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|  | Safeguarding and Child Protection Policy SAF-POL-02 Version: 2.0 |
| Date: June 2020 | Developed by: Chief Executive |
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| Review date: June 2022 | Authorised by: Board of Trustees |

1. Introduction to the Policy

Sir Josiah Mason Trust is committed to ensure the safety and protection of all young people through the operation of our Safeguarding & Child Protection policy standards set out within this document.

Sir Josiah Mason Trust is committed to the belief that all young people have a right to protection and the needs of disabled young people and others who may be particularly vulnerable must be taken into account.

Sir Josiah Mason Trust has a duty of care to safeguard directly from harm all young people involved in any activity that we deliver or are associated with.

Sir Josiah Mason Trust also has the responsibility to ensure that, within all the activities we deliver, any partner organisations must also have established policies and provide protection to young people.

Sir Josiah Mason Trust is committed to devising and implementing policies so that everyone in the organisation, whether they are paid staff or volunteers, accepts their responsibilities to safeguard young people from harm and abuse. This means to follow procedures to protect young people and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing young people with appropriate safety/protection whilst engaging with Sir Josiah Mason Trust and to allow all staff and volunteers to make informed and confident responses to specific child protection issues.

Definitions

A child/young person is defined as a person under the age of 18 (Children's Act 1989).

Within this policy, any person under the age of 18 will be classed as a young person or people.

Safeguarding is defined as protecting children from maltreatment, preventing impairment of health and/or development, ensuring that children grow up in the provision of safe and effective care and taking action to enable all children to have the best life chances.

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This Safeguarding and Child Protection Policy forms part of a suite of documents and policies which relate to the safeguarding responsibilities of Sir Josiah Mason Trust.

This policy should be read in conjunction with other organisational policies referenced throughout the document.

1.1 Policy Statement

The work of Sir Josiah Mason Trust is varied and diverse and involves working with other partner and supplier third parties, therefore all staff and volunteers should be clear that third parties or other settings' policies and procedures should be adhered to at all times where relevant. When working in other settings the "host" organisation's Safeguarding and Child Protection policies and procedures may supersede the Sir Josiah Mason Trust Safeguarding and Child Protection policy in the event of a procedural dispute. It is vital that Sir Josiah Mason Trust staff and volunteers seek clarity and agreement (written where relevant) on such matters in all relevant cases.

1.1.1 Sir Josiah Mason Trust is committed to the following:

- That the welfare of the young person is paramount.
- All young people, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity, should be able to participate in any Sir Josiah Mason Trust activity in a safe environment.
- Taking all reasonable steps to protect young people from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings.
- That all concerns, suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately.
- That all Sir Josiah Mason Trust staff and volunteers, including self-employed contractors or partner employees or volunteers who work with young people, will be recruited with regard to their suitability for that responsibility and will be provided with guidance and training in good practice and child protection procedures where it is deemed relevant and appropriate.
- That young people should be listened to as well as given opportunities to assist in the development of safeguarding and child protection good practice and;
- To work in partnership with Parents and Carers and young people to safeguard and protect all young people.

1.2 Communication of the Policy

1.2.1 To ensure the successful implementation of this policy it is essential that we at Sir Josiah Mason Trust communicate to our entire staff, volunteers, partners, young people and their parents and carers our commitment to safeguarding young people.

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In addition, access to the Policy is available to all staff, volunteers, partners, parents and carers, participants and the general public at large via the Sir Josiah Mason Trust website. This ensures people have access to this information and are able to understand both how the policy will be implemented and the process they should follow should an issue arise.

1.3 Monitoring and Review

1.3.1 The implementation of procedures will be regularly monitored and reviewed. The Designated Safeguarding Officer will regularly report progress, challenges, difficulties, achievements, gaps and areas where changes are required to the Finance & Performance sub-committee.

The policy will be reviewed bi-annually or whenever there is a major change in the organisation or in relevant legislation and/or good practice guidelines.

2. Promoting Good Practice

2.1 Introduction

2.1.1 To provide young people with the best possible experience and opportunities at Sir Josiah Mason Trust everyone must operate within an accepted ethical framework which is set out in The Code of Conduct for Staff and Volunteers.

It is NOT the responsibility of employees, volunteers or participants at Sir Josiah Mason Trust to make judgements about whether or not abuse is taking place. It is however their responsibility to act if they have concerns about the welfare of a young person, as explained in section 4.

This section will help to identify what is meant by good practice and poor practice.

2.2 Principles of Good Practice

2.2.1 By promoting good practice the occurrence of abuse of young people should be reduced and this should also protect Sir Josiah Mason Trust staff and volunteers, thus reducing the likelihood of allegations arising.

2.2.2 All personnel (paid and voluntary) should adhere to the following principles and action:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- If involved in a 1:1 situation, give some thought before the meeting to the venue and environment where the meeting will take place. Meet in an open, transparent space. If privacy is needed, make sure that the room/office has windows and is situated in a natural walkway. Always inform a colleague of your meeting. If Sir Josiah Mason Trust staff or volunteers are visitors to a family home, school or other setting, the meeting and the meeting place

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should be agreed with the host's relevant lead person (in most cases the parents or legal guardians of the young person).

- Make the experience of your engagement with the young person fun and enjoyable: promote fairness, confront and deal positively and pro-actively with bullying, harassment or any other inappropriate behaviour.
- Treat all young people equally and with respect and dignity.
- Always put the welfare of the young person first.
- Only use the mobile phone and electronic device supplied by Sir Josiah Mason Trust where possible (e.g for employees).
- Maintain a safe and appropriate distance with young people. Under the Sexual offences Act (2003) it is against the law for a person in a position of trust to engage in a relationship with a young person. (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a young person).
- In extreme cases where a young person is becoming a danger either to themselves, to other young people or to you, physical contact/restraint may be required, however to be judged lawful the force of restraint used must be proportionate to the consequences it is intended to prevent. Sir Josiah Mason Trust does not have a reasonable force policy as family member intervention or other settings policies should be followed at all times.
- If appropriate, involve Parents and Carers wherever possible, e.g. where young people need to be supervised in changing rooms, encourage Parents and Carers to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure staff, volunteers parents and carers or other appropriate adults work in pairs. If on school or other community setting premises, liaise with the setting to understand and where appropriate follow their policy.

2.3 Staff & Volunteer Responsibilities

- Keep up to date with the technical skills, qualifications and insurance in your profession.
- Be an excellent role model: this includes not smoking or drinking alcohol in the company of young people.
- Always give enthusiastic/constructive feedback rather than negative criticism.
- Recognise the developmental needs and capacity of the young person, do not risk sacrificing welfare in the desire for team/personal achievements. Avoid pushing them against their will.
- Do not undertake any medical treatment on a young person, unless qualified to do so. Sir Josiah Mason Trust should secure written parental consent for its qualified members of staff to act in loco parentis, to give permission for the administration of emergency first aid or other medical treatment where such situations arise.
- Keep a written record of any injury that occurs, along with details of any treatment given.
- Report ANY incident to both the Sir Josiah Mason Trust line manager and the safeguarding lead.

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- All staff must seek clarification from their managers regarding the appropriate risk assessment documents they should use for each activity/site/venue.

2.4 Staff & Volunteer Ratios

2.4.1 All activities/events must comply with the ratios set by the relevant policy where appropriate.

Sir Josiah Mason Trust staff and volunteers will always adhere to these ratios, as well as consult with the appropriate host agency when working in another setting.

2.5 Overnight trips

For accompanying young people on trips or overnight stays, all staff and volunteers must refer to the Sir Josiah Mason Trust host and organising partners' policy and procedures.

2.6 Other supervision of young people

- Where possible young people should be supervised at all times in the changing rooms or equivalent environment by two members of staff or volunteers. If only one member of staff or volunteer is available then the member of staff or volunteer should be positioned by the door, with the door open (where appropriate) to supervise the young people.
- Adult staff or volunteers should not change or shower at the same time using the same facility as young people.
- If you are involved in a mixed gender activity, separate facilities should be made available.
- If young people are uncomfortable changing or showering in public no pressure should be placed on them to do so. Encourage them to do this at home.
- If your activity/event has participants with disabilities involve them and their parents and/or carers in deciding how they should be assisted and ensure they are able to consent to the assistance that is offered.
- No photographic equipment to be used in the changing rooms. This includes cameras, video cameras and mobile phones with photographic capabilities.

2.7 Medical Treatment of Young People

- Sir Josiah Mason Trust staff and/or volunteers should never administer any medical treatment or emergency first aid unless fully qualified and the treatment is required in an emergency. First priority should always be to seek the relevant and appropriate medical and emergency first aid help from the designated officer or a medical professional.

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- In the event that staff or volunteers are required to administer emergency first aid the relevant emergency first aid protocol should be followed at all times.
- Never transport a young person unless in an emergency; in this case it is the staff or volunteer member's responsibility to contact the young person's parents and/or carers BEFORE they transport the young person. In such circumstances, always transport the young person in the back seats of the car.

2.8 Poor Practice

2.8.1 The following should be avoided except in emergencies.

- Do not transport young people in your car unless in a medical emergency.
- Avoid spending time alone with young people away from others. If cases arise where these situations are unavoidable they should only occur with the full knowledge and consent of the line manager or appropriate person from the setting and the young person's parents and/or carers where possible. For example, a young person sustains an injury and needs to go to hospital, or a parent or carer fails to arrive to pick a young person up at the end of a Sir Josiah Mason Trust activity. In all cases, such incidents should always be recorded.

2.8.2 The following are regarded as poor practice and should be avoided by all personnel:

- Engaging in rough, physical or sexually provocative games, including any forms of inappropriate behaviour.
- Use of your mobile phone or tablet in directly communicating with a young person other than in extreme emergencies.
- Over friendly behaviour/nature with young people.
- Allowing or engaging in inappropriate touching of any form.
- Allowing young people to use inappropriate language unchallenged.
- Making sexually suggestive comments to a young person, even in fun.
- Reducing a young person to tears as a form of control.
- Allowing allegations made by a young person to go unchallenged, unrecorded, unreported or not acted upon.
- Doing things of a personal nature that the young person can do themselves.
- Sharing a room with a young person.
- Meeting with young people in private or closed places.
- Unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of the young person (where possible) and his/her parents/carers. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given.

2.8.3 If during your care or engagement you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by

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your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to your line manager or a colleague and the safeguarding lead officer in the setting if appropriate, as well as making a written record of it. If appropriate the Sir Josiah Mason Trust line manager or the setting lead officer should then inform the young person's parents or carers of the incident.

3. What is Child Abuse?

3.1 Introduction

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender, race or ability.

The main types of abuse are: physical abuse, sexual abuse, emotional abuse, neglect and bullying (which may or may not include aspects of the other forms of abuse). The abuser may be a family member, someone the young person encounters in residential care or in the community. Any individual could abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that, if not treated they may follow the individual into adulthood.

Young people with disabilities may be 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.

3.2 Types of Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

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

3.2.2 Sexual Abuse Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact,

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including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

3.2.3 Emotional Abuse: The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

3.2.4 Neglect: The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a

Parent or Carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

3.2.5 The Anti-bullying Alliance defines **bullying** as:

The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power.

Bullying may come from another young person or an adult.

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There are four main types of bullying. It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

3.3 Indicators of Abuse

3.3.1 Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a young person is being abused may include one or more of the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- An injury for which an explanation seems inconsistent.
- The young person describes what appears to be an abusive act involving them.
- Another young person or adult expresses concern about the welfare of a young person.
- Unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper.
- Inappropriate sexual awareness or engaging in sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Difficulty in making friends.
- Being prevented from socialising with others.
- Displaying variations in eating patterns including over eating or loss of appetite.
- Losing weight for no apparent reason.
- Becoming increasingly dirty or unkempt.
- Over-tiredness.
- Suicidal threats or behaviours.
- Displaying frequent unexplained minor injuries.

3.3.2 It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. More information can be found at

<http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/>

3.3.3 Signs of bullying include:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to participate in activities.

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- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes.
- A shortage of money or frequent loss of possessions.

3.3.4 The above list is not exhaustive. More information can be found at <http://www.antibullyingalliance.org.uk/>

It is NOT the responsibility of those working at Sir Josiah Mason Trust to decide that child abuse is occurring, it is however their responsibility to act on any concerns by reporting any incident to the relevant Safeguarding Officer or a Line Manager as well as completing an Incident Referral Report Form

3.4 Use of Photographic/Filming Equipment

3.4.1 There is evidence that some people have used activities or events as an opportunity to take inappropriate photographs or film footage of young and disabled people in vulnerable positions.

Therefore Sir Josiah Mason Trust is committed to adhere to the appropriate guidelines detailed below.

3.5 Recording Images of Young People

3.5.1 There have been concerns about the risks posed directly and indirectly to young people through the use of photographs on web sites and in other publications.

3.5.2 Therefore, the following guidelines must be followed:

- All young people featured in photographs/recordings must be appropriately dressed for the activity they are undertaking.
- The photograph/recording should ideally focus on the activity; where possible images of young people should be recorded in small groups.
- Sir Josiah Mason Trust staff or its agents will still be allowed to use video equipment as a legitimate aid and means of recording work and/or special occasions with the written consent of parents and carers / young person. However, any such use of video equipment must be confined to equipment supplied for the purpose by Sir Josiah Mason Trust and personal equipment may not be used.
- Care should be taken in the dissemination and storage of the material at all times and reporting of lost or stolen equipment containing material should be undertaken immediately including to the relevant lead officer.

3.6 Publishing Images of Young People

- If a photograph/recording is used, personal details of young people such as e-mail address, home address and telephone numbers should never be revealed.
- Parents and carers' permission should always be received to take and use an image of a young person. This ensures that parents and carers are aware of

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the way the image of their child is represented in the activity or within Sir Josiah Mason Trust as an organisation. A parent and carer photography permission question is included and can be distributed when required.

- Where images are obtained from or captured in another setting then written confirmation from the setting should clearly state that full written parent and carer consent has been obtained, including for sharing with and use by Sir Josiah Mason Trust.
- Where a story concerns an individual, (e.g. a specific child's story), particular attention should be paid to ensuring permission is gained from the parent or carer and young person to use a photograph/recording and relevant details.
- In order to guard against the possibility of a young person under a court order appearing on a website, the simultaneous streaming of images onto a website is not recommended. Delayed streaming also provides an opportunity for the editing of inappropriate clips, applying an increased level of consideration to the images of youngsters used on websites. Simple technology features such as watermarking may dissuade third parties from using or attempting to access controlled imagery.
- It is good practice to refresh any images used on websites periodically, although it should be accepted that those images which appear in printed form have longevity beyond the publisher's control.

3.7 The use of Photographic/Filming Equipment by the Media

3.7.1 There is evidence that some people have used events and activities as an opportunity to take inappropriate photographs or film footage of young people. Therefore, the following guidelines will be followed:

- If professional photographers are commissioned or the press is invited to an activity or event, it is the responsibility of the commissioning manager to ensure they are clear about expectations of them in relation to the welfare of young people.
- The photographer/camera person must have bona fide identification and be able to produce it on request.
- Participants and parents and carers must be informed that a photographer/camera person will be in attendance at an event and ensure that they give written consent to both the taking and publication of films or photographs.
- Sir Josiah Mason Trust will not allow unsupervised access to participants or one to one photo sessions at events/activities.
- Sir Josiah Mason Trust will not approve/allow photo sessions outside the event/activity.

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3.8 The use of Photographic/Filming Equipment by Parents and Carers/Spectators

3.8.1 If parents and carers or others are intending to photograph or video at an event they should also be made aware of the expectations:

- Parents and carers and others should be prepared to identify themselves if requested and state their purpose for photography/filming.

3.8.2 In addition:

- Participants and parents and carers should be informed that if they have concerns about inappropriate or intrusive photography/filming these should be reported to the event organiser or official and recorded in the same manner as any other child protection concern.
- Appropriate members of Sir Josiah Mason Trust staff should approach and challenge any person taking photographs who has not made themselves known and/or registered with the charity or the setting. They might need to refer it to the local police force if this person continues to record images unauthorised.

3.9 Guidelines – Texting Young People

3.9.1 The NSPCC has developed guidance on texting which has been adapted and is included within this policy. The use of text messaging to communicate with individual young participants increases the vulnerability of both the young person and (typically) the member of staff/volunteer. However, there may be exceptional circumstances in which it is justified, subject to appropriate safeguarding considerations. Similarly, group texts can be a useful means of contacting large numbers of participants to update them on information about an activity or event.

The use of personal mobiles for sending texts to young people is expressly forbidden – all texts must be sent from mobiles supplied by Sir Josiah Mason Trust.

3.9.2 Guidelines for using Bulk (or Bundled) Text Messaging

- The young people's mobile phone numbers should be stored in either a locked secure cabinet, or on an electronic system which is password protected and encryption, with access only available to the relevant staff that have undertaken enhanced DBS checks (the mobile phone numbers should not be shared with anyone else).
- Where possible, all text messages must be sent via a bundle to a group of young people i.e. the same standard text message being sent to every member of the group. The text messaging system should never be used to send text messages on an individual basis (i.e. to just one person), or to fewer than five people unless expressly agreed with Sir Josiah Mason Trust management and parents / carers and young people themselves in advance.

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- All text messages sent must make it clear to the young people receiving it that Sir Josiah Mason Trust has sent the message, rather than simply giving the mobile phone number that the system uses to send the message.
- Young people should not be given the opportunity to text back to the system; it should only be used as a one-way communication channel.

3.9.3 Guidelines for Texting Individual Young People

- The decision to use text messaging should not be made by a member of staff or volunteer in isolation and should be discussed and agreed with the relevant Senior Manager. This will ensure that Sir Josiah Mason Trust safeguarding expectations and requirements can be clarified and an undertaking given by the person to comply with them.
- The content should relate solely to Sir Josiah Mason Trust activity or event. Messages should reflect the professional relationship between the Sir Josiah Mason Trust member of staff or volunteer and a young person, and that volunteer or member of staff's position of trust. Text messages and mobile phones must never be used for any other reason or in any other way.
- Young people should not be encouraged to text back; ideally it should only be used as a one-way communication channel. Young people should be made aware that, if or when they choose or need to text the member of staff or volunteer (for example to confirm attendance or advise on a travel delay), they should ensure that the content of messages relates only to matters relevant to the activity and that they are (like the member of staff) required to copy in either a parent or carer or the identified moderator to all communications.

3.9.4 Guidelines – for Texting by both Bulk and Individual Young People

- Only staff that have been through relevant safeguarding checks (e.g. enhanced level DBS checks and references) should use and have access to the text messaging system. All staff will have undertaken a recognised safeguarding training.
- The numbers of staff with access to the system, particularly data relating to young people, should be kept to a practical minimum, and their details recorded and maintained by the Designated Safeguarding Officer. A record should be made of the mobile phone number(s) which will be used to send the texts – ideally for bulk texts, this should be a single number used consistently.

Consent must be obtained prior to sending the young people text messages:

- For young people aged 15 or under, specific consent must be obtained from their parents or carers via a consent form.
- Parents and carers of younger children should be offered the option to be copied into any texts their child will be sent.
- Although parent and carer consent is not required for young people aged 16 and over, written consent must be obtained from these individuals themselves. Please note that for the over 16s it is still recommended that their parents and carers are also informed of the intention to send their children

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text messages, so as to show that Sir Josiah Mason Trust has taken steps to ensure their child's safety in this respect.

- The text messages which are sent must never contain any offensive, abusive or inappropriate language. To do so would trigger disciplinary procedures. If received, these should be reported.
- All of the text messages sent should include a sentence at the bottom which provides the young people with the opportunity to unsubscribe.
- All text messages sent to young people should also be sent to the relevant Sir Josiah Mason Trust manager to act as a moderator. Hence, it is essential that the moderator's mobile phone number is included in every 'communication group' that is set up that is relevant to them.
- Consideration will be given to initiating Sir Josiah Mason Trust child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

3.9.5 Guidance – Emailing Young People

For young people the safeguarding risks associated with email include:

- Inappropriate access to, use or sharing of personal details.
- Unwanted contact with young people by adults with ill intent.
- Being sent offensive or otherwise inappropriate material (If received, these should be reported)
- Online bullying by peers (including "Trolling").
- Grooming for sexual abuse.
- Direct contact and abuse.

For adults involved risks include:

- Misinterpretation of their communication with young people.
- Potential investigation (internal or by statutory agencies).
- Potential disciplinary action.

In order to safeguard both the member of staff sending out the emails and the young person receiving them, Sir Josiah Mason Trust will adopt the same guidelines as outlined in section 3.9.4. Specifically, the sending of an email to a young person from a personal email address is forbidden; any such email must be sent from a Sir Josiah Mason Trust email address.

3.9.6 Guidance – social networking websites

Social networking services allow users to create their own content and share it with a vast network of individuals, sometimes referred to as online communities. People from all over the world can meet and share interests online. There are several hundred social networking services.

Information about an event or campaign messages can be dissipated virally amongst supporters within online communities. Sir Josiah Mason Trust will give careful

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consideration to the use of social media outlets and balance the benefits of creativity, spontaneity and immediacy of the communication with the potential risks, including the risks to young people.

Potential risks can include, but are not limited to:

- Bullying by peers and people they consider 'friends'.
- Posting personal information that can identify and locate a young person offline.
- Sexual grooming, luring, exploitation and abuse contact with strangers.
- Exposure to inappropriate content.
- Involvement in making or distributing illegal or inappropriate content.
- Theft of personal information.
- Exposure and interaction with others who encourage any forms of self-harm.
- Exposure to racist or hate material.
- Encouragement of violent behaviour
- Glorifying activities such as drug taking or excessive drinking.
- Physical harm in making video content, such as enacting and imitating stunts.
- Risk taking activities.
- Leaving and running away from home as a result of contacts made online.

It is Sir Josiah Mason Trust policy that no member of staff or volunteer should be participating with any young person in any direct private contact via online or social media platforms. The misuse of electronic communication to make contact with or groom children is forbidden.

3.9.7 The NSPCC has developed good practice guidelines for social networking sites which Sir Josiah Mason Trust will commit to:

- That Sir Josiah Mason Trust will understand the safety aspects including what is acceptable and unacceptable behaviour on a social networking service.
- That Sir Josiah Mason Trust will follow relevant legislation and good practice guidance when engaging with social media companies.
- That Sir Josiah Mason Trust will engage with social networking companies to ensure that they adhere to relevant legislation and good practice guidelines.
- That Sir Josiah Mason Trust will ensure that online safeguarding issues are fully integrated into their existing safeguarding strategy, policies and procedures.

Further information can be found at <http://www.nspcc.org.uk/preventing-abuse/keeping-childrensafe/online-safety/>.

This part of the policy will be reviewed and updated regularly in recognition of the ever evolving digital world, as will guidance issued to all Sir Josiah Mason Trust staff and volunteers.

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4. Responding to Suspicions and Allegations

4.1 Introduction

4.1.1 It is not the responsibility of anyone working or volunteering at Sir Josiah Mason Trust in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate people and authorities so that the necessary inquiries and actions are followed to protect the young person.

4.1.2 Staff and volunteers working in any setting where there may be particular practices for engaging with young people and/or responding to specific circumstances that may raise concerns (e.g. environments where there are young people with special educational needs or disabilities who require physical contact) should be mindful of each specific environment and the individual needs of all children and young people. In all cases, staff and volunteers should seek clarity from colleagues as to the accepted practices and behaviours within the school or setting before starting the role to avoid the unnecessary risk of misunderstandings when observing practices that he/she may be concerned about. However, if unsure or if any suspicions arise, staff or volunteers should continue to raise these concerns with the safeguarding lead for the avoidance of doubt.

4.2 Receiving Evidence of Possible Abuse

4.2.1 Sir Josiah Mason Trust staff or volunteers may become aware of possible abuse in various ways. Staff or volunteers may see it happening, may suspect it is happening because of signs that have been noticed, or may have it reported by someone else or directly by the young person affected.

4.2.2 When a young person reports directly to a member of staff or a volunteer, it is particularly important for the member of staff or volunteer to respond appropriately. If a young person says or indicates that they are being abused, staff or volunteers should:

- Stay calm so as not to frighten the young person.
- Reassure the young person that they are not to blame and that it was right to tell.
- Listen to the young person, showing that you are taking them seriously.

It is helpful to the child to:

- Be calm and receptive
- Listen carefully without interrupting
- Communicate with the child appropriately
- Be aware of your non – verbal communication
- Take them seriously
- Acknowledge their courage and reassure them
- Let them know that you are going to do everything you can to help them

Do not:

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- Show shock or disgust
- Ask questions to elicit more information. You can ask for clarification by repeating what the child has said
- Speculate or make assumptions
- Make negative comments about the abuser
- Make promises (“Everything will be alright.”)
- Agree to keep what the child has said a secret
- Keep questions to a minimum so that there is a clear and accurate understanding of what has been said. (The law is very strict and child abuse cases have been dismissed where it is felt that the young person has been led and ideas have been suggested when questioning). Only ask questions to clarify as per the relevant training undertaken.
- Inform the young person that you have to inform other people about what they have told you. Tell the young person this is to help stop the abuse continuing.
- Safety of the young person is paramount. If the young person needs urgent medical attention call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue.
- Record all information on the Incident Referral Form
- Report the incident to a member of the Designated Safeguarding Officer Team. When working in another setting, please make sure that you also follow the setting policies and contact the setting appointed Safeguarding Officer as a priority.

4.3 Recording Information

4.3.1 To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern or as soon as possible afterwards. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

4.3.2 Information should include the following:

- The young person’s name, age and date of birth.
- The young person’s home address and telephone number.
- Whether or not the person making the report is expressing their concern or someone else’s.
- The nature of the allegation including dates, times and any other relevant information.
- A description of any visible bruising or injury, location, size etc. Also any indirect signs such as behavioural changes.
- Details of witnesses to the incidents.
- The young person’s account, if it can be given, of what has happened and how any bruising/injuries occurred.
- Has anyone else been consulted? If so record details.

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- Has anyone been alleged to be the abuser? Record details.

Liaise with the Designated Safeguarding Lead and if working in a school or other setting, the setting or School's Safeguarding Officer. It is not your responsibility to contact parents or carers to ascertain what is the best way to approach the parents or carers. Once contacted record this communication.

All information required should be captured on a Trust Incident Form and be recorded as a Serious Incident.

4.4 Reporting the Concern

4.4.1 All concerns, suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

4.4.2 When working within another setting, please ensure that you follow the setting's Child Protection Policy as well as informing the appointed Safeguarding Officer.

4.4.3 Sir Josiah Mason Trust expects its members of staff and volunteers to discuss any concerns they may have about the welfare of a young person immediately with their Line Manager, who will then contact the Designated Safeguarding Lead and subsequently to check that appropriate action has been taken.

4.4.4 If any of these people are not available then immediately seek advice from the NSPCC helpline: 0808 800 5000, your local Children's Social Care department or the police. (Sir Josiah Mason Trust staff and volunteers should ensure they have the key Local Authority numbers stored in their mobile phones).

In Birmingham:

The Children's Advice and Support Service (CASS) provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child.

Opening hours:

Monday to Thursday: 8:45am to 5:15pm

Friday: 8:45am to 4:15pm

Telephone: 0121 303 1888

Emergency out-of-hours: Telephone: 0121 675 4806

In Solihull:

To report a child or young person at risk call 0121 788 4333 (Monday to Thursday 8.45am - 5.20pm, Friday 8.45am - 4.30pm).

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If you are calling out of working hours (Evenings, weekends or bank holidays) please call 0121 605 6060.

In an emergency always call 999.

4.4.5 Sir Josiah Mason Trust are not child protection experts and are not responsible for determining whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Children's Social Care have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the young person and family (where appropriate), gathering information from other people who know the young person and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidents which together cause concern.

Where there is a complaint or allegation against an employee or volunteer, there may be three types of investigation.

- Criminal in which case the police are immediately involved.
- Child protection in which case the social services (and possibly) the police will be involved.
- Disciplinary or misconduct in which case Make-A-Wish UK will be involved.

4.4.6 Any suspicion that a young person has been abused by an employee or a volunteer should be reported to the Designated Safeguarding Lead, who will take appropriate steps to ensure the safety of the young person in question and any other young people who may be at risk. If working in another setting, then the setting Designated Safeguarding Officer should be informed immediately.

The Sir Josiah Mason Trust Designated Safeguarding Lead should:

- Refer the matters within 24 hours to the appropriate Local Authority Designated Officer and the Disclosure and Barring Service.
- Include details of the allegation on a secured file on its internal secure systems via the completed Serious Incident form and other statements.
- The parent or carer of the young person will be contacted as soon as possible following advice from the social services department.
- The Head of central Services should be notified, if applicable, to implement any immediate disciplinary proceedings that may be needed.
- If applicable, the Head of Central Services should notify the relevant line manager and any relevant other parties (e.g. seconded staff employers) that the member of staff may be subject to investigation.
- If appropriate, the CEO should also be notified to decide who will deal with any media interest.

Notwithstanding the need to contact the people listed above, it is critical to maintain confidentiality on a need to know basis.

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4.4.7 Allegations of abuse can be made some time after the event. When such allegations are made, you should follow the same procedures and have the matter reported to social services. This is because other young people may be at risk from the alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with young people.

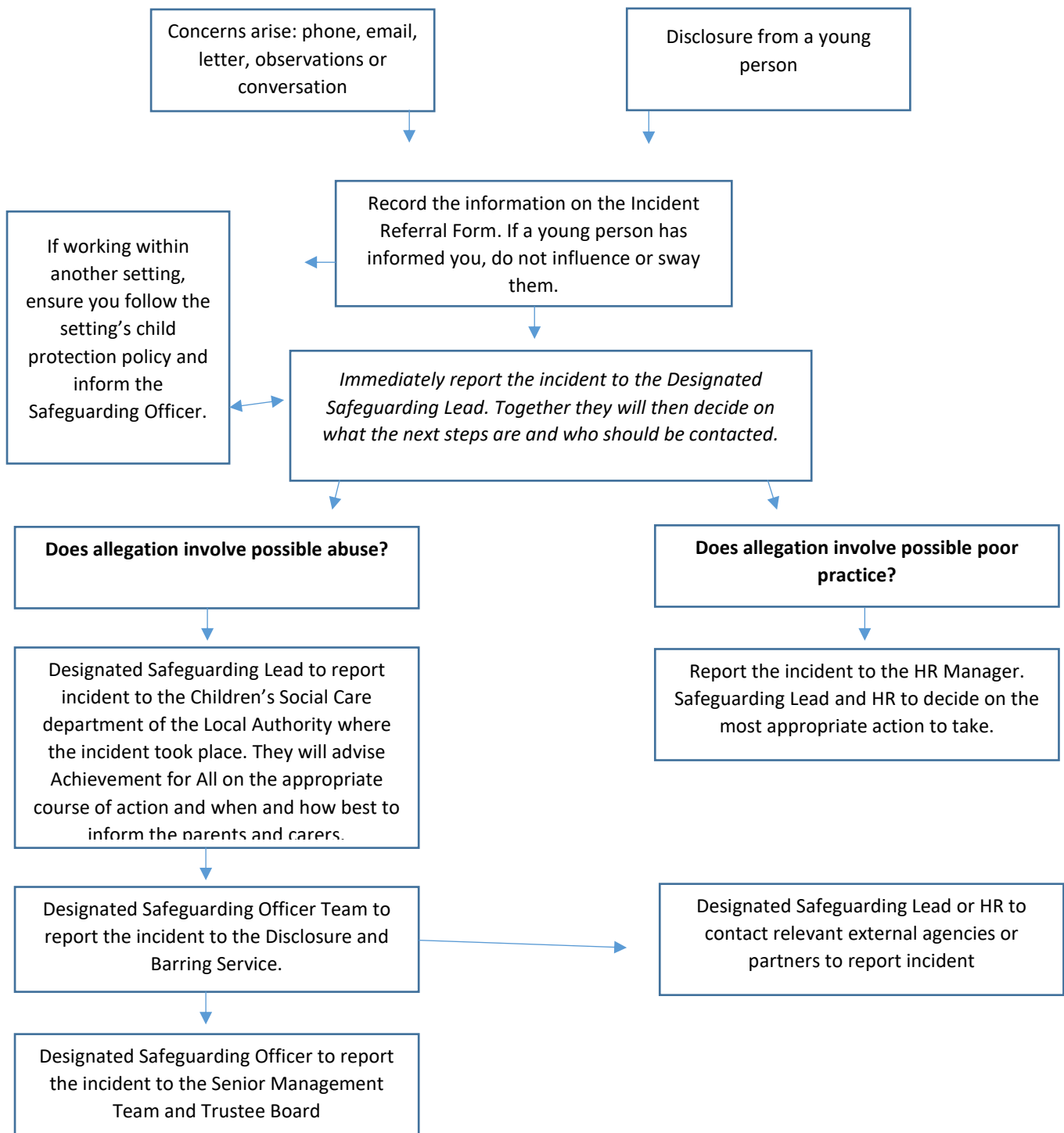
4.5 Concerns outside the immediate environment

4.5.1 You may become concerned of possible abuse to a young person which is taking place outside the immediate Sir Josiah Mason Trust working environment i.e. abuse at home. You must still report your concerns to the Designated Safeguarding Lead and complete a Serious Incident form in line with the relevant incident reporting policy.

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4.6 Process for responding to suspicions and allegations concerning a young person



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4.7 Confidentiality

4.7.1 Every effort should be made to ensure that confidentiality is maintained for all concerned.

Information should be handled and disseminated on a need to know basis only. This includes the following people (as defined by procedural flowcharts in the Appendices):

- The Service Manager
- The Designated Safeguarding Lead (Senior Operations Manager)
- Children's social care/police.
- The parents or carers of the young person (unless the allegation involves a parent or carer*).
- The person making the allegation.
- The alleged abuser (and parents and carers if the alleged abuser is a young person).

*It is critical that staff/volunteers use caution and seek immediate advice about whether sharing or disclosing information to a young person's family member is appropriate if there is any likelihood it increases the risk to the young person as a result of family members sharing the information.

4.7.2 All information should be given to the Designated Safeguarding Lead and stored in a secure place for a minimum of 10 years with limited access to designated people, in line with data protection laws.

4.8 Internal Inquiries and Suspensions

4.8.1 Allegations against staff.

When investigating allegations against staff or volunteers, Sir Josiah Mason Trust will consider whether the member of staff or volunteer has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates he or she would pose a risk of harm to children.

The Designated Safeguarding Lead in conjunction with HR and the relevant Line Manager will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.

- Irrespective of the findings of the Children's Social Care and or police inquiries, the HR Manager will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision especially where there is insufficient evidence to uphold any action by the police. In such cases the HR Manager

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must reach a decision based upon the available information which could suggest that, on the balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

5. Recruiting and Selecting Personnel

5.1 Introduction

5.1.1 It is important that all reasonable steps are taken to prevent unsuitable people from working with young people through Safer Recruitment practices led by a trained interview panel member.

Therefore all recruitment and selection of personnel is undertaken in accordance with the HR Recruitment, Selection and Induction policy. This applies equally to paid staff, secondees and volunteers, both full and part time. To ensure unsuitable people are prevented from working with young people the following steps should be taken when recruiting and selecting staff and volunteers.

5.2 Controlling Access to Children

5.2.1 All contractors, agency workers, employed staff and volunteers to be employed directly by the charity should complete an application form. The application form will elicit information about the applicant's past and a self-disclosure about any criminal record or other incidents.

- Persons seconded from other agencies / third parties undertake a separate process managed between the HR Manager and the secondees' employer whereby references and written confirmation of suitability for employment (in accordance with the guidelines within the Safeguarding and Child Protection policy and the HR recruitment policy) is obtained and processed by the HR Team.
- Consent should be obtained from the applicant to seek information from the Disclosure and Barring Service (formally CRB) or overseas police authorities if applicable.
- Two confidential references, including one regarding previous work with young people should be obtained. These references **MUST** be taken up and confirmed in writing before the person starts with the process lead by the HR Team in accordance with the HR Recruitment policy
- Relevant interview questions (by the lead trained recruiter) relating to safeguarding and child protection should be included where necessary.
- When recruiting young volunteers, Sir Josiah Mason Trust understands that a young person may be unable to provide two work related references; so in this case, the references can come from a different source (and will be reviewed by the HR Manager).
- Evidence of identity (passport or driving licence with photo); in the case of a young volunteer, the evidence will be reviewed by the HR Manager.

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- No member of staff (paid or unpaid) will be allowed to commence regular working with young people or undertake work indirectly linked to young people (i.e. access to a young person's personal information) until their Disclosure and Barring Certificate has been received and reviewed by the HR Team.
- More information on Disclosure and Barring can be found at

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

5.3 Recruitment, Selection and Induction

5.3.1 All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations as required by the HR Recruitment Policy.

- A check should be made that the application form has been completed in full, including sections on criminal records and self-disclosures.
- Their qualifications should be substantiated.
- Other recruitment and selection requirements and verifications including the right to work documentation should be undertaken as per the HR Recruitment Policy.

All staff & Volunteers should receive formal or informal induction during which:

- The job requirements and responsibilities should be clarified.
- they should sign up to the Sir Josiah Mason Trust Safeguarding and Child Protection Policy and the Code of Conduct.
- Child Protection Procedures are explained and training needs identified

5.4 Training

5.4.1 In addition to pre-selection checks, the safeguarding process includes training (within three to six months of joining Sir Josiah Mason Trust) after recruitment to help staff and volunteers to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations.
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse.
- Respond to concerns expressed by a young person.
- Work safely and effectively with young people.

5.4.2 Sir Josiah Mason Trust requires:

- All staff (and some volunteers) who have access to children and young people (directly or indirectly) to undergo a Disclosure and Barring Service check where it is appropriate and legally permitted.
- All staff and volunteers to undertake relevant safeguarding and child protection training

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- All staff to receive advisory information outlining good/bad practice and informing them what to do if they have concerns about the behaviour of an adult towards a young person.

5.5 Sir Josiah Mason Trust Training Requirements:

- Designated Lead Officer: NSPCC Lead Officer Training.
- All staff and Volunteers working with children and young people: Local Authority Safeguarding training

5.5.1 Sir Josiah Mason Trust Training requirement renewal or recommended refreshed timeframes:

- Designated Lead Officer: Every 3 years (or when recommended due to changes in legislation or practices).
- All staff and Volunteers working with children and young people: Every 3 years (or when recommended due to changes in legislation or practices).

5.5.2 Ongoing CPD, knowledge and awareness

- All staff (and volunteers where relevant) are also expected to undertake any opportunities to increase knowledge and understanding of relevant safeguarding and child protection matters. This will be monitored by line managers as part of the annual performance management process and quality assured by the HR Manager in the annual training audit that follows annual performance reviews.
- The Designated Safeguarding Lead should ensure that the organisation and all of its staff (and volunteers where relevant) continue to increase knowledge and understanding of Safeguarding and Child Protection matters, especially where changes or updates to relevant best practice recommendations, legislation or other amendments are recommended. This will be through regular communication and dissemination of the relevant information.

Declaration

I, the undersigned, have read the Safeguarding and Child Protection Policy of Sir Josiah Mason Trust and undertake to take all necessary steps to ensure that I adhere to it.

Signed: _____

Name: _____

Position within Sir Josiah Mason Trust: _____

Date: _____

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