

## **POLICY: SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS' POLICY**

Relevant to:	Staff, volunteers, participants, contractors, visitors, trustees, agency workers
Review owner:	Chief Operating Officer
Review frequency	Annually
Last review date:	April 2023
Links to other policies:	Safer Recruitment, Lone Working, Health & Safety, Whistle Blowing and Confidentiality, Code of Conduct policy, GDPR, Data Protection policy, Disciplinary, Code of Conduct Complaints, Safer Recruitment, Anti-bullying. Children and Adult Safeguarding Guidance, Practice Standards, Daybreak Annual Safeguarding Audit Tool
Linked Documents:	LWRA1 (Lone Working Risk Assessment), Toxic Trio, Safeguarding Form (SharePoint)

### **PURPOSE AND AIM**

1. To provide staff with the framework to promote and safeguard the wellbeing of children, young people and vulnerable adults.
2. To ensure consistent good practice across the organisation.
3. To demonstrate our commitment to protecting our beneficiaries.

### **LEGAL AND GOVERNANCE CONTEXT**

4. As Detailed below:
  - The Care Act 2014
  - The Children Act 1989;
  - The Children Act 2004;
  - Health and Care Act 2022: Adults Social Care
  - Working Together to Safeguard Children 2018;
  - Mandatory Reporting of Female Genital Mutilation 2016
  - The Children and Social Work Act 2017.
  - Keeping Children Safe in Education 2019.
  - The Education Act 2002.
  - The United Nations convention on the Rights of the Child 1992.
  - The Equality Act 2010.
  - The Children and Families Act 2014.
  - The Human Rights Act 1998.
  - The 'No Secrets' guidelines published by the Department of Health in 2000.
  - The National Multi-agency Policy, Procedures and Practice Guidelines 2001, which are concerned with vulnerable adults who are 18 and over and unable to protect themselves from abuse, without assistance, in a variety of domestic and care settings.
  - Youth Justice and Criminal Evidence Act 1999
  - Mental Health Act 1983
  - The Human Rights Act 1998
  - Safeguarding Adults Legislation 2019

## POLICY STATEMENT

5. Daybreak is firmly committed to the belief that all children, young people and vulnerable adults have a fundamental right to be protected from harm, and fully recognises its responsibility for safeguarding and child protection.
6. Safeguarding determines the actions that we take to keep children and young people safe and protect them from harm in all aspects of their engagement with Daybreak.
7. The safety and protection of all beneficiaries that Daybreak supports is paramount and has priority over all other interests.

## DEFINITION OF HARM

8. For the purposes of this policy Daybreak has defined harm as:
  - **Abandonment** – leaving a child alone and unattended in circumstances that are inappropriate for their age/level of ability.
  - **Emotional/Psychological abuse** – persistent emotional ill treatment that has a severe adverse effect on the emotional development of a young person. It may involve conveying to them that they are not wanted, not loved, useless, worthless. It may involve inappropriate expectations (such as taking on the responsibilities of an adult within the family) being placed on the young person leaving them feeling frightened and unable to cope. It may also involve the exploitation or corruption of young people.
  - **Neglect** – the persistent failure to meet the basic physical and physiological needs of a young person that results in the serious impairment of their health and development, including the failure to provide adequate food, clothing and shelter and failure to respond to basic emotional needs, such as being cared for when sick.
  - **Physical abuse** – hitting, kicking, shaking, slapping, throwing, burning, scalding, poisoning, drowning, suffocating or any other action intended to cause physical harm or ill-health to a young person.
  - **Financial or Material abuse** - Theft or exploitation in financial matters or transactions, and the misuse or misappropriation of possessions or benefits.
  - **Discriminatory abuse** - This may involve racist, sexist, and religious abuse; abuse that is based on a person's disability, size, gender, age or marital status.
  - **Domestic abuse** - This includes psychological, physical, sexual, financial, emotional abuse; so, called 'honour' based violence.
  - **Modern slavery** - This encompasses slavery, human trafficking, forced labour and domestic servitude.
  - **Self-neglect and Self-harm** - This includes deliberately injuring oneself and a wide range of other behaviours including neglecting to care for one's personal hygiene, health, or surroundings, and includes behaviours such as hoarding.

- **Female Genital Mutilation (FGM)** - This includes procedures that intentionally alter or injure the female genital organs for non-medical reasons.
- **Criminal exploitation** - is child abuse where children and young people are manipulated and coerced into committing crimes.
- **Sexual abuse or sexual exploitation** – forcing or enticing a young person to participate in sexual activities, whether the young person is aware of what is happening. It includes child prostitution, encouraging young people to watch or participate in the production of pornographic material and encouraging young people to behave in sexually inappropriate ways. Sexual acts include penetrative and non-penetrative acts such as touching or stroking. The **Sexual Offences Act 2003** (updated 2018) defines ‘consent’ as ‘*if he/she agrees by choice and has the capacity to make that choice*’. The Act removes the element of consent for many sexual offences for:
  - Children under 16 (including under 13).
  - Children under 18 having sexual relations with a person in a position of trust.  
  
(E.g., teachers, police officers; youth workers, foster carers)
  - Children under 18 involved with family members over 18.
  - Persons with a mental disorder impeding choice or who are induced, threatened or deceived.
  - Persons with a mental disorder who have sexual relations with care workers.

**In relation to young people under the age of 13, consent is irrelevant. The law says, ‘a child under the age of 13 does not, under any circumstances, have the legal capacity to consent to any form of sexual activity’.**

**The Police must be informed immediately of any sexual activity involving a child under 13.**

- **Peer abuse** - young people are vulnerable to abuse from their peers, particularly when they are away from home. Teenagers and younger children commit a significant proportion of sex offences. Any such abuse must be taken as seriously as abuse perpetrated by an adult and the same procedures must be followed.
- **Exposure to drug/ alcohol misuse** – encouraging or permitting young people who are under the legal age to use alcohol and drugs in a way that is harmful to their health.
- **Radicalisation** - attempting to radicalise vulnerable children and young people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

### **Vulnerability of Children and Young People with Additional Needs**

9. Children with additional needs, including those with physical disabilities, special educational needs, neurodiverse needs, emotional and behavioural difficulties, or mental health issues are particularly vulnerable and at greater risk of all forms of abuse, including abuse whilst being cared for in institutions.

10. The presence of multiple disabilities increases the risk of both abuse and neglect. Children with disabilities have the same rights to protection as any other child. People caring for and working with children with additional needs need to be alert to the signs and symptoms of abuse.
11. Children with disabilities may be especially vulnerable to abuse for several reasons:
  - An increased likelihood that the child is socially isolated.
  - A need for practical assistance in daily living, including intimate care.
  - Physical dependency with consequent reduction in ability to be able to resist or avoid abuse.
  - Communication or learning difficulties preventing disclosure or making disclosure more difficult.
  - Carers and staff lacking the ability to communicate adequately with the child.
  - The child being especially vulnerable to bullying, intimidation or abuse by their peers.
  - Some sex offenders may target disabled children in the belief that they are less likely to be detected.
  - Over-identification with the needs of parents/carers that can lead to a professional reluctance to make judgements about aspects of parenting.
12. In addition to the universal indicators of abuse/neglect, the following abusive behaviours must be considered in relation to children/young people with disabilities:
  - Force feeding.
  - Unjustified or excessive physical restraint.
  - Rough handling.
  - Behaviour modification techniques which include the deprivation of liquid, medication, food, or clothing.
  - Misuse of medication, sedation, heavy tranquillisation.
  - Invasive procedures against the child's will where the child is competent.
  - Failure to attend medical appointments and/or follow medically recommended treatment programmes where the child suffers harm as a result.
  - Ill-fitting equipment e.g., callipers, sleep boards which may cause injury or pain.
  - Misappropriation/misuse of a child's finances.
13. Safeguards for children with additional needs are essentially the same as for all other children. Particular attention should be paid to promoting a high level of awareness of the risks of harm and to high standards of practice. Concerns about the welfare of a child with a disability should be acted upon at an early stage in the same way as for any other child as detailed in the procedures.

## **Vulnerable Adults**

### **Definition of Adult and Child Safeguarding**

#### **Adult Safeguarding**

It 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 risk and experience of abuse or neglect, while at the same level making sure that the adult's wellbeing is being promoted, including, where appropriate, having regard of 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.

### **Vulnerable Adult at Risk**

The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of abuse, neglect, or exploitation
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse, neglect, and exploitation

### **The Toxic Trio**

14. The term 'Toxic Trio' has been used to describe the issues of domestic violence, mental ill-health and substance misuse which have been identified as common features of families where harm to women and children has occurred. They are viewed as indicators of increased risk of harm to children and young people.
15. Daybreak has created guidance notes for all staff highlighting the risk of harm related to the Toxic Trio; this guide includes reporting requirements - staff must report any suspicion that a child is experiencing any of these three risk factors to the Designated Safeguarding Lead.
16. This policy forms part of the Terms and Conditions of Employment and applies to all employees and contractors. Its purpose is to protect the personal safety of all children and young people using the facilities, resources and activities provided by Daybreak by actively promoting awareness, good practice, and sound procedures.

## **SAFEGUARDING & CHILD PROTECTION PROCEDURES**

### **Personnel/Recruitment**

17. Daybreak practices robust recruitment procedures in checking the suitability of staff and volunteers to work with children and young people, this includes:
- All employees will complete an application form or provide a CV and will be interviewed.
  - All employees are required to provide references, which are always verified.
  - All employees are required to provide evidence of their identity and qualifications.
  - All potential employees are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children or young people.
  - All employees have DBS checks at a level appropriate to their role. In the event of employment, any failure to disclose convictions will result in disciplinary action or dismissal.
  - Staff will not have unsupervised contact with children or young people until their suitability has been checked.
18. All new employees are required to sign up to the DBS online update service. Existing employees will be required to sign up when their DBS is next renewed. Sign up to the update service must be completed within 14 days of DBS check having been completed.
19. Status checks through the update service will be completed for all employees on an annual basis.
20. All employees will receive Safeguarding and Child Protection Training as part of their induction and throughout their employment at a level and frequency suitable for their role.
21. For further detail relating to recruitment please see the Safer Recruitment Policy.

### **Responsibilities (Organisation)**

22. Daybreak will ensure at least one member of senior staff will be Designated Safeguarding Lead (and in usual circumstances more than one senior member). All Programme Managers also undertake DSL training and are named Safeguarding Officers. It is the responsibility of the Safeguarding Officers to take appropriate action following any expression of concern and to report to the Designated Safeguarding Lead. The Designated Safeguarding Lead will be available to support with making referrals to the appropriate agency or in some circumstances taking the lead.
23. At least 1 Trustee is trained as a DSL and will take a lead role for Safeguarding on the Board of Trustees.
24. All employees will be made aware of the named Designated Safeguarding Leads and Safeguarding Officers and how to contact them (*See Appendix 1 for contact details*).

25. Daybreak will ensure that all staff members receive training to update them on Child Protection and Safeguarding at a level and frequency suitable for their role.
26. The Designated Safeguarding Leads or Safeguarding Officers will ensure that advice is sought from relevant child protection agencies when dealing with more complex issues.
27. Daybreak will ensure that all employees receive regular monitoring and supervision in their work with children and young people.
28. Daybreak will ensure that all employees have access to, and understand, the Prevent agenda in combating radicalisation.
29. **Prevent** – the Government's counter terrorism strategy is known as CONTEST (2018). Prevent is part of CONTEST. The purpose of PREVENT is at its heart to safeguard and support vulnerable people to stop them becoming terrorists or supporting terrorists, Prevent work also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. Prevent works in a similar way to programmes designed to safeguard people from gangs, drug abuse, and physical and sexual abuse. Success means an enhanced response to tackle the causes of radicalisation, in communities, online, in Prison's, and continues to provide effective support to those who are vulnerable to radicalisation; and disengagement from extremist activities by those already engaged in or supporters of terrorism.
  - Prevent Objectives:
  - Tackle the causes of radicalisation and respond to the ideological challenge of terrorism
  - Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support
  - Enable those who have already engaged in terrorism to disengage and rehabilitate

### **Responsibilities (Employees)**

30. All employees, whether paid or unpaid, working on behalf of Daybreak have a duty of care and a responsibility for the welfare of the children and young people that they work with in relation to their employment.
31. A duty of care is defined as the duty which rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible. Any person in charge of, or working with, children and young people in any capacity is considered, both legally and morally to owe them a duty of care.
32. Daybreak has a code of conduct in place which all staff must adhere to.
33. All employees, whether paid or unpaid, have a duty to ensure that any suspected incident, allegation, or other manifestation relating to child protection or radicalisation is reported using the reporting procedures detailed in this policy.
34. If in any doubt about what action to take, employees must seek advice from one of the named Safeguarding Leads (*See Appendix 1 for contact details*).
35. Should Daybreak take photographs of children and young people written permission from parents will be obtained before any photographic material of young people under the age of 18 is used in the public domain.

### **Mobile Phones and Personal Devices**

36. It is recognised that it is necessary for staff to have their Daybreak mobile phones with them when working with young people; phones are only permitted to be used for emergency situations.
37. Staff are not permitted to use personal mobiles, when working with young people. If staff have personal mobiles with them, they must be **switched off** and remain in bags. Staff are encouraged to give their work mobile and office numbers to family members in case of emergency.
38. Occasional circumstances may require a staff member to use their personal device as part of their employment, commissioned service, or the staff member may request to do so. Prior to any use of a personal device, for a work purpose; the staff member must have completed the digital form 'Use of Personal Devices', a copy is available upon request; and gained authorisation from a Programme Manager.
39. All staff members are permitted to take photos of children and young people, if Daybreak has marketing consent. Staff members must ensure that parent, carers, children and young people have completed Marketing Consent forms, prior to taking any photos of them. All staff, contractors and volunteers are required to complete a Marketing Consent Form.
40. Any participant having their photo taken, must have provided Marketing Consent. Photos may only be taken of a recognisable individual, after a Marketing Consent form has been completed.
41. Photographs of young people may only be taken with Daybreak' devices unless specifically authorised to use a personal device.
42. Photographs must be uploaded and saved to the secure SharePoint, Photo's folder as soon as possible, and then deleted immediately from the device.
43. The Fundraising Manager controls the use of photos, posted on social media and monitors the use of social media sites for marketing or communication purposes. Before using any photo, consent must be given, and permissions confirmed.
44. Specific Daybreak staff have been authorised to post directly to Facebook pages (Pre-school / After school / The Hub), for the promotion of their services. Guidance has been provided as to the appropriate content of such pages.
45. All Daybreak staff have access to post photos or good news stories on a secure Daybreak WhatsApp group/SharePoint, to enable the images to be used for marketing purposes.
46. All Daybreak' mobile devices can be checked at any time by a member of SLT.
47. **Any staff member or volunteer found to be non-compliant with this policy will face disciplinary action.**

### **Reporting Procedures**

48. Any suspicion, allegation or disclosure must be reported immediately (as soon as practicably possible on the day of the occurrence) to one of the Safeguarding Officers or Designated



Safeguarding Leads (DSL). Disclosure or evidence for concern may occur in a number of ways including a comment made by a child, physical evidence such as bruising, a change in behaviour or inappropriate behaviour or knowledge.

49. The employee must record the concern using the Safeguarding Form, which must remain confidential and be given to one of the Safeguarding Officers or Designated Safeguarding Leads immediately. A Safeguarding folder has been created on the secure cloud server/SharePoint and shared with Programme Managers to enable these forms to be scanned in and accessible to SLT, as soon as possible. This form must be stored securely following the Data Protection Procedures.
50. Whenever a Safeguarding Form has been saved into the Safeguarding folder, the member of staff must inform a Safeguarding Officer or Designated Safeguarding Lead that a form has been saved. A Safeguarding Officer or Designated Safeguarding Lead must move the form into a secure folder with restricted access; review the form, investigate and undertaken actions, if necessary.
51. The Safeguarding Officer or Designated Safeguarding Lead is responsible for making the decision as to whether further referral is necessary. This will either be to Children's Services, the MASH (Multi-agency Safeguarding Hub), or the Child Protection Unit of the police. If the immediate safety of the child is in any doubt, then the Child Protection Unit must be informed.
52. The relevant numbers for reporting are:

**Children's Safeguarding:**

- Bromley Children's Services: 020 8461 7373 Out of hours: 0300 3038671 Email: mash@bromley.gov.uk
- Dorset Children's Services: Professional: 01305 228558 Out of Hours: 01202 228866 Email: MASH@dorsetcc.gov.uk
- Hackney Children's Services: 020 8356 5500 Out of hours: 0208 3562710 Email: MASH@hackney.gov.uk
- Portsmouth Children's Services: 023 9268 8793 Out of Hours: 0300 555 1373 Email: mash@portsmouthcc.gov.uk
- Reading Children's Services: (Children's Single Point of Access Team: 0118 937 3641 Out of hours: 0118 9373641 Email: cspoa@brighterfuturesforchildren.org
- Wiltshire Children's Services: 0300 456 0108 Out of hours: 0300 4560100 Email: mash@wiltshire.gov.uk

**Adult's Safeguarding: -**

- Bromley Adults Services: 020 8461 777 Out of hours: 0300 303 8671
- Dorset Adults Services: 01305 221016
- Hackney: 0208 356 5782 Email: Adultprotection@hackney.gov.uk
- Portsmouth: 023 9268 0810 Out of hours: 0300 555 1373 Email: PortsAdultMASH@portsmouthcc.gov.uk
- Reading Adults Services: 0118 9376 550 Out of hours: 01344 351 999 Email: CSAAdvice.Signposting@reading.gov.uk
- Wiltshire Adults Services: 0300 456 0111 Out of hours: 0300 456 0100 Online Form: <https://adults.wiltshire.gov.uk>

53. The Safeguarding Officer or Designated Safeguarding Lead will decide who the most appropriate person is to make the referral (depending on the case/circumstances) and ensure that the referral is made. SLT will be informed of all referrals made.

54. It is the responsibility of the Safeguarding Officer or Designated Safeguarding Lead to inform the employee who reported the concern of any action taken and any outcome. It is the responsibility of the Safeguarding Officer or Designated Safeguarding Lead to ensure that any partner agencies involved with the young person are made aware of the disclosure and the action taken.
55. All stages of the reporting procedure must be documented, marked CONFIDENTIAL and stored securely following the procedures laid out in the GDPR & Data Protection Policy.

### **Allegations Against Employees**

56. When any form of complaint is made against an employee, it must be taken seriously, the complaint should initially be dealt with by the most senior staff member on site at the time the complaint is made. If the complaint is against the most senior member of staff on site, then the Chief Operating Officer, Chief Executive must be informed.
57. The senior staff member must report the complaint immediately to the Chief Executive, or in their absence a member of the Senior Leadership Team giving details of the circumstances.
58. The Local Authority Designated Officer (LADO) will be alerted to all cases in which it is alleged that a person who works with children has:
  - behaved in a way that has harmed, or may have harmed, a child.
  - possibly committed a criminal offence against children or related to a child.
  - behaved towards a child or children in a way that indicates they are unsuitable to work with children.

### **The LADO will be informed prior to any internal investigation taking place.**

#### **LADO Contacts:**

- Bromley Children's Services: Tel. No. 0208 461 7775 Out of Hours: 03000 411111 Email: Lado@bromley.gov.uk
  - Dorset Children's Services: Tel. No. 01305 221122 Email: LADO@dorsetcouncil.gov.uk
  - Hackney Children's Services: <https://hackney.gov.uk/lado> Complete online Form response back in 24 hours.
  - Portsmouth Children's Services: Tel No. 023 9288 2500 Email: LADO@portsmouthcc.gov.uk
  - Reading Children's Services: Tel. No. 0118 9372684 LADO@brighterfuturesforchildren.org
  - Wiltshire Children's Services: (Designated Officer for Allegations) Tel. No. 0300 4560108 Email: dofaservice@wiltshire.gov.uk
59. The Chief Executive or in their absence a member of the Senior Leadership Team (COO) will attend the site of the allegation to gain an initial account of what has occurred from all relevant parties, including the person against whom the allegation has been made. If this is not possible, contact will be made by telephone.
  60. The Chief Executive or in their absence a member of the Senior Leadership Team (COO) will have the right to suspend from duty and /or the premises, any person who is a party to the allegation until a full investigation has been made.

***This action does not imply in any way that the person suspended is responsible for, or is to blame for, any action leading up to the complaint. The purpose of any such suspension is to enable a full and proper investigation to be carried out in a totally professional manner.***

61. The LADO/ Team of Designated Officers will advise on the actions/ measures that must be taken including notifications to the following:
- The child(ren)'s Social Worker (if applicable).
  - The Regulatory Authority, if a Child Protection Enquiry is initiated.
  - Other agencies with whom the person is connected (if applicable).
  - Depending on the outcome of the LADO's recommendations or any investigation, referring the member of staff to the Disclosure and Barring Service.
  - In consultation, make a decision about notifying parents.
62. It is the responsibility of the Chief Executive or Chief Operating Officer to act on the recommendations of the LADO. Daybreak will co-operate fully with the Police, Social Services and all other parties involved.
63. The Chief Executive, Chief Operating Officer or in their absence a member of the Senior Leadership Team will ensure that the Chairman of the Board of Trustees, or in their absence a senior Board member, is fully briefed. An agreed statement will be prepared for the purpose of accurate communication with external sources and for the protection of the legal position of all parties involved.
64. The Chief Executive, Chief Operating Officer or a member of the Senior Leadership Team will make a full written report of the incident and the actions taken. This report will be stored securely following the procedures detailed in the GDPR & Data Protection Policy.
65. If there is a complaint against the Chief Executive or the Chief Operating Officer, the complaint must be reported immediately to the Chairperson of the Board.

### **Confidentiality**

66. Daybreak operates under a policy of confidentiality; however, under no circumstances will any individual in the employ of Daybreak keep confidential any information that raises concerns about the safety and/or welfare of a child or young person.
67. This statement relating to confidentiality must be made known to all who access any provision of Daybreak.
68. All staff must be aware that they have a professional responsibility to share information with other agencies to safeguard children and young people.
69. All staff must be aware that they cannot promise a child that they will keep secrets.

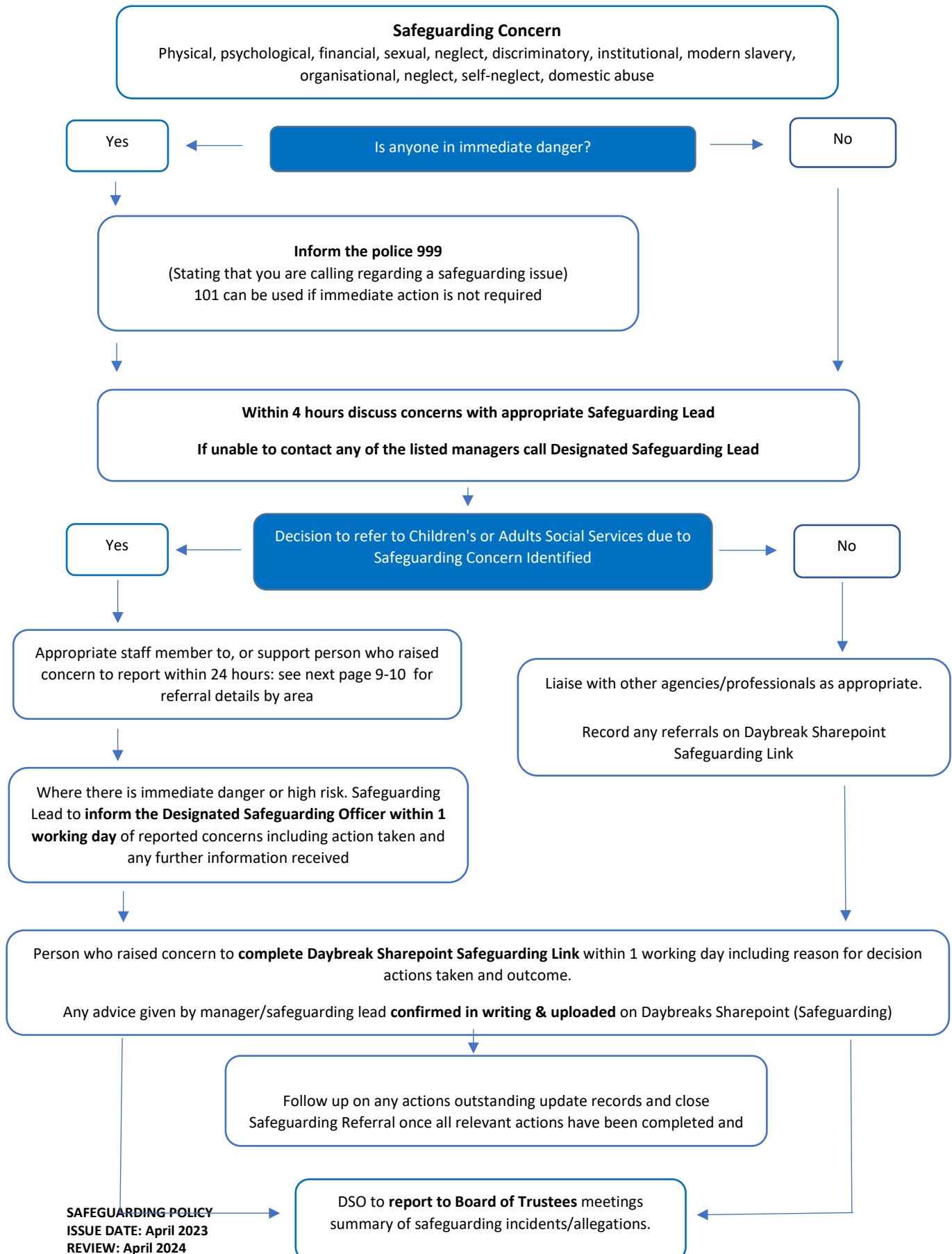
### **Review and Maintenance of Policy**

70. The Senior Management Team shall undertake to review this policy, its implementation and effectiveness annually.
71. Any new legislation or developments in existing legislation will be considered as and when required and the policy will be updated to reflect these developments.

## Safeguarding Concern Flowchart – External

*Safeguarding Concern not involving:*

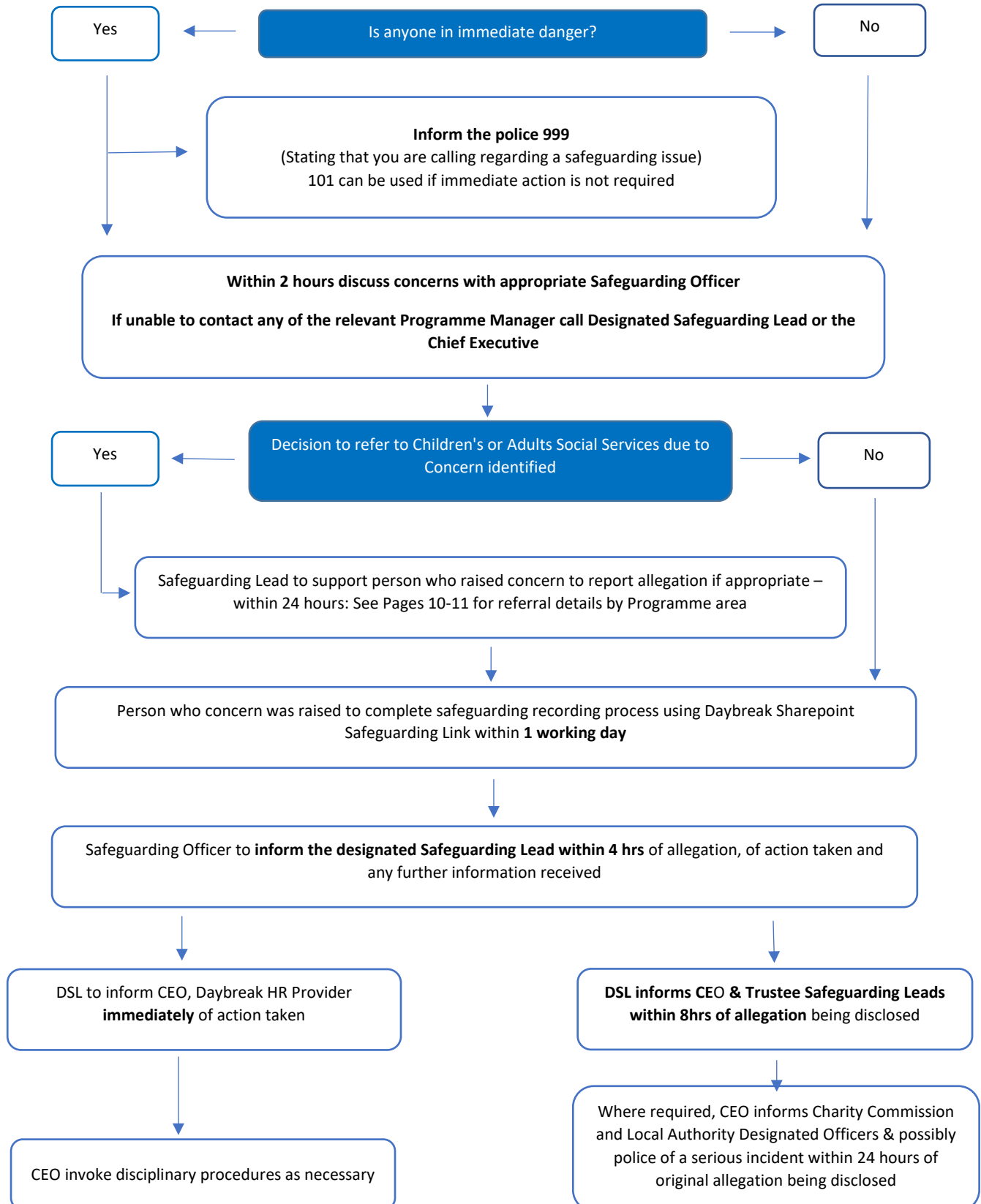
*Daybreak Staff, Self-employed Contractors, Trustees, Volunteers, Agency Staff*



## Safeguarding Concern Flowchart – Internal

*Safeguarding Concern involving:*

*Daybreak Staff, self-employed Contractors, Trustees, volunteers and agency staff*



## GUIDANCE NOTES FOR DEALING WITH DISCLOSURES

A member of staff who is approached by a child, young person or vulnerable adult should listen positively and try to reassure them. They cannot promise complete confidentiality and should explain that they may need to pass information to other professionals to help keep the child or other children safe. The degree of confidentiality should always be governed by the need to protect the child.

Additional consideration needs to be given to children, young people and vulnerable adults with communication difficulties and for those whose preferred language is not English. It is important to communicate with them in a way that is appropriate to their age, understanding and preference.

All staff should know who the DSOs and DSLs are. Ultimately, all staff have the right to make a referral to the police or social care directly and should do this if, for whatever reason, there are difficulties following the agreed protocol, e.g., they are the only adult on the premises at the time and have concerns about sending a child home.

If an allegation or disclosure is made to you follow the seven R's – Receive, Reassure, Respond, Report, Record, Remember, Review. **It is not your role to investigate; avoid asking any questions other than to clarify what has been said.**

### Guiding principles, the seven R's

#### Receive

- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said and take it seriously.
- Make a note of what has been said as soon as practicable.

#### Reassure

- Reassure the child/young person or vulnerable adult but only so far as is honest and reliable.
- Don't make promises you may not be able to keep e.g. 'I'll stay with you' or 'everything will be alright now' or 'I'll keep this confidential'.
- Do reassure e.g., you could say: 'I believe you', 'I am glad you came to me', 'I am sorry this has happened', 'We are going to do something together to get help'.

#### Respond

- Respond to the child/young person, vulnerable adult only as far as is necessary for you to establish whether or not you need to refer this matter, but do not interrogate for full details.
- Do not ask 'leading' questions i.e., 'did he touch your private parts?' or 'did she hurt you?' Such questions may invalidate your evidence (and the child's) in any later prosecution in court.
- **The only questions you should ask are "can I check what you said was ....?" using their words, and "is there anything else you want to tell me?"**
- Do not ask the child/young person or vulnerable adult why something has happened.
- Do not criticise the alleged perpetrator; the child/young person/vulnerable adult may care about him/her, and reconciliation may be possible.
- Do not ask the child/young person/vulnerable adult, to repeat it all for another member of staff. Explain what you have to do next and whom you have to talk to. Reassure the child/young person/vulnerable adult that it will be a senior member of staff.

#### Report

- Share concerns with an SO or DSL as soon as possible.

- If you are not able to contact any of the SOs or DSLs, and the child/young person is at risk of immediate harm, contact the Children's Services department directly, or if a vulnerable adult Adults Social Care.
- If you are dissatisfied with the level of response, you receive following your concerns, you should press for re-consideration.

### **Record**

- If possible, make some very brief notes at the time, and write them up as soon as possible on to a Safeguarding Form on Daybreak SharePoint.
- Keep your original notes on file.
- Record the date, time, place, persons present and noticeable nonverbal behaviour, and the words used by the child/young person/vulnerable adult. If the child/young person, vulnerable adult uses sexual 'pet' words, record the actual words used, rather than translating them into 'proper' words.
- Complete a body map to indicate the position of any noticeable bruising.
- Record facts and observable things, rather than your 'interpretations' or 'assumptions'.

### **Remember**

- Support the child/young person/vulnerable: listen, reassure, and be available.
- Complete confidentiality is essential. Share your knowledge only with appropriate professional colleagues.
- Try to get some support for yourself if you need it.

### **Review (led by DSL)**

- Has the action taken provided good outcomes for the child?
- Did the procedure work?
- Were any deficiencies or weaknesses identified in the procedure? Have these been remedied?
- Is further training required?

### **What happens next?**

It is important that concerns are followed up and it is everyone's responsibility to ensure that they are. The member of staff should be informed by the SO or DSL what has happened following the report being made. If they do not receive this information, they should be proactive in seeking it out.

If they have concerns that the disclosure has not been acted upon appropriately, they might inform a member of the Senior Leadership Team or may ultimately contact the Children's Services Department or Adults Services.

Receiving a disclosure can be upsetting for the member of staff and Daybreak has a procedure for supporting them after the disclosure. This includes reassurance that they have followed procedure correctly and that their swift actions will enable the allegations to be handled appropriately.

In some cases, additional counselling might be needed, and staff are encouraged to recognise that disclosures can have an impact on their own emotions.



## Appendix 1

### **Designated Safeguarding Leads:**

Name: Debbie Burns

Email: [debbieburns@daybreakfgc.org.uk](mailto:debbieburns@daybreakfgc.org.uk)

Phone: 07506 847962

Name: Karen Brown

Email: [karenbrown@daybreakfgc.org.uk](mailto:karenbrown@daybreakfgc.org.uk)

Phone: 07506 847965

### **Safeguarding Officers:**

Name: Charlotte Beaumont

Email: [charlottebeaumont@daybreakfgc.org.uk](mailto:charlottebeaumont@daybreakfgc.org.uk)

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