Safeguarding children policy

Approved: 21 Mar 2018
Reviewed: 02 Sept 2019
Review due: 02 Sept 2020

Purpose

YMCA East Surrey is fully committed to safeguarding the welfare of all children and young people (see Appendix 18 for Safeguarding Adults’ policy). We recognise our responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. YMCA East Surrey acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. Paid staff and volunteers will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of YMCA East Surrey.

YMCA East Surrey will ensure it recognises its duty of care and meets its legal responsibilities as outlined in the following legislation relating to safeguarding children and young people:

- Children and Young Persons Act 1963
- The Children Act 1989 and 2004
- The Criminal Justice and Court Services Act 2000
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Adoption and Children Act 2002
- Children and Young Persons Act 2008
- Female Genital Mutilation Act 2003
- Working Together to Safeguard Children 2015
- Children and Social Work Act 2017

YMCA East Surrey will also work closely with, and adhere to the guidelines issued by, the relevant Local Safeguarding Children Boards in areas where YMCA East Surrey delivers services (currently Surrey and West Sussex) details of which can be found here: http://surreyscb.procedures.org.uk/

This policy is focussed on children and young people up to 18, however YMCA East Surrey also takes its responsibility for safeguarding vulnerable adults over 18 extremely seriously and where relevant and appropriate the guidance included in this policy covers our work with over 18’s. YMCA East Surrey also has a separate adult safeguarding policy that specifically covers safeguarding of vulnerable adults.

Department of Health’s Special Educational Needs and Disability Code Of Practice 2015: 0 to 25 years

YMCA East Surrey delivers a range of services and activities for children and young people with special educational needs and disabilities and recognises its responsibilities to deliver these services in accordance with the Department of Health’s Special Educational Needs
and Disability Code Of Practice 2015: 0 to 25 years. As a voluntary sector provider of Early Years funded by the local authority we have a statutory duty to follow this code.

Details of the code can be found here:


Responsibilities and monitoring

Monitor: Head of Children’s Services
Approve: Board of Management
Endorse: Finance and General Purpose
Propose: Children’s Services Committee
Draft and review: CEO

Policy and procedure

YMCA East Surrey defines safeguarding as:

- Protecting children from maltreatment
- Preventing impairment of children’s health and development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

YMCA East Surrey believes that:

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from all types of harm and abuse
- All suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people’s welfare

YMCA East Surrey will ensure that:

- All children will be treated equally and with respect and dignity
- The welfare of each child will always be put first
- A balanced relationship based on mutual trust will be built which empowers the children to share in the decision-making process
- Enthusiastic and constructive feedback will be given rather than negative criticism
- Bullying will not be accepted or condoned
- All staff, trustees and volunteers provide a positive role model for dealing with other people
- Action will be taken to stop any inappropriate verbal or physical behaviour
- We will keep up-to-date with health & safety legislation
- We will keep informed of changes in legislation and policies for the protection of children (CEO, DSL and Trustee Safeguarding Lead to take responsibility for this)
- All staff, trustees, and volunteers should be clear on how to respond appropriately
- Staff, trustees and volunteers undertake relevant development and training
We will hold a register of every child involved with YMCA East Surrey and will retain a contact name and number close at hand in case of emergencies.

YMCA East Surrey will keep children safe by:
- Valuing them, listening to them and respecting them
- Adopting child protection and safeguarding practices through procedures and a code of conduct for staff and trustees
- Appointing Designated Safeguarding Leads for children and young people in each area of work and a lead trustee for safeguarding (currently Dr Di Bullock)
- Implementing an effective e-safety policy and related procedures
- Providing effective management for staff through supervision, support, training and quality assurances measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, one to one discussions
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Ensuring that we have effective complaints and whistle blowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance

Safeguarding and the wider policy framework at YMCA East Surrey

This policy should be read in conjunction with a number of other key YMCA East Surrey policies which contribute to the management of safeguarding issues. Other relevant YMCA East Surrey policies include:

- Safeguarding adults policy
- Lone working policy
- Health and safety policy
- Equality and diversity policy
- Recruitment and selection policy
- Staff disciplinary policy
- Staff handbook
- Serious concerns and whistle blowing policy
- Complaints and grievance policy
- E-safety policy (still in draft form)
- Data protection policy
- Information sharing and confidentiality policy (still in draft form)

There are also a number of other more localised policies and procedures relating specifically to specific areas of childcare, youth work, counselling and housing that contribute towards safeguarding and these can be found in the relevant folders here: G:\AllStaff\Policies, Procedures and Handbooks
Staff recruitment and training
YMCA East Surrey is committed to supporting and training all staff, trustees and volunteers involved in working with children, and vetting all staff, trustees and volunteers working at YMCA East Surrey. Surrey Safer Recruitment guidance will be followed when recruiting staff and volunteers. All staff should be made aware of the safeguarding children policy as the safety of all children is paramount. Training and additional guidance will be provided to all new staff, trustees and volunteers as well as refresher training for all staff and volunteers annually. See Appendix 4 for more details of Safer Surrey approach.

Recording of information and data
Staff must ensure that all data is kept safe and secure and make sure the information is:
► Used lawfully
► Used for limited, specifically stated purposes
► Used in a way that is adequate, relevant and accurate
► Not excessive
► Not kept for longer than is absolutely necessary
► Handled according to people’s data protection rights (see the Data protection policy for further details)
► Body maps must be completed for all identified non mobile children/young people who have bruising. All bruising must be clarified with an explanation, this may include contacting the parents or another professional. All maps to be held in their individual file
► The Designated Safeguarding Lead (DSL) will keep all records involving child protection concerns
► Records will be kept of all conversations held in relation to the concerns and investigation. In addition body maps may be kept and observations of a child / young person’s behaviour
► Records concerning a member of staff must be held in their personnel file and a copy given to the member of staff (where applicable). This information must be retained on file until the person reaches retirement age or for 10 years if that is longer

Surrey Safeguarding Children Board Procedures Manual
YMCA East Surrey will ensure that policies and procedures relating to safeguarding will be aligned with the Surrey Safeguarding Children Board Procedures Manual. Particular attention will be focussed on the following sections:

Section 3 - Safer Workforce and Managing Allegations Against Staff, Carers and Volunteers (3.1 and 3.2)
Section 4 - Managing Individual Cases (4.1 to 4.15)
Section 5 - Procedures for Specific Circumstances (5.1 to 5.34)
Section 6 - Risk Management of Individuals Who Pose a Risk to Children (6.1 to 6.3)
Section 7 - Complaints and Disagreements (7.1 to 7.3)
Section 8 - Child Deaths (8.1 and 8.2)

Procedure for staff and volunteers
If you are at risk of abuse or suspect someone else is, please report it.

In an emergency:
► Dial 999 for the Police (and contact/inform your line manager)
In a non-emergency out of office hours:
▶ Contact your on-call Duty Officer and the Designated Safeguarding Lead (DSL)

In a non-emergency during office hours:
▶ Contact your line manager

Staff must record and log all information in chronological order on YMCA East Surrey’s ‘Incident Log’. This form can be found in G:\Workgroup\Children’s Services\admin\general\recordingconcernsandincidents
The line manager will contact the relevant Designated Safeguarding Lead (DSL) if they have not already been contacted.

DSL procedures
The DSL will inform the CEO.

In an emergency:
▶ Dial 999 for the Police (and contact/inform your line manager) if this has not already been done

During office hours:
▶ Contact the Surrey Children’s Single Point of Access (C-SPA) for Surrey or Multi Agency Safeguarding Hub (MASH) for West Sussex

Surrey (C-SPA)
T: 0300 470 9100
E: mash@surreycc.gov.uk
LADO: 0300 123 1630

West Sussex (MASH)
T: 0330 222 5296
E: mash@westsussex.gcsx.gov.uk
LADO: 0330 222 3339

▶ Verbal referrals must always be followed up by a written referral within 48 hours. All action taken must be recorded by the DSL

▶ The DSL will ensure that Ofsted is notified if a section 47 is opened by the local authority, and if a section 47 is closed by the local authority, or if the incident is deemed serious following discussions with other professionals

Reporting allegations against staff

Step 1
Does the allegation involve a YMCA East Surrey staff member (paid or unpaid)?
If yes, go to Step 2
If no, report your concerns to your Line Manager

Step 2
Do you suspect that a senior YMCA East Surrey worker maybe involved?
If yes, go to Step 3
If no, report your concerns to your Line Manager
Step 3
Report to the DSL or (if they are involved) to the CEO, or to the Council’s Local Authority Designated Officer (LADO)

Step 4
Action to be taken by DSL/LADO

Responding to concerns about a person in a position of trust PiPoT

YMCA East Surrey recognises it responsibility to respond promptly and professionally to concerns about a person in a position of trust and has adopted the SSAB Protocol for responding to concerns about a PiPoT or equivalent.

Details of this protocol can be found here


Designated Safeguarding Lead (DSL)
YMCA East Surrey DSLs have overall responsibility for the safeguarding of all persons, including adults and young people. They have all undergone the appropriate safeguarding training provided by Surrey County Council which is refreshed every three years.

YMCA East Surrey’s DSLs are:

Ian Burks | CEO
T: 01737 779979 (Reception)
M: 07764 819182
E: ian.burks@ymcaeastsurrey.org.uk

Judith Brooks | Head of Children’s Services
T: 01737 784974
M: 07870 904035
E: judith.brooks@ymcaeastsurrey.org.uk

Lee Fabry | Head of Housing (Hillbrook House)
T: 01737 773089
E: lee.fabry@ymcaeastsurrey.org.uk

Stuart Kingsley | Head of Youth Services (Hillbrook House)
01737 222859
07442 011483
E: stuart.kingsley@ymcaeastsurrey.org.uk

More detailed procedures and advice relating to reporting of allegations can be found in Appendix 3 attached to this policy.
Appendices

The following appendices provide more detailed guidance for YMCA trustees, managers, staff and volunteers that should be referred to when dealing with particular issues relating to safeguarding.

List of Appendices

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Appendix 1
Definitions of abuse (from NSPCC)

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

Emotional abuse
Emotional abuse is the persistent emotional maltreatment of a child such as to 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 in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It 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. It may involve serious bullying (including cyber bullying) causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

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

Neglect
Neglect is the persistent failure to meet a child’s basic physical and psychological needs, likely to result in the serious impairment of the child’s health or development. It may involve a parent or a carer failing to provide adequate food, shelter and clothing (including exclusion from home or abandonment), failing to protect a child from physical harm or danger, failing to ensure adequate supervision (including the use of inadequate care-givers) or the failure to ensure access to the appropriate medical care or treatment. It may also include neglect of, or being unresponsive to, a child’s basic emotional needs.

Bullying
Bullying is behaviour that hurts someone else such as 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. Bullying that happens online, using social networks and mobile phones, is often called cyber bullying. A child can feel like there’s no escape because it can happen wherever they are, at any time of day or night.
Appendix 2
Escalation process

Escalation is the course of action that should be taken by professionals where they have concerns that the child or young person’s safety is compromised by the action of other agencies, or that other professional input does not support effective safeguarding of the child or young person.

Staff members have responsibility to make professional challenge and to know how to escalate concerns about decisions made, where there are concerns about the welfare of a child.

This escalation guidance seeks to identify how resolution can be sought where there are differences of opinion.

Disagreements could arise in a number of areas, but are most likely to arise around:

- level of need/risk assessment
- roles and responsibilities
- intervention
- communication
- information sharing

Actions should be taken in a timely manner, to avoid disputes that:

- detract from the focus on the child
- delay decision making
- resolve difficulties within and between agencies

Problem Resolution

Problem resolution is an integral part of professional cooperation and joint working to safeguard children. All agencies must work together in the interest of the child and it is recognised that at times there are differences of opinion on how to progress.

It should be recognised that differences in status and/or experience of individual staff may affect the confidence of some workers to pursue their concerns if unsupported and internal line management process should be in place to address this and to support the escalation of concerns.

Professionals should be mindful that they may not have all the facts of each child’s case when concerned and considering escalation. The preferred position is to work together to establish a comprehensive assessment of the risk to the child or young person, before challenging actions or decisions.

Effective working together depends upon:

- An open approach and honest relationships between agencies
- Resolving disagreements to the satisfaction of workers and agencies
- A belief in genuine partnership working.

At all stages of the escalation process, actions and decisions must be shared in a timely manner with appropriate staff who are directly involved with the service users.
Decisions should be recorded in writing and the referring member of staff should be kept informed of the escalation of their concern. In particular, this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued. All records should be retained on the child’s file.

The process of resolution should be as simple as possible. Resolution should be sought within the shortest timescale possible to ensure the child is protected.

Disagreement should be resolved at the lowest possible stage between the people who disagree but any worker who feels that a decision is unsafe should consult their manager or designated safeguarding lead.

Examples of professional disagreement, resulting in the need for escalation:

- Where one professional disagrees with another around a particular course of action or inaction, such as closing involvement with a child or family, or where practice appears intrusive.
- Where one worker or agency considers that another worker or agency has not completed an agreed action for no acceptable or understood reason, which may compromise the safeguarding of the child or young person.
- Where one agency considers that the child’s needs are not being best met by the current multiagency plan. This could include a disagreement that a particular agency does not feel it needs to be involved, but another does, or there is a decision to close the case.
- Where a member of staff or an agency considers that the child’s safeguarding needs are better met by a Child Protection Plan and have requested that a Child Protection Conference be convened and feel that this has been refused.
- Where the decision making around the management of an allegation against a professional is felt to not align with the evidence presented in the risk assessment process at the Allegations against Staff and Volunteers (ASV) meeting, chaired by the Local Authority Designated Officer (LADO). The outcome might not be felt to be the best interest of children and young people or of the professional who is the subject of the allegation.

In all cases where a professional believes a child to be at imminent risk of harm they should refer the case to the Surrey Children's Single Point of Access (C-SPA) and/or Surrey Police

**Professional Challenge**

Professional challenge is acceptable and should be considered part of everyday practice. The safety of the child is the paramount consideration in any professional disagreement.

It is also the responsibility of all professionals to present a challenge to the actions and decisions of other agencies where they believe they have evidence to suggest that the child’s development may be compromised or that there is risk of harm to the child.

The aim must be to resolve a professional disagreement at the earliest possible stage, as swiftly as possible, always keeping in mind that the child and young person’s safety and welfare is paramount.
The best way of resolving difference is through discussion, and where possible a face-to-face meeting between those concerned, which will enable clear identification of the specific areas of difference and the desired outcomes for the child. E-mail communication, whilst important, can be open to misinterpretation or make for a stilted exchange of views.

**The Escalation Process** (also see below flowchart)

- **Stage 1**: If practitioners working directly with the family are unable to reach agreement about the way forward in an individual case then their disagreement must be addressed by more senior staff. In most cases this will mean the first line manager who will discuss the disagreement with their equivalent in the partner agency.
- **Stage 2**: If the concern continues then the line manager should without delay, refer to a Head of Service and a discussion should take place with the equivalent in all of the key agencies involved with the child and family, at a meeting which is convened in a timely fashion. Written records must be kept of all these discussions and these should be retained on the child’s folder.

Local Safeguarding Children Board Inter-Agency Escalation Procedure for Professionals with Safeguarding

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**Appendix A: Local Safeguarding Children Board Inter-agency Escalation Procedure For Professionals with Safeguarding**

If a professional is unhappy with a decision or response from any agency

Professional speaks to their manager or safeguarding lead in their own agency regarding their concern

No further escalation action required

Resolved

Still unresolved

Manager/Named Professional/CP Advisor in the Agency discusses concern/response with the opposite number in the agency

If concern continues the Manager/Named Professional/Advisor in Agency discusses concern/response with the relevant designated managers.

Named professional advises concerned professional of outcome at this stage

Designated Lead for Child Protection provides with original concern

At all stages actions/decisions must be recorded in writing and shared with relevant personnel.
Appendix 3
Dealing with allegations against a staff member or volunteer

These procedures are based on those recommended by the Surrey Safeguarding Children Board and will be followed by YMCA East Surrey when dealing with allegations against staff.

Compliance with these procedures will help to ensure that allegations of abuse are dealt with expeditiously, consistent with a thorough and fair process. They should be read in conjunction with YMCA East Surrey’s disciplinary policy.

These procedures should be applied when there is an allegation or concern that any person who works with children, in connection with his/her employment or voluntary activity, has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children

Whilst some behaviours may not constitute a criminal offence, and some may not reach the threshold of significant harm, consideration will need to be given as to whether they may indicate unsuitability to work with children. Any such behaviour should be considered within the context of the four categories of abuse i.e. physical, sexual and emotional abuse and neglect. These include concerns relating to inappropriate relationships between members of staff and children or young people e.g.:

- Having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual (Section 16 to 19, Sexual Offences Act 2003)
- ‘Grooming’ (Section 15 Sexual Offences Act 2003) i.e. meeting a child under 16 with intent to commit a relevant offence
- Other ‘grooming’ behaviour giving rise to concerns of a broader child protection nature e.g. inappropriate text/ e-mail messages or images, gifts, socialising etc.
- Possession of indecent photographs/pseudo-photographs of children

All references to ‘members of staff’ should be interpreted as meaning all staff, whether they are in a paid or unpaid capacity.

Communication of allegations

- The employer must inform the LADO within one working day when an allegation or a concern of suitability is raised and prior to any further investigation taking place
- There will be consideration as to whether or not to inform the parent/ or carer/s of the child/ren as this may impede the disciplinary or investigation processes
- In some circumstances the parent/carer may need to be told straight away for example if the child is injured and requires medical treatment
- The parent(s)/carer(s) and the child, if sufficiently mature, should be helped to understand the processes involved and kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing
- Subject to restrictions on the information that can be shared, the employer should, as soon as possible, inform the accused person about the nature of the allegation,
how enquiries will be conducted and the possible outcome (e.g. disciplinary action, and dismissal or referral the DBS and/or regulatory body)

The member of staff should:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved
- Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process
- If suspended, be kept up to date about events in the workplace

Ofsted will be informed of any allegation or concern made against a member of staff if it involves any YMCA East Surrey registered childcare settings.

Support

The setting, together with children’s social care and/or the police, where they are involved, should consider the impact on the child concerned and provide support as appropriate. Liaison between the agencies should take place in order to ensure that the child’s needs are met.

YMCA East Surrey’s Human Resources Manager should be consulted at the earliest opportunity in order that appropriate support to the employee can be provided if required.

Suspension

Suspension is a neutral act and it should not be automatic or considered as a default option. It should be considered in any case where:

- There is cause to suspect a child has suffered, or is likely to suffer significant harm
- The allegation warrants investigation by the police
- The allegation is so serious that it might be grounds for dismissal

The possible risk of harm to children should be evaluated and managed in respect of the child/ren involved and any other children in the accused member of staff’s home, work or community life.

The employer should consider alternatives to suspension where possible. Refraining by agreement from work for a very brief period, or being redeployed to other duties so as not to come into contact with one or more children, may be acceptable.

A form to record a risk assessment for suspension is available from Surrey Safeguarding Children Board here: Risk Assessment for Suspension Form

If suspension is deemed appropriate, the reasons and justification should be recorded and the individual notified of the reasons as per YMCA East Surrey’s disciplinary policy.

Only the employer has the power to suspend an accused employee and they cannot be required to do so by the local authority or the Police.

If a suspended person is to return to work, YMCA East Surrey will consider what help and support might be appropriate e.g. a phased return to work and/or provision of a mentor, and also how best to manage the member of staff’s contact with the child concerned, if still in the workplace.

Whistle blowing
All YMCA East Surrey staff are made aware of the organisation’s whistle blowing policy during their induction and are encouraged to feel confident to voice concerns about the attitude or actions of colleagues.

If a member of staff believes that a reported allegation or concern is not being dealt with appropriately by their organisation, he/she should report the matter to the LADO.

**Initial response to an allegation or concern**

An allegation against a member of staff may arise from a number of sources e.g. a report from a child, a concern raised by another adult in the organisation, or a complaint by a parent or carer.

**Initial action by person receiving or identifying an allegation or concern**

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind.

They should not:
- Investigate or ask leading questions if seeking clarification
- Make assumptions or offer alternative explanations
- Promise confidentiality, but give assurance that the information will only be shared on a ‘need to know’ basis

They should:
- Make a written record of the information where possible in the child/adult’s own words including the time, date and place of incident(s), persons present and what was said
- Sign and date the written record
- Immediately report the matter to their line manager and Designated Safeguarding Lead (DSL)
- If the allegation is against the individual’s manager then the matter should be reported direct to the Designated Safeguarding Lead (DSL) or to the CEO

**Initial action by the Designated Safeguarding Lead**

When informed of a concern or allegation, the Designated Senior Lead (DSL) should not investigate the matter or interview the member of staff, child concerned or potential witnesses.

They should:
- Obtain written details of the concern/allegation, signed and dated by the person receiving (not the child/adult making the allegation)
- Approve and date the written details
- Record any information about times, dates and location of incident(s) and names of any potential witnesses
- Record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions

The Designated Safeguarding Lead must refer the allegation to the duty LADO within one working day. Referral should not be delayed in order to gather information. A failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.
If an allegation requires immediate attention, but is received outside normal office hours, the Designated Safeguarding Lead should consult the Children’s Services Emergency Duty Team or the local Police and inform the LADO as soon as possible.

**Initial consideration by the Designated Safeguarding Lead and the Local Authority Designated Person**

There are up to three strands in the consideration of an allegation:

- A Police investigation of a possible criminal offence
- Children’s Services enquiries and/or assessment about whether a child is in need of protection or services
- Consideration by an employer of disciplinary action

The LADO and Designated Safeguarding Lead should consider first whether further details are needed and whether there is evidence or information that establishes that the allegation is false or unfounded. Care should be taken to ensure that the child is not confused as to dates, times, locations or identity of the member of staff.

The Police must be consulted about any case in which a criminal offence may have been committed. If the threshold for significant harm is not reached, but a police investigation might be needed, the LADO should immediately inform the police and convene an Initial Evaluation (similar to strategy meeting), to include the Police, employer and other agencies involved with the child.

**Disciplinary action**

The LADO and the Designated Safeguarding Lead should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided by a Strategy Discussion that a Police investigation or Children’s Services enquiry is not necessary
- The employer or LADO is informed by the Police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued

The discussion should consider any potential misconduct or gross misconduct on the part of the member of staff, and take into account:

- Information provided by the Police and/or Children’s Services
- The result of any investigation or trial
- The different standard of proof in disciplinary and criminal proceedings

In the case of supply, contract and volunteer workers, normal disciplinary procedures may not apply. In these circumstances, the LADO and employer should act jointly with the providing agency, if any, in deciding whether to continue to use the person’s services, or provide future work with children, and if not, whether to consider making a report for consideration of barring or other action.

If formal disciplinary action is not required, the employer should initiate appropriate action within three working days. If a disciplinary hearing is required, and further investigation is not required, it should be held within fifteen working days.

If further investigation is needed to decide upon disciplinary action, the employer and the LADO should discuss whether the employer has appropriate resources or whether the employer should commission an independent investigation because of the nature and/or complexity of the case and in order to ensure objectivity. The investigation should not be conducted by a relative or friend of the member of staff.
The aim of an investigation is to obtain, as far as possible, a fair, balanced and accurate record in order to consider the appropriateness of disciplinary action and/or the individual’s suitability to work with children. Its purpose is not to prove or disprove the allegation.

If, at any stage, new information emerges that requires a child protection referral, the investigation should be held in abeyance and only resumed if agreed with Children’s Services and Police. Consideration should again be given as to whether suspension is appropriate in light of the new information.

The investigating officer should aim to provide a report within ten working days.

On receipt of the report the employer should decide, within two working days, whether a disciplinary hearing is needed. If a hearing is required, it should be held within fifteen working days.

**Record keeping**

YMCA East Surrey will keep a clear and comprehensive summary of the case record on the individual’s confidential personnel file and give a copy to the individual. The record should include details of how the allegation was followed up and resolved, the decisions reached and the action taken. It should be kept at least until the person reaches retirement age or for 10 years if longer.

The purpose of the record is to enable accurate information to be given in response to any future request for a reference if the person has moved on. It will provide clarification where a future DBS request reveals non convicted information, and will help to prevent unnecessary reinvestigation if an allegation re surfaces after a period of time. In this sense it may serve as a protector to the individual themselves, as well as in cases where substantiated allegations need to be known about to safeguard future children.

Details of allegations that are found to be malicious should be removed from personnel records.

**Learning lessons**

At the conclusion of a case in which an allegation is substantiated YMCA East Surrey will review the circumstances of the case to determine whether there are any improvements to be made to our procedures or practice to help prevent similar events in the future. This will include issues arising from any decision to suspend a member of staff.
Appendix 4
Safer Surrey approach to recruitment and supervision

YMCA East Surrey will carry out the following to minimise the risk of employing (or engaging on a voluntary basis) an individual who poses a predictable risk to children and young people:

- Methodically applying techniques which are accepted as helpful in identifying unsuitable individuals
- Analysing rigorously all the information which is available about the candidate and, whenever possible, verifying through references, information which is provided by the candidate

To ensure that those involved in selecting staff are able to successfully test the candidates’ ability and experience against a clearly defined person specification the YMCA will make sure managers can access:

- Specific training in respect of safe recruitment and selection
- Supervised / supported experience of recruitment
- Periodic evaluation of performance by their supervisors

YMCA East Surrey will adopt the safe recruitment process and procedures laid out in this appendix when recruiting and supervision staff and volunteers.

Managers recruiting staff or volunteers to work with children can do the E-learning course at the Surrey Skills Academy.

Quality of job description and person specification
YMCA East Surrey’s job advertisements, application forms, job descriptions and person specifications will reflect professional practice requirements and refer to the need to be committed to safeguarding and promoting the welfare of children.

YMCA application forms specifically require an applicant to disclose any previous allegations made against them both in relation to their personal and professional life.

All stated requirements are expressed in terms sufficiently explicit to allow a candidates experience, achievements or capabilities to be evidenced.

CVs and references from previous substantive employers
CVs are not accepted. YMCA East Surrey’s application form (off line or on line) should be used requiring each candidate to give names of educational establishments and work places attended with dates, and explanations sought for any gaps in an applicant’s work history.

References are not accepted except where they have been sought directly from a previous employer in the manner outlined below.

A previous employer who is asked for a reference should be advised in the request sent, to take all reasonable care to ensure that her/his statement:

- Is reliable and comprehensive - e.g. accurate dates of employment, DBS checks, any periods of sick leave
- Is based upon an accurate assessment of an individual’s qualities (any disciplinary action, known convictions, other grounds for disquiet)
- Focuses on the key criteria for effective performance in the specified post, and
Offers a full and frank disclosure of all matters considered relevant by the author - e.g. candidates reason for planning to or actually leaving her/his post, the existence of any previous or current concerns or disciplinary action in relation to allegations of a child protection nature.

An employer reference should also be obtained in respect of internal candidates for posts involving direct contact with children.

So that information of comparable weight is obtained for all candidates, references on all short-listed candidates should wherever possible be obtained prior to final selection.

YMCA East Surrey has explicit arrangements for provision within reasonable time-scales, of properly structured references which should ordinarily be issued in the name of the head of service (though they may be drafted by a more junior member of staff who has the necessary knowledge and experience).

References with respect to agency staff
Given the proportion of staff currently engaged via specialist employment agencies, it is important that there are systems in place to ensure that only those which can offer safe selection processes are used by those organisations committed to these procedures.

References from any previous substantive employers should be sought as described above and requests to employment agencies should seek confirmation:
- That the individual was registered with the agency in the period(s) claimed
- Of all assignments including dates, roles and name and address of all work places
- Of the quantity and pattern of any absences from their assignments
- Of any cause for concern within the agency including any request by a client for the person to be withdrawn from an assignment which upon investigation was found to be justified

The employment agency should also be asked to confirm:
- That it carries out appraisals of its workers and be invited to describe the most recent relevant to the role which is to be filled
- The date of the last Disclosure and Barring Service (DBS) check it sought on the individual in question, its result, and to forward a copy of it
- From which previous employers references were obtained and whether or not these expressed any reservations about the individual in question
- if its overall selection procedure complies with the recommendations made in the Warner report ‘Choosing with Care’

Selection methods
Interviews are where applicable underpinned by practical exercises, which simulate the working environment e.g. anonymous real-life situation (with precautions taken to ensure no unfair advantage to internal candidates).

Such practical exercises may include:
- ‘A situation exercise’ which tests declared responses to events relevant to the post in question
- ‘Submission of a prepared written exercise’ to allow a panel to prepare and deliver questions at an interview
- A ‘presentation exercise’ to test an individual’s ability to research, prepare and present a topic relevant to the post in question
A group exercise which simulates a relevant forum and allows observation of interaction.

Interview panels should be balanced wherever possible by gender and race and may benefit from the inclusion of independent person(s) as well as immediate line managers and more senior staff. At least one member of the interview panel should have had specific training in safe recruitment methods.

**Disclosure and Barring Service (DBS) checks**
The Protection of Freedoms Act 2012 sets out the foundation for the Disclosure and Barring Service. It has an Independent Barring Board (IBB) with responsibility for taking barring decisions on new referrals and the management of two barred lists which replaced List 99, PoCA and PoVA Lists. The system aims to provide employers with a quicker and more effective vetting and barring service. All disclosures for work with children and vulnerable persons are to be at an enhanced level for Regulated Activity. The new organisation, DBS, will provide a service combining criminal records checking and the barring functions:

- The barring part of the DBS will provide caseworkers, who receive and process referrals about individuals, who have harmed, or who pose a risk of harm to, children, young people or vulnerable adults
- The checking part of the DBS will allow employers to check and access the criminal record history of people working, or applying to work (whether paid or unpaid) in certain positions, especially those that involve working with children and vulnerable adults
- The Disclosure and Barring Service (Home Office) provides a range of advice, guidance and relevant forms

Certain posts and voluntary work are subject to the Rehabilitation of Offenders Act 1974 Exceptions Amendment Order 1975. These include the following 'regulated positions':

- Any work in schools, youth or children's centres or other places of work where children and young people are present
- Any post that requires unsupervised contact with children made under arrangements by the child's parents/carers, the child's school or registered day care providers
- A position of governor or member of management committee for an organisation that regularly works in the presence of, or care for, children, or training, supervising or being in sole charge of children
- Any post which involves regularly caring for, training, supervising or being in sole charge of children under the age of 18
- The minimum age at which someone can be asked to apply for a DBS check is 16 years old

Disclosure of any convictions, cautions, bind-overs which they have received should be requested on the job application form. Any such details must be declared even if they would be considered 'spent' in other circumstances. If a person who has made such disclosures is selected for appointment, they should ask be asked to apply for an Enhanced DBS Disclosure to verify their declarations.

**Limitations of disclosures**
Disclosures may not provide information on people convicted abroad or where an applicant has worked or been resident overseas in the previous five years, or with respect to individuals who have had a limited period of residence in the UK, therefore caution must be exercised.
The advice of the DBS Overseas Information Service should be sought about criminal record checking overseas - see the Disclosure and Barring Service (Home Office).

Occasionally, an enhanced disclosure check may result in the local police disclosing non-conviction information to the registered body only and not to the applicant e.g. a current investigation about the individual. Such information must not be passed on to her/him.

**Induction and review**

For all staff working with children, including locum and agency staff, their induction should include child protection induction as outlined in the Safeguarding Children Board Training Strategy.

Where appropriate, supplementary induction, supervision training and appraisal with respect to their new role should be provided. Information gleaned from the selection process should be used to inform such personalised induction and support.

Regular review meetings between the appointee and responsible manager should be convened by the manager throughout the induction period to address areas where further support, guidance and training may be required.

**General training**

All professionals at YMCA East Surrey require a general awareness of known indicators and predisposing factors of abuse as well as detailed knowledge of agreed policies and procedures.

All front line staff are trained to pass calls about the safety of children to the appropriate professional staff.

The Surrey Safeguarding Children Board (SSCB) training strategy for staff engaged in child protection work includes:

- Basic and advanced inputs on all forms of abuse and neglect
- For staff working with adults, sufficient training to inform and enable recognition of concerns about any dependent children which require referral to Surrey Children’s Services or the Surrey Safeguarding Hub

All members of staff who have any contact with children receive child protection training at basic or more advanced level according to their role.

The SSCB Training Strategy and Programme is available at www.surreyscb.org.uk.

**Equality and diversity training**

All YMCA operational staff are routinely provided with opportunities for basic and comprehensive anti-discriminatory training.

Such training is rooted in recognition of the diversity of families and communities in Surrey and respect for the differing approaches to child care that this diversity represents.

Such training must also ensure that respect for difference is not confused with acceptance of any form of abuse or neglect.

Equality and diversity issues must be integrated within all child protection training provided to staff.

**Reporting systems for unsuitable staff**
YMCA East Surrey’s Head of Children’s Services is responsible for reporting to the Disclosure and Barring Service and relevant professional body, any member of staff who (following an enquiry) it concludes to be unsuitable to work with children.

**Whistle blowing**
Staff, through fears about repercussions, may find it difficult to raise child protection concerns about colleagues or managers.

YMCA East Surrey has a ‘whistle blowing’ procedure that provides alternative methods of reporting concerns relating to conduct which is in breach of the law, compromises health and safety provision or falls below established standards of child care practice.
Appendix 5
Contextual safeguarding
Contextual Safeguarding is an approach to understanding, and responding to, young people’s experiences of significant harm beyond their families. It recognises that the different relationships that young people form in their neighbourhoods, schools and online, can feature violence and abuse.

Parents and carers have little influence over these contexts, and young people’s experiences of extra-familial abuse can undermine parent-child relationships. Therefore, children’s social care practitioners (such as those within YMCA East Surrey) need to engage with individuals and sectors who do have influence over/within extra familial contexts, and recognise that assessment of, and intervention with, these spaces are a critical part of safeguarding practices.

Contextual Safeguarding provides a framework to advance child protection and safeguarding responses to a range of extra-familial risks that compromise the safety and welfare of young people. In doing so it:

- Recognises the weight of peer influence on the decisions that young people make
- Extends the notion of ‘capacity to safeguard’ to sectors that operate beyond families
- Provides a framework in which referrals can be made for contextual interventions that, when delivered effectively, can complement work with individuals and families

Contextual Safeguarding and child protection systems
The child protection system, and the legislative and policy framework which underpins it, was designed to protect children and young people from risks posed by their families and/or situations where families had reduced capacity to safeguard those in their care. However, extra-familial risks can reduce/undermine the capacity of families/carers to safeguard young people – and to this extent extra-familial risks are accommodated by existing approaches.

In traditional systems this dynamic would be addressed by intervening with families to increase their capacity to safeguard young people from harm and/or relocating young people away from harmful contexts.

A Contextual Safeguarding system supports the development of approaches which disrupt/change harmful extra-familial contexts rather than move families/young people away from them. While parents/carers are not in a position to change the nature of extra-familial contexts, those who manage or deliver services, such as those within the YMCA are; and they therefore become critical partners in the safeguarding agenda.

Impact of context
As individuals move from early childhood and into adolescence they spend increasing amounts of time socialising independently of their families. During this time the nature of young people’s schools and neighbourhoods, and the relationships that they form in these settings, inform the extent to which they encounter protection or abuse.

Evidence shows that, for example: from robbery on public transport, sexual violence in parks and gang-related violence (see Appendix 11) on streets, through to online bullying (see Appendix 17) and harassment from school-based peers and abuse within their intimate relationships, young people encounter significant harm in a range of settings beyond their families.
Peer relationships are increasingly influential during adolescence, setting social norms which inform young people’s experiences, behaviours and choices and determine peer status. These relationships are, in turn, shaped by, and shape, the school, neighbourhood and online contexts in which they develop.

Therefore, if young people socialise in safe and protective schools and community settings they will be supported to form safe and protective peer relationships. However, if they form friendships in contexts characterised by violence and/or harmful attitudes these relationships too may be anti-social, unsafe or promote problematic social norms as a means of navigating, or surviving in, those spaces.

For more information on Contextual Safeguarding: https://www.contextualsafeguarding.org.uk/en/
Appendix 6
Radicalisation

The Prevent strategy aims to stop people becoming terrorists, supporting terrorism. While it remains rare for children and young people to become involved in terrorist activity, young people from an early age can be exposed to terrorist and extremist influences or prejudiced views. As with other forms of safeguarding strategies, early intervention is always preferable. Those working with other families and communities play a key role in ensuring young people and their communities are safe from the threat of terrorism.

The Prevent strategy identifies that young people are more likely to be vulnerable to violent extremist or terrorist narratives. YMCA East Surrey has a duty of care to children and staff which includes safeguarding them from the risk of being drawn into terrorism. Being drawn into terrorism includes not just violent extremism but also non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists exploit.

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups.

There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

Three main areas of concern have been identified for initial attention in developing the awareness and understanding of how to recognise and respond to the increasing threat of children/young people being radicalised:

- Increasing understanding of radicalisation and the various forms it might take, thereby enhancing the skills and abilities to recognise signs and indicators amongst all staff working with children and young people
- Identifying a range of interventions - universal, targeted and specialist - and the expertise to apply these proportionately and appropriately
- Taking appropriate measures to safeguard the wellbeing of children living with or in direct contact with known extremists

Children and young people can be drawn into violence or they can be exposed to the messages of extremist groups by many means.

These can include through the influence of family members or friends and/or direct contact with extremist groups and organisations or, increasingly, through the internet. This can put a young person at risk of being drawn into criminal activity and has the potential to cause significant harm.

The risk of radicalisation is the product of a number of factors and identifying this risk requires that staff exercise their professional judgement, seeking further advice as necessary. It may be combined with other vulnerabilities or may be the only risk identified.

Potential indicators include:
- Use of inappropriate language
- Possession of violent extremist literature
YMCA EAST SURREY

- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

YMCA East Surrey will arrange ‘Prevent’ training for all staff and volunteers who may come into contact with young people at risk of radicalisation so that they are aware of the signs and know what action to take if they suspect that young people may be at risk of becoming involved in extremist ideas and ideology.

Staff and volunteers will be encouraged to work collaboratively with other professionals in Surrey and to engage with local Prevent Strategies and signpost to the Learning Together to Be Safe Toolkit and Educate Against Hate which is used in schools.

Staff and volunteers should refer any concerns relating to potential radicalisation in the first instance to their manager and the Designated Safeguarding Lead (DSL) and also to local police.

As issues relating to radicalisation may be quite complex and sensitive in nature it may not always be clear on what action should be taken. The Surrey Safeguarding Board recommended flow chart shown here can be used when deciding on the most appropriate action to take.

Further information and guidance can be found in the following Government documents:


Appendix 7

Child Sexual Exploitation (CSE)

Child Sexual Exploitation (CSE) is a type of sexual abuse in which children are sexually exploited for money, drugs, alcohol, accommodation or gifts as a result of them performing, and/or others performing on them, sexual activities. Child sexual exploitation can also occur through the use of technology without the child’s immediate recognition; for example being persuaded to post sexual images on the internet or mobile phones without immediate payment or gain. Children or young people may be tricked into believing they’re in a loving, consensual relationship. Child sexual exploitation is a hidden crime. Young people often trust their abuser and don’t understand that they are being abused. They may depend on their abuser or be too scared to tell anyone what’s happening. Children who work in entertainment may be sexually exploited in return for offers of TV, film or modelling/ photographic work and roles in professional stage productions.

YMCA East Surrey recognises Child Sexual Exploitation (CSE) by the following definition taken from the Department for Education and accepted by Surrey Safeguarding Children Board:

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.

CSE is a complex form of abuse and it can often be difficult for those working directly with children to identify and assess. The indicators can sometimes be mistaken for ‘normal adolescent behaviours’. Consequently normal adolescent behaviour can give rise to concerns about CSE.

It requires knowledge, skills, professional curiosity and an assessment which identifies possible indicators and recognises personal circumstances of individual children to ensure that the signs and symptoms are interpreted correctly and appropriate support is given.

Referral

If you are concerned that a child is at risk of/experiencing CSE, you should complete Surrey’s multi-agency screening tool.

Guidance on completing the screening tool can be found here.

Concerns that a child may be at risk of sexual exploitation should be discussed with your manager in the first instance with a view to deciding whether a referral is required. In addition, you may wish to seek input from the YMCA East Surrey DSL to help your decision-making. As a professional, you must balance the need for swift action with the
need to make informed decisions. If a child is at immediate risk, you must call the Police on 999.

When considering making a referral, you will also need to balance the need for confidentiality with your responsibility to share information to protect the child. Where possible, you should always ascertain the views of the child, and keep them, and their parents/carers informed about your actions.

You should consult the YMCA East Surrey information sharing policy to help guide your decision.

More information can be found in the Department for Education, Child Exploitation: a definition and guide for practitioners February 2017


Any decision not to share information or not to refer a child should be recorded using the YMCA East Surrey incident form together with the reasons for non-referral.

Once you have decided to make a referral, you should send the completed CSE screening tool to the Surrey Children’s Single Point of Access (C-SPA) for Surrey, and the Multi-Agency Safeguarding Hub (MASH) for West Sussex.

All YMCA East Surrey staff and volunteers working with at risk children and young people will undergo training in CSE and regular visits will be encouraged by the relevant officers working on CSE at Surrey Police.
Female Genital Mutilation (FGM)

The World Health Organisation defines female genital mutilation (FGM) as:

‘all procedures involving partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons’

WHO Fact Sheet No. 241 February 2014

FGM is a criminal offence – it is child abuse and a form of violence against women and girls, and therefore should be treated as such. Cases should be dealt with as part of existing structures, policies and procedures on child protection and adult safeguarding. There are, however, particular characteristics of FGM that front-line professionals should be aware of to ensure that they can provide appropriate protection and support to those affected.

Surrey Safeguarding Children’s Board recommend that the following principles should be adopted by all agencies in relation to identifying and responding to those at risk of, or who have undergone FGM, and their parent(s) or guardians.

1. The safety and welfare of the child is paramount
3. FGM is illegal in the UK
4. FGM is an extremely harmful practice - responding to it cannot be left to personal choice
5. Accessible, high quality and sensitive health, education, police, social care and voluntary sector services must underpin all interventions
6. As FGM is often an embedded social norm, engagement with families and communities plays an important role in contributing to ending it
7. All decisions or plans should be based on high quality assessments (in accordance with Working Together to Safeguard Children 2015 statutory guidance in England, and the Framework for the Assessment of Children in Need and their Families in Wales 2001)

If a child/young person under age of 18 identifies one or more serious or immediate risks from the list below, or other risks that in your judgment appear to be serious, then refer to Surrey Children’s Services:

1. A child or sibling asks for help
2. A parent or family member expresses concern that FGM may be carried out on the child
3. Girl has confided that she is to have a ‘special procedure’ or to attend a ‘special occasion’. Girl has talked about going away to ‘become a woman’ or to ‘become like my mum and sister’
4. Girl has a sister or other female child relative who has already undergone FGM
5. Family/child is already known to Children’s Services - if known and have identified FGM within a family you must share this information with Children Services

Signs that FGM has taken place

- Prolonged absence from school with noticeable behaviour changes on the girl’s return
Any information or concern that a female is at immediate risk of FGM, should result in a safeguarding referral to the C-SPA for Surrey and the MASH for West Sussex.

A disclosure from the girl or professional observing a physical sign that an FGM procedure has taken place should be reported to the police via mandatory reporting pathway.

The Serious Crime Act 2015 places a duty on all health care professionals to notify the police of known cases of FGM relating to children under 18. It is therefore extremely important that any information relating to potential FGM is passed on to your line manager, the DSL and if necessary the Police.

Further information and procedures can be found in the following Government documents:


Appendix 9
Breast Ironing

Breast Ironing, also known as “Breast Flattening”, is the process whereby young pubescent girls’ breasts are ironed, massaged and/or pounded down through the use of hard or heated objects, in order for the breasts to disappear or delay the development of the breasts entirely.

It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage and therefore be kept in education.

The custom uses large stones, a hammer or spatulas that have been heated over scorching coals to compress the breast tissue of girls as young as 9 years old.

Those who derive from richer families may opt to use an elastic belt to press the breasts so as to prevent them from growing.

The mutilation is a traditional practice from Cameroon designed to make teenage girls look less “womanly” and to deter unwanted male attention, pregnancy and rape. The practice is commonly performed by family members, 58% of the time by the mother.

In many cases the abuser thinks they are doing something good for their daughter, by delaying the effects of puberty so that she can continue her education, rather than getting married.

Professionals working with children and young people must be able to identify the signs and symptoms of girls who are at risk of or have undergone Breast Ironing.

Similarly to Female Genital Mutilation (FGM – see Appendix 8), Breast Ironing is classified as physical abuse, therefore professionals must follow their Local Safeguarding Children’s Board Procedures.

Prevalence

The United Nations (UN) states that Breast Ironing affects 3.8 million women around the world and has been identified as one of the five under-reported crimes relating to gender-based violence (http://www.unwomenuk.org/breast-ironing-must-be-stopped/).

Law

There is no specific law within the UK around Breast Ironing, however it is a form of physical abuse and if professionals are concerned a child may be at risk of or suffering significant harm they must refer to their Local Safeguarding Children’s Board Procedures.

Indicators

Breast Ironing is often a well-kept secret between the young girl and her mother. Often the father remains completely unaware. Some indicators that a girl has undergone Breast Ironing are as follows:

- Unusual behaviour after an absence from school or college including depression, anxiety, aggression, withdrawn etc.
- Reluctance in undergoing normal medical examinations
Some girls may ask for help, but may not be explicit about the problem due to embarrassment or fear

Fear of changing for physical activities due to scars showing or bandages being visible.

Health consequences

Due to the instruments which are used during the process of breast ironing, for example, spoon/broom, stones, pestle, breast band, leaves etc. combined with insufficient aftercare, young girls are exposed to significant health risks.

Breast Ironing is painful and violates a young girl’s physical integrity. It exposes girls to numerous health problems such as cancer, abscesses, itching, and discharge of milk, infection, dissymmetry of the breasts, cysts, breast infections, severe fever, tissue damage and even the complete disappearance of one or both breasts.

This form of mutilation not only has negative health consequences for the girls, but often proves futile when it comes to deterring teenage sexual activity according to CAME Women and Girls. The practice not only seriously damages a child’s physical integrity, but also their social and psychological well-being.

Breast Ironing in the UK

Concerns have been raised that breast ironing is also to be found amongst African communities in the UK, with as many as a 1,000 girls at risk.

Staff worried about the risk of breast ironing should speak to the Designated Safeguarding Lead as soon as possible.

For more information on Breast Ironing: https://safeguardinghub.co.uk/breast-ironing-a-guide/
Appendix 10
Honour Based Violence (HBV)

Forced marriage is an offence and is when a person uses violence, threats or any other types of coercion for the purpose of causing another person to enter into a marriage and believes, or ought reasonably to believe that the conduct may cause the other person to enter into the marriage without free and full consent.

Honour Based Violence (HBV) is a crime or incident which has or may have been committed to protect or defend the honour of the family and/or community.

HBV includes various forms of violence arising from notions of so-called honour and in line with the terminology used by academics, statutory and non-statutory agencies worldwide in relation to such violence.

HBV is a type of abuse recognised in the Care Act. That means that it requires a safeguarding response where the victim is an adult (or child) at risk.

Honour Based Violence is a collection of practices, which are used to control behaviour and exert power within families to protect perceived cultural and religious beliefs and/or honour.

Such violence can occur when perpetrators perceive that an individual has shamed the family and/or community by breaking their honour code.

Honour Based Violence can also be the term specifically used to describe murders in the name of so-called honour, sometimes called 'honour killings'. These are murders in which predominantly women are killed for perceived immoral behaviour, which is deemed to have breached the honour code of a family or community, causing shame.

The Police definition of so-called HBV is: 'a crime or incident, which has been or may be committed to protect or defend the honour of the family and/or community'.

YMCA East Surrey staff should respond in a similar way to cases of honour violence as with domestic violence and forced marriage:

- In facilitating disclosure
- Supporting other agencies responsible for developing individual safety plans
- Ensuring the child's safety by according them confidentiality in relation to the rest of the family
- Completing individual risk assessments
- Referrals to be made via C-SPA (for Surrey) or MASH (for West Sussex), and the police, as honour based violence can be extremely serious
Appendix 11
Gang Related Violence

Introduction
There are a number of areas in which young people are put at risk by gang activity, both through participation in and as victims of gang violence which can be in relation to their peers or to a gang-involved adult in their household. A child who is affected by gang activity or serious youth violence may have suffered, or may be likely to suffer, significant harm through physical, sexual and emotional abuse.

Significant harm is a situation where a child is suffering, or is likely to suffer, a degree of physical, sexual and / or emotional harm (through abuse or neglect), which is so harmful that there needs to be compulsory intervention by child protection services.

Definition of a gang
Groups of children often gather together in public places to socialise, and peer association is an essential feature of most children’s transition to adulthood. Groups of children can be disorderly and/or anti-social without engaging in criminal activity. Defining a gang is difficult, however it can be broadly described as a relatively durable, predominantly street-based group of children who see themselves (and are seen by others) as a discernible group for whom crime and violence is integral to the group’s identity. Children may be involved in more than one ‘gang’, with some cross-border movement, and may not stay in a ‘gang’ for significant periods of time. Children rarely use the term ‘gang’, instead they used terms such as ‘family’, ‘breddrin’, ‘crews’, ‘cuz’ (cousins), ‘my boys’ or simply ‘the people I grew up with’. Definitions may need to be highly specific to particular areas or neighbourhoods if they are to be useful. Furthermore, professionals should not seek to apply this or any other definition of a gang too rigorously; if a child or others think s/he is involved with or affected by ‘a gang’, then a professional should act accordingly.

Violence is a way for gang members to gain recognition and respect by asserting their power and authority in the street, with a large proportion of street crime perpetrated against members of other gangs or the relatives of gang members. Youth violence, serious or otherwise, may be a function of gang activity. However, it could equally represent the behaviour of a child acting individually in response to his or her particular history and circumstances.

Circumstances which can foster the emergence of gangs include:
- Areas with a high level of social and economic exclusion and mobility (which weakens the ties of kinship and friendship and the established mechanisms of informal control and social support)
- Areas made up of predominantly social housing, and especially where it is high rise / high density social housing. There is a perfect correlation in London with 'gang neighbourhoods' and being amongst the 20% most deprived government lower level super output areas (based on the Indices of Multiple Deprivation 2007)
- Areas with poor performing schools – in terms of leadership, positive ethos, managing behaviour and partnership working
- Lack of access to pro-social activities (e.g. youth service) and to vocational training and opportunities
- Communities who have experienced war situations prior to arrival in the UK
- Areas with a high level of gang activity / peer pressure and intimidation, particularly if the family is denying this or is in fear of the gangs
- Family members involved in gang activity and criminality
Our response
YMCA East Surrey will always take what the child tells them seriously. We will assess this together with the child’s presenting behaviours in the context of whatever information they know or can gather from the child about the risk factors described in the risk assessment framework for children affected by gangs and serious youth violence.

Potentially a child involved with a gang or with serious violence could be both a victim and a perpetrator. This requires professionals to assess and support his/her welfare and well-being needs at the same time as assessing and responding in a criminal justice capacity.

If a member of staff is concerned that a child is at risk of harm as a victim or a perpetrator of serious youth violence, gang-related or not, the professional should, wherever possible, consult with their DSL, line manager and, if available, the local multi-agency gang intelligence forum and/or professional with specialist knowledge in relation to gangs.

Local authorities are recommended to nominate a local professional who can develop specialist knowledge in relation to gangs and serious youth violence to act as an adviser to other professionals in cases where there are concerns that a child is/could be affected by gangs and/or serious youth violence.

YMCA East Surrey has a team of JNC Qualified Detached Youth Workers who have considerable experience at dealing with gang issues. For more support with a gang issue contact Stuart Kingsley on 01737 222859 stuart.kingsley@ymcaeastsurrey.org.uk
Appendix 12
Trafficking

The organised crime of child trafficking into the UK has become an issue of considerable concern to all professionals with responsibility for the care and protection of children. Any form of trafficking children is an abuse. Children are coerced, deceived or forced into the control of others who seek to profit from their exploitation and suffering. Some cases involve UK-born children being trafficked within the UK.

Most children are trafficked for financial gain. This can include payment from or to the child’s parents. In most cases, the trafficker also receives payment from those wanting to exploit the child once in the UK. Trafficking is carried out by organised gangs and individual adults or agents.

Trafficked children may be used for:

- Sexual exploitation
- Domestic service
- Sweatshop, restaurant and other catering work
- Credit card fraud
- Begging or pick pocketing or other forms of petty criminal activity
- Agricultural labour, including tending plants in illegal cannabis farms
- Benefit fraud
- Drug mules, drug dealing or decoys for adult drug traffickers
- Illegal inter-country adoptions
- Contemporary slavery

Trafficked children are victims of serious crime and this will impact on their health and welfare. In order to coerce and control, they are commonly subject to physical abuse including use of drugs and alcohol, emotional and psychological abuse, sexual abuse and neglect as a result of a lack of care about their welfare and the need for secrecy surrounding their circumstances.

Whenever a YMCA East Surrey staff member or volunteer comes into contact with a child, who they feel may be trafficked, the practitioner should check whether the child is receiving services from Surrey Children's Services. If not, then the staff member/volunteer should raise the issue with their manager or DSL and make a referral to the C-SPA (for Surrey) and the MASH (for West Sussex).

Further information and guidance can be found in the following documents produced by HM Government and Department for Education:

- Care of Unaccompanied migrant children and child victims of modern slavery: Statutory guidance for local authorities November 2017
- Safeguarding children who may have been trafficked: Practice Guidance Oct 2011
Appendix 13
Responding to self-harming behaviours

Definitions from the Mental Health Foundation (2003) are:

- Deliberate self-harm is self-harm without suicidal intent, resulting in non-fatal injury
- Attempted suicide is self-harm with intent to take life, resulting in non-fatal injury
- Suicide is self-harm, resulting in death

The term self-harm rather than deliberate self-harm is the preferred term as it a more neutral terminology recognising that whilst the act is intentional it is often not within the young person’s ability to control it.

Self-harm is a common precursor to suicide and children and young people who deliberately self-harm may kill themselves by accident.

Self-harm can be described as wide range of behaviours that someone does to themselves in a deliberate and usually hidden way. In the vast majority of cases self-harm remains a secretive behaviour that can go on for a long time without being discovered. Many children and young people may struggle to express their feelings in another way and will need a supportive response to assist them to explore their feelings and behaviour and the possible outcomes for them.

The indicators that a child or young person may be at risk of taking actions to harm themselves or attempt suicide can cover a wide range of life events such as bereavement, bullying at school or a variety of forms of cyber bullying, often via mobile phones, homophobic bullying, mental health problems including eating disorders, family problems such as domestic violence and abuse or any form of child abuse as well as conflict between the child and parents.

The signs of the distress the child may be under can take many forms and can include:

- Cutting behaviours
- Other forms of self-harm, such as burning, scalding, banging, hair pulling
- Self-poisoning
- Not looking after their needs properly emotionally or physically
- Direct injury such as scratching, cutting, burning, hitting yourself, swallowing or putting things inside
- Staying in an abusive relationship
- Taking risks too easily
- Eating distress (anorexia and bulimia)
- Addiction for example, to alcohol or drugs
- Low self-esteem and expressions of hopelessness

Information sharing and consent

The best assessment of the child or young person’s needs and the risks they may be exposed to requires useful information to be gathered in order to analyse and plan the support services. In order to share and access information from the relevant professionals the child or young person’s consent will be needed.

Professional judgement must be exercised to determine whether a child or young person in a particular situation is competent to consent or to refuse consent to sharing information. Consideration should include the child’s chronological age, mental and
emotional maturity, intelligence, vulnerability and comprehension of the issues. A child at serious risk of self-harm may lack emotional understanding and comprehension and the Fraser guidelines should be used. Advice should be sought from a Child and Adolescent Psychiatrist if use of the Mental Health Act may be necessary to keep the young person safe.

Informed consent to share information should be sought if the child or young person is competent unless:

- The situation is urgent and delaying in order to seek consent may result in serious harm to the young person
- Seeking consent is likely to cause serious harm to someone or prejudice the prevention or detection of serious crime

If consent to information sharing is refused, or can/should not be sought, information should still be shared in the following circumstances:

- There is reason to believe that not sharing information is likely to result in serious harm to the young person or someone else or is likely to prejudice the prevention or detection of serious crime
- The risk is sufficiently great to outweigh the harm or the prejudice to anyone which may be caused by the sharing
- There is a pressing need to share the information

Professionals should keep parents informed and involve them in the information sharing decision even if a child is competent or over 16. However, if a competent child wants to limit the information given to their parents or does not want them to know it at all, the child’s wishes should be respected, unless the conditions for sharing without consent apply.

Where a child is not competent, a parent with parental responsibility should give consent unless the circumstances for sharing without consent apply.

Further support and advice in dealing with self-harm issues can be accessed from Heads Together, YMCA East Surrey’s counselling service (01737 773089). YMCA East Surrey also has its own WAVES project for young people facing mental health difficulties which is based at the YMCA Sovereign Centre (01737 222859).
Appendix 14
Missing young people

Going missing is a potentially dangerous activity and an adult, young person, or child who goes missing just once faces the same immediate risks as those who regularly go missing.

The immediate risks associated with going missing include:
- No means of support or legitimate income - leading to high risk activities
- Involvement in criminal activities, including becoming a victim of crime
- Becoming a victim of abuse
- Alcohol/substance misuse
- Deterioration of physical and mental health
- Missing out on schooling and education
- Increased vulnerability
- Sexual exploitation

Longer-term risks include:
- Long-term drug dependency / alcohol dependency
- Criminal activity
- Homelessness
- Disengagement from education/training
- Poor physical and/or mental health

Definition of a Missing Person ‘Anyone whose whereabouts cannot be established will be considered as missing until located and their well-being or otherwise confirmed.’

Definition of Absent ‘A person not at a place where they are expected or required to be and there is no apparent risk.’

In the case of under 18’s, from November 2016, Surrey Police and Surrey Children’s Service will not use the category of absent.

Lead Person with Responsibility for Children Missing from Home and Care
Surrey County Council’s Children Schools and Families – Head of Early Help
Surrey Police – Detective Superintendent, Deputy Head of Public Protection

YMCA East Surrey recognises its duty of care towards young people living in its supported housing scheme (especially, but not exclusively under 18’s) who may go missing and be at risk of a range of issues including child sexual exploitation, trafficking, modern day slavery or servitude, domestic abuse, drug abuse and radicalisation.

To help safeguard vulnerable young people from these risks YMCA East Surrey has in place a number of procedures to make sure that young people are properly supported and not able to go missing without notification of the police within a given timescale.

All young people under 18, or over 18 but who are identified as high risk, are required to sign in and out of the scheme so that their whereabouts can be closely monitored. Support staff and night workers are required to record sightings and interventions with young people at risk to build up a picture of their whereabouts so that any incidents of an at risk young person going missing can be immediately identified. In these cases the police are immediately informed.
Housing Support staff are required to follow a detailed set of procedures to monitor the coming and going of young people and young people must sign in and out of the building and be back within Hillbrook House by a set time agreed with support workers.

If young people fail to sign in and are not back before their agreed curfew time or have not been in touch with support staff to explain their whereabouts, they should be reported to the police as missing.

YMCA East Surrey will be working with other agencies using the Surrey Missing Persons protocol for agencies to work together when a vulnerable adult goes missing.

**YMCA East Surrey Housing general**

1. Housing key-support workers are ultimately responsible for the residents they ‘key work’ but there are supplementary safety procure in place to aid the continual monitoring of residents.
2. A ‘sign in /sign out’ sheet is in place for residents who are 16-17. Housing key-support workers are responsible for checking the sheet to ensure the residents they ‘key work’ are using the sheet correctly and whereabouts known. The sheet is administered and managed by 24-hour reception staff.
3. A daily 24-hour ‘seen register’ for all residents is also in place to run alongside the ‘sign in /sign out’ sheet. This is administered and managed by 24-hour reception staff to ensure residents are safe and seen face-to-face by staff every day.
4. The daily ‘seen register’ sheet is only ticked off by staff if the residents have been seen during that shift.
5. Housing staff use ‘end of shift’ report to pick up any gaps in Numbers 2, 3 and 4, for example, if reception staff have not seen a resident during their shift they will inform staff working the next shift via their ‘end of shift report’, It is then the responsibility of support staff on the next shift to make face to face contact with any resident not seen. This ensures that staff have face to face contact daily with every resident to ensure they pick up on any potential missing person.
6. The Head of Housing signs off all sheets at the end of each week to ensure procedures and protocols are adhered to. These are scanned onto the stored securely on Cross-Site and the hard copy shredded.
7. Residents who are 16-17 have a strict curfew time agreed by support workers and must be back by the agreed time.
8. A weekly key worker meeting takes place to discuss when/what was the last support provided to each resident over the previous 7 days.
9. Housing staff must audit their caseload every seven days during the weekly support meeting to identify and record which service users are considered to pose a risk to others, have Adult Social Care Service involvement, or may be particularly vulnerable, for example due to physical or mental health problems or learning difficulties.
10. Room inspections are carried out in accordance with the resident licence agreement.
Housing missing person procedure

1. Anyone whose whereabouts cannot be established will be considered as missing until located and their well-being or otherwise confirmed.
2. Staff will try to make contact with the missing person to establish their safety and whereabouts via all available means, e.g. mobile phone number, friends, family, emergency contact, etc.
3. A key audit will be carried out by senior management, senior housing support worker, or maintenance for anyone unaccounted for
4. Residents to be reported as a missing person to Surrey Police on either 999 or 101 if there their whereabouts cannot be established and will be considered as missing until located and their well-being or otherwise confirmed.
5. Staff to follow the YMCA East Surrey safeguarding policy, which is in line with Surrey County Council safeguarding policy, until the missing person is located and their well-being or otherwise confirmed.
6. Staff to consult the Statutory Guidance on young people who run away or go missing from or care:

Additional helpful Housing note

- Any resident whose whereabouts cannot be established will be considered as missing until located and well-being confirmed. This includes any residents not back by their curfew time (unless permission is granted in advance by a support worker for them to stay out).
- Any resident not back by their curfew time (unless permission is granted in advance by a support worker) must be reported missing to EDT (Emergency Duty Team), and Surrey Police on 101 (999 if an emergency) if their whereabouts cannot be established
- Speaking to a resident on the phone does not ensure their safety, as does not mean their whereabouts has been established, so they cannot be ticked off the ‘seen sheet’. Safety can only be 100% established when seeing them in person
- If a resident is not back by their curfew time, and when calling them on the phone they give you an address, please take full contact details plus the address provided, as this is important information to provide EDT, the Police, and in the ‘Resident Handover’ but you must still report them as missing as this does not ensure their safety, as does not mean their whereabouts has been established
- Please do not take the word of a residents as they will often (though not always) try to pull the wool over your eyes and tell you that their ‘Key-worker gave them permission to stay out’ or they are ‘allowed to stay out 2 nights a week’. Residents don’t always tell the truth, or often get confused with house rules, so please be mindful of this and check AMIS for correct details
- If permission is given for a resident to stay away from the project. This must be authorised in advance and it must be recorded on AMIS, plus written put on the ‘Seen Sheet’ in the comments box.
- If permission is not recorded on the ‘seen sheet’ and ‘AMIS’ then permission has not been granted
- When calling a resident, if they provide an address where they are staying and contact number over the phone this does not mean they are allowed to stay out. There should be informed that they will still be classed as missing and be reported to EDT and the Police unless they return immediately.
Appendix 15
Domestic abuse

The definition of 'domestic violence and abuse' was updated in March 2013 to include the reality that many young people are experiencing domestic abuse and violence in relationships at a young age. They may therefore be Children in need of Early Help services through a Family Action Plan or in need of protection as they are likely to suffer significant harm.

The definition from the Home Office is as follows:
"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence and abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender and sexuality.

This can encompass, but is not limited to, the following types of abuse:
- Psychological
- Physical
- Sexual
- Financial
- Emotional

What is controlling or coercive behaviour?
Controlling or coercive behaviour is a pattern of behaviour displayed over a period of time, where one person exerts power, control or coercion over another.

Controlling behaviour is defined as behaviour "designed to make a person subordinate/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 everyday behaviour".

Coercive behaviour is "a continuing act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim".

Recognising types of behaviour
Behaviours associated with a coercive or controlling relationship include:
- Isolating a person from their friends and family
- Depriving them of their basic needs and taking control of everyday life (e.g. where a person can go, who they can spend time with, where they can work, travel)
- Repeatedly putting a person down, e.g. telling them that they are worthless
- Enforcing rules and activity which humiliate, degrade or dehumanise the victim
- Monitoring a person via online communication tools or using spyware
- Depriving access to support services, e.g. GP/medical services
- Financial abuse including control of finances
- Threats to hurt or kill
- Threats to a child
- Assault
- Criminal damage (such as destruction of household goods)
- Rape

It is important to note that some of the above may constitute criminal offences in their own right.
Domestic Violence Disclosure Scheme (DVDS)
The Domestic Violence Disclosure Scheme (DVDS) gives members of the public a formal mechanism to make enquiries about an individual who they are in a relationship with, or who is in a relationship with someone they know, where there is a concern that the individual may be violent towards their partner. This scheme adds a further dimension to the information sharing about children where there are concerns that domestic violence and abuse is impacting on the care and welfare of the children in the family.

Members of the public can make an application for a disclosure, known as the ‘right to ask’. Anybody can make an enquiry, but information will only be given to someone at risk or a person in a position to safeguard the victim. The scheme is for anyone in an intimate relationship regardless of gender.

Partner agencies can also request disclosure is made of an offender’s past history where it is believed someone is at risk of harm. This is known as ‘right to know’.

If a potentially violent individual is identified as having convictions for violent offences, or information is held about their behaviour which reasonably leads the police and other agencies to believe they pose a risk of harm to their partner, a disclosure will be made.

For further information see ‘Clare’s Law - The Domestic Violence Disclosure Scheme’.

Multi Agency Risk Assessment Conference (MARAC)
A Multi Agency Risk Assessment Conference (MARAC) is a regular local meeting to discuss how to help domestic abuse victims, aged 16 or over, at high risk of murder or serious harm. Domestic abuse specialists, police, children’s social care, health and other relevant agencies all sit around the same table. They talk about the victim, the family and perpetrator, and share information. The meeting is confidential. Together, MARAC attendees agree an action plan for each victim. They work best when everyone involved understands their roles and the right processes to follow.

The MARAC aims to:
- Increase the safety, health and well-being of victims, including adults and their children
- Determine the level of risk that the perpetrator poses to the victim and associated children, and whether there is any risk to the general public
- Implement a risk management plan that provides professional support to all those at risk and reduce the likelihood of further harm
- Reduce repeat victimisation
- Improve agency accountability
- Improve support for staff involved in high risk domestic abuse cases
- Contribute to the development of best practice
- Identify policy issues arising from cases discussed at MARACs and address these through the appropriate channels

MARACs are complementary to, and not a replacement for, specific safeguarding procedures, legislation and services followed and delivered by both statutory and voluntary organisations to disrupt and safeguard against domestic abuse and protect vulnerable adults, children and young people.

When someone is suffering domestic abuse, it’s vital to make an accurate and fast assessment of the danger they’re in, so they can get the right help as quickly as possible.
The DASH risk checklist is a tried and tested way to understand risk. DASH stands for domestic abuse, stalking and ‘honour’-based abuse. It is based on research about the indicators of high-risk domestic abuse.

There are currently five criteria for assessing the risk of harm and for referring a case to the MARAC, a victim does not have to meet all of these criteria to be considered at high risk.

**Visible high risk**
If you have identified a victim, aged 16 or over, that is at high risk of harm using the DASH risk checklist the case would normally meet the MARAC referral criteria.

**Professional judgement**
If you have serious concerns about a victim’s situation, you should refer the case to MARAC. There may be situations where the victim has been unable to disclose information that would confirm the risk, due to cultural or language barriers, or extreme levels of fear.

**Potential escalation**
Five or more incidents of domestic abuse or violence, which are a cause for concern in the past 12 months.

This criterion can be used to identify cases where there is not a positive identification of a majority of risk factors on the DASH risk checklist, but where abuse appears to be escalating and where it is appropriate to assess the situation more fully at a MARAC.

**Harmful traditional practices**
Honour Based Abuse, Forced Marriage or Female Genital Mutilation. All cases of actual or suspected harmful traditional practice should be automatically referred to the police. See other YMCA East Surrey safeguarding appendices for more details on these issues. Referral to MARAC in these cases is particularly sensitive and will carry particular significant risk. These cases should all be reviewed by the Police.

Public Protection DCI. Who will attend MARAC, to discuss these particular referrals, will be decided on a case by case basis, having due regard to the circumstances and associated risk management.

**Repeat Cases**
A repeat MARAC case is one which has been previously referred to a MARAC and at some point in the 12 months from the date of the last referral a further incident is identified. Any agency may identify this further incident (regardless of whether it has been reported to the police). A further incident includes any one of the following types of behaviour, which, if reported to the police, would constitute criminal behaviour:

- Violence or threats of violence to the victim (including threats against property)
- A pattern of stalking or harassment
- Rape or sexual abuse

Where a repeat victim is identified by any MARAC agency, that agency should refer the case to the MARAC, regardless of whether the behaviour experienced by the victim meets the local referral threshold of visible high risk, escalation or professional judgement. To identify repeat victims of domestic abuse regardless of whom it is reported to, all MARAC agencies should have the capacity to ‘flag and tag’ their files following the latest referral
so that they are aware if a service client experiences a repeat incident. Incidents that occur more than 12 months after the last MARAC referral do not constitute a repeat incident but instead would constitute a new referral to MARAC.

Please remember - your professional judgement is just as important as any risk assessment score when considering a referral to MARAC, particularly where the abuse appears to be escalating.

Referrals are sent to the MARAC Co-ordinator two weeks prior to the next scheduled meeting (although MARAC Co-ordinators will make individual assessments on a case by case basis in the event they could possibly include a referral submitted outside of this deadline).

The referring professional is required to make an immediate referral to the relevant specialist Domestic Abuse Outreach Service/IDVA, to ensure appropriate support for the victim at the earliest opportunity.

The MARAC Co-ordinator will review the referral, explore with the referrer any discrepancies or gaps in the information provided. If the referral is not accepted, e.g. if it relates to a victim who lives outside the geographical area for that MARAC, the referrer will be advised of this, what steps to take, and provided the details of the MARAC to which they can refer.

The MARAC Co-ordinator and MARAC Chair will exercise their quality assurance role by raising with MARAC representatives and appropriate managers, any referrals which seem inappropriate, e.g. where the risk level appears very low, or concerns do not relate to domestic abuse issues.

Cases can be withdrawn from the MARAC agenda only by the referring agency themselves following discussion with the MARAC Co-ordinator.

Cases will be added to the MARAC case list with details of the referrer, victim, perpetrator, any children plus brief notes on the case.

YMCA East Surrey is signed up to the relevant information sharing protocols and may refer a case to the MARAC using the Surrey MARAC Referral Form. Referrals using the MARAC referral form will be passed to the MARAC co-coordinator that covers the borough in which the victim resides. In the first instance, the DSL should telephone one of the Surrey Police MARAC Coordinators, based in the Surrey Police Safeguarding Investigation Units (SIU), who will provide appropriate guidance for making a referral. Contact via 101 Queries concerning the Multi Agency Risk Assessment Conference (MARAC) can also be directed at Sharon Smart who is at Joint Enforcement and Community Safety Team Sharon.Smart@reigate-banstead.gov.uk | Tel 01737 276353
Appendix 16
Death of a child

In the event of finding a child or young person connected to YMCA East Surrey who is unconscious or suspected to have died the first priority is to obtain urgent medical assistance by ringing the emergency services and beginning first aid (All YMCA buildings have a qualified first aider on duty).

Resuscitation once commenced should be continued according to the UK Council Resuscitation Guidelines 2015 until an experienced doctor has made a decision that it is appropriate to stop.

Professionals should:
- Notify the police if they are not already present
- If the child dies suddenly or unexpectedly at home or in the community, the child should normally be taken to the Emergency Department rather than a mortuary. In some cases when a child dies at home or in the community, the police may decide that it is not appropriate to move the child’s body immediately, for example, because forensic examinations are needed
- Prior to arrival at the Emergency department, provide relevant information and history to Emergency department staff
- Where a child is not taken immediately to the Emergency Department, the professional confirming the fact of the death should inform the Designated Paediatrician with responsibility for unexpected deaths in childhood at the same time as the Coroner is informed

All professionals must ensure that they retain a written record of the initial referral to them and take note of:
- The position of the child, the clothing worn and the circumstances of how they were found
- Explanations for any injury and any discrepancies
- Comments made by the parents
- Background history, any possible alcohol / drug misuse and the conditions of the living accommodation
- Any known underlying medical condition the child may have

All professionals should provide all the above information and, where applicable, any suspicions must be provided to the receiving Doctor and the Police immediately.

The comments of parents if present or available must be noted in detail.

Anyone who contributes to the written records must legibly sign, date and put their designation / role.

Rapid response planning meeting
The Specialist Nurse in conjunction with the Designated Paediatrician with responsibility for unexpected deaths in childhood will convene a rapid response planning meeting/discussion (usually via telephone/email communications) within 24 hours of the unexpected death of a child or 24 hours from the next working day if the death occurs at a weekend or holiday.
The purpose of this meeting/discussion will be to:

- Decide whether the Specialist Nurse, Child Death Reviews will visit the family, alone or with the police, within 24 hours in order to gather information about the child, family and circumstances of death, explain the investigation process and offer support
- Consider who else should visit the family to offer support and gather any further information
- Share information from case notes / documentation which may shed light on the circumstances leading up to the child’s death, including any unexplained or unusual deaths / health problems in the family, neglect or failure to thrive, unusual presentations of the child, parental substance misuse or mental health difficulties, domestic violence and any child protection concerns
- Explain the Medical Professionals’ understanding of cause of death, if they have one
- Consider if there are any child protection risks to siblings and/or any other children in the household and ensure these are referred to Surrey Children’s Services if this has not already been done
- Ensure a co-ordinated bereavement care plan for the family
- Organise a review multi-agency meeting, when all information, including the post mortem report, will be available

If there is a death of a child or young person at a YMCA East Surrey project or setting it may be necessary for a YMCA professional to contribute to the rapid response planning meeting /discussion. The line manager and the DSL should be consulted to ensure that the most appropriate staff member contributes to this meeting.
Appendix 17
E-safety/cyber bullying

Introduction
Internet technology (IT) is now an integral part of children’s lives and provides them with access to a wide range of information and increased opportunities for instant communication and social networking. Using the internet can benefit children’s education and social development, but it can also present several risks. Children are often unaware that they are as much at risk online as they are in the real world, and parents may not be aware of the actions they can take to protect them. It is YMCA policy that the educational and social benefits of the internet should be promoted, but that this should be balanced against the need to safeguard children.

Benefits and risks
Internet technology allows children to access to information, electronic communications and social networking and can support their training and social development. However, use of the internet can also carry inherent risks:

Content
The internet contains a vast store of information from all over the world which is mainly aimed at an adult audience and may be unsuitable for children. There is a danger that children may be exposed to inappropriate images such as pornography, or information advocating violence, radicalism, racism or illegal and antisocial behaviour that they are unable to evaluate in a critical manner.

Contact
Chat rooms and other social networking sites can pose a real risk to children as users can take on an alias rather than their real names and can hide their true identity. The sites may be used by adults who pose as children in order to befriend and gain children’s trust (known as “grooming”) with a view to sexually abusing them. Children may not be aware of the danger of publishing or disclosing personal information about themselves such as contact details that allow them to be identified or located. They may also inadvertently put other children at risk by posting personal information and photographs without consent. The internet may also be used as a way of bullying a child, known as cyberbullying.

Culture
Children need to be encouraged to use the internet in a responsible way, as they may put themselves at risk by:
- becoming involved in inappropriate, anti-social or illegal activities as a result of viewing unsuitable materials or contact with inappropriate people
- using information from the internet in a way that breaches copyright laws
- uploading personal information about themselves, including photographs, on social networking sites without realising they are publishing to a potentially global audience
- cyberbullying
- use of mobile devices to take and distribute inappropriate images of the young person (sexting) that cannot be removed from the internet and can be forwarded on to a much wider audience than the child intended. Children may also be adversely affected by obsessive use of the internet that may have a negative impact on their health, social and emotional development and their educational attainment. They may visit sites that advocate extreme and dangerous behaviour
such as self-harm or suicide or violent extremism, and more vulnerable children may be at a high degree of risk from such sites. All children may become desensitised to pornography, violence, sex and drug use or self-harm by regularly viewing these on-line.

Where any e-safety incident has serious implications for the child’s safety or well-being, the support worker must discuss the matter with the DSL for the service who will decide whether or not a referral should be made to the Police

Safe use of ICT

When using the internet and internet search engines, children should receive the appropriate level of supervision for their age and understanding. Search engines should have an appropriate level of filtering to block access to unsuitable sites.

When using email, children and young people should be encouraged:

- to keep messages polite
- not to disclose personal contact details for themselves or others
- to tell their parent or carer immediately if they receive an offensive or distressing email not to use email to bully or harass others
- be wary of opening attachments to emails where they are unsure of the content or have no knowledge of the sender

When using social networking sites such as Facebook or newsgroups and forum sites, children and young people should be encouraged:

- not to give out personal details to anyone on-line that may help to identify or locate them or anyone else not to upload personal photos of themselves or others onto sites and to take care regarding what information is posted
- how to set up security and privacy settings on sites or use a “buddy list” to block unwanted communications or deny access to those unknown to them
- to behave responsibly whilst on-line and keep communications polite
- not to respond to any hurtful or distressing messages but to let their support worker know so that appropriate action can be taken
- that any bullying or harassment via chat rooms or instant messaging may have serious consequences.

When using chat rooms, children should be encouraged:

- not to give out personal details to anyone on-line that may help to identify or locate them or anyone else
- to only use moderated chat rooms that require registration and are specifically for their age group
- not to arrange to meet anyone whom they have only met on-line
- to behave responsibly whilst on-line and keep communications polite
- not to respond to any hurtful or distressing messages but to let their support workers know so that appropriate action can be taken
- that any bullying or harassment via chat rooms or instant messaging may have serious consequences.

When using web cameras, children should be taught:

- to use them only with people who are well known to them
- not to do anything that makes them feel uncomfortable or embarrassed
- to tell their support workers if anyone is trying to force them to do something they don’t want to.
Cyber bullying
Cyberbullying is defined as the use of IT to deliberately hurt or upset someone. Unlike traditional physical forms of bullying, the internet allows bullying to continue 24 hours per day and invades the victim’s home life and personal space. It also allows distribution of hurtful comments and material to a wide audience. Cyberbullying is extremely prevalent as children who would not consider bullying in the physical sense may find it easier to bully through the internet, especially if it is thought the bullying may remain anonymous.

In extreme cases, cyberbullying could be a criminal offence. Bullying may take the form of:

- rude, abusive or threatening messages via email or text
- posting insulting, derogatory or defamatory statements on blogs or social networking sites
- setting up websites that specifically target the victim
- making or sharing derogatory or embarrassing videos of someone via mobile phone or email (for example, “happy slapping”). Most incidents of cyberbullying will not necessarily reach significant harm thresholds and will probably be best dealt with the service’s own anti-bullying or acceptable use policies

Children should be taught:

- not to disclose their password to anyone
- to only give out mobile phone numbers and email addresses to people they trust
- to only allow close friends whom they trust to have access to their social networking page
- not to respond to offensive messages
- to tell their support worker about any incidents immediately
Appendix 18

Safeguarding adults’ policy

Approved: 22 March 2017
Reviewed: 16 Jan 2018
Review due: 16 Jan 2019

Purpose

The purpose of this policy is to ensure that everyone working for YMCA East Surrey takes appropriate and proactive responsibility to safeguard adults at risk of harm (including vulnerable adults) in accordance with local and national guidelines and procedures. Our commitment includes promoting organisation-wide awareness and understanding of adult safeguarding, undertaking best practice in the safe recruitment of employees and volunteers, and carrying out our legal and moral duties to respond to related concerns, disclosures, or allegations appropriately.

YMCA East Surrey is fully committed to safeguarding the welfare of all adults as well as children and young people (Safeguarding Children policy). We recognise our responsibility to take all reasonable steps to promote safe practice and to protect adults from harm, abuse and exploitation. YMCA East Surrey acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. Paid staff and volunteers will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of adults, children and young people.

This policy applies to all staff including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of YMCA East Surrey.

Responsibilities and monitoring

Monitor: Head of Housing Services
Approve: Board
Endorse: F&GP
Propose: Housing Services Committee
Draft and review: Head of Housing Services

Policy and procedure

The definitions

A vulnerable adult or adult at risk of harm is defined by government guidance called No secrets as people who:

- are or may be in need of community care services because of mental or other disability, age or illness, and
- are or may be unable to care for themselves or unable to protect themselves from significant harm or exploitation.

Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance. It might be physical, sexual, psychological, financial or material, neglect and acts of omission, discriminatory or institutional.
Legislative framework
YMCA East Surrey ensures it recognises its duty of care and meets its legal responsibilities as outlined in the following legislative framework and national guidance relating to safeguarding adults, children and young people.

- Human Rights Act 1998
- Data Protection Act 1998
- Criminal Justice Act 1998
- Public Interest Disclosure Act 1998
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Sexual Offences Act 2003
- Care Act 2014
- Serious Crimes Act 2015

National guidance

- No Secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health, 2000)
- Statement of government policy on Adult Safeguarding (Department of Health Gateway Reference 16072, 2011
- Safeguarding adults at risk of harm: A legal guide for staff (Social Care Institute for Excellence, 2011)

YMCA East Surrey aims to facilitate best practice in all aspects of its work. The policy describes our commitment to ensure that all its functions have full regard to the need to safeguard vulnerable adults in line with best practice guidance and legislation. This policy governs our safeguarding duties and responsibilities to all vulnerable adults, whether they are our service users or have contact with our service users.

The policy is based on the following clear principles:

- All individuals deserve the right to live free from abuse, fear of abuse, or neglect.
- All service users may be at risk of harm as a consequence of their substance misuse, mental health, offending behaviour but this risk will vary according to the individuals themselves and their circumstances.
- The duty of confidentiality must be carefully balanced with concerns for safety of a vulnerable adult.
- Prevention - all staff should be competent to recognise signs of abuse and take appropriate action to prevent abuse occurring.
- Empowerment - service users deserve to be supported to recognise abuse and encouraged and empowered to report it and get help.
- Protection - risk assessments, complaints, and reporting arrangements relating to abuse must work effectively and be transparent.
- Proportionality - responses should be proportionate to the identified risk of harm.
- Partnership - working together with local agencies and services help to ensure a co-ordinated approach to safeguarding.
Accountability - the roles and responsibilities of YMCA East Surrey and our employees must be clear - we are accountable to service users, affected others and other agencies in how we fulfil these roles.

YMCA East Surrey is committed to ensuring that concerns, suspicions or knowledge of abuse will be sensitively addressed and appropriately acted upon. Our staff will maintain specific focus at assessment and throughout a service user’s residency on supporting the safety of adults at risk of abuse, including reporting identified concerns regarding service users who may pose a risk of harm to vulnerable adults.

We recognise the need to balance respect for self-determination and the importance of providing confidential services with our broader duties to promote and safeguard well-being. It is this balance that this policy and related procedures aim to assist the organisation and the services it provides, to meet.

YMCA East Surrey will follow appropriate procedures to ensure safe recruitment of staff and volunteers and we will address any safeguarding allegations against staff promptly, fairly, and openly. We will co-operate fully with local and national procedures and participate fully with Surrey Safeguarding Adult Boards wherever appropriate.

This policy should be read in conjunction with a number of other key YMCA East Surrey policies, which contribute to YMCA’s management of safeguarding issues.

Other related YMCA East Surrey policies include:

- Safeguarding children policy
- Lone working policy
- Health and safety policy
- Equalities and diversity policies
- Staff recruitment policy
- Staff disciplinary policy
- Staff handbook
- Whistleblowing policy
- Complaints policy
- E-safety policy
- Data Protection Policy
- Information sharing and confidentiality policy

There are also a number of other more localised policies that contribute towards safeguarding and these can be found in the relevant folders here: G:\AllStaff\Policies, Procedures and Handbooks.

YMCA East Surrey housing service users missing people procedure

YMCA Hillbrook House, Redhill, has 44 bed spaces for young people aged 16-30 providing opportunities, for those facing homelessness within the local community, to access housing and support that meets their individual needs. Robust procedures are in place which include reporting a missing person if they are not back by their curfew time in line with Surrey County Council safeguarding procedures. Robust guidelines also apply to our move-on accommodation, YMCA Lynwood Road, Redhill, which has 7 bed spaces for young people aged 18-21 providing move-on opportunities (see Appendix 11 YMCA East Surrey service users missing people procedures).
Responding to concerns about a person in a position of trust PiPoT

YMCA East Surrey recognises its responsibility to respond promptly and professionally to concerns about a person in a position of trust and has adopted the SSAB Protocol for responding to concerns about a PiPoT or equivalent.

Details of this protocol can be found here: https://www.surreycc.gov.uk/__data/assets/pdf_file/0006/91914/SSAB-Position-of-Trust-Protocol-ver2.pdf

Department of Health’s Special Educational Needs and Disability Code Of Practice 2015: 0 to 25 years

YMCA East Surrey delivers a range of services and activities for children and young people with special educational needs and disabilities and recognises its responsibilities to deliver these services in accordance with the Department of Health’s Special Educational Needs and Disability Code Of Practice 2015: 0 to 25 years. As a voluntary sector provider of Early Years funded by the local authority we have a statutory duty to follow this code.


YMCA East Surrey will also work closely with, and adhere to the guidelines issued by, the relevant Local Safeguarding Children Boards in areas where YMCA East Surrey delivers services (currently Surrey and West Sussex) details of which can be found here: http://surreyscb.procedures.org.uk/

Roles and Responsibilities

The Board of Trustees

► Has overall responsibility for adult safeguarding policies and procedures at YMCA East Surrey, so far as is reasonably practical

Chief Executive Officer (CEO)

► Champion the role and importance of safeguarding within the organisation
► Oversee the development of YMCA East Surrey policies and procedures that relate to safeguarding adults to ensure that these meet statutory duties and best practice
► Ensure appropriate adult safeguarding reporting and recording guidance and structures are embedded within the organisation
► Ensure that adequate resources are made available to enable adult safeguarding procedures to be implemented
► Ensure that adequate resources are made available to train staff members and volunteers about adult safeguarding issues and procedures where relevant
► Oversee organisation-wide monitoring, audit, and reviews of adult safeguarding practice and ensure any consequent information / learning is disseminated to all areas of the business
► Ensure that appropriate adult safeguarding training is accessible within YMCA East Surrey and that where this is not used, local safeguarding training is accessed
► Oversee monitoring of Designated Safeguarding Lead (DSL) roles and safeguarding training within services
Senior Management

- Ensure that the recruitment of all employees, volunteers and mentors within their area fully comply with YMCA East Surrey safer recruitment, selection and vetting procedures
- Ensure that an appropriate member of staff is assigned and trained as DSL for all areas of the business and that this is recorded within this policy
- Ensure that all safeguarding referrals, actions, and outcomes are reported to the DSL
- Ensure that all incidents or suspicions of poor safeguarding practice are reported to the DSL and ultimately investigated and remedied
- Ensure that all affected adults who are considered to meet the threshold of risk of significant harm or abuse are referred to Adult Social Care Services where the DSL is unable or unavailable to do this
- Ensure that DSL and staff within the service are appropriately supported, trained, and supervised to carry out their responsibilities with regard to safeguarding adults
- Undertake the role of DSL where a separate individual is not available or appropriate
- Ensure that all incidents or suspicions of poor safeguarding practice are reported to the CEO
- Participate openly and fully in local, national, or organisational reviews or audits of safeguarding practice
- Ensure that any allegation of abuse made against a staff, volunteer or mentor is recorded and reported to the CEO immediately. Where a crime may have been committed, this must also be reported to the police

Designated Safeguarding Leads (DSL)

- Champion the role and importance of safeguarding within the service
- Attend advanced training in inter-agency working that is provided by, or to standards agreed by, the Local Safeguarding Adults Board
- Ensure that all staff and volunteers attend Safeguarding training provided by YMCA East Surrey and/or training that is provided by the Local Safeguarding Board
- Ensure that all staff are aware of YMCA East Surrey’s and the relevant policy and practice procedures and local reporting and contact points, as appropriate
- Ensure that all affected adults who are considered to meet the threshold of risk of significant harm or abuse are referred to Adult Safeguarding Board and/or Adult Social Care Services
- Ensure that all safeguarding decisions, referrals, and actions are proportionate, accurately recorded and reported to the appropriate authority and those serious incidents or disclosures are reported to the CEO
- Endeavour to be kept informed about the outcome of any referrals
- Attend all Safeguarding Meetings internally or externally where concerns relating to a service user will be discussed and participate in related action

All staff

- Ensure that service users are aware of the implications of adult protection concerns arising in terms of confidentiality agreements
- Ensure that all concerns, disclosures, or allegations that indicate that an adult may be at risk of harm, or may pose a risk of harm to vulnerable adults, are reported to the DSL
Housing support workers are responsible for safeguarding and supporting the resident’s key-work and must ensure they adhere to procedures detailed in Appendix 11.

- Ensure that all concerns, disclosures, or allegations relating to adult safeguarding are appropriately and accurately recorded.
- Attend and participate in all Safeguarding training provided.
- Participate fully, where required, in all Safeguarding Adult procedures and plans to keep an adult at risk of harm safe.
- Routinely risk assess all service users to identify those who may be at risk of abuse or present a risk of abuse to others at initial assessment and to be alert to the identification of safeguarding concerns throughout their residency, risk assessing again as appropriate, particularly as circumstances change.
- Highlight concerns regarding poor safeguarding practice to their DSL.

Volunteers

- To attend appropriate training as required.
- To immediately report to a staff member any adult protection concerns that they may have during work or work-related activities at YMCA East Surrey. This may relate to a service user, a non-service user, and a member of staff or another volunteer.

Housing services service user auditing and risk assessments

Housing staff must audit their caseload every seven days during the weekly support meeting to identify and record which service users are considered to pose a risk to others, have Adult Social Care Service involvement, or may be particularly vulnerable, for example due to physical or mental health problems or learning difficulties.

Support staff must establish at the interview stage if the applicant has a current or previous involvement with Adult Social Care Services. This must be recorded on the interview form, including where information has not been able to be established. In addition to this, wherever possible, service users who may present a risk to vulnerable others will be identified, exploring known factors for perpetrating abuse including criminal records or information from any source indicating abuse of vulnerable others.

Housing Services service user risk assessment

Support staff must carry out risk assessments with service users during comprehensive assessment stage at interview upon entering the service and every three months thereafter at their Outcome Star meeting. This will explore known risk factors for vulnerability to abuse.

Staff recruitment and training

YMCA East Surrey is committed to supporting and training all staff, trustees and volunteers involved in working with adults, and vetting all staff, trustees and volunteers working at YMCA East Surrey. Surrey Safer Recruitment guidance will be followed when recruiting staff and volunteers. All staff should be made aware of the safeguarding adults policy as the safety of all adults is paramount. Training and additional guidance will be provided to all new staff, trustees and volunteers as well as refresher training for all staff and volunteers annually. See Appendix 4 for more details of Safer Surrey approach.

Policy Implementation and Monitoring

To ensure implementation of this policy, YMCA East Surrey board of Trustees and CEO will conduct regular monitoring and evaluation of:
The uptake, contents, and impact of training provided by YMCA East Surrey reported via the Senior Management Team

Checks undertaken to establish new employees suitability for practice reported via the Human Resources Team

**Recording of information and data**

Staff must ensure that all data is kept safe and secure and make sure the information is:

- Used lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and accurate
- Not excessive
- Not kept for longer than is absolutely necessary
- Handled according to people’s data protection rights (see the Data Protection Policy for further details)

Body maps must be completed for all identified non mobile adults, children and young people who have bruising. All bruising must be clarified with an explanation; this may include contacting the parents or another professional. All maps to be held in their individual file

The Designated Safeguarding Lead (DSL) will keep all records involving adult and child protection concerns

Records will be kept of all conversations held in relation to the concerns and investigation. In addition, body maps may be kept and observations of an adult, child or young person’s behaviour

Records concerning a member of staff must be held in their personnel file and a copy given to the member of staff (where applicable). This information must be retained on file until the person reaches retirement age or for 10 years if that is longer

**Procedure for staff and volunteers**

If you are at risk of abuse or suspect someone else is, please report it.

In an emergency:

- Dial 999 for the Police (and contact/inform your Line Manager)

In a non-emergency out of office hours:

- Contact your on-call Duty Officer and the Designated Safeguarding Lead (DSL)

In a non-emergency during office hours:

- Contact your line manager

Staff must record and log all information in chronological order on YMCA East Surrey’s 'Incident Log'. This form can be found in G:\Workgroup\Housing Services\Safeguarding

The line manager will contact the relevant Designated Safeguarding Lead DSL if they have not already been contacted.

**DSL procedures**
The DSL will inform the CEO.

In an emergency:
- Dial 999 for the Police (and contact/inform your line manager) if this has not already been done

During office hours:
- Contact the Surrey Children’s Single Point of Access (C-SPA) for Surrey or Multi Agency Safeguarding Hub (MASH) for West Sussex

Surrey
T: 0300 470 9100
E: mash@surreycc.gov.uk
LADO: 0300 123 1630

West Sussex (MASH)
T: 0330 222 5296
E: mash@westsussex.gcsx.gov.uk
LADO: 0330 222 3339

- Verbal referrals must always be followed up by a written referral within 48 hours. All action taken must be recorded by the DSL
- the DSL ensures that C-SPA/MASH is contacted and if the incident is deemed serious following discussions with other professionals

Reporting allegations against staff

Step 1
Does the allegation involve a YMCA East Surrey staff member (paid or unpaid)?
If yes, go to Step 2
If no, report your concerns to your Line Manager

Step 2
Do you suspect that a senior YMCA East Surrey worker maybe involved?
If yes, go to Step 3
If no, report your concerns to your Line Manager

Step 3
Report to the DSL or (if they are involved) to the CEO, or to the Council’s Local Authority Designated Officer (LADO)

Step 4
Action to be taken by DSL/LADO
Designated Safeguarding Lead (DSL)
YMCA East Surrey DSLs have overall responsibility for the safeguarding of all persons, including adults and young people. They have all undergone the appropriate safeguarding training provided by Surrey County Council, which is refreshed every three years.

The YMCA East Surrey DSLs are:

Ian Burks | CEO
T: 01737 779979 (Reception)
M: 07764 819182
E: ian.burks@ymcaeastsurrey.org.uk

Judith Brooks | Head of Children’s Services
T: 01737 784974
M: 07870 904035
E: judith.brooks@ymcaeastsurrey.org.uk

Lee Fabry | Head of Housing (Hillbrook House)
T: 01737 773089
E: lee.fabry@ymcaeastsurrey.org.uk

Stuart Kingsley | Head of Youth Services (Hillbrook House)
01737 222859
07442 011483
E: stuart.kingsley@ymcaeastsurrey.org.uk

More detailed procedures and advice relating to reporting of allegations can be found in Appendix 3 attached to this policy.