as well as other children within the families who use any element of our services.
- To provide parent/carers, Chance UK staff and volunteers with the principles and the legal framework that guides Chance UK's approach to safeguarding and child protection.

This policy statement applies to anyone working on behalf of Chance UK including all staff, trustees, volunteer interns and researchers, sessional workers, group facilitators, paid consultants (at our discretion), or anyone else working on behalf of Chance UK.

## Legal framework

Key overarching legislation and guidance relating to this policy include:

- Children's Act 1989 and 2004
- Working Together to Safeguard Children 2015
- London Child Protection Procedures (5<sup>th</sup> edition)
- What to do if you are worried a child is being abused 2015
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Human Rights Act 1998
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Serious Crime Act 2015
- Special educational needs and disability (SEND) code of practice: 0 to 25 years – Statutory guidance for organisations which work with and support children and young people who have special education needs or disabilities; HM Government 2014
- Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015
- Working together to safeguard children: a guide to inter-agency working together to safeguard and promote the welfare of children; HM Government 2015

The 5 guiding principles of Chance UK's Safeguarding policies are

1. [The protection and wellbeing of children and adults is paramount](#) and therefore at the forefront of our practice.
2. We recognise that all children and adults have a right to **equal protection** from all types of harm or abuse, regardless of age, gender, disability, racial heritage, religious belief, sexual orientation or identity.
3. We understand that factors such as a child or adult's previous experiences, level of dependency or communication needs may make them **particularly vulnerable** to harm or abuse.
4. We will work in **partnership** with the children, their parent/carer(s) and other adults where appropriate, and other agencies as this is essential in ensuring their welfare.
5. We will **actively promote** good safeguarding practice, and work pro-actively for children and adults where we identify areas where safeguarding may be improved.

## Chance UK will seek to keep children safe by

- Recognising that all children have the right to freedom from abuse and harm
- Valuing them, listening to them and respecting them.
- Responding quickly and appropriately to all suspicions or allegations of abuse, using our **Child Abuse Identification and Child Safeguarding Procedures**.
- Recognising that harm and abuse can occur through their use of technology and the internet, and this is held at the same level of concern as for real-world situations, and has real-world impact.
- Using these **Child Safeguarding Procedures** to inform our recording, storing and sharing of relevant safeguarding information with agencies that need-to-know, whilst involving children and their parent/carer(s) appropriately.
- Ensuring that we are also safeguarding adults involved with these children with our **Adult Safeguarding Policy and Adult Abuse Identification and Adult Safeguarding Procedures**.
- Recruiting staff and mentors using checks as detailed in our **Safer Recruitment policy** and using our **Safeguarding Training Policy** to ensure individuals have the knowledge to act appropriately.
- Appointing Safeguarding Lead, Safeguarding Deputy and Safeguarding Trustee roles as detailed in our **Safeguarding Roles & Responsibilities policy**.
- Supporting all staff in bringing concerns to the Safeguarding Team quickly and efficiently; and having an alternative option should those staff members (for any reason) be unobtainable.
- Providing parent/carers and children with the opportunity to voice any concerns they may have. This includes having knowledge, and ensuring children have access to their preferred method of communication and that staff are aware of using a variety of communication tools.
- Adopting positive behaviour management strategies which are non-violent and do not impose humiliation.
- Ensuring any allegations against mentors or staff are dealt with through our **Escalation / Complaints / Whistleblowing procedures**.
- Ensuring wherever relevant, we are providing a safe physical environment for children, parent/carer(s), families, staff and mentors through our **Health & Safety measures** (not included here) and in accordance with the law and regulatory guidance.
- Supporting the implementation and review of this policy, with the support of management and trustees, with training provision, supervision, and sharing safeguarding updates.

# Child Abuse Identification

The four main categories of abuse are:

1. [Neglect](#)
2. [Emotional Abuse](#)
3. [Physical Abuse](#)
4. [Sexual Abuse](#)

Children can be subject to more than one type of abuse at the same time. Following these 4 definitions and signs, there are **Additional Notes** on: Child Sexual Exploitation, Child Criminal Exploitation and County Lines, Domestic Violence and Domestic Abuse, Significant Harm, Bullying, Children Harming Other Children, Female Genital Mutilation, Radicalisation, Safeguarding Differently Abled Children, Spirit Possession or Witchcraft, Forced Marriage, Honour based violence.

## 1. [Neglect](#)

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. Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties or a cluster of such issues. Where there is domestic abuse and violence towards a carer, the needs of the child may be neglected. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. This could be when a child's/young person's personal or intimate requirements are ignored, not ensuring children/young people are safe, or exposure to undue cold, heat or unnecessary risk of injury. Some possible signs of neglect:

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- Constant or frequent hunger
- Small stature or growth or, in babies or young children, not meeting milestones with no medical explanation
- Poor personal hygiene – in babies or young children this might present as always having nappy rash or regularly being left in dirty, soiled clothes/underwear
- Frequently being sent to school or nursery when ill
- Inappropriate clothing (eg too large, too small)
- Frequent lateness or non-attendance
- Medical needs not met or treatment not sought
- Low self-esteem, sense of unworthiness
- Poor social and peer relationships
- Constant tiredness or hunger
- Compulsive stealing or scrounging
- Constant lack of response or interest from parent/carer
- Under-achieving at school or nursery
- High and unusual levels of anxiety or being preoccupied

## 2. Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child. It can 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. These may include interactions that are beyond the child's developmental capability, as well as over protection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another e.g. where there is domestic abuse; serious bullying, causing children frequently to feel frightened or in danger; exploiting or corrupting children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Some possible signs of emotional abuse:

- Continual self-deprecation, low self esteem
- Fear of new situations, beyond what would be appropriate
- Inappropriate emotional responses to new, difficult or painful situations
- Self-harm (this can present in young children as well as older ones)
- Compulsive stealing, scrounging
- Obsessive behaviours such as rocking or thumb-sucking
- Detachment – 'Don't care' attitude
- Social isolation – does not join in and does not have friends
- Attention-seeking behaviour beyond what would be age appropriate
- Eating problems including lack of appetite or over-eating
- Depression, withdrawal
- Inability to concentrate
- Obsessive masturbation in public
- Acting out aggression between parents or talking about domestic violence at home
- Attaching inappropriately to strangers or people that they do not know well

- Munchausen's syndrome by proxy also referred to as Fabricated or induced illness (FII)

### 3. Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.

Some possible signs of physical abuse:

- 
- Unexplained injuries, for example, bruising, bite marks, burns and fractures, particular if recurrent.
  - Improbable, differing or multiple explanations given for injuries.
  - Signs of physical discomfort without explanation.
  - Refusal to discuss or treat injuries.
  - Untreated injuries
  - Withdrawal or flinching from physical contact.
  - Admission of punishment which seems excessive or inappropriate.
  - Shrinking from physical contact or flinching
  - Fear of going home or of a parent/carer being contacted.
  - Fear of undressing, changing or being changed.
  - Fear of medical help.
  - Aggression/bullying.
  - Over-compliant behaviour.
  - Running away
  - Significant changes in behaviour with no explanation.
  - Unexplained patterns of non-attendance with no explanation
  - Covering up i.e. wearing seasonally inappropriate clothing
  - Female genital mutilation- partial or total removal of the external female genitalia or injury to the female genital organs.
  - Munchausen's syndrome by proxy also referred to as Fabricated or induced illness (FII)

### 4. Sexual Abuse

Sexual Abuse involves forcing or manipulating a child or young person to take part in sexual activities, not necessarily involving violence, and whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in a sexually inappropriate way, or grooming a child in preparation for abuse (including via the internet or other technologies). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

In addition; Sexual abuse includes abuse of children through sexual exploitation including those over the legal age of consent (16). Sexual activity, penetrative and non-penetrative, where one of the partners is under the age of 16 is illegal, although prosecution of similar aged, consenting partners is not usual unless coercion is apparent. Where a child is under the age of 13 it is classified as rape under s5 Sexual Offences Act 2003.

Some possible signs of Sexual Abuse:

- Asking if you will keep a secret if they tell you
- Unexplained sources of money, sweets or presents
- Reluctance to get changed for an activity
- Chronic ailments such as stomach-ache or headaches – where no medical reason is found
- Involving other children in sexual activity
- Self-harm
- Bruises, bites or marks on the body
- Scratches, abrasions or persistent infections in anal or genital regions
- Age-inappropriate sexual awareness, may be evident in play, drawings, vocabulary, writing or behaviour towards children or adults
- Attempts to teach other children about sexual activity
- Continual or excessive masturbation
- Attempting to coerce other children into sexualised games or behaviours
- Refusal to stay with certain people or to go to certain places
- Aggression, anger, anxiety, tearfulness

## Additional Notes on Child Abuse Identification:

### Child Sexual Exploitation (CSE)

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity

- in exchange for something the victim needs or wants, and/or
- for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. (Home Office Feb 2017)

A significant number of children who are victims of sexual exploitation go missing from home/care and education at some point. For more information please click [here](#).

Some possible signs of Sexual Exploitation:

- Children who appear with unexplained gifts or new possessions
- Children who associate with other young people involved in exploitation
- Children who have older boyfriends or girlfriends
- Children who suffer from sexually transmitted infections or become pregnant
- Children who suffer from changes in emotional well-being
- Children who misuse drugs and alcohol
- Children who go missing for periods of time or regularly come home late
- Children who regularly miss school or education or don't take part in education

### Child Criminal Exploitation (CCE) and “county lines”

Child criminal exploitation, though not defined in law, is an increasing risk of abuse for children and young people. Child criminal exploitation follows similar patterns to that of child sexual exploitation, where a child is coerced or threatened into criminal activity, for the financial gain of the perpetrator/facilitator.

“County lines” is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas [within the UK]. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons. For more information please click [here](#).

### Domestic Abuse and Domestic Violence

**Domestic abuse is not always physical violence.** Domestic abuse is defined as: “Any incident or pattern of incidents of controlling\*, coercive\*\* or threatening behaviour, violence or abuse between those **aged 16 or over** who are, or have been, intimate partners or family members regardless of gender or sexuality”. This can encompass, but is not limited to psychological, physical, sexual, financial or emotional abuse.

*\*Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.*

*\*\*Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.*

This definition includes so called *honour-based* violence (HBV), female genital mutilation (FGM) and forced marriage (please see below for further details) and is clear that victims are not confined to one gender or ethnic group.

All agencies need to work together to identify and protect these children/young people.

It has been widely understood for some time that coercive control is a core part of domestic violence and it is important to recognise coercive control as a complex pattern of overlapping and repeated abuse perpetrated within a context of power and control.

The main characteristic of domestic violence is that the behaviour is intentional and is calculated to exercise power and control within a relationship. Seeing or overhearing violence to another person in the home has adverse effects on a child's development and welfare. Unborn children are also at increased risk; domestic violence is a prime cause of miscarriage, still birth, premature birth, foetal psychological damage, foetal physical injury and foetal death.

Children of all ages living with a parent, most often the mother, who is experiencing domestic violence, are vulnerable to significant harm through physical, sexual, emotional abuse and / or neglect. The legal definition of significant harm includes "the harm that children suffer by seeing or hearing the ill-treatment of another, particularly in the home".

### Significant Harm

The legal definition of significant harm includes "the harm that children suffer by seeing or hearing the ill-treatment of another, particularly in the home". Professionals should apply the London Safeguarding Children Board guidance to all situations of domestic violence, for example, where it is perpetrated by women or girls against men and boys, within same sex relationships and from a child. Professionals should be aware of the possibility that adolescents could be experiencing violence within intimate partner relationship.

### Bullying

Bullying can also be a category of abuse. Bullying is the abuse and/or intimidation by a person, people or an organisation against another or others. It may be a specific act or it may be institutional. It is an abuse of a perceived power relationship. Children can also bully other children. Bullying may include verbal abuse and intimidation, acts of physical or sexual abuse and coercion, e-bullying, through texting, filming on mobiles and posting on social networks. Whatever its form it is unacceptable. It must be challenged appropriately and addressed.

Some possible signs of bullying:

- Tearfulness, depression, erratic emotions, loss of concentration
- Reluctance to attend activities previously enjoyed
- Stomach aches, headaches, difficulty in sleeping, bed-wetting, bruising, cuts,
- scratches, damaged clothing, bingeing on food, alcohol or cigarettes
- Shortage of money, frequent loss of possessions
- Asks for money or starts stealing (to pay bully/ies)
- Drop in academic performance

### Children harming other children (Peer-on-Peer abuse)

It is part of our duty of care that we make sure children are protected from harm from other children. If you think that a child has targeted or is targeting another child it is important to raise this with your Programme Manager, SL or DSL immediately.

In reporting incidents, **it is important that the identity of the child that did the hurting is not disclosed to the parent carers of the victim.** If a parent/carer asks who has hurt their child, show understanding of their upset, anger or pain but explain that Chance UK is not able to share this information as this is part of our duty of confidentiality to all children and families.

### Female Genital Mutilation (FGM)

The World Health Organisation defines FGM as: *“all procedures (not operations) which involve partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons”*.

FGM is a criminal offence in the UK, it is [mandatory for Chance UK staff to report this](#). It is also illegal to take a child abroad to undergo FGM. A child for whom FGM is planned is at risk of significant harm through physical and emotional abuse. Where a child is thought to be at risk of FGM, practitioners need to act quickly before the child is abused through the FGM procedure in the UK, or taken abroad to undergo the procedure.

**SPECIFIC PROCEDURE:** Concerns about someone who may undergo FGM should be reported immediately to Children’s Social Care. If FGM is reported as having already happened, Chance UK staff should call the Police 101 number.

### Radicalisation

Chance UK recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability. Radicalisation is the result of a promotion of extremist views that are in [“vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”](#). Radicalisation can occur quickly, or over a long period. Sometimes there are clear warning signs, in other cases the changes are less obvious. Have confidence in your instincts and seek advice if something feels wrong. Chance UK promotes positive values and community cohesion, seeks to protect children from extremist dialogues, encourage safe and open debate and critical thinking, engage children in positive activities, and educate them about personal and online safety.

Some signs of possible radicalisation:

- Child becoming argumentative and unwilling to listen to other people’s points of view.
- Refusal to engage with, or become abusive to peers who are different to themselves,
- perhaps on the basis of race, religion, gender or sexuality.
- Child becoming susceptible to conspiracy theories and feelings of persecution.

- Changes in friendship groups and appearance: young people may distance themselves from friends, both online and offline, convert to a new religion, significantly change their appearance or clothing, and reject activities they used to enjoy.
- A change of online identity, including own social media name or profile image. This may include two parallel online profiles – one being the ‘normal’ or old self, and the other being an extremist identity, often with another name. Spending excessive amounts of time online or on the phone, and being secretive and reluctant to discuss activities and/or whereabouts.
- Further signs include expressions of sympathy for extremist ideologies and groups or justification of their actions, which may include accessing extremist material online, including on social networks such as Facebook and Twitter, possessing other forms of extremist literature.
- being in contact with extremist recruiters and joining or seeking to join extremist organisations

### Safeguarding Differently Abled Children

Any child with a disability is by definition a ‘child in need’ under s17 of the **Children Act 1989**. Research indicates that children with special education needs or physical differences are more vulnerable to abuse. This may be for the following reasons:

- Attitudes and assumptions can lead to the denial or failure to report abuse
- Additional needs of children with disabilities relating to practical assistance and physical dependency
- Dependency – exposure to a wide range of carers for personal and intimate care
- Reluctance to challenge carers (due to misplaced empathy)
- Seeing abuse as attributable to the stress and difficulties of caring for a child with a disability
- Beliefs that abuse does not impact on a child with a disability in the same way
- Double standards (unsatisfactory situations being accepted for children with a disability)
- Isolation (easier for abuse and neglect to remain hidden)
- Lack of participation and choice in decision making (can be disempowered and less likely to complain)
- Especially vulnerable to bullying and intimidation
- Communication barriers (may make it difficult to tell others what is happening - through a lack of understanding the child’s preferred communication method, a lack of the vocabulary to describe abuse, or a lack of appropriate communication equipment or facilitation)
- Behaviours misconstrued as part of child’s disability
- Judgements made about a child’s ability to communicate not based on accurate and specialist advice

In addition to the above some possible signs of abuse for children with disabilities are:

- Bruising on sites that may not be concerning on a non-disabled child
- Not getting enough help with feeding
- Over or under medicating
- Poor hygiene and personal care arrangements
- Rough handling / excessive restraint
- Lack of stimulation
- Unwillingness to learn a child's means of communication
- Ill-fitting equipment / invasive procedures which are unnecessary or carried out against the child's will

Where there are concerns about the welfare of a child with disabilities, they should be acted upon in accordance with the guidance, in the same way as with any other child.

### **Note: Safeguarding children with Autism**

"Autistic children share the right of all children to protection from abuse. We know that autistic children are potentially more vulnerable, because they may find it difficult to communicate with others, struggle with social interaction or have difficulties understanding people's motives, they may be less able to report abuse and thus be more vulnerable to it. This necessitates greater vigilance among professionals in recognising, reporting and investigating potential signs of abuse as well as ensuring that safeguarding issues remain on the agenda when working with autistic children and young people. Identifying safeguarding issues for autistic children and knowing what should be investigated can be complex as many traits of autism can be confused with signs of abuse and neglect." *National Autistic Society*. Please click [here](#) for further advice and guidance.

As with all children and vulnerable adults, it is important that Chance UK employees, including volunteers, report concerns of safeguarding that may arise. If you are unsure if the concern would be identified as safeguarding, always call for advice and guidance.

### **Spirit Possession or Witchcraft**

Spirit possession is when parents, families and the child believe that an evil force has entered a child and is controlling them; the belief includes the child being able to use the evil force to harm others. A child may suffer emotional, physical and sexual abuse and neglect if they are labelled and treated as being possessed with an evil spirit. Significant harm may occur when an attempt is made to 'exorcise' or 'deliver' the evil spirit from the child. Dismissing the belief may be harmful to the child involved.

### **Forced Marriage**

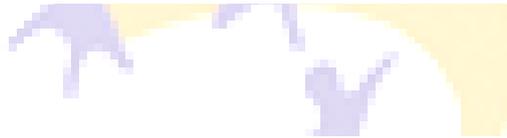
Forced marriage, as distinct from a consensual arranged one, is a marriage conducted without the full consent of both parties and where duress is a factor. Duress cannot be justified on religious or cultural grounds. A child who is being forced into marriage is at risk of significant harm through physical, sexual and emotional abuse.

Suspensions that a child may be forced into marriage include:

- a family history of older siblings leaving education early and marrying early
- depressive behaviour including self-harming and attempted suicide
- being kept at home by their parents; being unable to complete their education
- a child directly disclosing that they are worried they will be forced to marry
- a child always being accompanied including to school and doctors' appointments
- a child talking about an upcoming family holiday that they are worried about

**SPECIFIC PROCEDURE:** Where a suspicion or allegation of forced marriage (or intended forced marriage) is raised, there may be only one opportunity to speak to a potential victim, so an appropriate initial response is vital.

Professionals should not minimise the potential risk of harm or attempt to be a mediator. Chance UK staff should immediately inform the SL or DSL, then contact Social Care (there is a risk involved in trying to mediate this type of situation) and as soon as possible arrange to see the child alone in a secure and private place. A Social Worker should attend this meeting.



### Honour Based Violence

The Metropolitan Police definition of so-called honour based violence is: 'a crime or incident, which has or may been committed to protect or defend the honour of the family and/or community'. Honour based violence cuts across all cultures and communities. Honour based violence and murders are often the culmination of a series of events over a period of time and are planned or premeditated, often with conspiracy within a family, and a belief that the victim deserved to die.

Signs of honour-based violence can include:

- House arrest and excessive restrictions
- denial of access to the telephone, internet, passport and friends
- threats to kill
- pressure to go abroad

The perceived immoral behaviour which could precipitate a murder include:

- Inappropriate make-up or dress
- the existence of a boyfriend
- kissing or intimacy in a public place
- rejecting a forced marriage
- pregnancy outside of marriage
- being a victim of rape
- interfaith relationships
- leaving a spouse or seeking divorce

A child who is at risk of honour based violence is at significant risk of physical harm (including being murdered) and/or neglect, and may also suffer significant emotional harm through the threat of violence or witnessing violence directed towards a sibling or other family member.

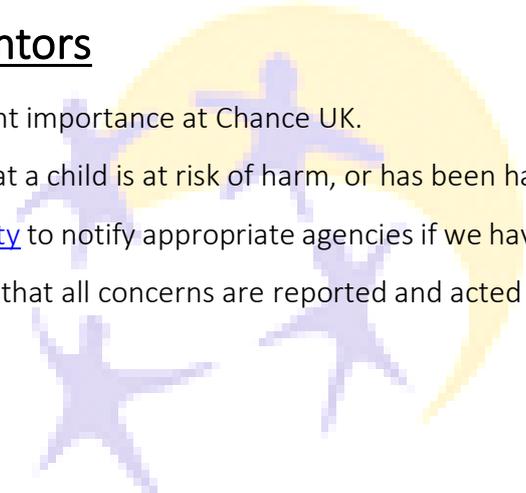
**SPECIFIC PROCEDURE:** When receiving a disclosure from a child, mentors should recognise the seriousness / immediacy of the risk of harm and report concerns to Chance UK staff immediately. Chance UK staff should inform the SL or DSL and arrange to see the child alone in a secure and private place immediately and contact Social Care, as there is a risk involved in trying to mediate this type of situation.

## Safeguarding Procedures for Mentors

Safeguarding children and families is of paramount importance at Chance UK.

This section outlines what to do if you suspect that a child is at risk of harm, or has been harmed.

Chance UK Staff and Mentors have a [statutory duty](#) to notify appropriate agencies if we have a [concern about children's safety and welfare](#). It is very important that all concerns are reported and acted on quickly.



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## MENTOR SAFEGUARDING PROCEDURES – Summary Flowchart

(Reminder: IDENTIFY – CALL – EVIDENCE)

When a safeguarding concern is identified by the Mentor, it is important to **act quickly**.

**A PHONE CALL IS NECESSARY: COMPLETING A SESSION REPORT WILL NOT RAISE A SAFEGUARDING CONCERN.**

Mentors should consider: *The SEVERITY (or IMPACT) of harm to child or adult. The LIKELIHOOD of this harm occurring. WHEN the harm may happen.*

As per your Mentor Training, there are 3 possible responses:

CALL YOUR PROGRAMME MANAGER'S WORK MOBILE, AND/OR THE CHANCE UK OFFICE ON 0207 281 5858.

If you cannot speak to your Programme Manager or another Chance UK staff member directly within 30 minutes, or it is possible that the child or adult has been, or is likely to be harmed soon, escalate your concerns by calling Social Care in the family's home borough for advice. If anyone is in **severe and immediate danger**, or an emergency intervention or response is required, call 999 immediately.

CALL SOCIAL CARE IN THE CHILD'S HOME BOROUGH and outline the situation.

Contact Chance UK and inform staff of this immediately.

**EMERGENCY: CALL 999**; if children are involved, Social Care will be automatically notified.

Contact Chance UK and inform staff of this immediately.

**WITHIN 3 HOURS** COMPLETE AND SUBMIT YOUR SESSION REPORT, INCLUDE AS MUCH DETAIL AS POSSIBLE ABOUT THE INCIDENT OR OBSERVATION.

Chance UK will need your full Session Report in order to follow up the situation appropriately.

MENTOR CAN REQUEST FURTHER ADVICE, SUPPORT OR FEEDBACK FROM THEIR PROGRAMME MANAGER IF REQUIRED

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## MENTOR SAFEGUARDING PROCEDURES (Identify – Call – Evidence)

### IDENTIFY

- As per your mentor safeguarding training you need to be **able to identify indicators** or signs of abuse in children and adults. You may become concerned through being told or shown something, your observations, or an accumulation of these factors.
- **Act quickly** (within 30 minutes) if you are in any way concerned. If in doubt, escalate. It is always better to share a query or issue than not raising something that could be (or become) a more serious concern.
- The 4 main **categories of abuse** for children are: *Neglect; Emotional Abuse; Physical Abuse; Sexual Abuse*. Multiple categories are possible. The 10 categories of abuse of adults are *Physical Abuse; Domestic violence or abuse; Sexual Abuse; Psychological or emotional Abuse; Financial or material Abuse; Modern Slavery; Discriminatory Abuse; Organisational or institutional abuse; Neglect or Acts of Omission; Self-Neglect*. More information on each of these are available in [Chance UK's full Safeguarding Policy & Procedures](#).
- A disclosure is **never** 'a joke', even if it is later retracted or reduced. If the person making the disclosure says that they did not mean it, or made it up, mentors should follow procedure in the same way.
- Mentors should **not try to address safeguarding concerns outside of the guidance below**, or share their views on any concerns with parents, children or families – this is the role of Chance UK staff or other trained professionals.

In order to assess the most appropriate response to a disclosure or concern, Mentors should consider:

- The **SEVERITY** (or **IMPACT**) of harm to child or adult
- The **LIKELIHOOD** of this harm occurring
- **WHEN** the harm may happen

It is vital that whatever your concern, you should act **QUICKLY**.

If a child or adult tells you they have been harmed or abused:

1. Listen carefully and calmly to what they say. Move to a calmer space if necessary. Do not interrupt.
2. Ask them **when** it happened but **nothing else**. Do not ask leading questions, or express your views on what they have told you.
3. Tell them that:
  - "It is not your fault that this has happened"
  - "Telling someone was the right thing to do"
  - "I will have to tell someone else, and they will be able to help"

	<p>Session reports must be submitted weekly.</p> <p><b>Safeguarding concerns should be raised directly with Chance UK staff over the phone as soon as possible.</b> Including a safeguarding concern on a session report will NOT alert staff quickly enough for appropriate action to be taken. If in doubt, call.</p>	<p><u>Examples of what should be included on a Session Report as a concern</u></p> <ul style="list-style-type: none"> <li>○ Child's home is becoming very dirty and smelly</li> <li>○ Mum blamed the child for her partner leaving</li> <li>○ Child says last year Auntie's baby died</li> <li>○ Elder brother is unable to talk but seems very upset when Mum closes the door of his room</li> <li>○ Dad allows the child to eat sweets daily on their way to school</li> <li>○ You hear arguing from another room whilst on a remote mentoring video session</li> </ul>
	<p>Call your <b>Programme Manager's work mobile</b> or direct office line.</p> <p>If you cannot speak to Chance UK staff directly within 30 minutes, <b>or it is possible that the child or adult has been, or is likely to be harmed soon</b>, escalate your concerns by calling Social Care in the child's home borough.</p>	<p><u>Examples of when to call Chance UK</u></p> <ul style="list-style-type: none"> <li>○ Child says Mum burned a bag full of the children's toys last week</li> <li>○ Mum asks you for money for food and the heating</li> <li>○ Dad says that Mum is using drugs again in her hostel</li> <li>○ Child seems to have unrestricted internet access at home</li> <li>○ Several teenagers stop you as you leave the home and demand to know where the child's elder brother is</li> <li>○ Dad requests you no longer call him but instead contact the child on their own mobile for remote mentoring sessions</li> <li>○ Mum was very tearful and upset when you dropped the child home</li> <li>○ Another child is now staying in the family home</li> </ul>
	<ol style="list-style-type: none"> <li>1. Call <b>Social Care</b> (of the child's home borough). If out of office hours, call the Duty Team.</li> <li>2. Contact Chance UK and inform them of this immediately afterwards.</li> </ol>	<p><u>Examples of when to call Social Care</u></p> <ul style="list-style-type: none"> <li>○ Child tells you that the bruises on their arms were from Mum who was cross with them yesterday</li> <li>○ Child explains that their elder sister made them watch a pornographic video online last weekend</li> <li>○ Mum says as she leaves the home that the children (all under 14) are always fine alone at home overnight when she does work shifts</li> <li>○ Your remote mentoring video session ends abruptly as the device is snatched from them by the parent/carer and you see the child be punched in their face</li> <li>○ After a late session, the child's carer is unexpectedly not at home and none of the child's safety contacts are available, despite you trying for over an hour; it is very late and there is still no response</li> </ul>
	<ol style="list-style-type: none"> <li>1. Call 999 and ask for the <b>Police</b>.</li> <li>2. Contact Chance UK and inform them of this immediately afterwards.</li> </ol>	<p><u>Examples of when to call 999</u></p> <ul style="list-style-type: none"> <li>○ Child says that Dad (who is not allowed any contact) is staying in the home with them this week</li> <li>○ Child says that they were threatened with a knife outside school today</li> <li>○ Mum says that their neighbour exposed himself to the children yesterday evening</li> <li>○ Nan says that Mum kicked the child in the ribs today</li> </ul>

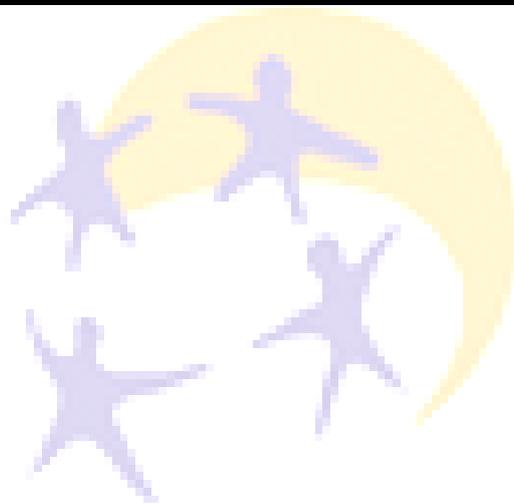
# EVIDENCE

It is important that after reporting an incident or concern, mentors make careful note of what happened, as soon as possible after the event. This will help ensure an accurate account of the situation, and help find appropriate support.

Tips on good evidencing include:

- ✓ Note what happened, before during and after, in chronological order. Note the time of events if possible.
- ✓ Use clear language, and accurately quote any words or phrases used wherever possible.
- ✓ Describe any actions clearly, and be clear about what you did or said.
- ✓ State who else was there, or who else may have heard or seen your concerns. Context is important.
- ✓ Only report what actually happened and not your thoughts or views. Avoid making any assumptions.

If after any safeguarding event mentors feel that they need any additional support, they should contact their Programme Manager.

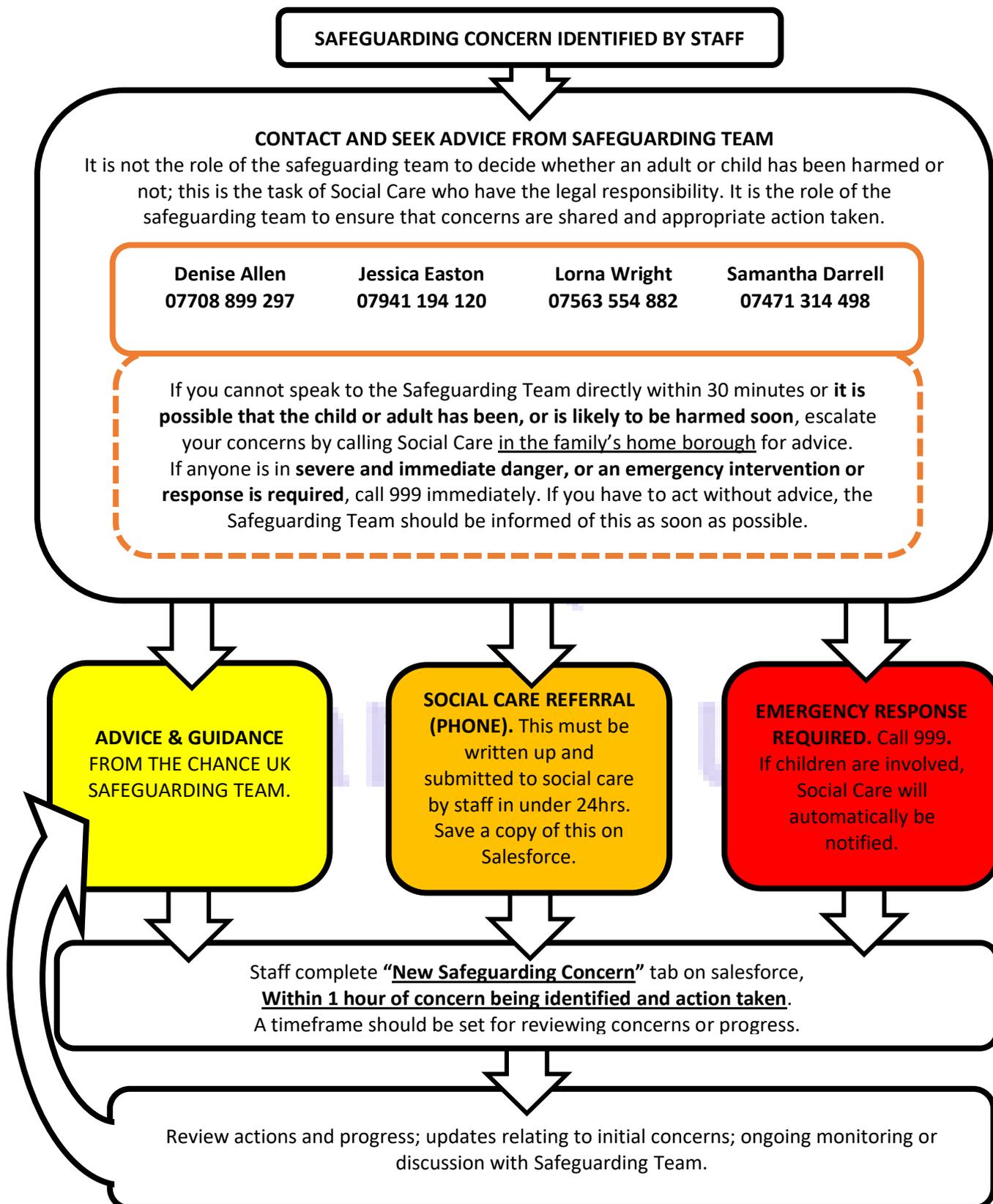


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# Chance UK Staff Safeguarding Procedures

Staff should refer to the Child or Adult Abuse Identification sections, as specific concerns may require specific actions or protocol (e.g. FGM, Forced Marriage).

Staff working in group-only contexts at external venues should identify the safeguarding lead at the venue and alert them to any concerns. The Chance UK Safeguarding Team should also be alerted of any concerns they have.



# Adult Safeguarding Policy

## Purpose and scope

The purpose of this policy is to outline the duty and responsibility of staff, mentors and trustees working on behalf of Chance UK in relation to the protection of adults from abuse.

This policy applies to all Chance UK staff, mentors, trustees, volunteer interns and researchers, sessional workers, group facilitators, paid consultants (at our discretion), or anyone else working on behalf of Chance UK.

The 5 guiding principles of Chance UK's Safeguarding policies are

1. [The protection and wellbeing of children and adults is paramount](#) and therefore at the forefront of our practice.
2. We recognise that all children and adults have a right to **equal protection** from all types of harm or abuse, regardless of age, gender, disability, race, religion or belief, sexual orientation or identity (Equality Act 2010)
3. We understand that factors such as a child or adult's previous experiences, level of dependency or communication needs may make them **particularly vulnerable** to harm or abuse.
4. We will work in **partnership** with the children, their parent/carer(s), and other adults where appropriate, and other agencies as this is essential in ensuring their welfare.
5. We will **actively promote** good safeguarding practice, and work pro-actively for children and adults where we identify areas where safeguarding may be improved.

## Legal framework

Under [The Human Rights Act 1998](#), everyone has the right to live free from abuse and neglect. This policy is based on [The Care Act 2014](#) and the [Care and Support Statutory Guidance](#), which requires all organisations involved in adult safeguarding to adopt the policies and procedures from the [London Multi-Agency Adult Safeguarding Policy & Procedures](#). The policy is based on The Six Principles of Safeguarding that underpin all adult safeguarding work:

1. Empowerment: adults are encouraged to make their own decisions and are provided with support and information
2. Prevention: strategies are developed to prevent abuse and neglect that promotes resilience and self-determination
3. Proportionality: a proportionate and least intrusive response is made balanced with the level of risk
4. Protection: adults are offered ways to protect themselves, and there is a coordinated response to adult safeguarding
5. Partnership: local solutions through services working together within their communities
6. Accountability: accountability and transparency in delivering a safeguarding response

## Chance UK will seek to keep adults safe by

- Recognising that all adults have the right to freedom from abuse and harm.
- Valuing them, listening to them and respecting them.
- Responding quickly and appropriately to all suspicions or allegations of abuse, using our **Adult Abuse Identification** and **Adult Safeguarding Procedures**.
- Recognising that harm and abuse can occur through their use of technology and the internet, and this is held at the same level of concern as for real-world situations, and has real-world impact.
- Using these **Adult Safeguarding Procedures** to inform our recording, storing and sharing of relevant safeguarding information with agencies that need-to-know, whilst involving children and their parent/carer(s) appropriately.
- Ensuring that we are also safeguarding children involved with these adults with our **Child Safeguarding Policy** and **Child Abuse Identification** and **Child Safeguarding Procedures**.
- Recruiting staff and mentors using checks as detailed in our **Safer Recruitment Policy** and using our **Safeguarding Training Policy** to ensure individuals have the knowledge and confidence to act appropriately.
- Appointing Designated Safeguarding Lead, Deputy Safeguarding Lead and Safeguarding Trustee roles as detailed in our **Safeguarding Roles and Responsibilities Policy**.
- Supporting all staff in bringing concerns to the Safeguarding Team
- Providing parent/carers and children with the opportunity to raise any concerns they may have. This includes having knowledge, and ensuring children have access to their preferred method of communication and that staff are aware of and able to use a variety of communication tools.
- Adopting positive management strategies which are inclusive, non-violent and do not impose humiliation.
- Ensuring any allegations against mentors or staff are heard and action is taken through our **Escalation / Complaints / Whistleblowing** procedures.
- Ensuring wherever relevant, we are providing an environment for children, parent/carer(s), families, staff and mentors that is safe for their physical and mental health through our **Health & Safety measures** (not included here) and in accordance with the law and regulatory guidance.
- Effective implementation of this policy, with the support of management and trustees, with training provision, supervision, and sharing safeguarding updates.

# Adult Abuse Identification

## What constitutes abuse and neglect?

The Statutory Guidance (para 14.17) states that, “Local authorities should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered; although the three stage criteria of safeguarding duties that apply to an adult (para 14.2) will need to be met before the issue is considered as a safeguarding concern”.

## Who abuses and neglects adults?

Anyone can carry out abuse or neglect, including:

- Spouses/partners
- Other family members
- Neighbours
- Friends
- Acquaintances
- Local residents
- People who deliberately exploit adults they perceive as vulnerable to abuse
- Paid staff or professionals
- Volunteers and strangers

Abuse can happen anywhere: for example, in someone’s own home, in a public place, in hospital, in a care home or in college. It can take place when an adult lives alone or with others.

There are **10 categories** of abuse described within the [Care and Support Statutory Guidance](#). These categories are expansive and cover a range of abusive situations or behaviours. It is important to recognise that exploitation is a common theme in nearly all types of abuse and neglect.

### 1. Physical abuse

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions. In extreme circumstances, unlawful or inappropriate use of restraint may constitute a criminal offence. Restraint covers a wide range of actions. It includes the use of active or passive means to ensure that the person concerned complies.

Restrictive interventions are defined as ‘deliberate acts on the part of other person(s) that restrict an individual’s movement, liberty and /or freedom to act independently in order to

- Take immediate control of a dangerous situation where there is a real possibility of harm to the person or others if no action is undertaken; and
- End or reduce significantly the danger to the person and others; and
- Contain or limit the persons freedom for longer than is necessary’

If restrictive interventions are carried out for any other purpose than those listed above, concerns should always be escalated. Guidance on this can be found in [‘Positive and Proactive: reducing the need for restrictive interventions’ \(DoH 2014\)](#)

### 2. Domestic Abuse

The Home Office (March 2013) defines domestic abuse as: any incident or pattern of incidents of controlling, coercive or threatening behaviour ([accompanying statutory guidance](#)), violence or abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological, physical, sexual, financial, emotional abuse, ‘honour’ based violence, FGM and forced marriage. For more information (updated 13/08/20), click [here](#).

Honour Based Violence (HBV) is committed when families feel that dishonour has been brought to them. It will usually be a criminal offence and referring to the Police must always be considered. Women are predominantly (but

not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Some victims of HBV may contact the police or other organisations for help themselves. However, many others are so isolated and controlled that they may be unable to seek help. Adult safeguarding concerns that may indicate HBV include domestic abuse, concerns about forced marriage, enforced 'house-arrest' and missing persons reports.

Forced Marriage is a term used to describe a marriage in which one or both parties are married without their freely given consent or against their will. A forced marriage differs from an arranged marriage in which both parties consent to the assistance of a third party in identifying a spouse. In a situation where there is a concern that an adult is being forced into a marriage that they cannot consent to, there will be an overlap between action taken under the forced marriage provisions and adult safeguarding processes. If an adult safeguarding concern is raised about HBV or forced marriage, police should be contacted as urgent action may need to be taken and they (in co-ordination with other relevant specialised organisations) have the necessary expertise to help manage the risk.

Female Genital Mutilation (FGM) is a very specific form of domestic abuse. FGM is a procedure where the female genitals are deliberately cut, injured or changed with no medical reason. FGM is also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others. FGM is most commonly carried out on young girls between infancy and the age of 15; usually before puberty starts. It is illegal to practice FGM in the UK and it is a form of child abuse. It is also illegal to take girls who are British Nationals or who are permanent residents of the UK abroad for FGM. There is a mandatory duty on healthcare professionals, teachers and social workers to report any confirmed cases of FGM in females under the age of 18 years directly to the police. FGM is often carried out without anaesthetic and is therefore very painful. FGM can seriously harm the health of women and girls. It can also cause long-term problems with sex, childbirth and mental health.

Professionals working with women who have been subject to FGM may want to signpost them to appropriate health services for help and support. Further information, including on safeguarding women and girls at risk of FGM is available [here](#).

### 3. Sexual abuse

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault and sexual acts to which the adult has not consented or was pressured into consenting. Sexual exploitation involves situations, contexts and relationships where adults at risk receive something (e.g. food, accommodation, drugs, alcohol, cigarettes, gifts, money, affection) as a result of them performing sexual acts (and/or another/others performing such acts on them). Sexual exploitation affects men and women. People who are being exploited may not always perceive such behaviours as exploitation. In all cases, those exploiting the adult at risk has power over them by virtue of their position, gender, age, physical strength, intellect, economic situation or other resources. There is a distinct inequality and power imbalance in the relationship.

### 4. Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

### 5. Financial or Material Abuse

Financial recorded abuse can occur in isolation but research shows that where there are other forms of abuse, there is likely to be financial abuse occurring. Types of financial abuse include theft, fraud, internet defrauding, coercion in relation to an adult's financial affairs or arrangements including in connection with wills, property inheritance or financial transactions and the misuse or misappropriation of property, possessions or benefit. An adult at risk may be persuaded to part with large sums of money/life savings. Such concern should always be reported to the police and if relevant, local Trading Standards for further investigation. Local Trading Standards should be involved in the work of Safeguarding Adults Boards. Where someone perpetrates this abuse with authority to manage the finances for the adult at risk, the Office of the Public Guardian should be informed (in relation to Deputies/Attorneys) or the DWP (for Appointees).

Potential indicators of financial abuse include-

- Change in living conditions
- Lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Unexplained withdrawals from an account
- Unexplained loss/misplacement of financial documents
- Sudden or unexpected changes in a will or other financial documents

Such abuse may take the form of a 'Mate Crime'. [The Safety Net Project](#) define this as occurring 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual'. Mate Crime is committed by someone the adult knows and often happens in private. Mate Crime is often difficult for the police to investigate due to its sometimes-ambiguous nature but should be reported to the police who will decide as to if a criminal offence has been committed. In recent years there have been several [Serious Case Reviews](#) relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

## 6. Modern slavery

This type of abuse encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Serious and organised crime gangs make significant amounts of money from human trafficking. They exploit the social, cultural and financial vulnerabilities of the victim. They control almost all aspects of the victim's life with little regard for their welfare and health. However, adults who are enslaved are not always subject to trafficking. Someone is in slavery if they are forced to work through physical or mental threat, owned or controlled by an 'employer' (usually through abuse or threat of abuse), dehumanised and treated as a commodity (bought & sold as 'property'), physically constrained or has restrictions placed on his/her freedom of movement. Since 2015, specific authorities have had a duty to notify the Home Office of any individual suspected as a victim of slavery or human trafficking. Click [here](#) for further information or read [Modern slavery: how the UK is leading the fight](#).

## 7. Discriminatory Abuse

This includes harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Examples of discriminatory abuse may include-

- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic (SCIE 2015)

Hate crimes are also a form of discriminatory abuse. The following definition has been agreed between the Police and the Crown Prosecution Service (October, 2016), "*Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or a person who is transgender identity or perceived to be transgender.*"

## 8. Organisational abuse

This includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice because of the structure, policies, processes and practices within an organisation. (See Section 5 'Working with Care and Support Providers' [here](#)).

## 9. Neglect and Acts of Omission

This includes:

- Ignoring medical needs
- Ignoring emotional or physical care needs
- Failure to provide access to appropriate health, care and support or educational services
- Withholding of the necessities of life, such as medication, adequate nutrition and heating

Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly where the adult at risk lacks the mental capacity to assess risk for himself or herself. For more specific information on indicators of neglect, read section 2.7 [here](#).

## 10. Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect might not always prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. For more information on self-neglect (including hoarding), read section 2.6 [here](#).

### Further information regarding safeguarding adults-

Radicalisation is not a category of abuse but is relevant to safeguarding adults. Prevent is part of the Government's counter-terrorism strategy CONTEST and aims to safeguard and provide support to divert vulnerable individuals at risk from being radicalised or groomed into supporting terrorist activity, before any crimes are committed. Radicalisation is comparable to other forms of exploitation, such as grooming and Child Sexual Exploitation. Radicalisation is understood as the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. More information can be accessed here: [Safeguarding and Radicalisation](#).

Radicalisation is process rather than an event, and there is no single profile or pathway by which someone can be drawn into terrorism. There are instead a range of contributing factors including, peer pressure, bullying, family tensions, race/hate crime, lack of self-esteem or identity and personal or political grievances, which can make people more vulnerable. Vulnerable individuals are often targeted and influenced by radicalisers directly or increasingly either in online chat rooms or through social media. [The Counter-Terrorism and Security Act \(2015\)](#) places a specific legal duty on specified authorities, including local authorities and health providers in the exercise of their functions, to have due regard to the need to prevent people being drawn into terrorism.

Channel is a confidential, voluntary, multi-agency safeguarding process designed to support vulnerable children and adults who may be at risk of being radicalised and drawn into terrorist activity. It is an early intervention service, which has been mandated, in every local authority in England and Wales. Channel addresses all types of radicalisation including the extreme.

## Safer Recruitment Policy

This policy applies to the recruitment of all mentors, Chance UK staff, trustees and volunteer interns. A safe recruitment and selection practice is vital to safeguarding and protecting children and vulnerable adults, and is designed to identify, exclude, or alert relevant authorities to any persons who may present a risk to children or vulnerable adults.

The [Criminal Justice and Court Services Act 2000](#) makes it a criminal offence for anyone to seek or accept work in a regulated position (such as Chance UK staff or mentors) knowing that they are barred from working with children; and for an employer to offer work to, or employ a person in a regulated position knowing that the person is barred from working with children. *Wherever* this occurs, the Local Authority Designated Officer (LADO) and Disclosure & Barring Service (DBS) will be informed.

## Mentor and Staff Recruitment

Advertising: It will be made clear in all recruitment advertising that Chance UK operates a rigorous safer recruitment policy.

Person Specification: This will describe the qualifications and experience needed for the respective role; the competences and qualities that the applicant should be able to demonstrate, and how these will be tested and assessed during the selection process.

Job Description: This will clearly set out the extent of the relationship with, and the degree of responsibility for, children or adults with whom the person will have contact.

Application: Chance UK recruits using a CV and covering letter.

## Enhanced DBS checks

- Enhanced DBS checks are carried out in accordance with legislation for all Chance UK staff and volunteers. This is currently done through DS Online, an online service that Chance UK pays for. Original document checks are done by Chance UK staff, either in-person or via video when staff are home working.
- Information resulting from Enhanced DBS disclosures will be treated in the strictest of confidence and is only required to prevent the abuse of children or adults.
- The SL or DSL will keep copies of Volunteer DBS disclosures securely. Their line manager records copies of staff DBS disclosures in staff personnel files. Records of staff Enhanced DBS certificate numbers and their date of issue will be held centrally for Senior Management Team access, and for updating every 3 years.
- Any interns, sessional workers or agency supply workers who may have access to information stored by Chance UK on children and families or who may (for any reason) have unsupervised contact with Chance UK children or families will also be Enhanced DBS checked before they are allowed access, or to work with us. Copies of interns, sessional workers or agency supply workers' Enhanced DBS disclosure will be kept by the SL or DSL for the duration of their work.
- Where an applicant has worked or been resident overseas in the previous 5 years, Chance UK should where possible obtain a check of the applicant's criminal record from the relevant authority in that country. Not all countries, however, provide this service. The advice of the DBS Overseas Information Service should be sought about criminal record checking overseas - see the [Disclosure and Barring Service website](#).
- Any concerns raised because of volunteer DBS checks will be evaluated, judged and followed up with the individual by the SL or DSL. Considerations of suitability will include the nature of the role, when the offence occurred, the type of offence and the circumstances surrounding it, as well as the frequency of offending.

## Two Professional References

- The references will request both professional and character information on a reference pro-forma with questions relating to the candidate's suitability to work with children and have contact with potentially vulnerable adults.
- One reference should be from the applicant's current or most recent employer, additional references may be asked for where appropriate. For example, where the applicant is not currently working with children, but has done so in the past, a reference from that employer should be asked for in addition to that from the current or most recent employer if this is different.
- The referee should be asked to confirm whether the applicant has been the subject of any disciplinary sanctions and whether the applicant has had any allegations made against him / her, or had any concerns raised which relate to either the safety or welfare of children, young people or vulnerable adults about the applicant's behaviour towards children, young people or vulnerable adults. Details about the outcome of any concerns or allegations should be sought.
- The authenticity of these references will be established.
- Once approved, references will be valid for 1 year from the date of submission.

#### Interview

- Interviews are conducted with at least two members of Chance UK staff, who will ask applicants about their experience and relationships with children, with reference to the information given in their application. Applicants may also be asked about their ability and commitment to fulfil the duty to prevent the abuse of children set out in the job description or outline of tasks.
- Any concerns around volunteers in interview will be discussed by the team, and if further clarity is deemed necessary, the volunteer will be invited for a second interview with two Chance UK staff.

#### Training

- All staff and mentors working at Chance UK will be trained to be aware of the risks to and the needs of children with whom they will have contact, and how to respond should safeguarding concerns arise. This training will be done to a level appropriate to the requirements of their role.
- Staff will attend safeguarding training to an appropriate level every 2 years. Ideally this would be done externally to Chance UK and in a multi-agency setting.

#### Agreement

- All new members of staff, volunteers, interns and agency staff will complete an Induction process and sign to agree they have understood our policies, procedures and safeguarding practices.

#### Inductions and Probationary Periods

- Staff will be inducted, including the Safeguarding Policy and all associated documents. Staff will have ready access to advice, expertise and management support in all matters relating to safeguarding and child protection.
- Staff appointments are conditional on the successful completion of a 6-month probationary period, extendable at management discretion. In the case of short-term Youth Worker contracts, the probationary period will be 3 months. Staff will be made aware of this during induction, along with its purpose, the date of its review, together with any details of induction and/or training.

- The supervisor must have no doubt as to the staff member's ability and commitment to prevent the abuse of children, as set out in the job description or outline of tasks, before confirming the successful completion of the probationary period.
- **A volunteer's continued appointment by Chance UK is conditional on their continued commitment to the programme and the circumstances of their relationship with the child and family. Chance UK will assess the suitability of this and reserves the right to terminate any mentoring relationship.**

### Supervision

- All staff and mentors will receive good management supervision (monthly) as a means of protecting children and to prevent and/or detect abuse.
- Mentors and Youth Workers will keep a written session report of each session with the child, including any areas of concern.
- If required, Chance UK staff may also take or create opportunities for observing the volunteer or Youth Worker whilst they are working with children.
- Programme Managers will keep a written record of each supervision meeting, including agreed actions, and of any other observations of note.
- Any concerns that arise through the process of continuing supervision or observation, which call into question a mentor or Youth Worker's suitability to work with children, or be in contact with adults, should be managed with reference to **Escalation / Complaints / Whistleblowing** procedures.
- Any concerns that arise through the process of continuing supervision or observation, which call into question staff suitability to work with children, should be managed according to local procedures such as capability, disciplinary and/or the procedures for the management of allegations and with reference to **Escalation / Complaints / Whistleblowing** procedures.

### Safeguarding Training Policy

- Chance UK will ensure that the training made available will enable mentors and staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.
- All Chance UK's **Mentors** will receive Chance UK's training on safeguarding and are required to demonstrate good understanding of this prior to being accepted as a Mentor. In exceptional circumstances, additional training or guidance around safeguarding may be included in a Mentor's induction or ongoing monthly supervisions.
- All Chance UK's **Youth Workers** will receive Chance UK's training on safeguarding and access safeguarding training to appropriate levels given their job descriptions. Additional training or guidance around safeguarding may be included in a Youth Worker's induction or ongoing monthly supervisions.
- All Chance UK's **Programme Managers and Parent Programme Managers** will receive Chance UK's (Mentor) training on safeguarding and are required to demonstrate good understanding of this prior to passing their Probationary Period. They will also regularly access safeguarding training to appropriate levels given their job descriptions, and receive safeguarding training refreshers every 2 years (minimum) to ensure their safeguarding knowledge is up to date.
- All Chance UK's **Office Staff, Temporary Staff** and **Interns** not working directly with children and families within their core role will have safeguarding training to an appropriate level, in order to identify and act quickly should concerns arise. Basic safeguarding training refreshers will be provided or accessed every 2 years.

- All Chance UK **Researchers, Sessional Workers, Group Facilitators, paid Consultants, or anyone else working on behalf of Chance UK** will not have any unsupervised contact with children or families that we work with. At Chance UK's discretion they may be asked to evidence their safeguarding training or DBS checks.
- All Chance UK's **Senior Management Team** not working directly with children and families within their core role will have safeguarding training to an appropriate level in order to identify potential abuse or safeguarding concerns, and know what action to take should this arise. They will receive safeguarding training refreshers every 2 years (minimum) to ensure their safeguarding knowledge is up to date.
- The Chance UK **Safeguarding Lead and Deputy Safeguarding Leads** will receive Chance UK's (Mentor) training on safeguarding and are required to demonstrate good understanding of this prior to passing their Probationary Period. They will also regularly access safeguarding training to appropriate levels given their job descriptions (including operational and strategic responsibility), and receive safeguarding training refreshers every 2 years (minimum) to ensure their safeguarding knowledge is up to date.
- All Chance UK's **Board of Trustees** (not working directly with children and families) will have basic safeguarding training to an appropriate level, in order to identify potential abuse or safeguarding concerns, and know what action to take should this arise.



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## Safeguarding Roles and Responsibilities

Mentors and Youth Workers – detailed in our **Mentor Manual** and **Mentor Training**.

Programme Managers and Parent Programme Managers – detailed in **Job Descriptions** and the Chance UK **Programme Manual / Ways of Working** document.

### Chance UK Office Staff, Temporary Staff and Interns

There are roles at Chance UK that are not expected to work directly with children or families. However, these roles will encounter children, families, volunteers, mentors, other Chance UK staff and external professionals, and so have an important safeguarding responsibility too. These staff should consult the **Safeguarding Procedures for Staff** when a concern is identified.

Examples of concerns could include: *a call to the office is received from a mentor explaining a child's disclosure; a parent visiting the office mentions that a young cousin is now living with them in their home; a volunteering enquirer on the phone mentions that they have a historic sexual offence on their record; you notice that another member of staff that sits near you is not following procedures when receiving news of a significant child safeguarding concern.*

### Safeguarding Lead (SL) and Deputy Safeguarding Lead (DSL) Roles

**Safeguarding Lead:** Samantha Darrell > Interim Head of Service and Operations (07875 629823) or [samantha.darrell@ChanceUK.com](mailto:samantha.darrell@ChanceUK.com).

#### **Deputy Safeguarding Leads:**

Denise Allen > Lambeth Programme Manager (0207 281 5858 x 204, 07708 899297) or [denise.allen@chanceuk.com](mailto:denise.allen@chanceuk.com)

Jessica Easton > Programme Lead (0207 281 5858 x 228, 07941 194120) or [jessica.easton@chanceuk.com](mailto:jessica.easton@chanceuk.com)

Lorna Wright > Southwark Programme Manager (0207 281 5858 x 218, 07563 554 882) or [lorna.wright@chanceuk.com](mailto:lorna.wright@chanceuk.com)

The Safeguarding Team are responsible for:

- Ensuring that all staff receive appropriate safeguarding training so they are up to-date with the current legislation, policy, practice, are able to respond sensitively, and appropriately to any safeguarding concerns.
- Ensuring all new staff receive induction training to enable them to understand and adhere to the setting's policies, including reporting and whistleblowing procedures.
- Ensuring that the safeguarding policies and procedures are maintained, up-to-date and are disseminated and adhered to by all staff.
- Agree a mechanism with the leadership team to ensure the procedures are adhered to (e.g. file audits, training audits, annual safeguarding reports).
- Acting as a source of support and guidance on all matters of child protection and safeguarding within the setting. These roles do not decide whether a child has been abused or not; this is the task of Children's Social Services who have the legal responsibility for this. However, it is the responsibility of these roles to ensure that concerns are shared and appropriate action taken.
- Ensuring that all staff new to the setting receive induction training to enable them to understand and adhere to the organisation's policies.

- Ensuring that all staff receive appropriate child protection training so that they are up to-date with current legislation, policy and practice and are able to respond sensitively and appropriately to any child protection concerns.
- Ensuring that child protection referrals are made using the format agreed by Children’s Services in the local authority that the child resides.
- Liaising with the appropriate agency in the event of any complaint or concern about Chance UK’s safeguarding practice from any external agency.
- Be responsible for appropriate escalation of concerning safeguarding cases.
- Complete an Annual Safeguarding Review (for the Board of Trustees and Chance UK Staff), a safeguarding Section 11 audit, and ensure necessary updates and actions are carried out.
- Ensure that there are Chance UK staff occupying these roles within the organisation.

#### Safeguarding Trustee Role

**Safeguarding Trustee:** Janet Mokades

This designated Board member is responsible for:

- Ensuring that Chance UK’s Safeguarding Policy is fit for purpose.
- Ensuring that Chance UK’s Safeguarding Policy is fully implemented and effective.
- Ensuring that individual Board members commit to, and maintain Chance UK’s **5 Guiding Safeguarding Principles** across the organisation.

#### Lead DBS Counter signatory

Geethika Jayatilaka, Chance UK CEO (0207 281 5858 x 209, 07872 665267) or [ceo@chanceuk.com](mailto:ceo@chanceuk.com)

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## Safeguarding Escalations / Complaints / Whistleblowing

If you wish to make a formal complaint, or raise a concern about any person or area of our service, conduct or practice, please refer to the table below that explains whom you should contact. A list of Chance UK staff can be found [here](#).

<i>If your complaint is about a....</i>	<i>Then you should contact...</i>
<i>Child, Parent/Carer, Mentor or Youth Worker</i>	<i>Programme Manager</i>
<i>Chance UK service or practice Programme Manager Parent Programme Manager Programme Lead Any Chance UK office staff</i>	<i>Head of Services</i>
<i>Head of Services Head of Income Generation</i>	<a href="#"><i>Chief Executive Officer</i></a>
<i>Chief Executive Officer</i>	<i>(please request a Trustee contact from the Chief Executive Officer)</i>
<i>Member of the Board of Trustees</i>	<a href="#"><i>Chief Executive Officer</i></a>

Once the appropriate person has received your complaint, they will respond to you with an outline of the proposed investigation, and how long this is likely to take. This timeframe will differ depending on the nature of the issue raised, and the type of investigation that is required. A standard investigation timeframe would be 14 days.

If your issue involves more than one of the people listed above, or if you are not satisfied with the first response to your issue, refer back to the table: find the staff role that you have had contact with, and contact the more senior Chance UK staff member **in the row below**.

### Whistleblowing Procedures

Whistleblowing is when someone within an organisation raises a concern about wrongdoing, illegal or dangerous activity occurring (or suspected to be occurring) within an organisation. For example, this would include suspicions about staff members colluding to cover up a safeguarding concern; or concerns that policy and procedures were inadequate or not being routinely followed.

All concerns of this nature should be directed to:  
[NSPCC whistleblowing helpline: 0800 028 0285](tel:08000280285) or [help@nspcc.org.uk](mailto:help@nspcc.org.uk)