

Safeguarding and Child Protection Policies

Designated Safeguarding Leads (DSL)

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Tor Goodman, Chief Executive Officer

Hattie Clayton, Chair of Trustees



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1 Safeguarding Policy Statement

- 1.1 JIGSAW Thornbury works with children/young people and families as part of its activities. These include support groups, holiday and after school activities, young volunteers' scheme, Project 5, SEN-sory lending library and cafe.

The purpose of this policy statement is:

- 1.2 To protect children, young people and any vulnerable adults who receive JIGSAW Thornbury's services from harm.
- 1.3 This policy applies to anyone working on behalf of JIGSAW Thornbury, including managers and the board of trustees, paid staff, volunteers, sessional workers, and contractors.
- 1.4 To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.
- 1.5 JIGSAW Thornbury supports children/young people who have additional needs and disabilities and their families. Due to the vulnerability of our service users, we have an important role in protecting against any form of harm or abuse.
- 1.6 We believe children and young people have the right:
- to be valued as an individual.
 - to be treated with dignity and respect.
 - to be respected as an individual.
 - to be safe.
- 1.7 We believe everyone has a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.
- 1.8 We will give equal priority to keeping all children and young people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.
- 1.9 Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or had already taken place. It is acknowledged that JIGSAW Thornbury staff, whether in a paid or voluntary capacity, are not experts at such recognition. It is important to remember that it is not our responsibility to decide whether or not child abuse is taking place, but to report where we have concerns or where an allegation has been made, in order to protect the child or young person.
- 1.10 The main forms of abuse are Neglect, Physical Abuse, Sexual Abuse & Emotional Abuse. Detailed information about these forms of abuse and how to recognise indications that a child/young person is being abused are set out in section 7 Recognition of Abuse.
- 1.11 JIGSAW Thornbury staff are often in a position of developing close, trusting relationships with service users. If someone discloses directly to a member of staff, follow the procedures set out in section 8 Managing a Disclosure.

- 1.12 Bullying will not be accepted or condoned. All forms of bullying will be addressed. An outline of the different forms of bullying and how these will be addressed is set out in section 21 Anti-bullying.
- 1.13 Behaviour codes are displayed during all JIGSAW Thornbury activities and issued to service users on joining. JIGSAW Thornbury will ensure that these are followed in order to protect children/young people and vulnerable adults. Refer to Policy 503 Behaviour Management Policy.
- 1.14 All JIGSAW Thornbury trustees, staff and volunteers must complete and sign a code of conduct making clear what the expected behaviour is. Refer to Policy 400 Human Resources Policy.
- 1.15 If a member of staff has any safeguarding concerns, they should always raise these with the Designated Safeguarding Lead or the person in charge at the time who will raise the issue with the Designated Safeguarding Lead on their behalf.
- 1.16 **Remember** - it is the responsibility of staff to report concerns NOT to decide whether or not it is abuse. Refer to section 9 Reporting.

2 Children and young people's rights

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| Related Documents: | Procedure(s): | Form(s): |
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JIGSAW Thornbury believes that all children and young people with disabilities should have the opportunity to take part in social, sports and recreational activities outside school. The organisation provides a variety of such activities, whenever possible in an integrated setting, and believes that any child/young person taking part in any of these activities has the following fundamental rights:

2.1 To be valued as an individual

- a) to be cared for and treated as unique.
- b) to be talked to and about using my own name.
- c) to be consistently cared for across settings.
- d) to be encouraged to be me.
- e) to be allowed to understand, and to be understood.
- f) to be given enough time to take part, to do things for myself.

2.2 To be treated with dignity and respect

- a) to be addressed with respect; never referred to as if I am one of my needs, or as if I am any disability I might have.
- b) to be involved in conversations, and never talked about as if I am not there.
- c) to have my privacy respected at all times.
- d) to have any information about me treated with respect, kept secure and shared only with those people who need to know; never discussing me in the presence of anyone who does not need the information.

- e) to be involved in decisions that affect me; to be actively encouraged to express my views and where these cannot be taken into account, then I would like to be told why not.

2.3 To be respected as an individual

- a) to be listened to, and heard, even if it takes a long time, or it is difficult to understand what I am saying, or if a method of communication other than words is necessary, e.g. Makaton, symbols, body language etc.
- b) to be allowed, and encouraged, to express feelings and opinions.
- c) to be given choices.
- d) to be given access to opportunities to take part in play, sports, social and recreational activities.
- e) to be given information about what is happening before it happens, and being given explanations of procedures before they occur whenever this is possible,
- f) to be given whatever level of help and support I need to take part in any activity I have chosen, or express a desire to be involved in.
- g) to choose friends, and people who I want to help and support and spend time with me.
- h) to have my cultural and religious beliefs respected

2.4 To be safe

- a) to be protected from unnecessary risks.
- b) to be protected from exploitation - to be allowed to play and develop as a child/young person.
- c) to be safe from physical abuse; not to be subjected to physical punishment or unnecessary rough handling, kicking, biting, or punching; to be physically well cared for generally.
- d) to be safe from emotional abuse - not to be subjected to fear, humiliation, malicious teasing, name-calling, unpleasant secrets, coercion, unreasonable expectations; not to be unjustifiably ignored.
- e) to be safe from sexual abuse - to have a choice in the manner of carrying out intimate personal care, to have a choice, whenever possible, in the person providing intimate personal care, to be protected from involvement in any sexual act or innuendo, including inappropriate touching, or indecently exposing a child/young person.
- f) to be protected from all forms of racial abuse.
- g) to understand that I have these rights, and that they can only be denied with good cause.

All staff, volunteers and any other persons involved in activities with children/young people as part of JIGSAW Thornbury have a responsibility to ensure that all children/young people are treated in a way which conforms to these guidelines.

3 Definition of terms

Staff refers to all those working for JIGSAW Thornbury, be they paid (full-time, part-time), sessional, volunteers, trustees, students, or contractors working for the organisation.

Service users refers to those who use our services. This in the main will be our members which includes parents/carers, grandparents, children, and young people.

4 Aims and Objectives

There are four main elements to our policy:

- 4.1 Ensuring JIGSAW Thornbury practices safer recruitment in checking the suitability of staff and volunteers to work with vulnerable people.
- 4.2 Raising awareness of safeguarding issues and helping JIGSAW Thornbury service users keep safe.
- 4.3 Developing and then implementing procedures for identifying and reporting cases, or suspected cases of abuse.
- 4.4 Creating a safe environment in which service users and young volunteers can get support and develop their potential.

5 Introduction

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| Related Documents: | Procedure(s): | Form(s): F406 |
| | Policy(ies): 202, 400 | |

- 5.1 This policy is linked to the South Gloucestershire Children's Partnership website (Previously SGSCB), <http://sites.southglos.gov.uk/safeguarding/children> and South Gloucestershire Safeguarding Adults Board website (SGSAB) <http://sites.southglos.gov.uk/safeguarding/adults> and has followed guidance from the NSPCC <https://learning.nspcc.org.uk/safeguarding-child-protection/>
- 5.2 JIGSAW Thornbury will ensure that:
 - a) It has at least 2 designated Safeguarding Leads (DSL's) who are members of the Management Team and will undertake level 3 safeguarding training.
 - b) It has a Trustee who is also responsible for Safeguarding and can act in the absence of a DSL, and that they will undertake level 3 safeguarding training.
 - c) All trustees, staff, and volunteers will have to complete safeguarding training and DBS checks in line with the safer recruitment policy.
 - d) All staff know the name of the DSL's, who acts in their absence and their role.
 - e) All staff and volunteers understand their responsibility for referring any concerns to the DSL utilising the JIGSAW Thornbury safeguarding concerns reporting procedure. Refer to section 9 Reporting.
 - f) Service users understand this policy by JIGSAW Thornbury setting out its obligations in appropriate newsletters, joining material and on the website.
 - g) Effective links are developed with relevant agencies and co-operate as appropriate with enquiries regarding safeguarding.
 - h) Where an allegation is made against a member of staff it is aware of and follows procedures set out by the SGSCB and Adult Care Directorate.
 - i) All data about our service users will be processed in line with our data protection policy.

6 Responsibilities

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| Related Documents: | Procedure(s): | Form(s): |
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- 6.1 The Trustees will be responsible for safeguarding and will liaise with the DSL. They will ensure that safeguarding policies and procedures are in place, available to service users and reviewed every 12 months.
- 6.2 The Management Team will ensure that the safeguarding policies and procedures are fully implemented and followed by staff.
- 6.3 The DSL will co-ordinate action on safeguarding and promoting the welfare of children/young people and vulnerable adults ensuring that all staff know who the DSL is and who acts in their absence, and they are aware of their responsibility to report any concerns.
- 6.4 The DSL will ensure that there is an appropriate method for staff to report concerns internally; all concerns will be reported to the local authority through the DSL or the person acting in their absence initially, following the advice received from the SGSCB, Children and Young People's Directorate and Adult Care Directorate in regards to further action needed. If there is an allegation against any of the DSL's then this will be dealt with by the board of trustees, ensuring there is no conflict of interest.
- 6.5 Designated Safeguarding Leads are: **Catherine Miles**
Rachel Peart
Tor Goodman
- Trustee Safeguarding Lead: **Emma Colwill**
 Online Safety Lead: **Rachel Peart**
 Photography and Video Lead: **Catherine Miles**
 Contact email address: **safeguarding@jigsawthornbury.org.uk**

7 Recognition of Abuse

| | | |
|---------------------------|---------------|----------|
| Related Documents: | Procedure(s): | Form(s): |
|---------------------------|---------------|----------|

- 7.1 Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or had already taken place. It is acknowledged that JIGSAW Thornbury staff, whether in a paid or voluntary capacity, are not experts at such recognition. It is important to remember that it is not our responsibility to decide whether or not child abuse is taking place, but to report where we have concerns or where an allegation has been made, in order to protect the child/young people.
- 7.2 Indications that a child/young person is being abused include (*but are not limited to*):
- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on parts of the body not normally prone to such injuries;
 - An injury for which the explanation seems inconsistent;
 - The child/young person describes what appears to be an abusive act involving him/her;

- Someone else (child/young person or adult) expresses concern about the welfare of another child/young person;
- Unexplained changes in behaviour over time, e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper;
- Inappropriate sexual awareness;
- Engages in sexually explicit behaviour in games;
- Is distrustful of adults, particularly those with whom a close relationship will normally be expected;
- Has difficulty in making friends;
- Is prevented from socialising with other children/young people;
- Displays variations in eating patterns including over-eating or loss of appetite;
- Loses weight for no apparent reason;
- Becomes increasingly dirty or unkempt.

This list is not exhaustive, and the presence of one or more of the indicators is not proof that abuse is actually taking place.

7.3 Main Forms of Abuse

There are four main forms of abuse:

NEGLECT: where adults fail to meet the child/young person's basic needs like food or warm clothing, fail or refuse to give children/young people love, affection and attention. Children/young person might also be constantly left alone or unsupervised. Neglect could include not ensuring children/young people were safe, exposing them to undue cold or to unnecessary risk of injury.

PHYSICAL ABUSE: where children/young people are physically hurt or injured as a result of hitting, shaking, squeezing, burning and biting, or by being given alcohol, inappropriate drugs or poison. Attempted suffocations or drowning also comes within this category. Physical abuse might also occur when the nature and intensity of an activity exceeds the capacity of the child/young persons' immature and growing body.

SEXUAL ABUSE: where boys or girls are abused by adults – both male and female – who use children/young people to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse, and fondling. Showing children/young people pornographic material (books, videos, pictures) is also a form of sexual abuse. Any type physical contact with a children/young people (eg personal care, sports) could potentially mask sexual abuse meaning it may then go unnoticed.

EMOTIONAL ABUSE: persistent lack of love and affection, where a child/young person may be constantly shouted at, threatened or taunted. This may make the child/young person very nervous and withdrawn. Emotional abuse may also occur when there is constant over-protection (which prevents children/young people from socialising), or there is neglect, physical or sexual abuse. Emotional abuse may occur if children/young people are subjected to excessive criticism, inappropriate personal or sexual remarks, bullying, being exposed to undue or inappropriate pressure or exposed to danger.

Other forms of abuse:

7.4 Child Sexual Exploitation (CSE) is a type of sexual abuse. When a child or young person is exploited, they are given things like gifts, drugs, money, status, and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they are in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they are being abused.

Signs of CSE can include:

- Unhealthy or inappropriate sexual behaviour.
- Being frightened of some people, places, or situations.
- Being secretive.
- Sharp changes in mood or character.
- Having money or things they cannot or won't explain.
- Physical signs of abuse, like bruises or bleeding in their genital or anal area.
- Alcohol or drug misuse.
- Sexually transmitted infections.
- Pregnancy

If you are worried that a child/young person may be being sexually exploited then you should report this here <https://www.ceop.police.uk/ceop-reporting/>

7.5 Female genital mutilation (FGM)

What is female genital mutilation?

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy (Home Office et al, 2016).

FGM is child abuse. There are no medical reasons to carry out FGM. It's dangerous and a criminal offence.

Spotting the signs of female genital mutilation.

A child at risk of FGM may not know what's going to happen. But they might talk about or you may become aware of:

- A long holiday abroad or going 'home' to visit family.
- Relative or cutter visiting from abroad.
- A special occasion or ceremony to 'become a woman' or get ready for marriage.
- A female relative being cut – a sister, cousin or an older female relative such as a mother or aunt.
- Missing school repeatedly or running away from home.

A child who has had FGM may:

- Have difficulty walking, standing, or sitting.
- Spend longer in the bathroom or toilet.
- Appear withdrawn, anxious, or depressed.
- Have unusual behaviour after an absence from school or college.

- Be particularly reluctant to undergo normal medical examinations.
- Ask for help, but may not be explicit about the problem due to embarrassment or fear.

More information and the FGM helpline number can be found here

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/>

7.6 Modern Slavery

Modern Slavery encompasses slavery, servitude, forced or compulsory labour and human trafficking. Criminals coerce, deceive and force individuals against their will into a life of abuse, servitude, and inhuman treatment.

7.7 Radicalisation

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.

Children and young people are vulnerable to exposure to or involvement with groups or individuals who advocate violence as a means to a political or ideological end.

The following behavioural signs may indicate radicalisation:

- Use of inappropriate language.
- Possession of violent extremist literature.
- Behavioural changes.
- Expression of extremist views.
- Advocating violent actions and means.
- Association with known extremists.
- Seeking to recruit others to an extremist ideology.

7.8 Online Abuse

Online relates to four main areas of abuse to children/young people:

- Sharing and production of abusive images of children/young people (although these are not confined to the internet);
- A child or young person being groomed online for the purpose of Sexual Abuse;
- Exposure to pornographic images and other offensive material via the internet;
- The use of the internet, and in particular social media sites, to engage children/young people in extremist ideologies or to promote gang related violence.

7.9 Discriminatory abuse

Discriminatory abuse is when someone picks on or treats someone unfairly because something about them is different; for example, it may be:

- Their clothes.
- Their weight or physical size.
- Their race or skin colour.

- Their religion or culture.
- Being a man or a woman.
- Being a gay or lesbian, or bisexual, or transgender person.
- Their age.
- Their health or disability.
- An atypical appearance or visual difference.

7.10 Self-Neglect (applicable to vulnerable adults)

Self-neglect is defined as 'the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the self-neglecters and perhaps even to their community.

7.11 Financial/Material Abuse (applicable to vulnerable adults)

This involves the individual's resources being inappropriately used or manipulated to the advantage of another person.

It includes the withholding of money or inappropriate or unauthorised use of a person's money or property to the disadvantage of the individual to whom it belongs. It can include but is not limited to, theft, fraud, forgery, embezzlement, exploitation, misuse of funds, property, or possessions.

Possible Indicators of Financial Abuse:

- Signatures on cheques that do not resemble the vulnerable adult's signature or signed when the vulnerable adult cannot write.
- Sudden changes in bank accounts, including unexplained withdrawals of large sums of money by a person accompanying the vulnerable adult.
- The inclusion of additional names on a vulnerable adult's bank account.
- Numerous unpaid bills, or overdue rent, when someone else is supposed to be paying the bills.
- Abrupt changes to, or the sudden establishment of, wills.
- The sudden appearance of previously uninvolved relatives claiming their rights to a vulnerable adult's affairs or possessions.
- The unexplained sudden transfer of assets to a family member or someone outside the family.
- Unusual concern by someone that an excessive amount of money is being expended on the care of the vulnerable adult.
- Power of Attorney obtained when person is unable to comprehend.
- Person lacks belongings or services, which they can clearly afford.
- The unexplained disappearance of funds or valuable possessions such as art, silverware, or jewellery.
- Deliberate isolation of a vulnerable adult from friends and family, resulting in the caregiver alone having total control.

7.12 Domestic Abuse (applicable to vulnerable adults)

Domestic Abuse is a pattern of controlling and aggressive behaviours from one adult towards another within the context of an intimate relationship.

It can be physical, sexual, psychological, or emotional abuse. Financial abuse and social isolation are also common features. The violence and abuse can be actual or threatened and can happen once every so often or on a regular basis.

It can happen to anyone, and in all kinds of relationships, whether these relationships are heterosexual, lesbian, gay, bisexual, or transgender. People suffer domestic violence regardless of their gender, social group, class, age, race, disability, sexuality, or lifestyle. The abuse can begin at any time: in new relationships or long-term relationships.

7.13 Institutional abuse (applicable to vulnerable adults)

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice. It can take the form of an organisation failing to respond to or address examples of poor practice brought to their attention.

It can take place in day care, care homes, hostels, supported housing, hospitals and sheltered and supported housing. It can be difficult to identify the difference between a poor service and institutional abuse

7.14 Harassment (Applicable to vulnerable adults)

Harassment covers a wide range of offensive behaviour. It is commonly understood as behaviour intended to disturb or upset. In the legal sense, it is behaviour which is found threatening or disturbing.

Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim. Harassment can include antisocial behaviour targeted at vulnerable people in the community, by neighbours or others, because the victims are different, this links closely with discriminatory abuse.

7.15 Effects of Abuse

Abuse in all its forms can affect a child/young person at any age. The effects can be so damaging that, if not addressed, they follow an individual into adulthood. For example, an adult who has been abused as a child/young person may find it difficult or impossible to maintain a stable, trusting relationship, and may become involved with drugs or prostitution, attempt suicide or even abuse a child/young person in the future.

There have been a number of studies which suggest children/young people with disabilities are at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves, or adequately communicate that abuse has occurred. Children/young people from ethnic minorities, who may also be experiencing racial discrimination, may be doubly powerless.

7.16 Who can abuse?

The abuser is usually well known to the person being abused. They may be:

- A partner, child/young person, sibling, parent or other relative.

- A friend, peer, or neighbour.
- A paid or volunteer care worker.
- A health or social worker, or other professional.
- Older people may also be abused by a person they care for.

8 Managing a Disclosure

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|---------------------------|------------------------|---------------------|
| Related Documents: | Procedure(s): 501, 502 | Form(s): F501, F502 |
|---------------------------|------------------------|---------------------|

- 8.1 JIGSAW Thornbury staff are often in a position of developing close, trusting relationships with service users. If someone discloses directly to a member of staff, procedure 502 Managing a disclosure must be followed.
- 8.2 Following a disclosure, the member of staff or volunteer should talk immediately to the DSL, or the session lead where the DSL is not easily reachable, and record their concerns, utilising the reporting procedure set out in section 9 Reporting.
- 8.3 The safeguarding flow chart procedure 501 will be in prominent places around the venue for reference.

9 Reporting

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|---------------------------|-----------------------|---------------------|
| Related Documents: | Procedure(s): 501,503 | Form(s): F501, F502 |
|---------------------------|-----------------------|---------------------|

- 9.1 All individuals working with children/young people and families have a duty and a responsibility to report any allegations or concerns of a vulnerable person nature which comes to their attention. Safeguarding reporting poster procedure 503 will be displayed in prominent places as a reminder of peoples responsibility.
- 9.2 Concerns must be reported to the DSL as soon as possible. Concerns can be reported to the session lead where the DSL is not available, or it would be easier to do so e.g. a scenario where a volunteer who would see contacting the DSL as a barrier to reporting a concern should debrief with the session lead at the end of the activity.
- 9.3 Any member of staff receiving a disclosure of abuse from a volunteer or service user, or noticing signs or symptoms of possible abuse, or has concerns about the welfare of any vulnerable person will make notes as soon as possible (within the hour if possible) writing down exactly what was said, using the persons own words as far as possible.
- 9.4 Disclosures should be recorded using either the concerns log, F501 (for ongoing concerns rather than an allegation) or Safeguarding record log F502. All notes should be timed, dated, and signed, with the person's name printed alongside the signature.
- 9.5 All forms must be passed as soon as possible to the Designated Safeguarding Lead (DSL). If the concern is urgent, you should ring the DSL and if unavailable seek advice from the contacts listed in section 24 Contacts List.
- 9.6 If appropriate the DSL will report to the Local Authority.

- 9.7 The DSL will follow up with any staff member or volunteer involved in witnessing or reporting a concern to reassure them they have done the right thing and support their wellbeing. If you have found the incident stressful or upsetting, please speak to the lead coordinator of the session or the DSL. Designated Safeguarding Leads contacts are listed in section 6.5.
- 9.8 Remember it is the responsibility of staff to report concerns NOT to decide whether or not it is abuse.

10 Information Sharing - Confidentiality

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|---------------------------|------------------|---------------|
| Related Documents: | Procedure(s): | Form(s): F406 |
| | Policy(ies): 400 | |

- 10.1 JIGSAW Thornbury recognises that all matters relating to adult and child/young person safeguarding are confidential.
- 10.2 The DSL will disclose any information about concerns to other members of staff on a need-to-know basis only.
- 10.3 All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard adults, children and young people. The DSL should be made aware of all concerns about safeguarding and will decide how the organisation will respond and with whom the information can be shared.
- 10.4 JIGSAW Thornbury recognises the need to act swiftly in such cases and there is an expectation that all concerns will be recorded and reported to the DSL's (or the safeguarding trustee in their absence) and will report concerns to the local authority within 24 hours utilising specific reporting procedures. Refer to section 9 Reporting.
- 10.5 In the case of a serious concern for the immediate safety of the child/young person or adult, where medical intervention is required, a criminal act has been committed or is likely to be committed; the member of staff should contact the police or medical services straight away. A concern should still be reported to the DSL and they should still report the concern to the local authority within the timescales indicated above.
- 10.6 All staff must be aware that they cannot promise service users that they will keep secrets in any circumstances.

11 Record Keeping, Auditing

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|---------------------------|---------------|---------------------------|
| Related Documents: | Procedure(s): | Form(s): F501, F502, F504 |
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- 11.1 All records of a safeguarding nature should be passed to one of the DSL's for filing securely and may only be accessed by the DSL's. These will be kept on file while those involved are service users or staff members, and thereafter for twenty years.
- 11.2 The DSL will keep a log of concerns and these will be discussed at the bi-monthly management team meetings and a report will be reported to the Trustees at quarterly meetings.

- 11.3 An annual audit using F504, will be carried out of any safeguarding incidents that have taken place to make sure safeguarding procedures have been followed and if there are any alterations that need to be made accordingly.

12 Supporting Staff

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|---------------------------|-------------------|---------------|
| Related Documents: | Procedure(s): 406 | Form(s): F407 |
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We recognise that staff and volunteers who have become involved with a service user who has suffered harm, or appears to be likely to suffer harm, may find the situation stressful and upsetting. JIGSAW Thornbury will support such staff by providing the opportunity to talk through their anxieties with their manager or the DSL and to seek further support as appropriate.

13 Safer Recruitment and Selection of Staff

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|---------------------------|-------------------|---------------------------------------|
| Related Documents: | Procedure(s): 408 | Form(s): F401, F409, F416, F421, F422 |
| | Policy(ies): 400 | |

- 13.1 JIGSAW Thornbury has a written recruitment and selection policy statement and procedures linking to this policy. The statement is included in all job advertisements, recruitment websites and candidate information packs. Refer to policy 400.
- 13.2 The recruitment process is robust in seeking to establish the commitment of candidates to support the organisations measures to safeguard service users and to deter, reject or identify people who might be unsuited to work with them.
- 13.3 All new employees and volunteers will need an enhanced DBS check, provide 2 recent references and safeguarding training as part of their induction process and before working with children and young people without another staff member present.

14 Allegations against Staff

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|---------------------------|---------------|---------------------|
| Related Documents: | Procedure(s): | Form(s): F501, F502 |
|---------------------------|---------------|---------------------|

- 14.1 JIGSAW Thornbury understands that service users may make an allegation against a member of staff. If such an allegation is made, the member of staff receiving the allegation will immediately inform the on-call manager.
- 14.2 The member of staff against whom the allegation is made will be removed from direct work contact. This will remain the case until a decision has been reached by the DSL regarding appropriate action. If the allegation is made against a member of the management team then this will be escalated to the trustee level.
- 14.3 On all such occasions, the lead coordinator will discuss the content of the allegation with one of the managers. The DSL will invoke the SGCP safeguarding arrangements with regard to 'Allegations Management' and the Local Area Designated Officer will be

informed. If it involves an adult, then the DSL will report the allegations to the Adult Care Directorate.

15 Whistleblowing

| | | |
|---------------------------|------------------|---------------------|
| Related Documents: | Procedure(s): | Form(s): F501, F502 |
| | Policy(ies): 400 | |

JIGSAW Thornbury recognise that service users cannot be expected to raise concerns in an environment in which staff fail to do so. All staff should be aware of their duty to raise concerns, where they exist, about the attitude or actions of colleagues.

16 Complaints or Concerns Expressed by Service Users

| | | |
|---------------------------|-------------------|---------------------------|
| Related Documents: | Procedure(s): 202 | Form(s): F204, F501, F502 |
| | | |

- 16.1 JIGSAW Thornbury recognises that listening to service users is an important part of safeguarding them. To this end, any expression of dissatisfaction will be listened to and acted upon in order to safeguard their welfare.
- 16.2 JIGSAW Thornbury will also ensure that the service user who makes the complaint is informed of the action JIGSAW Thornbury will take, the length of time that will be required to resolve the complaint and they are regularly informed of progress.

17 Prevention

| | | |
|---------------------------|---------------|----------|
| Related Documents: | Procedure(s): | Form(s): |
|---------------------------|---------------|----------|

- 17.1 JIGSAW Thornbury recognises that it plays a significant part in the prevention of harm to adults, children, and young people by providing them with good lines of communication with trusted staff, supportive friends, and an ethos of protection.
- 17.2 JIGSAW Thornbury will therefore:
- Establish and maintain an environment where service users feel secure, are encouraged to talk and are always listened to;
 - Ensure everyone knows that there are staff in the organisation who they can approach if they are worried or in difficulty;
 - Include opportunities that equip service users with the skills they need to stay safe;
 - Include safeguarding in risk assessments for all JIGSAW Thornbury services and activities.

18 Physical Intervention

| | | |
|---------------------------|------------------|---------------|
| Related Documents: | Procedure(s): | Form(s): F505 |
| | Policy(ies): 503 | |

- 18.1 This policy recognises and acknowledges that staff must only ever use physical intervention as a last resort and that at all times it must be the minimal force necessary to prevent injury to adults, children, young people, staff and visitors. Refer to policy 503.
- 18.2 JIGSAW Thornbury understands that physical restraint is only permissible in circumstances where staff/volunteers are attempting:
- To avoid immediate danger of injury to the child
 - To avoid immediate danger of injury to another individual
 - To avoid immediate danger to property
- ...where any other course of action would be likely to fail.

19 Abuse of Trust

| | | |
|---------------------------|---------------|----------|
| Related Documents: | Procedure(s): | Form(s): |
|---------------------------|---------------|----------|

- 19.1 JIGSAW Thornbury recognises that adults working in the organisation are in a relationship of trust with the children, young people and vulnerable adults and acknowledge that it is a criminal offence to abuse that trust.
- 19.2 JIGSAW Thornbury recognises that any form of inappropriate relationship with a service user will be considered as gross misconduct.

20 E-safety

| | | |
|---------------------------|-------------------|--------------|
| Related Documents: | Procedure(s): 204 | Form(s): 506 |
| | Policy(ies): 502 | |

- 20.1 JIGSAW Thornbury recognises that internet and mobile phone safety is a whole organisation responsibility. With the rise of smart phones and smart watches it is easier for children and young people to expose themselves to danger whether knowingly or unknowingly, when using the internet. Additionally, some people may find themselves either knowingly or unknowingly involved in activities which are inappropriate or possibly illegal.
- 20.2 JIGSAW Thornbury will therefore look for opportunities to teach staff and service users about appropriate behaviour and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies.
- 20.3 We will do this by:
- Appointing an online safety coordinator.

- Providing clear and specific directions to staff and volunteers on how to behave online through our staff and volunteer code of conduct.
- 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/young people 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.
- Any online safeguarding concerns will follow our reporting procedure set out in section 9 Reporting.

20.4 Further information available at <http://www.saferinternet.org.uk/>

21 Anti-bullying

Related Documents:

Procedure(s):

Form(s):

21.1 Bullying will not be accepted or condoned. All forms of bullying will be addressed.

21.2 Bullying can include:

- Physical pushing, kicking, hitting, pinching, etc.
- Name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation, and the continual ignoring of individuals.
- Sectarian/racial taunts, graffiti, gestures.
- Sexual comments and/or suggestions.
- Unwanted physical contact.

21.3 Children from ethnic minorities, disabled children, young people who are gay, lesbian, or transgender, or those with learning difficulties are more vulnerable to this form of abuse and may well be targeted.

21.4 Anyone who reports an incident of bullying will be listened to carefully and be supported, whether it is the child/young person being bullied or the child/young person who is bullying.

21.5 Any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved.

21.6 Children/young people being bullied will be supported and assistance given to uphold their right to play and live in a safe environment which allows their healthy development.

21.7 Those who bully will be supported and encouraged to stop bullying.

21.8 Any incident of bullying will be discussed with the child/young person's parents/carers.

21.9 Parental/carer advice on action will be sought and agreements made as to what action should be taken.

22 Lone Children and Young People in sessions

Related Documents:

Procedure(s):

Form(s): F503

22.1 The terms and conditions under which a parent/guardian may leave a child/young person at one of our organised sessions without the parent/guardian being present are as follows:

22.2 All volunteers will have passed all the criteria required for safeguarding children, (DBS certification, safeguarding training etc.).

22.3 The parent/guardian must supply their consent, using CharitySuite ensuring information is kept up to date including name, address, emergency contacts, plus details of any medical conditions or medicine, allergies, dietary requirements, additional needs, disabilities and upload a photograph of the child/young person.

22.4 Medicine will not be administered by a JIGSAW staff or volunteer. An ambulance will always be called immediately in a medical emergency.

22.5 The NSPCC recommended minimum ratios are maintained as follows:

- 0 - 2 yrs. 1 adult to 3 children.
- 2 - 3 yrs. 1 adult to 4 children.
- 4 - 8 yrs. 1 adult to 6 children.
- 9 - 12 yrs. 1 adult to 8 children.
- 13 - 18 yrs. 1 adult to 10 children

(Source : <https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children#heading-top>)

22.6 Due to the nature of the children/young people we are supporting, following a risk assessment of each individual session and children/young people attending, it may be necessary to use higher adult to children/young people ratios. This is the responsibility of the manager following a discussion with the activity coordinator.

22.7 We reserve the right to ask the parent or carer who knows the child/young person, to stay with them if we do not think we are able to safely provide the necessary care for the child/young person.

22.8 Parents/carers must inform the group leader beforehand if they want their young person of secondary age or older to travel home without an adult. Young people will not be allowed to travel home alone without prior consent. Parents/carers will be contacted if no one arrives to collect the young person if no consent has been given. Children of primary school age will not be allowed to leave the session without a parent/carer.

23 Legal Framework

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

- Children Act 1989 & 2004
- United Convention of Rights of the Child 1991
- Data Protection Act 1998 and 2018
- Sexual Offences Act 2003
- Protection of Freedoms Act 2012
- What to Do If You Are Worried a Child Is Being Abused March 2015
- Working Together to Safeguard Children 2018
- Voluntary Safeguarding Code of Practice Draft 2018
- Keeping Children Safe in Education 2019

24 Contacts List

| Department | When to contact | South Glos Family | Bristol Family | Glos Family | Somerset Family | BANES Family |
|--|--|--|---|---|---|---|
| <i>Children and Families Helpdesk</i> | <i>Logging Child Welfare Concerns or Safeguarding concerns</i> | <i>01454 866000 9am-5pm weekdays</i> | <i>0117 903 6444 9am-5pm weekdays</i> | <i>01452 42 6565 9am-5pm weekdays</i> | <i>0300 1232224 9am-5pm weekdays</i> | <i>01225 396312 8.30 am-5pm</i> |
| <i>Emergency Duty Number Out of Hours</i> | | <i>01454 615165</i> | <i>01454 615165</i> | <i>01452 614194</i> | <i>0300 1232327</i> | <i>01454 615165</i> |
| <i>Local Authority Designated Officer (LADO)</i> | <i>Reporting allegations about anyone working with children or in a position of trust.</i> | <i>01454 868508</i> | <i>0117 903 7795</i> | <i>01452 426994</i> | <i>0300 1232224 and request an Allegations Referrals form</i> | <i>01225 396810 Office hours only</i> |
| <i>Adult Social Care</i> | <i>Logging Welfare concerns For Vulnerable Adults or Safeguarding concerns</i> | <i>01454 868007</i> | <i>0117 922 2700</i> | <i>01452 426868</i> | <i>0300 1232224</i> | <i>0300 2470201</i> |
| <i>Emergency Duty Number Out of Hours</i> | | <i>01454 615165</i> | <i>01454 615165</i> | <i>01452 614194.</i> | <i>01823 368244.</i> | <i>01454 615165</i> |
| <i>Child Line</i> | <i>Information Advice & Guidance</i> | <i>0800 1111</i> | | | | |
| <i>NSPCC</i> | <i>Information Advice & Guidance</i> | <i>0808 800 5000</i> | | | | |

25 Further Information available from:

What to do if you are worried about a child being abused

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What to do if you re worried a child is being abused.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)

Safeguarding disabled children: practice guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/190544/00374-2009DOM-EN.pdf

Voluntary Safeguarding Code of Practice Draft 2018

https://consult.education.gov.uk/regulatory-framework-unit/out-of-school-settings-voluntary-safeguarding-code/supporting_documents/Voluntary%20safeguarding%20code%20of%20practiceDraft%20guidance.pdf •