



Bournemouth Council for Voluntary Service

Registered charity No. – 108381 Company Reg'd in England & Wales No. 4024662

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SAFE GUARDING POLICY AND PROCEDURES CONCERNING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK

1. Introduction

Every child or adult at risk deserves to be safe and secure in their activities. Their parents or carers (if they have them) need to feel sure that the people in charge of these activities are trustworthy, responsible and will do everything they can to keep the adult at risk or child safe from harm (including abuse, injury and neglect). Unfortunately, sometimes people who work or volunteer may pose a risk to children or adults at risk and may wish to harm them. Also accidents can happen unless steps are taken to minimise them. Therefore safeguarding children, young people and adults at risk is everybody's business.

BCVS has put in place safeguards to protect children, young people and adults at risk. BCVS has also put in place safeguards to avoid putting their workers, volunteers and trustees in positions where harm might be alleged, and to ensure that all workers, volunteers and trustees know exactly what to do should harm be suspected. BCVS believes it is important to not only protect the vulnerable from harm but to actively promote the welfare of children, young people and adults at risk - not just to protect, but to safeguard. Therefore we also have a responsibility to take action if we know, or suspect, that a child or adult at risk is at risk of harm.

2. Definitions

- **A child/young person** is defined as anyone under 18.
- **An adult at risk** is defined in the 'No Secrets' government report as a person over 18 "who may be in need of community care services by reason of mental or other disability, age or illness; and who is unable to protect him or herself against significant harm or exploitation."

3. BCVS Values for Safeguarding Children, Young People and Adults at Risk

- All children, young people and adults at risk have the right to a friendly, secure, caring and safe environment whilst with BCVS.
- The needs of the child/adult at risk are paramount and should underpin all safeguarding work, working to the policy and procedures agreed by the Bournemouth and Poole Local Safeguarding Children Board and the Bournemouth and Poole Safeguarding Adults Board.
- The primary duty of staff, volunteers and trustees, whatever their nominated role, and organisations contracted by BCVS is to protect children, young people and adults at risk from significant harm.

- Responsibility for safeguarding children, young people and adults at risk must be shared as they can only be protected effectively when all the relevant agencies and individuals accept responsibility and co-operate with one another.
- BCVS has a responsibility to promote non-abusive relationships and create anti-abusive environments.
- BCVS has a responsibility to inform organisations we work with and children and young people, and adults at risk, and their parents and/or carers as appropriate, of its duty to follow up any safeguarding concerns and report suspected cases of harm when disclosed or observed.

4. BCVS contact with Children, Young People and Adults at Risk.

BCVS does not carry out any direct service delivery work specifically with children, young people or adults at risk. Therefore sustained, long term or unsupervised contact with children, young people or adults at risk is very unlikely. However BCVS staff, volunteers and trustees may come into direct contact with children, young people or adults at risk through:

- Individuals seeking voluntary work, including storing of personal, and sensitive, data
- Voluntary Youth Project
- Visiting/contact with voluntary groups who work with such groups

In these circumstances it is unlikely that such contact is unsupervised as parent/carers and other staff (either BCVS or other organisations) will also be present. Therefore although the risk of BCVS staff and volunteers being a danger to children, young people or adults at risk is very low BCVS will take all actions to minimize that risk further, but also to take its responsibilities of reporting suspicions of harm which it may become aware of. However we may become aware, or have suspicions, about harm to children, young people or adults at risk through contact with the person concerned, or information from a third party. Again we have a responsibility to respond to these accordingly.

5. Preventing Opportunities for Harm

BCVS will:

- Ensure we practice safe recruitment in checking the suitability of appropriate staff and volunteers to work with children and adults at risk
- Maintain personal and sensitive information according to our own Confidentiality Policy and the Data Protection Act
- Ensure that any organisation that we contract or partner with to deliver services to children, young people or adults at risk has appropriate safeguarding policies and procedures
- Develop and then implement procedures for identifying and reporting cases, or suspected cases, of harm.
- Make our Safeguarding Policy available
- Designate an appropriately trained and informed individual to be the person with whom safeguarding concerns are discussed initially, the Nominated Officer.

5.1. Safer Recruitment and Supervision of staff/volunteers/trustees

- If appropriate BCVS staff/volunteers will complete a Disclosure and Barring Service application, or a check will be made against the Update Service, if they are working specifically with children or adults at risk. If the staff/volunteer is likely to be unsupervised at any time they should apply for an Enhanced Disclosure. A Standard Disclosure is only appropriate if the post holder is guaranteed not to have unsupervised access to children or adults at risk. If the activity is classed as 'regulated'

(see Appendix 1) then a check of the Barred Lists will also take place. BCVS will also seek at least 2 references for every paid or unpaid post.

- If BCVS is delivering a service specifically to children, young people or adults at risk through another organisation or in partnership then it will ask for proof that the organisation has an appropriate policy and procedures in place.
- If BCVS does carry out direct work with children/young people or adults at risk that would require an Enhanced check then we will carry out similar checks of line managers and may do so for trustees.

5.2. Safer Practice in Direct Work

- No BCVS member of staff or volunteer or trustee will be alone with a child or adult at risk without alerting others to the reason, in the first instance their line manager (in the case of trustees the Chief Executive or Chair), or if not immediately available another appropriate manager or member of staff.
- Members of staff, volunteers and trustees must not use inappropriate language or behaviour.
- All allegations of abuse against a worker/volunteer/trustee, however minor, are reported to the Nominated Officer
- Parent, carer or next of kin consent (where appropriate) and contact details to be recorded for all children or adults at risk using BCVS services if unaccompanied.
- If any allegation is made against a member of BCVS staff/volunteer/trustee concerning alleged harm of a child or adult at risk the procedure to be followed will be in line with the Bournemouth and Poole Local Safeguarding Children Board or the Bournemouth and Poole Safeguarding Adults Board.
- Safeguarding also means reducing the risk of injury. Therefore we will carry out appropriate risk assessments before undertaking events/activities that will be attended by children, young people or adults at risk. This will include balancing the danger of injury against the benefits for participants.
- When undertaking events/activities we will arrange for appropriate first aid cover and other health and safety measures e.g. fire fighting.

6. Definitions of types of Harm

6.1 Physical Harm of Children, Young People or Adults at risk

Physical harm may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, unlawful or inappropriate restraint or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent/carer fabricates the symptoms of, or deliberately induces, illness in a child or adult at risk.

Physical Harm - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Unexplained injuries – bruises / abrasions / lacerations ▪ The account of the accident may be vague or may vary from one telling to another. ▪ Unexplained burns ▪ Regular occurrence of unexplained injuries 	<ul style="list-style-type: none"> ▪ Withdrawn or aggressive behavioural extremes ▪ Uncomfortable with physical contact ▪ Seems afraid to go home ▪ Complains of soreness or moves uncomfortably ▪ Wears clothing inappropriate for the weather, in order to cover body.

<ul style="list-style-type: none"> ▪ Most accidental injuries occur on parts of the body where the skin passes over a bony protrusion. 	<ul style="list-style-type: none"> ▪ The interaction between the child, adult at risk and its carer
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6.2 Neglect

Neglect is the persistent failure to meet a child's or adult at risk's basic physical and / or psychological needs, likely to result in the serious impairment of their health or development.

Neglect may involve a parent/carer failing to:

- ❖ Provide adequate food, clothing and shelter
- ❖ Protect a child or adult at risk from physical and emotional harm or danger;
- ❖ Ensure adequate supervision (including the use of inadequate care-givers);
- ❖ Ensure access to appropriate medical care or treatment.

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

Neglect - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Unattended medical need ▪ Underweight or obesity ▪ Recurrent infection ▪ Unkempt dirty appearance ▪ Smelly ▪ Inadequate / unwashed clothes ▪ Consistent lack of supervision ▪ Consistent hunger ▪ Inappropriately dressed 	<ul style="list-style-type: none"> ▪ Poor social relationships ▪ Indiscriminate friendliness ▪ Poor concentration ▪ Low self-esteem ▪ Regularly displays fatigue or lethargic ▪ Frequently falls asleep ▪ Frequent unexplained absences

6.3 Emotional Harm

Emotional or psychological harm has a harmful effect on an individual's emotional well-being causing mental distress undermining their self-esteem and quality of life, and may involve:

- ❖ Conveying to an individual that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person;
- ❖ Imposing age or developmentally inappropriate expectations. These may include interactions that are beyond the child's or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or adult at risk participating in normal social interaction;
- ❖ Seeing or hearing the ill-treatment of another;
- ❖ Serious bullying, causing children or adults at risk frequently to feel frightened or in danger, or the exploitation or corruption of children or adults at risk;

Emotional Harm - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Poor attachment relationship ▪ Unresponsive / neglectful behaviour towards the child's or adults at risk emotional needs ▪ Persistent negative comments about the child or adult at risk 	<ul style="list-style-type: none"> ▪ Low self-esteem ▪ Unhappiness, anxiety ▪ Withdrawn, insecure ▪ Poor concentration ▪ Attention seeking ▪ Passive or aggressive behavioural

<ul style="list-style-type: none"> ▪ Inappropriate or inconsistent expectations ▪ Self harm 	<p>extremes</p>
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6.4 Sexual Harm

Sexual abuse involves forcing or enticing a child, young person or adult at risk to take part in sexual activities, including prostitution, whether or not the child or adult at risk is aware of what is happening or lacks the mental capacity to give consent. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.

Sexual abuse includes non-contact activities, such as involving children or adult at risk in looking at, or in the production of pornographic materials, watching sexual activities or encouraging children or adult at risk's to behave in sexually inappropriate ways.

Sexual Harm - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Sign of blood / discharge on the child's or adult at risk's underclothing. ▪ Awkwardness in walking / sitting ▪ Pain or itching – genital area ▪ Bruising, scratching, bites on the inner thighs / external genitalia. ▪ Enuresis/encopresis (inappropriate weeing and pooping if older than 4/5) 	<ul style="list-style-type: none"> ▪ Sexually proactive behaviour or knowledge that is incompatible with age & understanding. ▪ Drawings & or written work that is sexually explicit ▪ Self harm / Suicide attempts ▪ Obsession with washing

6.5 Child Sexual Exploitation

Child sexual exploitation through prostitution is a form of abuse by which a child or young person is coerced or manipulated to engage in sexual activities either in return for something or for the profit of others.

Child Sexual Exploitation-Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Frequently staying out late or overnight with no explanation ▪ Going places that you know they can't afford ▪ Suddenly acquiring expensive gifts ▪ Repeated truanting ▪ Bruises, marks on their body ▪ Unexplained attention from adults i.e.: telephone calls email etc. ▪ Strangers hanging around outside the home. ▪ Repeated unexplained absences from school. ▪ Families where one child is unusually quite / withdrawn / not attending school with their siblings 	<ul style="list-style-type: none"> ▪ Become secretive, defensive or aggressive when asked about their personal life. ▪ Wearing inappropriate clothing that is too adult or revealing for their age. ▪ Self-harm / suicide attempts ▪ Drawings & or written work that is sexually explicit.

6.6 Financial and Material Harm

This is the unauthorized taking (theft) or misuse of any money, income assets, personal belongings or property or any resources of an individual without their informed consent.

Financial and Material Harm - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none">▪ Money and possessions stolen▪ Forcing changes to will▪ Lack of goods and services a person can afford	<ul style="list-style-type: none">▪ Unexplained or sudden inability to pay bills

6.7 Discriminatory Harm

This form of harm involves harmful or derisive attitudes or behaviour based on a person's race, ethnic origin, culture, gender, sexuality, disability, faith or belief, mental health status or age.

Discriminatory Harm – Examples:
<ul style="list-style-type: none">▪ Verbal abuse▪ Inappropriate use of language▪ Unequal treatment▪ No attempt to address language barriers▪ No provision of culturally sensitive food▪ No awareness of importance of faith festivals etc

7. How to Report Suspected Harm

The first priority for all those working for BCVS (trustees, staff, volunteers, contractors, etc.) should be to ensure the safety and protection of any child or adult at risk using BCVS's services. Therefore if there is any concern it is an individual's responsibility to act in a timely manner, if necessary immediately where there is an urgent need for medical treatment or immediate risk of harm.

Where a worker, volunteer or trustee suspects a child or adult at risk has or is being harmed they will follow the process below:

1. Person has concerns about a child or adult at risk's welfare. If the child or adult at risk disclosed information you should:
 - Stay calm, treat them seriously, offer them support and listen to them but not press for more details,
 - Explain that you cannot guarantee confidentiality and that you have a duty to report to a manager
 - Write down what they tell you using their own words as soon as possible
 - Keep any evidence safe
 - Do not attempt to discuss this with the person alleged to have caused the harm



2. If the person believes the child or adult at risk is in immediate danger - call the police and /or an ambulance on 999. If not go to 3.



3. Person discusses with the Nominated Officer or Chief Executive/Chair (e.g. if they are unavailable or the allegation concerns the Nominated Officer) as soon as possible and within the same working day and a decision is taken whether to take further action (if the person is unable to discuss with any of the above they should decide whether to take further action because there is a risk of immediate, significant harm). If yes then go to 4.



4. Person records concerns using as much information as possible such as what was said, what was observed, when, where and who else was there, date, time and place of disclosure/concerns.



5. Nominated Officer makes appropriate referral (see **9. Contacts**) within 24 hours of disclosure or concern raised.



6. Followed up in writing within 48 hours with copy kept securely by the Nominated Officer.

8. Children, young people or adults not using BCVS service

If BCVS staff/volunteers/trustees become concerned about a child, young person or adult at risk using a service of an independent organisation then they should talk to the organisation about their concern so that the organisation can implement their own safeguarding procedure. The BCVS staff member/volunteer/trustee should also record their concerns and what they said to the organisation and give this to the Nominated Officer. If the organisation does not take satisfactory action then the staff member/volunteer/trustee should discuss this with the Nominated Officer who may decide to contact the organisation again or make a direct referral as in Step 5 above.

If a colleague working in another organisation shares a concern with a member of staff/volunteer/trustee then they should encourage that colleague to use their own organisation's Safeguarding Procedures. If a member of the public shares a concern then encourage them to directly contact the Borough Council or the Police (see 9. Contacts). In both cases remind them that if you consider it to be a serious and /or immediate danger of harm that you will have no option but to implement the BCVS procedure as set out in Section 7. The BCVS member of staff/volunteer/trustee should make a note of the conversation and give it to the Nominated Officer.

9. Contacts

BCVS Nominated Officer: Steve Place

For concerns about an immediate risk or harm to a child, young person or adult at risk ring the Police on 999

If you suspect that someone is being abused or neglected then contact Bournemouth Borough Council on 01202 454979 for adults at risk and 01202 458102 for children. For out of hours reporting phone 01202 657279.

10. Other organisations that could help

Bournemouth and Poole Safeguarding Adults Board

www.bournemouth.gov.uk/SocialCareHealth/AdultSocialCare/Adviceandinformation/AbouttheSafeguardingAdultsBoard.aspx , 01202 458949

Bournemouth and Poole Local Safeguarding Children Board www.bournemouth-poole-lscb.org.uk 01202 458873

What to do if you're worried a child is being abused – Summary

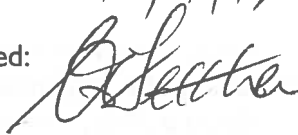
www.education.gov.uk/publications/eOrderingDownload/6841-DfES-ChildAbuseSumm.pdf

The Safe Network (www.safenetwork.org.uk): provides information and resources to the voluntary and community sector to help keep children safe. It is managed by NSPCC, Children England and Child Accident Prevention Trust.

Date:

13/9/13

Signed:



Chair of BCVS Board



Chief Executive BCVS

Code agreed:

Reviewed

Appendix 1

Regulated activity is set out in Schedule 4 of the Safeguarding Vulnerable Groups Act 2006, as amended (in particular, by the Protection of Freedoms Act 2012). For more information see 'Changes to disclosure and barring: What you need to know'

www.gov.uk/government/uploads/system/uploads/attachment_data/file/97875/leaflet-england-wales.pdf

Regulated activity still excludes family arrangements, and personal, non-commercial arrangements.

1. Regulated activity relating to children

- (i) Unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children;
- (ii) Work for a limited range of establishments ('specified places'), with opportunity for contact: for example, schools, children's homes, childcare premises. Not work by supervised volunteers;
Work under (i) or (ii) is regulated activity only if done regularly. For statutory guidance about supervision of activity which would be regulated activity if unsupervised see <http://media.education.gov.uk/assets/files/pdf/s/supervision%20guidance%20revised%20sos%20sept%202012.pdf>
- (iii) Relevant personal care, for example washing or dressing; or health care by or supervised by a professional;
- (iv) Registered childminding; and foster-carers.

2. Regulated activity relating to adults

The new definition of regulated activity relating to adults no longer labels adults as 'vulnerable'. Instead, the definition identifies the activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time.

- (i) Providing health care - Any health care professional providing health care to an adult, or anyone who provides health care to an adult under the direction or supervision of a health care professional.
- (ii) Providing personal care - Anyone who:
 - provides physical assistance with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of an adult's age, illness or disability;
 - prompts and then supervises an adult who, because of their age, illness or disability, cannot make the decision to eat or drink, go to the toilet, wash or bathe, get dressed or care for their mouth, skin, hair or nails without that prompting or supervision; or
 - trains, instructs or offers advice or guidance which relates to eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails to adults who need it because of their age, illness or disability.
- (iii) Providing social work
- (iv) Assistance with cash, bills and/or shopping
- (v) Assistance in the conduct of a person's own affairs
- (vi) Conveying - A person who transports an adult because of their age, illness or disability either to or from their place of residence and a place where they have received, or will be receiving, health care, personal care or social care; or between places where they have received or will be receiving health care, personal care or social care. This will not include family and friends or taxi drivers.

