



Safeguarding policies, procedures and protocols

Included in this pack are:

Youth Trust safeguarding statement for children and young people
Youth Trust safeguarding policy for children and young people
Youth Trust safeguarding protocol for children
Escalation and Complaints
Youth Trust safeguarding statement for vulnerable young adults
Youth Trust safeguarding protocol for adults
Youth trust Allegations Framework:
LADO and Allegations against adults' procedures
Youth Trust critical incident procedure and form

Policy Document owner

Appendix 1: Signs of abuse
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1. Youth Trust Safeguarding Statement for children

The Youth Trust believes that it is always unacceptable for a child or young person to experience abuse of any kind and acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. Equally, when the Youth Trust is concerned about the welfare and immediate safety of a young person using our services, we also acknowledge our duty to act.

We recognise that:

- The welfare of the child/young person is paramount as enshrined in the Children's Act 1989.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- Some children and young people are additionally vulnerable because of the impact of their experiences, their level of dependency, communication issues and other risk factors.
- Working in partnership with children and young people, their parents, carers and other agencies is essential in promoting young people's welfare.

The purpose of this policy:

- To provide protection for children and young people who receive Youth Trust's services, including young people or vulnerable adults.
- To provide staff, contractors, trustees and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

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

Statutory Framework and Definition of safeguarding

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

- Children's Act 1989
- Children's Act 2004
- Human Rights Act 1998
- UN Convention on the Rights of the Child
- Children and Families Act 2014

This policy should be read alongside all our other policies and procedures including youth trust *recruitment procedure, policy for managing allegations against staff, complaints and whistleblowing policy, safeguarding protocol, Behaviour Code of Conduct – for Adults working with Children & Young People and lone working procedure.*

Definition of Safeguarding Children:

Safeguarding Children is of paramount importance, not least because organisations have a duty of Care towards all those involved with, or who attend their activities.

Safeguarding and promoting the welfare of children is defined in 'Working Together to Safeguard Children' 2018 as:

Protecting children from maltreatment preventing impairment of children's health or 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.

A child is defined as anyone who has not yet reached their eighteenth birthday.

Definition of Child Protection:

Child protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

We will seek to safeguard children and young people by:

- Recognising that all children have the right to freedom from abuse and harm.
- Valuing them, listening to and respecting them.
- Adopting safeguarding and child protection policies and safeguarding procedures for all our staff who interact with young people.
- Ensuring all staff, trustees and volunteers are trained in respect of Child /adult or both safeguarding training at the appropriate level in line with the relevant Intercollegiate documents
- Providing effective management for staff and volunteers through supervision, support and regular safeguarding continuing professional development sessions through team meetings.
- Sharing information about child protection and good practice with children, parents, staff and contractors, trustees and volunteers.
- Sharing information about concerns with agencies who need to know and involving parents and young people appropriately.
- Promoting joint working with parents and carers in the interest of children's welfare
- Following safer recruitment procedures which ensure that staff, trustees and volunteers are carefully selected, vetted and have the relevant qualifications and experience.
- Ensuring that all staff are aware of and accept responsibility for helping to prevent the abuse of children and young people.
- Designating a safeguarding Lead (DSL) who takes specific responsibility for safeguarding and children's protection, safety and well-being.
- Supporting all staff in bringing concerns to the Designated safeguarding lead.
- Responding quickly and appropriately to all suspicions or allegations of abuse.
- Providing children and young people and parents and carers with the opportunity to voice any concerns they may have. This includes having knowledge of, and ensuring children have access to their preferred methods of communication.

- Reviewing the effectiveness of the organisations safeguarding Policy and Procedures.
- Working in partnership with external partners including Children’s Services, Health and Education and other professionals to ensure that children and young people are protected.

Contact details:

Designated Safeguarding Lead:
Meghann Ayres – Triage Lead
01983 529569 (Callswitch 10)

Deputy Designated Safeguarding Leads:
Suze Keynes – Training & Development
Lead
01983 529569 (Callswitch 31)
Sophia Preston – Service Team Lead
01983 529569 (Callswitch 12)
Kathy Whitewood – Head of Service
01983 529569 (Callswitch 33)
07570 281416

Board Safeguarding Lead:
vacant

Safeguarding policy for children and young people

This document reflects the policies, protocols and guidance outlined in the Local Children’s Safeguarding Partnership procedures and protocols for Children and the policies, protocols and guidance set out by the Local Safeguarding Adults Board.

This policy will enable the Youth Trust to demonstrate its commitment to keeping safe the children and young people with whom it works alongside. The Youth Trust acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse or where the wellbeing and safety of a vulnerable adult is deemed at risk.

It is important to have the policy and procedures in place so that staff and contractors, service users and carers, and trustees can work to prevent abuse and safeguard wellbeing of our clients and know what to do in the event of abuse or other safety and welfare concerns.

This Policy and associated protocol have been drawn up in order to enable the Youth Trust to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- To stop abuse occurring.

- To act on concerns relating to safety and wellbeing of children and young people accessing our services, where we believe their immediate safety is at risk.

1. Preventing abuse

The organisation will work within the current legal framework for reporting staff or volunteers when concerns are raised. This is outlined in the **LADO procedure**.

Information will be available about abuse and the *complaints policy*; *Safeguarding Children policy statement* and *Safeguarding Vulnerable Adults policy statement* will be available to service users and their carers/families.

2. Recognising the signs and symptoms of abuse

The Youth Trust is committed to ensuring that all managers, staff, contractors, trustees and volunteers undertake safeguarding training to gain a basic awareness of signs and symptoms of abuse and safeguarding.

Definition of abuse

“Abuse is a violation of an individual’s human and civil rights by any other person or persons”

(No Secrets: Department of Health, 2000)

3. Designated Named Person for safeguarding children and young people

The Youth Trust has an appointed individual who is responsible for dealing with any Safeguarding concerns. In their absence, a deputy will be available for workers to consult with. These details are provided below:

Designated Safeguarding Lead:

Meghann Ayres – Triage Lead

01983 529569 (Callswitch 10)

Deputy Designated Safeguarding Leads: 01983 529569

Suze Keynes – Training & Development Lead

01983 529569 (Callswitch 31)

Sophia Preston – Service Team Lead

01983 529569 (Callswitch 12)

Kathy Whitewood – Head of Service

01983 529569 (Callswitch 33)

07570 281416

Board Safeguarding Lead:

Vacant

4. The roles and responsibilities of the designated safeguarding lead are:

- To ensure that all staff, contractors, volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a child or young person may be experiencing or has experienced abuse or neglect or where their safety is at risk.
- To ensure that concerns are acted on, clearly recorded and referred to other agencies where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the Safeguarding Board or serious case review process.
- To reinforce the utmost need for confidentiality and to ensure that staff are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- To ensure that staff working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

5. Responding to people who have experienced or are experiencing abuse

The Youth Trust recognises that it has a duty to act on reports, or suspicions of abuse or neglect, in following our safeguarding protocol.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying

- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding lead or their deputy.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to other agencies.

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material, sexual abuse includes child sexual exploitation (missing exploited and trafficked)
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centered care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

Where a member of staff suspects abuse when supporting a client, this will be reported to the relevant authorities according to our safeguarding protocol procedure outlined in this document. Where the suspicion of abuse is against a member of staff, volunteer or other person associated with the Youth Trust, these reports will be reported following the LADO (Local Authority Designated Officer) procedure, which is outlined in this policy.

6. Recording and managing confidential information

The Youth Trust is committed to maintaining confidentiality wherever possible and information around Safeguarding children and young people should be shared only with those who need to know.

The information should be factual and if recording an opinion or professional judgement this must be clearly stated, record what the person tells you, what you have seen and if there are witnesses, they must record their own accounts as soon as possible.

The information that is recorded will be kept secure and will comply with GDPR policies and procedures.

This information will be secured in a locked filing cabinet in the organisation or on an encrypted database. Access to this information will be restricted to the Designated Safeguarding Lead and Deputies.

7. Monitoring and Review

This policy will be monitored annually to judge its effectiveness and will be updated in accordance with changes in the law. We will report to the Board of Trustees on any actions or activities undertaken to improve equality of opportunity. Any revisions will be brought to the attention of all staff and volunteers. This policy will be applied equally, fairly, and without exception. Any information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection legislation.

Youth Trust PROTOCOL FOR RAISING SAFEGUARDING CONCERNS ABOUT A CHILD

Designated Safeguarding Lead:
Practice Lead Meghann Ayres –
01983 529569 (callswitch 10)

Deputy Designated Safeguarding Leads:
01983 529569
Head of Service Kathy Whitewood –
01983 529569 (callswitch 33)

Training & Development Lead Suze Keynes
01983 529569 (callswitch 31)

Service Team Lead Sophia Preston
01983 529569 (callswitch 12)

Board Safeguarding Lead:
Vacant

Safeguarding concern identified

Concern to be discussed with the DSL or Deputy DSL if DSL not available.

DSL/ Deputy DSL to review the concern with referrer and agree next steps.

Decision made to refer the concern to the Schools DSL (if pupil in school) or IW Children’s Social care (MASH)

Decision to monitor the concern.

Decision made to discuss the concern informally with the parent/carer.

Monitor

Discuss

Refer

Professional raising the safeguarding concern to complete an Inter-Agency Referral Form to MASH. Social care response to be added to client notes. Schools are responsible for completing the IARF if school service. School referral form to be completed (copy to be added to client file on IAPTUS). Referrer to notify the DSL and client to be added to the Risk Register for monitoring.

Referring Professional asked to monitor child or YP and feedback to the DSL/Deputy DSL within an agreed timescale.

Monitor

Refer

Once discussed with parent/carer, referrer to feedback to DSL/ Deputy DSL. Decision to monitor, refer to social care or close case.

Record

Full details of the concern should be recorded in client notes on IAPTUS. Client to be added to the Risk Register if risk level is Amber/Red.

In exceptional circumstances, anyone may report concerns directly to children’s social care.

All urgent Safeguarding concerns should be made by telephone to the Isle of Wight Children’s Social Care Professionals Line on 0300 300 0901.
An Inter-Agency Referral Form **MUST** be completed in **ALL** cases.
In an emergency: call 999
Prevent/Chanel Referrals: Police call 101 or email: prevent@iow.gov.uk
You can also contact the MASH Team for advice.

Complaints:

Complaints are managed through local procedures (see reference page) Escalation Policy

HIPS Joint Working Protocol for the Professional Challenge and Resolution of Professional Disagreement. (May 2019).

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1. Aim

Professional challenges should be seen as part of 'healthy' professional working relationships. Practitioners should be encouraged to give or receive professional challenge in a constructive and positive way. Successful joint working is reliant upon resolving disagreements effectively, and a genuine belief in a partnership approach to safeguarding children. The focus of this policy is to ensure that positive resolution of professional difference leads to better outcomes for children and the continuation of good partnership working. Agencies should work to the principle of resolving disagreements and maintaining positive relationships at the lowest possible level, so that each agency is satisfied that their concerns have been listened to and the focus has been on achieving the most appropriate outcomes for children and families.

This policy relates to the resolution of differences between agencies. For disputes within agencies, in house procedures should be followed.

2. Introduction

It is the Local Safeguarding Children Board's responsibility to publish a Threshold Document, which sets out the local criteria for action in a way that is transparent, accessible and easily understood. However, it is recognised that working with children and families can be difficult and complex. It involves dealing with uncertainties and making important, complex judgements on the basis of incomplete information to demanding timelines in what may be changing, hostile or stressful circumstances.

In most circumstances, there is mutual agreement between professionals as to the application of thresholds when working together to safeguard children and young people. However, when there are professional concerns or disagreements over another professional's decisions, including their actions or lack of actions, the repercussions can be extremely serious for the children and young people concerned. When communicating disagreement, professionals should remain respectful of each other at all times and this should be evidenced in both their direct and written communication, and throughout the escalation resolution process.

Problem resolution is an integral part of professional co-operation and joint working to safeguard children and it is important to:

- Ensure professional disputes do not put children at risk or obscure the focus on the child.
- Ensure professional disputes between agencies are resolved in a timely, open and constructive manner.
- Identify problem areas in working together where there is a lack of clarity and to promote resolution via amendment to protocols and procedures.

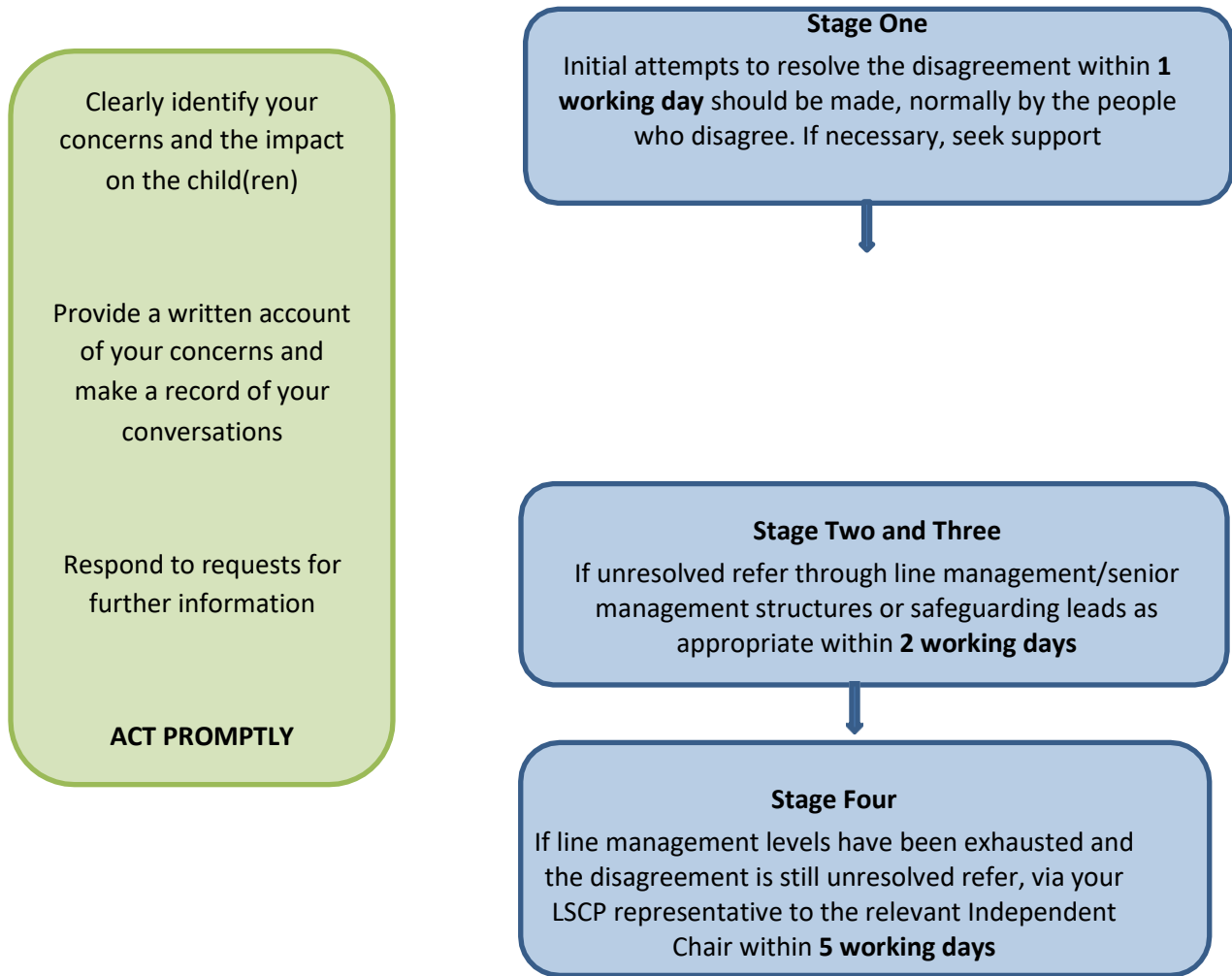
When a practitioner identifies a concern which requires resolution, the practitioner has a duty to ensure that they communicate their concerns in writing to the relevant professional on the same working day, or as soon as possible thereafter.

The policy is to be used by all those who work with children and families. The rationale is to provide a framework by which professionals can have an open, honest and transparent conversation to resolve the conflict of their professional opinion. By managing differences of opinion in a restorative manner, the aim is to achieve the best outcomes for the child to ensure they receive the right support at the right time. To aid these conversations, all professionals should have due regard to their local areas **Thresholds Documents**, considering the indicators of need within these and be clear about which are currently present within the child's life. They should also have regard to, and use where appropriate, any relevant **toolkits** that support practitioners in describing and quantifying their concerns.

It is also essential to recognise that all contacts and/or referrals to the Multi-Agency Safeguarding Hub (MASH) or Children's Social Care should be done so with the knowledge and agreement of the parent/carer(s). They need to know what information is being shared and the purpose for this, without this consent the contact/referral will not be accepted. However, there are exceptional circumstances under which a contact/referral will be accepted without parent/carer consent and these are:

- When seeking consent to share information would put a child or others at risk of significant harm; or
- If it would undermine the prevention, detection or prosecution of a crime; or
- The professional has either tried to seek consent, or consent was refused, and they feel that the indicators clearly demonstrate that the thresholds for tier 3 or 4 are met **and** not to do so would potentially have a significant impact on the child's safety and well-being; or
- Where fabricated or induced illness (FII) is suspected (see the [4LSCB Guidance on FII](#))

3. Process and timescales



Stage One: Direct Professional to Professional Discussion.

Differences of opinion or judgement should be discussed between frontline professionals, where any indication of risk or need that demonstrates a threshold has been met should be clearly set out including any supporting evidence. The aim is to achieve a shared understanding, agree a resolution and plan. If professionals are unable to resolve differences within 1 working day, the disagreement should be escalated to stage two.

Stage Two: Direct First Line Manager to First Line Manager Discussion.

If stage one fails to resolve the issue then each professional should discuss the issue with their line manager and/or [safeguarding](#) professional. This first line manager (or safeguarding professional) should then liaise with the other professional's line manager in an attempt to reach a resolution, highlighting the risk or need that the child has and why this meets or does not meet the threshold in their professional opinion. Within this process, the manager may disagree with their employee's assessment and this will be confirmed with the other party. If a resolution cannot be reached, the disagreement should be escalated to stage three.

In agencies where the management chain has already been exhausted, the most senior staff member should escalate their concerns to the next tier of management in the other agency. This principle applies to **all** escalation sections within this policy.

Stage Three: Senior Manager to Senior Manager Discussion.

If concerns remain unresolved at this stage a senior manager to senior manager discussion should take place to discuss the concerns and convene jointly a Resolving Professional Disagreements Meeting with the practitioners and first line managers. Advice and support should also be sought from the designated safeguarding children professional within their agency.

Stage Four: Local Safeguarding Children Board Resolution Panel chaired by the LSCB Independent Chair.

In the unlikely event that the issue is not resolved by the steps described above and/or the discussions raise significant policy issues, the matter should be referred urgently to the LSCB for resolution. This should include the agency from which the professional difference originates forwarding a written account of the dispute and what attempts have been made to resolve this. The Chair of the LSCB who will convene a resolution panel made up of senior representatives from the statutory and voluntary organisations within the LSCB.

Timescales: Stage one of the escalation process should be completed within one working day, stages 2 and 3 should be completed within two working days, and stage 4 should be completed within 5 working days or a timescale which protects the child (whichever is less). A clear record should be kept at all stages, by all parties. 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, ensuring the actions and timescales for this are clearly defined and agreed by all parties.

4. Dissent at Contact/Referral Stage within the Multi-Agency Safeguarding Hub (MASH)

Principle: The safety of the child or children is the paramount consideration in any professional disagreement and any unresolved issues should be escalated with due consideration to the risks that might exist for the child.

Initial attempts should be taken to resolve the problem; the expectation should be to resolve difficulties at practitioner/case worker level between agencies. All agencies are responsible for ensuring their staff are competent and supported to escalate appropriately [intra](#) and [inter](#)-agency concerns and disagreements about a child's wellbeing. Agencies / professionals should not be defensive if challenged and should always be prepared to review decisions and plans with an open mind and revise decisions in light of new information.

At no time must professional dissent detract from ensuring that the child is safeguarded. The child's welfare and safety must remain paramount throughout.

Disagreements over the handling of concerns reported to the MASH typically occur when:

- The contact/referral is not considered to meet eligibility criteria for assessment by Children's Social Care Services.
- MASH concludes that further information should be sought by the referrer before the contact/referral is progressed.
- There is disagreement as to whether child protection procedures should be invoked, and a strategy meeting held.

- Children's Social Care Services and the Police place different interpretations on the need for single/joint agency response.
- There is disagreement regarding the need to convene an Initial Child Protection Conference (see **Section 5, Dissent about Need for Child Protection Conference**).

Where disagreement occurs regarding the contact/referral into MASH, the first stage should be for a conversation between the referring professional and the MASH Team to explore the reasons and to understand the issues from each other's perspective. All conversations should start with the MASH team asking the referring professional to "**help me understand why you are worried?**" The referring professional should have regard to the indicators of need for tier 4 within the **Thresholds Document** and be clear about which of these are currently present within the child's life that are causing concern that they are at risk of or are currently experiencing significant harm.

Should this conversation not resolve the difference in a way or within a time scale which is acceptable to both of them; they should discuss this with their manager or supervisor. Differences in knowledge and experience may affect individuals' ability to challenge and all professionals should seek advice and support from the safeguarding lead in their organisations if needed.

Escalation can be via telephone, face to face meeting or teleconference calls, but must always be fully recorded by both parties.

In the particular circumstances where there is disagreement between police and social care as to whether a joint agency approach is required the matter should be escalated from Team Manager/Sergeant to District or Service Manager/Inspector level. If there is still no agreement (such circumstances should be rare) further escalation can occur to Area /Deputy/Assistant Director/Chief Inspector level for final resolution.

At this point a discussion/meeting should be called to discuss the situation involving all parties. Records of discussions must be maintained by all the agencies involved. The outcome of discussions and agreed actions should also be recorded.

5. Dissent about Need for Child Protection Conference

The decision whether or not to convene a Child Protection Conference rests with Children's Social Care Services. However, those professionals and agencies who are most involved with the child and family, and those who have taken part in a Section 47 Enquiry, have the right to request that Children's Social Care Services convene a Child Protection Conference if they have serious concerns that a child's welfare may not otherwise be adequately safeguarded.

Any such request that is supported by a senior manager, or a designated or named Professional, should normally be agreed. Where there remain differences of view over the necessity for conference in a specific case after the above escalation processes have been followed, the concerns should be escalated via the line management of Children's Services and the other agency involved, to the LSCB.

6. Dissent at Child Protection Conferences

If a Child Protection Conference is unable to achieve a consensus as to the outcome, the Conference Chair will make a decision and note any dissenting views. This will include the situation where there is no majority view and where the Conference Chair exercises his or her decision making powers. The Chair will take the views of the Conference into account but can overrule the majority view if necessary. The Chair's decision is final.

The agency or individual who dissents from the Chair's decision must determine whether s/he

wishes to further challenge the result.

If the dissenting professional believes that the decision reached by the Conference Chair places a child at (further) risk of Significant Harm, it is expected that s/he will formally raise the matter first with the Conference Chair and if no resolution is reached then with their line manager and/or Designated or Named Professional in their agency.

This will require a discussion between a Children's Services Social Care senior manager and their equivalent in the relevant agency.

If agreement cannot be reached following discussions between the above managers, the issue must be referred without delay through the line management of the respective agency/agencies structure.

At this point a meeting should be called to discuss the situation involving all parties. Records of discussions must be maintained by all the agencies involved. The outcome of discussions and agreed actions should also be recorded. If the concern still remains at this stage the dissenting professional / agency can appeal via the LSCB,

7. Dissent Regarding the Implementation of the Child Protection Plan

Concern or disagreement may arise over another professional's decisions, actions or lack of actions in the implementation of the Child Protection Plan, including participation in Core Group meetings.

The line managers of the professionals involved should first address these concerns.

If agreement cannot be reached following discussions between the above 'first line' managers, the issue must be referred without delay through the line management of each agency.

Within Health services, input should be sought from the Named professionals within the organisation who may seek further support from the designated professionals within the CCG.

Where the issue cannot be resolved, this should be referred back to the Conference Chair for consideration of convening a Review Child Protection Conference to review the plan and the progress against agreed actions.

This document reflects the policies, protocols and guidance outlined in the Local Children's Safeguarding Partnership procedures and protocols for Children and the policies, protocols and guidance set out by the Local Safeguarding Adults Board.

Safeguarding Statement for Vulnerable Adults

This statement relates to vulnerable young adults and outlines the specific steps the Youth Trust will make to safeguard a young adult with care and support needs if they are deemed to be at risk.

This statement sets out the roles and responsibilities of the Youth Trust in working together with other professionals and agencies in promoting the young vulnerable adult's welfare and safeguarding them from abuse and neglect. It is acknowledged that significant numbers of vulnerable adults are abused, and it is important that the Youth Trust has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

This policy is intended to support staff working within the Youth Trust to understand their role and responsibilities in safeguarding adults. The policy applies to all staff, including all staff and contractors, trustees, volunteers, agency staff, volunteers and anyone working on behalf of the Youth Trust.

The Youth Trust will ensure that decisions made will allow adults to make their own choices and include them in any decision making. The Youth Trust will also ensure that safe and effective working practices are in place.

The key objectives of this policy are for all employees, trustees and volunteers of the Youth Trust to:

- Have an overview of adult safeguarding
- Be clear about their responsibility to safeguard adults
- Ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Isle of Wight Safeguarding Adults Board's local procedures
Making Safeguarding Personal 2014

What is Safeguarding Adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The Youth Trust should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. The Youth will be transparent and accountable in following all safeguarding actions.

In order to implement the policy, the Youth Trust will work:

- To promote the freedom and dignity of the person who has or is experiencing abuse
- To promote the rights of all people to live free from abuse and coercion
- To ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- To manage services in a way which promotes safety and prevents abuse
- Recruit staff and volunteers safely, ensuring all necessary checks are made
- Provide effective management for staff and volunteers through supervision, support and training

The Youth Trust:

- Will ensure that all management, staff, contractors, trustees, volunteers, service users, and carers/families are familiar with this policy and procedures.
- Will work with other agencies within the framework of the IOW Safeguarding Adults Board Policy and Procedures and national guidance.
- Will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency.
- Will inform service users that where a person is in danger, a child is at risk, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- Will make a referral to other agencies as appropriate
- Will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- Will ensure that the Designated Safeguarding Lead (DSL) understands her responsibility to refer incidents of adult abuse to the relevant statutory agencies.
- Will in line with Making Safeguarding Personal guidance (2014) respond to safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

The Designated Named Person for Safeguarding Adults in the Youth Trust is:

Designated Safeguarding Lead: 01983 529569

Meghann Ayres – Practice Lead (CallSwitch 10)

Deputy Designated Safeguarding Leads: 01983 529569

Kathy Whitewood – Head of Counselling and Wellbeing
01983 529569 (CallSwitch 33)

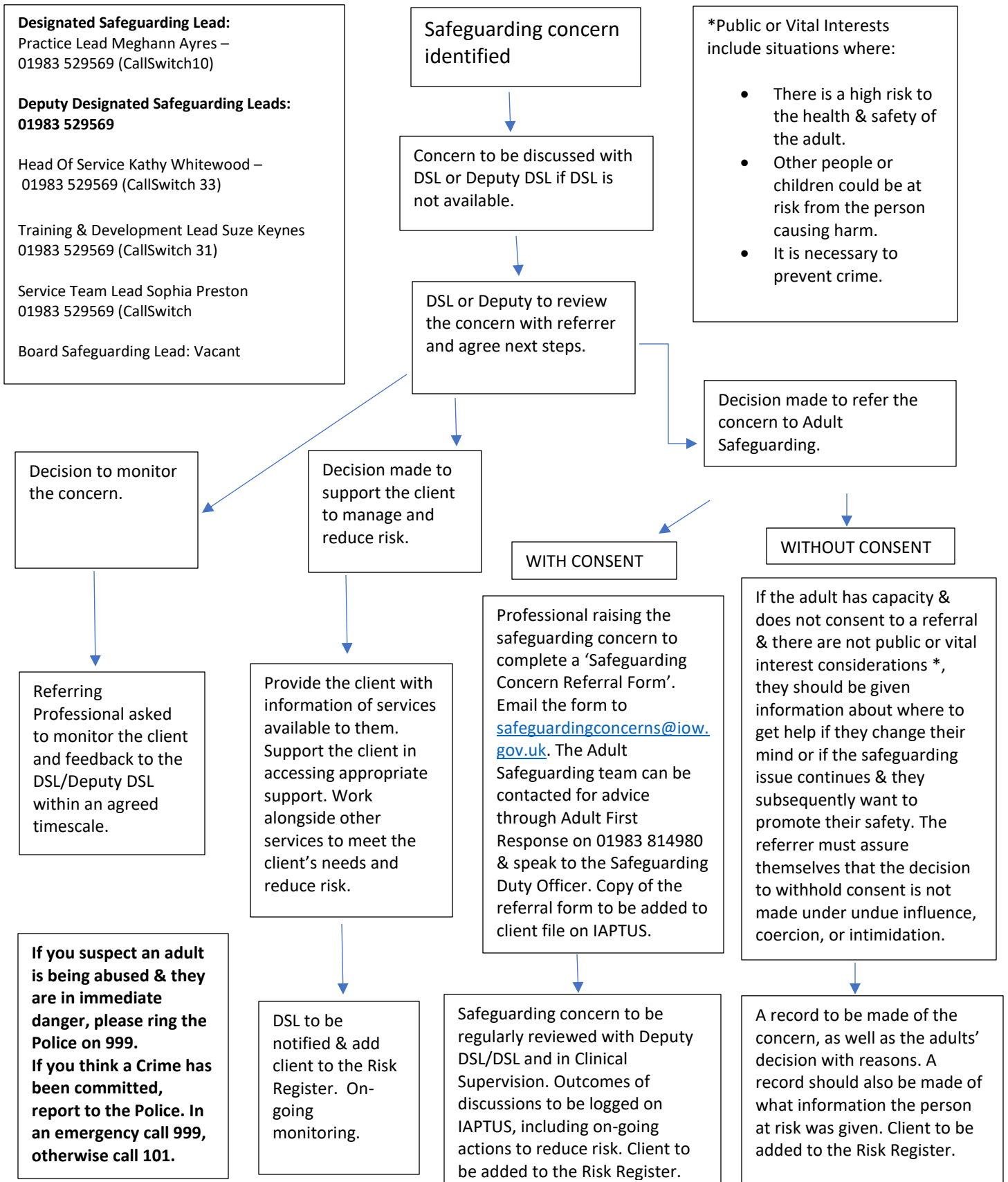
Suze Keynes – Training & Development Lead
01983 529569 (CallSwitch 31)

Sophia Preston – Service Team Lead
01983 529569 (CallSwitch 12)

Board Safeguarding Lead:

Vacant

FLOW CHART FOR RAISING ADULT SAFEGUARDING CONCERNS



(Adult social care allegations against those in a position of trust).

[Responding To Self-Neglect and Persistent Welfare Concerns \(iowsab.org.uk\)](http://iowsab.org.uk)

LADO procedure for managing allegation made against member of staff or volunteer

The Youth Trust will ensure that any allegations made against member of staff, contractor, volunteer and trustees by children and young people/vulnerable adults will be dealt with swiftly.

The Youth Trust will follow the LADO procedure which has been implemented by the Isle of Wight Safeguarding Board, and which is outlined on the flowchart on the next page.

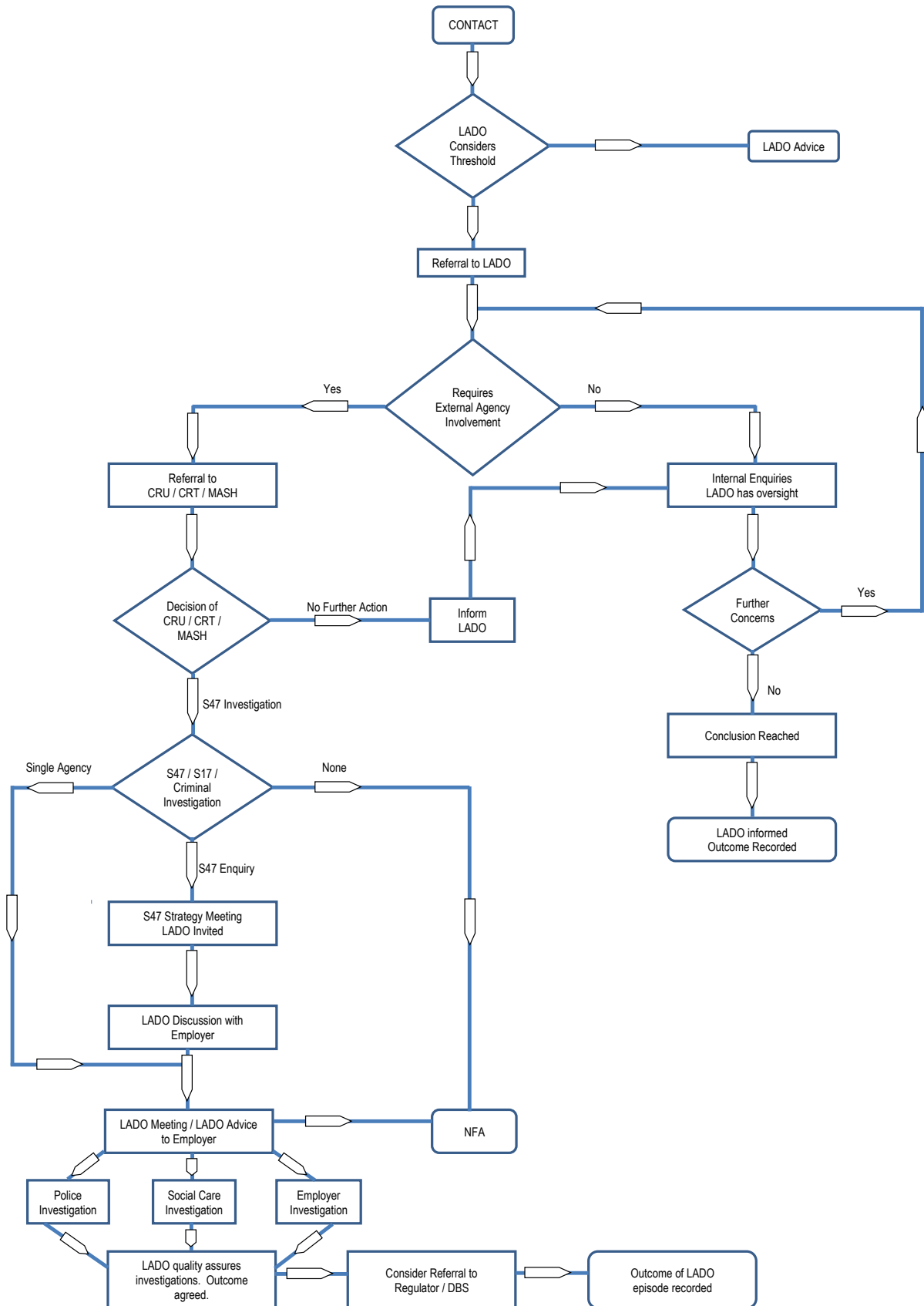
The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated safeguarding lead will liaise with the LADO to discuss the best course of action and to ensure that the Youth Trust's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

If a member of the management, a trustee, staff member or volunteer feels unable to raise this concern with the Designated Safeguarding Lead or their deputy then concerns can be raised directly with the LADO. The alleged victim will be told that this will happen.

The Youth Trust has a whistleblowing policy and staff are aware of this policy. Staff will be supported to use this policy.

ISLE OF WIGHT LADO PROCESS FLOWCHART



Safeguarding Reporting Procedure & Form

This form is to be used by any member of the Youth Trust staff who has been involved in or witnessed a safeguarding incident that requires formal reporting. ANY incident that needs addressing and follow up should be reported, and the Youth Trust has a policy that 'if in doubt, report'.

As a guide, Safeguarding can be identified as a disclosure that involves:

- **Harm or injury** to service users, members of staff or members of the public.
- **Physical assault** on any service users, members of staff or members of the public.
- **Verbal abuse** of any service users, members of staff or member of the public.
- **Personal Disclosure or safeguarding incident**
- **Unexpected incident** leading to high levels of trauma.
- **Any other incident** that the Youth Trust member of staff feels the need to report to management and/or Trustees.

If a member of staff feels an incident has taken place that requires reporting, this form should be used and the procedure below followed. **Please note that the incident should be verbally reported immediately** to one of the people named in the next section, and then reported in writing using this form as soon as possible, but no later than within 24 hours of the incident occurring.

All Youth Trust staff involved in the process of reporting must keep detailed notes of what has happened, when, with whom and record details of conversations, outcomes etc. If it is necessary to cancel counselling appointments to report an incident, the Youth Trust management and Trustees would expect this to happen. The protection of clients, staff and members of the public is considered paramount.

You must tell immediately one of the people named below that an incident has occurred and give an outline of what has occurred. Please start at the top of the list and work down in order until you have notified someone.

Meghann Ayres	Triage Practice Lead - DSL	01983 529569 (Callswitch Ext 10)
Kathy Whitewood	Head of Counselling & Wellbeing	01983 529569 (Callswitch Ext33)
Suze Keynes	Deputy Designated Safeguarding Lead	01983 529569 (Callswitch Ext 31)
Sophia Preston	Deputy Designated Safeguarding Lead	01983 529569 (Callswitch Ext 12)
Vacant	Safeguarding Lead & Trustee	07880 772709
Malcolm Marshall	Chair of Trustees	07919413093

What Happens Next?

Please submit this form (completed) to the Youth Trust admin office within 24 hours after the incident has occurred and tell the admin office who on the list above has been notified. Please ensure any additional information you wish to provide is securely attached to this form.

Particulars of the incident

Your Name:

Date of Incident:

Time (24 hour clock please):

Location where the Incident Took Place:

People directly involved and witnesses?

Client's Name (if applicable):

Client's D.O.B (if applicable):

Others:

Name	Phone	Directly Involved or Witness?

How many people were directly involved and/or witnessed the incident?

Directly involved **Witnesses**.....

What has happened?

Provide further information relating to the incident

Was any other body or authority e.g. Police, Medical Services etc. informed or called (if YES, please give details)?

Any other comments you wish to make?

Policy Document owner

The CEO and the designated safeguarding lead are jointly responsible for Reviewing this policy document and must also ensure that it is periodically reviewed according to the review requirements contained herein.

The latest version of this policy document dated August 2022 is available to all employees of Isle of Wight Youth Trust on the internal staff drive, Breathe.

Name of policy author: Director	Date: 11 June 2018
Updated by: CEO	Date: 09 October 2019
Updated by: CEO	Date: 02 April 2020
Updated by: Service Manager	Date: 19 January 2020
Updated by: Service Manager	Date: 21 April 2021
Updated by Kathy Whitewood	Date: 23 July 2021
Updated by Kathy Whitewood	Date: 24 January 2022
Updated by Kathy Whitewood/ Suze Keynes	Date: 23 August 2022

Change history record

Description of Change	Approved	Date of Issue
New policies and protocols adopted		June 2018
Updated with new CEO details		October 2019
Updated with Online Working & behaviours		April 2020
Change in contact details for Deputy Safeguarding Leads		January 2021
Addition of Deputy DSL and revised flow chart		April 2021
Revised Safeguarding Lead		Aug 2021
Revised Deputy Safeguarding Leads		February 2022
Revised flow chart and legislation		August 2022

This policy document was approved by Isle of Wight Youth Trust 's Board of Isle of Wight Youth Trust and is issued by the CEO on a version-controlled basis.

Appendix 1

What are the types of safeguarding adults' abuse?

The Care and Support statutory guidance sets out the main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Mate crime

- Hate crime
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners
- other family members
- neighbours
- friends
- acquaintances
- local residents
- people who deliberately exploit adults they perceive as vulnerable to abuse
- paid staff or professionals
- volunteers and strangers

Action to be taken if you receive an allegation about yourself: o Immediately inform your line manager and the Named Designated Person. The quicker that action is taken to assess/investigate the allegations, the sooner the situation will be resolved. o Record the facts as you understand them. o Ensure that no-one is placed in a position which could cause further compromise. Do not contact another agency involved with the child or young person concerned

Appendix 2

ONLINE SAFETY POLICY

This policy should be read alongside Isle of Wight Youth Trusts Safeguarding policies, processes and protocols.

More information about safeguarding and child protection can be found at www.learning.nspcc.org.uk/key-topics/safeguarding-and-child-protection

More information about Ethical Counselling online can be found at <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/good-practice-in-action/gpia047-working-online-fs/>

Purpose of this policy statement

The Isle of Wight Youth Trust works with children, young people and families as part of its activities. These include face to face and group therapy, therapeutic activity, advocacy, information, advice and signposting plus online counselling and group work, including the use of technology to communicate with or host meetings and workshops with young people.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices

The policy statement applies to all staff, contractors, volunteers, children and young people and anyone involved in the Isle of Wight Youth Trust's activities.

Legal framework

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children in England.

Summaries of the key legislation and guidance are available on:

- online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
- bullying learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- child protection learning.nspcc.org.uk/child-protection-system

We believe that:

- children and young people should never experience abuse of any kind
- children should be able to use the internet for access to therapy, education and personal development, but safeguards need to be in place to ensure they are kept safe at all times

We recognise that:

- the online world provides everyone with many opportunities; however, it can also present risks and challenges

- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using Isle of Wight Youth Trust's network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

We will seek to keep children and young people safe by:

- appointing our child protection lead as the online safety coordinator
- providing clear and specific directions to staff, contractors and volunteers on how to behave online through our behaviour code for adults (appendix 3)
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online developing an online safety agreement for use with young people and their parents/carers
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- providing training and guidance for staff, contractors and volunteers on the appropriate approved online and social media platforms to be used to deliver services and keeping children safe online
- reviewing and updating the security of our information systems regularly
- ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults, children and young people who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation

If online abuse occurs, we will respond to it by:

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff, contractors and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Counsellors Working online should:

- work to the codes of ethics and online competency framework set by their Professional Bodies and are expected to continue to work ethically with their Youth Trust clients in the spirit of the organisation's aims and ethos
 - consider the appropriateness of moving work online, keeping in mind possible limitations of using the technology and how it could affect boundaries and confidentiality
 - recognise that not all clients will want to work online or on the telephone and not all clients will be suitable for this kind of work
 - if appropriate, consider offering online support rather than actual therapy, the assessment of risk may differ to guidelines issued by the BACP and UKCP
 - consider the original referral reason and any possible dangers to the child or young person that may come from engaging with them online, including whether they will always be able to access the device to communicate with and who else may use it
 - consider possible risks - counselling sessions held online are in a far less contained environment than that held in a face-to-face setting, the online session may encourage feelings of fantasy and not being 'real' this could lead to The Disinhibition Effect (a) and the Blackhole Effect (b)
 - make use of supervision and organisational policies to support risk management of online working
- a) **The Disinhibition Effect** *The anonymity of the internet can cause people to act with less restraint than they would in a normal face-to-face session. A client may end up saying more than they intend to early in the relationship and this can lead to an increase in the pace of disclosures.*
- b) **Black hole effect** *A client disappearing without warning, especially after a disclosure, is a challenging situation that may arise during a session. This can be a form of acting out, a way of avoiding, or it can be entirely accidental. It can be very distressing for the counsellor and raises safeguarding issues. Guidelines must be very clear for the young person taking part in the online counselling session. They need to know that you will take safeguarding steps as normal if a disclosure is made.*

Appendix 3

Behaviour Code of Conduct – for adults working with Children & Young People

Purpose

This behaviour code outlines the conduct the Isle of Wight Youth Trust expects from all our staff, contractors and volunteers. This includes trustees, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.

The behaviour code aims to help us protect children and young people from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people.

The Isle of Wight Youth Trust is responsible for making sure everyone taking part in delivering our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

The role of staff and volunteers

In your role at the Isle of Wight Youth trust you are acting in a position of authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model and are expected to act appropriately.

Responsibility

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
 - ensuring equipment is used safely and for its intended purpose
 - having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures
 - including our policies and procedures for child protection/safeguarding, whistleblowing and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to **Kathy Whitewood (Head of Service) or Jo Dare (CEO)**
 - reporting all concerns about abusive behaviour, following our Safeguarding policies and protocols
 - this includes behaviour being displayed by an adult or child and directed at anybody of any age

Rights

You should:

- treat children and young people fairly and without prejudice or discrimination
- understand that children and young people are individuals with individual needs
- respect differences in gender, gender identity, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable

Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate and relevant to the work of the project or activity you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people
 - if a situation arises where you are alone with a child or young person, ensure that you are within sight or hearing of other adults (unless in a 1-1 counselling situation, face to face or online)

- if a child specifically asks for or needs some individual time with you or are providing 1-1 counselling, ensure other staff or volunteers know where you and the child are
- all contact with children and young people whether face to face, online or telephone will be logged appropriately
- only provide personal care in an emergency and make sure there is more than one adult present if possible
 - unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely
- maintain a clear distinction between personal and professional online presence
 -
 - do not befriend or accept a friend request on personal social media by a child or young person or client

Respect

You should:

- listen to and respect children at all times
- value and take children's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible and following Ethical Frameworks for Counselling situations.
 - if you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

Unacceptable behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children, young people or clients
- make inappropriate promises to children, young people or clients
- engage in behaviour that is in any way abusive
 - including having any form of sexual contact with a child, young person or client
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
 - in exceptional circumstances when email contact is made, only Isle of Wight Youth Trust email addresses are to be used
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- discuss confidential, personal or sensitive information about children, young people, clients or their families, unless as part of essential service delivery.

Framework for Assessing a Safeguarding Policy

Appendix 4- HIPS Child Procedures (including CSE, Trafficked and Exploited

[Welcome | Hampshire, Isle of Wight, Portsmouth and Southampton \(hipsprocedures.org.uk\)](https://hipsprocedures.org.uk)

[Inter-agency referral to Children's Services - Section 1 - Hampshire County Council \(hants.gov.uk\)](https://hants.gov.uk)

[Hampshire & IOW Thresholds Chart \(hampshirescp.org.uk\)](https://hampshirescp.org.uk)

[Policies, Protocols, Guidance: Isle of Wight Safeguarding Children Partnership \(iowscp.org.uk\)](https://iowscp.org.uk)

Appendix 5 Local Safeguarding Adults Board Procedures

[SAFEGUARDING ADULTS' POLICY V3 13 January 2020 \(iowsab.org.uk\)](https://iowsab.org.uk)

Appendix 6 Equality Impact Assessment



Equality%20Impact%
20Assessment%20-%2

Appendix 7 Reference list

[Care Act 2014 \(legislation.gov.uk\)](https://legislation.gov.uk) 2014

[Making Safeguarding Personal | Local Government Association](https://www.local.gov.uk)2014/15

[Confidentiality: good practice in handling patient information \(gmc-uk.org\)](https://gmc-uk.org) 2017

[The Code \(nmc.org.uk\)](https://nmc.org.uk) 2022

[Mental Capacity Act 2005 \(legislation.gov.uk\)](https://legislation.gov.uk) 2005

[Children Act 1989 \(legislation.gov.uk\)](https://legislation.gov.uk) 1989

[Children Act 2004 \(legislation.gov.uk\)](https://legislation.gov.uk) 2004

[Working Together to Safeguard Children 2018 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk) 2018

[Promoting the health and wellbeing of looked-after children - GOV.UK \(www.gov.uk\)](https://www.gov.uk) 2015

[Isle of Wight Safeguarding Adults Board \(IOWSAB\)](https://www.iowsab.org.uk) (Multi Agency Policy and Toolkit) 2014

[Prevent duty guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk) 2015

[NHS England » Safeguarding Policy](https://www.nhs.uk) 2015

[Looked-after children and young people \(nice.org.uk\)](https://www.nice.org.uk) 2021

[Keeping children safe in education 2022 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk) 2022

Policy Title	Safeguarding Policy, Procedures and Protocol
Policy number	005a
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