



Chance UK Children's Safeguarding Policy

2022

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Chance UK Safeguarding Policy and Procedures

1. Policy Statement

This policy 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.

Chance UK believes that ALL children and vulnerable adults have the right to be protected

2. Introduction and Purpose

Safeguarding is everyone's responsibility and everyone who comes into contact with children and their families have a role to play. In order to safeguard and promote the welfare of children and their families all staff should make sure their approach is child centred. This means chance UK will consider at all times what is in the best interests of the child.

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 overarching principles and the legal framework that guides Chance UK's approach to safeguarding and child protection.
- To ensure consistent best practice across chance UK

3. Definitions within this document

3.1 "Safeguarding is the action that is taken to promote the welfare of children and protect them from harm" (NSPCC 2021)

To Safeguard you are:

- Protecting children from abuse and maltreatment
- Taking action to enable all children and young people to have the best outcomes.
- Ensuring children grow up with the provision of safe and effective care
- Preventing harm to children's health or development

3.2 The definition of **Child**, In England a child is defined as anyone who has not yet reached their 18th birthday. Child protection guidance points out that even if a child has reached 16 years of age and is:

- living independently
- in further education
- a member of the armed forces
- in hospital; or
- in custody in the secure estate

they are still legally children and should be given the same protection and entitlements as any other child (Department for Education, 2018a).

3.3 The term **staff** applies to all those working for or on behalf of Chance UK, in either paid or voluntary capacity, full time or part time. This also includes parent volunteers and Trustees.

3.4 Parent and Carers refers to both parents and other adults in a parenting role for example adoptive parents, step parents, Guardians, and foster parents.

3.5 Parental Responsibility (PR) is a set of legal rights and responsibilities including making sure a child is kept safe. PR gives the right to make important decisions about a child's life such as where they live, how they are educated and who looks after them.

“Working to safeguarding children 2018” states a **Child Centred Approach means** keeping the child in focus when making decisions about their lives and working in partnership with them and their families.

4. The Responsibility of Chance UK is to:

- Ensure that all staff / volunteers / people working on behalf of Chance UK understand their legal and moral responsibilities to protect Children and Young People from harm, abuse and exploitation
- Provide opportunities for all staff / volunteers/ people working on behalf of Chance UK to develop their skills and knowledge particularly in relation to the welfare and protection of children and young people
- Ensure that all working for Chance UK understand their duties to report concerns that arise about a child or young person to the organisation's designated safeguarding officer(s)
- Ensure that the designated safeguarding officer(s) understands their responsibility to refer any safeguarding concerns to the relevant statutory agencies (i.e. Children's Social and or the Police)

5. Key Guidance and Legal Framework

Set by the Department for Education 2018, The [key guidance for child protection is Working together to safeguard children](#):

This guidance states:

- everyone who works with children has a responsibility for keeping them safe
- everyone who comes into contact with children and families has a role to play in sharing information and identifying concerns.

5.1 Two government-commissioned reviews were published about the child protection system in England in May 2022

1. A National review into the murders of Arthur Labinjo-Hughes and Star Hobson looked at how and why the services intended to protect children were not able to do so (Hudson and Child Safeguarding Review Panel, 2022).
2. The independent review of children's social care looked at the changes needed to better protect and support children and young people (MacAlister, 2022).

5.2 The government is currently pulling together its responses to learning from the two reviews (DfE, 2022a; DfE 2022b).

Further guidance and acts in relations to Safeguarding include:

- Children's Act 1989 and 2004
- Working Together to Safeguard Children 2015
- London Child Protection Procedures (5th 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 the children; HM government 2015

In addition, section 11 of the [Children Act 2004](#) places a statutory duty on certain agencies to co-operate to safeguard and promote the welfare of children. This includes:

- local authorities
- NHS services and trusts
- police
- probation services and young offenders institutions.

6. Chance UK will seek to keep children safe by following the 5 Guiding principles:

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.

6.1 Chance UK will:

- Recognise that all children have the right to freedom from abuse and harm
- Value children, listening to them and respecting them.
- Respond quickly and appropriately to all suspicions or allegations of abuse, using our **Child Abuse Identification** and **Child Safeguarding Procedures**.

- Recognise 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.
- Use 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.
- Ensure that we are also safeguarding adults involved with these children with our **Adult Safeguarding Policy** and **Adult Abuse Identification and Adult Safeguarding Procedures**.
- Recruit staff using checks as detailed in our **Safer Recruitment policy** and using our **Safeguarding Training Policy** to ensure individuals have the knowledge to act appropriately.
- Appoint Safeguarding Lead, Safeguarding Deputy and Safeguarding Trustee roles as detailed in our **Safeguarding Roles & Responsibilities policy**.
- Support all staff in bringing concerns to their Managers and or Safeguard Lead (s) quickly and efficiently; and having an alternative option should those staff members (for any reason) be unobtainable.
- Provide 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.
- Adopt positive behaviour management strategies which are non-violent and do not impose humiliation.
- Ensure any allegations against mentors or staff are dealt with through our **Escalation / Complaints / Whistleblowing procedures**.
- Ensure 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.
- Support the implementation and review of this policy, with the support of management and trustees, with training provision, supervision, and sharing safeguarding updates.

6.2 Implementation and Monitoring

The Chance UK safeguarding policy and procedures will be adopted by the following:

- The organisation, its staff, associates, volunteers, young people and trustees
- All other bodies working in partnership with Chance UK

Chance UK safeguarding policy will be reviewed and monitored annually or before in the event of a significant case or change in legislation.

6.3 Safe Recruitment

Applied to the recruitment and selection of all employees is Chance UK safer recruitment policy. The purpose of this policy is to ensure that our staff and volunteers are suitable to work with children and is part of the organisational commitment to keeping children safe from harm and creating a safe and positive environment. Please refer to Chance UK Safer Recruitment Policy for further details in addition to below.

Safe Recruitment at Chance UK includes and is not limited to;

- Using application forms, ensuring identification of any gaps or discrepancies in employment history
- Integrating a Safeguarding question and task at interview stage in order to identify knowledge and skills base of applications
- Providing staff with training on safeguarding including policies and procedures which relate to safeguarding
- Completing a DBS check for all staff prior to employment
- Securing two appropriate references

6.4 Relationships of Trust

Professional boundaries are in place to protect a vulnerable group or in relationships where there is a power imbalance. Boundaries are intended to support effective and professional relationships whilst identifying limits around appropriate behaviours. Successful mentoring using a youth work-based approach is built upon a trusted relationship that supports open communication and the sharing of information.

“It is an offence for a person aged 18 or over to involve a child under that age in sexual activity where he or she is in a specified position of trust in relation to that child. This includes those who care for, advise, supervise or train children and young people.” (Sexual Offences Act 2003)

Staff should be mindful of any physical contact and are expected to act within appropriate boundaries with children, young people and their families.

Staff are not permitted to contact children, young people or families via their personal phone. Chance UK equipment should be used at all times and where there is an issue with work equipment and you need to get into contact with the family before the issue is resolved you may contact the family on a withheld number with prior agreement from your line manager. Staff are not permitted to give their personal number to children, young people and families and must not allow a child to use their personal phone.

Any online sessions taking place must take place via Chance UK zoom account and Chance UK equipment.

6.5 Supervision Ratios

The national guidance states that the level of supervision should take account of:

- The age and ability of the young people
- The activity being undertaken
- Children's growing independence
- Children's need for privacy
- The geography of the facility being used
- The Risk Assessment

To enable effective supervision of children and young people and effectively manage risks, Chance UK must ensure that an assessment is made, specific to the programme to ascertain staffing requirements.

Ratios will follow above the minimum expected and will depend on the group activity and the needs and abilities of children attending. This will be agreed at planning and risk assessment stage at Chance UK, by completing the Chance UK application of risks and authority 6 weeks prior to the event.

6.7 Participation Consent

For children under the age of 18, consent to participate in mentoring must be obtained by those who hold Parental responsibility. For mentoring support Consent is first gained by the refer and then at the initial introduction/ interview stage before mentoring commences.

For any events or groups outside of the 1:1 mentoring support Consent to participate in an activity should be obtained and processed before the event. Information provided on for the consent of the activity will not be kept longer than necessary.

6.8 Media Consent

At parent introduction / interview stage whereby the parent / career and the child will ask if they consent to the programme and will also be asked if they consent to having photos taken. There is choice for the family to choose "Yes" for internal use only, "Yes" for both internal and external or "No". The family may withdraw consent at any time and where the family have said no, then no photos should be taken of the child.

Where the family have consented and photos are being taken during mentoring or at an event, only work equipment ie a work mobile phone can be used to take these photos.. These photos will then need to be uploaded securely and deleted from your phone. You are not permitted to share these photos with anyone outside Chance UK, other than the family.

Material will be kept no longer than two years and young people can withdraw consent at any time. If any material is going to be shared wider than the organisation, then Media Consent needs to be obtained.

6.9 Children, Young people and the use of the internet

The internet is often used to establish contact with children and young people to “groom” them for abusive or inappropriate relationships. Including distribution of indecent photographs/pseudo photographs of children and young people.

Staff and volunteers must not upload any material to the internet that is considered to be inappropriate, disrespectful or offensive. Staff and volunteers must also not download pornographic or any other unsuitable material on the organisations equipment or distribute such material to others.

Breach of this policy will be treated as gross misconduct and Disciplinary action will be taken against staff. Where this is done unintentionally, the user must exit the website and/or delete all material immediately and report to the DSL what happened.

7 Recognising Abuse and Child Abuse Identification

Most concerns of abuse come about from observations of changes in the young person’s behaviour, attitude, appearance or relationships with others. Chance UK staff and volunteers have a duty of care and moral responsibility to report these concerns. All roles at Chance UK, have a duty of care to do everything possible to keep children and young people safe from abuse. The safeguarding training staff receive will depend on their role at Chance UK, however all staff will be inducted in recognising abuse and how to report concerns and the delivery team will not work with children and families until they have completed all the relevant safeguarding training needed.

7.1 Definitions of Abuse

Working together to safeguard children 2018 defines abuse as: **“A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.”**

There are four major types of abuse

7.2 Physical abuse.

Physical abuse is intentionally causing harm to a child or young person and includes making up the symptoms of an illness or causing a child to become unwell. Physical abuse includes and is not limited to:

- Hitting a child with hands or objects
- Throwing
- Biting and scathing
- Shaking
- Burning and scolding
- Breaking bones
- Drowning
- Kicking

Signs of Physical Abuse can include Bruises, Burns, Bite marks, Vomiting or Broken and Fractured bones.

7.3 Emotional abuse.

Emotional abuse can involve deliberately trying to humiliate, isolate, scare or ignore a child. It is any type of continual mistreatment of a child. Emotional Abuse includes and is not limited to:

- Pushing a child too hard or not recognising their limitations
- Exposing a child to upsetting events or situations,
- Failing to promote a child's social development
- Not allowing them to have friends
- Persistently ignoring them
- Manipulating a child
- Humiliating or constantly criticising a child
- Threatening, shouting at a child or calling them names
- Making the child the subject of jokes, or using sarcasm to hurt a child
- Blaming and scapegoating
- Making a child perform degrading acts

Signs of Emotional abuse can involve a child seeming unconfident or lack self-assurance, struggling to control their emotions, having difficulty making or maintaining relationships, acting in a way that's inappropriate for their age

7.4 Sexual abuse.

Sexual Abuse can happen in person and or online. It is where a child is forced or tricked into sexual activities and a child may not understand what is happening or that it is wrong.

There are two types of sexual abuse – **Contact and none contact abuse.**

Contact abuse is where an abuser makes physical contact with a child. This can include and is not limited to:

- Sexual touching of any part of a child's body, whether they're clothed or not
- Forcing a child to take part in sexual activities
- Making a child undress or touch someone else.
- Kissing and oral sex

- Using a body part or object to rape or penetrate a child

Sexual abuse isn't just penetrative and includes touching and kissing.

7.5 Non Contact abuse is where a child is abused without being touched by the abuser. It can include and is not limited to:

- Exposing or flashing
- Showing pornography
- Exposing a child to sexual acts
- Making them masturbate
- Forcing a child to make, view or share child abuse images or videos
- Making, viewing or distributing child abuse images or videos
- forcing a child to take part in sexual activities or conversations online or through a smartphone

Signs may include a child avoiding being alone or frightened of a person they know, language or sexual behaviour you would not expect, nightmares or bed wetting, alcohol or drug misuse, self-harm. changes to eating or mood, Sexual Transmitted Infections, bleeding, discharge, pain or soreness in their genital or anal area.

7.6 Online Sexual Abuse Signs can include:

- Spending a lot more or less time online
- Seeming distant/ upset or angry after using the internet
- New numbers or texts in the child's phone
- Being secretive about who and what

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 the Sexual Offences Act 2003.

7.8 Neglect.

Neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse. Neglect can also happen during pregnancy because of substance abuse or violence towards a mother during pregnancy by a partner. There are four different types of Neglect:

Physical neglect

Educational neglect

Emotional neglect

Medical neglect

Signs of neglect can include and are not limited to:

- Poor appearance and Hygiene
- Health and development Problems
- Housing and family issues
- Change in behaviour
- Regular illness or infections
- Regular being hungry

There are other types of abuse that fit into these categories and are key areas for children and young people in the UK. **(See Appendix for 1 Definitions)**

These include but are not limited to:

- Child Sexual Exploitation (CSE)
- Female Genital Mutilation (FGM)
- Extremism
- Domestic Abuse
- Non Recent Abuse
- Bullying and Cyber Bullying
- Child Trafficking
- Criminal Exploitation and Gangs (CCE)
- Grooming
- Online Abuse
- Abuse linked to beliefs

Key areas will be covered in annual training, but it is important for staff to be aware of particular safeguarding areas that may affect specific programmes. The DSL will review new programmes and activities to ensure any key areas are flagged in the risk register and will identify any additional training needs if necessary

7.9 Signs of Abuse

Often a child or young person may think that there is no one that they can tell or worry that the abuse will get worse if the abuser finds out. The signs of abuse are not always obvious, and a child or young person may not tell anyone what is happening to them.

In addition to some of the above Signs, other which may indicate abuse include:

- Unexplained bruising and injuries
- Sexually explicit languages and actions
- Sudden changes in behaviour, such as absences, withdrawal or having unexplained material goods
- Something a child has said
- A change observed over a long period of time e.g. losing weight or becoming increasingly dirty/unkempt

It is not Chance UK staff's responsibility to decide if it is abuse, it is their responsibility to act on concerns by reporting them.

8.0 Vulnerable Children and Young People

Some children are at higher risk than others and Chance UK has a responsibility to be aware that some children and young people who take part in mentoring programmes may experience difficulties that adversely affect their lives.

Some children who are at higher risk include and are not limited to:

- Children with a physical, sensory or learning disability
- Are a young carer
- Are engaged in antisocial or criminal behaviour
- Have recently returned home from care.

Disclosing abuse is hard for any child however for those with disabilities it may be more difficult due to communication difficulties, not being aware of whom to report to, not recognizing inappropriate behaviour or they may receive personal care. Research indicated that children and young people with disability are more likely to be abused than non disabled children.

8.1 Children and young people whose parents / carers have learning disabilities

Chance UK recognise that parents and carers with learning difficulties may need support in completing forms and have information about the mentoring programmes and plans explained to them verbally. Therefore Chance Youth Workers will strive to complete all induction / interviews with families prior to mentoring start face to face, and where this is not possible, these will be carried out online with a follow up.

Parental or carer learning difficulties does not necessarily have an impact on a child's developmental needs. Where a parent has a learning disability it is important not to generalise or make assumptions about their parental capacity. However where this is known Chance UK staff should be aware of the developmental, social and emotional needs of the children and young people within the family. Risk could include:

- Neglect
- Parents with Learning disabilities may be targeted by individuals who pose a risk to children to gain access to children

- A child having caring responsibilities inappropriate to their age, such as looking after siblings

8.2 Young Carers

A young carer is a child or young person aged 25 and under who cares for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. This could be looking after a parent, sibling or other family member. Young carers may not have much relief from the pressures of caring. They can become isolated and or afraid to ask for help because they fear they may be taken into care or let the family down.

Some of the children Chance UK support are young carers, Chance UK are able to support young carers through signposting them to a charity that is specifically for young carers. Where the young carers needs are more serious or urgent these concerns must be shared with the Designated Safeguarding lead.

8.3 Children and young people missing education

Children and young people who are not attending school or not being home-educated may be particularly vulnerable. Any concerns about a child or young person who have gone missing from the area or if you are aware that they are not in school or receiving education at home needs to be raised to the Local Authority children services and the Designated Safeguarding lead.

8.4 Young people who are homeless

There are many reasons why a child or young person may be homeless, and homeless young people also includes those who are staying at friends on the floor, or sofas (Sofa Surfing) and not just sleeping on the streets. Insecure housing can have a debilitating impact on their lives and can increase their vulnerability.

8.5 Children and young people whose parents / carers misuse substances

In a household where a parent or carer has a substance misuse problem, the child or young person are likely to be at risk of harm primarily through emotional abuse or neglect. Although parental substance misuse does not always mean that the parent or carer is unable to safeguard their child it can cause significant harm to children at all stages of

development and or mean that a child or young person may be assuming inappropriate responsibilities within the home.

8.6 Children and young people whose parents / carers have a mental illness

Studies have shown there is an increased chance of chance of child death through abuse or neglect where parental mental illness is present. However Parental mental illness does not necessarily have a impact on a child's developmental needs.

Risk of harm or to wellbeing could be:

- Parental aggression or rejection
- being neglected physically and/or emotionally by an unwell parent
- having caring responsibilities inappropriate to his/her age
- witnessing disturbing behaviour arising from the mental illness (e.g. self harm, suicide, uninhibited behaviour, violence)

8.7 Unaccompanied asylum seeking and refugee children

Asylum seeking children have a greater risk of going missing or experiencing mental health issues. This could be due to post-traumatic stress disorder, exploitation, worries for family members that they may have lost touch, difficulties in communication and frustration around the asylum-seeking process.

Children who have come to the UK without parents may have experienced exploitation or persecution, some may have been trafficked and or are at risk of being trafficked. There could be a risk of homelessness, being out of education and becoming involved in gang activity.

In these instances, children and young people should be living in foster care or supported accommodation.

Any safeguarding concerns around children and young people who are asylum seeking needs to be reported to the local authority, the local authority should be aware of an unaccompanied asylum-seeking child's needs and is responsible for their safety and wellbeing.

9. Lead Responsibility for Safeguarding at Chance UK

The Designated Safeguarding Lead, who has the lead responsibility for safeguarding at Chance UK is Samantha Darrell (Head of Service and Operations).

The roles and responsibilities of the designated safeguarding lead and the deputy designated safeguarding officer are:

- To ensure that all staff, volunteers and anyone working on behalf of Chance UK are aware of what they should do and who they should go to if they are concerned that a child/young person may be subject to abuse and/or neglect
- Ensure that any concerns about a child/young person are acted upon and followed up to ensure the issues are addressed
- To ensure they attend relevant training courses; the designated safeguarding lead and the deputy safeguarding lead should have an appropriate level of safeguarding training to equip them to effectively undertake this role.

10. Chance UK Safeguarding Procedure

Safeguarding children and families is of paramount importance at Chance UK. As Chance UK operated across a number of different boroughs, all members of staff will adhere to the relevant individual local safeguarding board procedures and contact numbers for each area can be found in **Appendix 2**

Family members will be informed at the start of mentoring that confidentiality may not be maintained if the withholding of information will prejudice the welfare of the child.

Youth Workers may be invited to attend child protection case conferences and reviews about children on their caseload. Records pertaining to these meetings should be uploaded to the families Salesforce page in the attachments of the related tab.

Whatever your role 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 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.

Chance UK refer to this action as ICE which means firstly Identity (I) the concern in next CALL (Share the information) and lastly Evidence (record everything).

In the event of a Safeguarding concern all staff are expected to follow ICE (**I: Identify, C: Call, E: Evidence**)

IDENTIFY



1. Chance UK staff must be vigilant regarding child protection issues when working with families this includes face to face and online support. If there are any concerns that a child may be being neglected or suffering physical, sexual or emotional abuse. It is important not to ask any leading questions or interview the child regarding any comments they have made that have given rise to concern.

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

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

2. **It is vital whatever your concern that you Act Quickly (within 30 minutes)** if you are concerned in anyway, 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.

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

Listen carefully and calmly to what they say. Move to a calmer space if necessary. Do not interrupt. Ask them when it happened but nothing else. Do not ask leading questions, or express your views on what they have told you.

Tell the child or Young person that they've done the right thing by telling you and:

“tell them it's not their fault”

“say you'll take them seriously”

“explain what you'll do next”

“report what the child has told you as soon as possible”

3. 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, Youth Workers should follow procedure in the same way.
4. Youth Workers should **not try to address safeguarding concerns outside of the guidance below**, or share their views on any concerns with parents, children or families.

CALL



Where there is no immediate risk or danger to a child or young person but you have a concern you should call your line manager for guidance and advice. If it is after 18:00 you can call the Chance UK out of hours line to speak to the DSL. If you are unable to speak to someone within 30 minutes or it is likely that the child or adult is likely to be harmed then escalate your call without delay to social care.

Examples of when to call Chance UK out of hours line

- Child says Mum burned a bag full of the children's toys last week
- Mum asks you for money for food and the heating
- Dad says that Mum is using drugs again in her hostel
- Child seems to have unrestricted internet access at home
- Several teenagers stop you as you leave the home and demand to know where the child's elder brother is
- Dad requests you no longer call him but instead contact the child on their own mobile for remote mentoring sessions
- Mum was very tearful and upset when you dropped the child home
- Another child is now staying in the family home

If there is a concern that the Child or Young person is in immediate danger contact the police and explain the situation to them. You should:

- Stay with the young person.
- If necessary, move to a safe place away from immediate harm and that no situation arises which could cause any further concern.
- Call for immediate medical attention if the young person requires it.
- Contact your DSL to let them know what is happening and ask for further advice and guidance.

Examples of when to call 999

- Child says that Dad (who is not allowed any contact) is staying in the home with them this week
- Child says that they were threatened with a knife outside school today
- Mum says that their neighbour exposed himself to the children yesterday evening
- Nan says that Mum kicked the child in the ribs today

If the child is not in immediate danger but a disclosure has been made you need to call social care in the child's borough and if it is within out of hours' time you will need to call the out of hours duty team.

Examples of when to call Social Care

- Child tells you that the bruises on their arms were from Mum who was cross with them yesterday

- *Child explains that their elder sister made them watch a pornographic video online last weekend*
- *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*
- *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*
- *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*

EVIDENCE



It is important that after reporting an incident or concern, Youth Workers 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.

All incidents and concerns should be written down at the time of the event and a Salesforce Safeguarding alert completed once the above steps have been actioned. If possible, if it is not possible to complete the relevant form immediately this should be completed within 3 hours of the initial Incident or concern or later with agreement from line manager.

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 you feel that you need any additional support, contact your Line Manager.

Where the decision made is to contact the Local Children's Services as a Safeguarding referral, the Child's Parent, Carer or Guardian must be informed first. **Except** where it is suspected doing so may put the child at further risk or harm such as where Physical, sexual abuse or Neglect is suspected.

The Safeguarding concern on Salesforce must be updated constantly using the "follow up" function and include any new information being received, any further actions being taken

and must include the details of any new professionals. Entries should be carefully dated, and timings entered.

The Head of Service and Operations must be made aware of any Safeguarding referrals made to the local authority or police.

Serious incidents will be reported to the Charity Commission in line with the Charity commission reporting requirements.

10.1 Recording A Safeguarding Concern

All staff at Chance UK should receive training around recording a Safeguarding concern. Chance UK stresses three main points.

1. **If it's not written down there is no record it happened**
What has happened must be recorded
2. **Everything that is written down is a legal document and can be requested by the police or courts**
What is recorded must be factual
3. **Would a stranger understand?**
When making safeguarding notes or records it may not be possible to know who will eventually have access to it or when. It may be consulted months or even years after it was written

Chance UK staff are encouraged to use the language the child or young person has used in the disclosure. For example if a child has exposed a body part or referred to a body part then this must be recorded rather than referring to a private part, and or if a child or parent has said a swear word then to record the swear word as it was said.

In addition, all notes must be:

1. Clear, legible handwriting must be used.
2. Records must contain information, which is factual, accurate, relevant and comprehensive.
3. Do not alter or destroy records unless authorised to do so.
4. Avoid Jargon, language must be understood by all.
5. Sarcasm or humorous abbreviations should not be used.
6. Entries must be written in chronological order and as soon as possible after the episode of care / activity.
7. Language must be qualified, Avoid using "Wobble", "Kicked Off" explain what actually happened instead.
8. Opinion mixed up with facts e.g. `the child should go on a diet'.
9. Subjective, not objective comments e.g. `strange behaviour today, he's not right'.
10. Using hearsay e.g. information gained from family members or visitors.

10.2 Safeguarding Training

Safeguarding training is compulsory at Chance UK, Staff are expected to complete online level 3 Safeguarding training within the first week of employment and needs to be refreshed every two years.

Within the first month staff are expected to complete the local authority Safeguarding training in the borough in which they support families and needs to be refreshed every two years.

The Designated Safeguarding lead will run in house workshops with staff members to embed policy changes and Safeguarding procedures.

10.3 The Out of Hours Line

Chance UK offer an out of hours line for Youth Workers. This is a 0800 number which is available:

Monday to Friday 18:00-20:00

Saturday 12:00-16:00

Closed bank holidays

The 0800 number is not an emergency line, it is a resource for Youth Workers to call if they need further advice around a possible Safeguarding issue or to report an incident. The line does not replace calling 999 if a child is in immediate danger. Further guidance and definitions of reporting a concern or incident to the Chance UK out of hours line can be found in the "Out of hours guidance for Youth Workers".

08000 21 78 78

AS per the above procedures, where you have not been able to reach anyone through the 0800 number, 30 minutes has elapsed since calling with no response or the line is closed you will be expected to call your local out of hours safeguarding team.

10.4 Allegations against a staff member

Any concerns involving the inappropriate behaviour of a staff member towards a young person will be taken seriously and investigated. The LADO will be informed where the incident occurred. The situation will be explained to the staff member (if deemed appropriate) who is at the centre of the allegation. They may be asked to stop working on a temporary basis until the matter is formally resolved, and after investigation this could lead to dismissal and further action being taken against the member of staff. This will be reviewed on a case-by-case basis. Support will be provided for the person who the allegation has been made against.

10.5 If an allegation is made about the Designated Safeguarding Lead

Any concerns involving the DSL directly should be reported to the CEO. It is important that all staff are aware of the organisation's staff reporting structure.

10.6 Malicious allegations

An allegation may be categorised as malicious. Care should be taken in dealing with such an outcome, as some facts may not be wholly untrue. Some parts of an allegation may have been fabricated or exaggerated but elements may be based on truth.

Where a preliminary investigation was undertaken and the allegations were deemed to be **malicious**, a record should be made stating that:

- An allegation was made (but not what the allegation was)
- Date the allegation was made
- The allegation was full investigated
- The outcome was that it was found to be malicious or unsubstantiated and that no further action was taken.

10.7 Whistleblowing

This policy should be read in conjunction with Chance UK whistleblowing policy. Whistleblowing is the process whereby an employee raises a concern about malpractice, wrongdoing, risk, or illegal proceedings, which harms or creates a risk of harm to the people who use the service, employees, or the wider community.

Whistleblowing is not the same as making a complaint or raising a grievance. Whistleblowing is different because it involves a situation where an employee raises a concern about some form of malpractice that they have witnessed in their workplace.

10.8 Data Protection and management of confidential information

Chance UK is committed to the rights of children, young people and family's confidentiality. Chance UK staff will seek consent from families before sharing their information however where there is a safeguarding concern and consent cannot be obtained Chance UK staff will share their concern in order to keep children and young people safe and the family should be told that confidentiality cannot be kept.

Chance UK is committed to the safe and secure management of confidential information. All personnel information, including volunteer information, is stored securely and can only be accessed by those that require it to carry out their role. Only relevant information is stored and this is regularly reviewed and outdated information destroyed appropriately.

Appendix 1: Definitions

Children and young people at risk of sexual exploitation (CSE)

Young people at risk of, or engaged in, sexual exploitation may not see themselves as victims. Workers need to be aware of young people who may be at risk.

The sexual exploitation of children and young people is defined in government guidance documents (2017) as follows:

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 (a) in exchange for something the victim needs or wants, and/or (b) 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.

Often the exploitative situation includes contexts and relationships where young people receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of their performing, and/or others performing on them, sexual activities. It can occur through the use of technology without the child's immediate recognition e.g. being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain.

In all cases, those exploiting the child have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised by the child's limited availability of choice, resulting from their social/economic and/or emotional vulnerability.

There are strong links between children who go missing and the internal trafficking, between towns, of young people for the purposes of sexual exploitation. Children and young people from loving and supportive families can be at risk of exploitation and workers must be careful not to stereotype specific groups of children as potential victims. **(Working together to Safeguarding children 2018).**

Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured or changed, but there's no medical reason for this to be done. It's also known as female circumcision or cutting, and by other terms, such as sunna, gudniin, halalays, tahur, megrez and khitan, among others.

FGM is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts.

FGM is illegal in the UK and is child abuse, It's very painful and can seriously harm the health of women and girls. **(NHS 2022)**

If you're concerned that someone may be at risk, contact the NSPCC helpline on 0800 028 3550 or fgmhelp@nspcc.org.uk.

Extremism and Radicalisation

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.

- The process of radicalisation may involve:
- being groomed online or in person
- exploitation, including sexual exploitation
- psychological manipulation
- exposure to violent material and other inappropriate information
- the risk of physical harm or death through extremist acts.

If a child or young person is being radicalised their day-to-day behaviour may become increasingly centred around an extremist ideology, group or cause. For example, they may:

- spend increasing amounts of time talking to people with extreme views (this includes online and offline communication)
- change their style of dress or personal appearance
- lose interest in friends and activities that are not associated with the extremist ideology, group or cause
- have material or symbols associated with an extreme cause
- try to recruit others to join the cause **(NSPCC 2022)**

What to do if you think a child is being radicalised

If you think a child or the people around them are involved in radicalisation and there is an immediate risk of harm, call 999 straight away.

If it isn't an emergency, follow your organisation's procedures. This might include:

- contacting your nominated child protection lead
- calling the police anti-terrorism hotline on [0800 789 321](tel:0800789321)
- calling our [radicalisation helpline](#)
- [reporting suspicious activity online](#).

The Department for Education has a dedicated telephone helpline for schools in England who have non-emergency concerns about extremism: [020 7340 7264](tel:02073407264).

Domestic Abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. It's important to remember domestic abuse:

- can happen inside and outside the home
- can happen over the phone, on the internet and on social networking sites
- can happen in any relationship and can continue even after the relationship has ended
- both men and women can be abused or abusers. **(NSPCC 2022)**

In a house where domestic abuse occurs, the children and young people are being abused too. Children and young people may be aware of the abuse of a parent, through hearing or seeing incidents of physical violence or verbal abuse. They may also continue to witness and/or hear abuse during post- separation contact visits.

Research shows the risks of children and young people being directly physically or sexually abused are markedly increased, in homes where domestic violence occurs.

The impact on such children and young people may be demonstrated through aggression, anti-social behaviour, anxiety or depression.

Non Recent Abuse

Non-recent child abuse, sometimes called historical abuse, is when an adult was abused as a child or young person under the age of 18. Sometimes adults who were abused in childhood blame themselves or are made to feel it's their fault. But this is never the case: there's no excuse for abuse.

The effects can be short term but sometimes they last into adulthood. If someone has been abused as a child, it's more likely that they'll suffer abuse again. This is known as revictimisation.

The long term effects of abuse and neglect can include:

- emotional difficulties like anger, anxiety, sadness or low self-esteem
- mental health problems like depression, eating disorders, self harm or suicidal thoughts
- problems with drugs or alcohol
- disturbing thoughts, emotions and memories
- poor physical health
- struggling with parenting or relationships. **(NSPCC 2022)**

Bullying and Cyber Bullying

Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone.

It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone. **(NSPCC 2022)**.

Child Trafficking / Exploitation and Modern Slavery

Child trafficking is child abuse. It's defined as recruiting, moving, receiving and harbouring children for the purpose of exploitation (HM Department for Education (DfE) and Home Office, 2011; Department of Health, Social Services and Public Safety and Police Service of Northern Ireland, 2011; Scottish Government, 2013; Wales Safeguarding Procedures Project Board, 2020).

Child trafficking is a form of modern slavery (HM Government, 2014).

Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.

Children are trafficked for:

- child sexual exploitation
- criminal activity, including:

- cannabis cultivation
- street crime - such as pickpocketing, begging and bag theft
- moving drugs
- benefit fraud
- immigration fraud
- selling pirated goods, such as DVDs
- forced marriage
- domestic servitude, including:
 - cleaning
 - childcare
 - cooking
- forced labour, including working in:
 - restaurants
 - nail bars
 - factories
 - agriculture
- illegal adoption
- unreported private fostering arrangements (for any exploitative purpose).
- This list is not exhaustive and children who are trafficked are often exploited in more than one way. **(NSPCC 2022)**

If something doesn't feel right, don't wait, report it

Call the police on 101 or 999 in an emergency

You can also report to the police online. Only report your concerns when it is safe for you to do so, even if this is after the event that your concerns initially arose. Do not attempt to intervene yourself.

Text the British Transport Police on 61016

If you are on a train, you can text the British Transport Police. Information on routes of travel, addresses, appearance, and behaviour of a child can all help to protect young people.

Call Crimestoppers on 0800 555 111

If you have information on child exploitation and abuse or suspect it may be happening but want to remain completely anonymous, you can contact the independent charity Crimestoppers online or on the phone.

Call the NSPCC on 0808 800 5000

The NSPCC helpline is staffed by trained professionals who can provide expert advice and support if you're concerned about a child.

Criminal Exploitation and Gangs (CCE)

Criminal exploitation is child abuse where children and young people are manipulated and coerced into committing crimes.

The word 'gang' means different things in different contexts, the government in their paper 'Safeguarding children and young people who may be affected by gang activity' distinguishes between peer groups, street gangs and organised criminal gangs.¹

- **Peer group**
A relatively small and transient social grouping which may or may not describe themselves as a gang depending on the context.
- **Street gang**
“Groups of young people who see themselves (and are seen by others) as a discernible group for whom crime and violence is integral to the group's identity.”
- **Organised criminal gangs**
“A group of individuals for whom involvement in crime is for personal gain (financial or otherwise). For most crime is their 'occupation.’”

It's not illegal for a young person to be in a gang – there are different types of 'gang' and not every 'gang' is criminal or dangerous. However, gang membership can be linked to illegal activity, particularly organised criminal gangs involved in trafficking, drug dealing and violent crime.

What is County Lines?

County Lines is the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or “deal lines”. Children as young as 12 years old have been exploited into carrying drugs for gangs. This can involve children being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs. This can include:

- Airbnb and short term private rental properties
- budget hotels
- the home of a drug user, or other vulnerable person, that is taken over by criminal gang- this may be referred to as cuckooing.

Grooming

Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them.

Children and young people who are groomed can be sexually abused, exploited or trafficked.

Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

Children and young people can be groomed online, in person or both – by a stranger or someone they know. This could be a family member, a friend or someone who has targeted them – like a teacher, faith group leader or sports coach. When a child is groomed online, groomers may hide who they are by sending photos or videos of other people. Sometimes this'll be of someone younger than them to gain the trust of a "peer". They might target one child online or contact lots of children very quickly and wait for them to respond.

The relationship a groomer builds can take different forms. This could be:

- a romantic relationship
- as a mentor
- an authority figure
- a dominant and persistent figure.

A groomer can use the same sites, games and apps as young people, spending time learning about a young person's interests and use this to build a relationship with them. Children can be groomed online through:

- social media networks
- text messages and messaging apps, like Whatsapp
- email
- text, voice and video chats in forums, games and apps.

Whether online or in person, groomers can use tactics like:

- pretending to be younger
- giving advice or showing understanding
- buying gifts
- giving attention
- taking them on trips, outings or holidays.

Groomers might also try and isolate children from their friends and family, making them feel dependent on them and giving the groomer power and control over them. They might use blackmail to make a child feel guilt and shame or introduce the idea of 'secrets' to control, frighten and intimidate.

It's important to remember that children and young people may not understand they've been groomed. They may have complicated feelings, like loyalty, admiration, love, as well as fear, distress and confusion. **(NSPCC 2022)**.

Abuse linked to Beliefs

Child Abuse linked to Faith or Belief can include a belief in concepts of

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs),
- the evil eye or djinns (traditionally known in some Islamic faith contexts) and Dakini (in the Hindu context);
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies;
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

Examples of abuse include: the child being beaten, burnt, cut / stabbed, semi-strangled, tied up, or having chilli peppers or other substances rubbed on their genitals or eyes. They may not be allowed near or to share a room with family members, and / or be threatened with abandonment. They may also be persuaded that they are possessed. Appropriate medical care, supervision, education, good hygiene, nourishment, clothing or warmth may be withdrawn. Children who have been singled out in this way can be particularly vulnerable to sexual abusers within the family, community or faith organisation who use the belief as a form of control/threat. Exorcisms/deliverances may include sexually abusive practices such as having to undress and be bathed in the presence of others. Child traffickers may use these beliefs to control children.

It should be noted that a child can be abused as a result of faith or belief even without these factors being present and that not all those who believe in witchcraft or spirit possession harm children.

Spotting the signs

Children may or may not know what is happening, however you may:

- Hear children talking about being evil, having the devil beaten out of them, using specific words, e.g. kindoki, djinn, juju or voodoo.
- See children's behaviour change, for example becoming isolated, confused or withdrawn.
- See a child's appearance change, often deteriorating. They may start constantly wearing specific items to "protect them".
- Notice a change in their school attendance, or suddenly going abroad for a long holiday.
- Notice injuries. **(Safeguarding Network 2022)**

As with all safeguarding matters, you must do something. You cannot pass it off as being “part of their culture” or worry about disrespecting the family’s beliefs. If you have concerns, you must act and speak with your designated safeguarding lead.



If you are unsure of the borough please go to this web page and enter the Childs postcode:

[Report child abuse to a local council - GOV.UK \(www.gov.uk\)](https://www.gov.uk/report-child-abuse-to-a-local-council)

Social care (Borough)	Team	Day Time Number	Out of Hours Number	Email
Camden	MASH	020 7974 3317	020 7974 4444	LBCMASHadmin@camden.gov.uk
Croydon	SPOC	020 8255 2888	0208 726 6400	childreferrals@croydon.gov.uk
Haringey	MASH	020 8489 4470	020 8489 0000	mashreferral@haringey.gov.uk
Islington	CSCT	020 7527 7400	020 7527 7400	CSCreferrals@islington.gov.uk
Lambeth	CSC	0207 926 3100	020 7926 5555.	Report a concern about a child Lambeth Council
Southwark	MASH	020 7525 1921	020 7525 5000	MASH@southwark.gov.uk
Westminster	AT	020 7641 4000	020 7641 6000	AccesstoChildrensServices@westminster.gov.uk .
NSPCC	NSPCC	0808 800 5000	0808 800 5000	help@nspcc.gov.uk
Chance UK	SG Team	8000217878	8000217878	Safeguarding@chanceuk.com

References

[SchoolsModelSafeguardingPolicy.docx \(live.com\)](#)

National Youth Agency

NSPCC & NHS