

Reference number B03
Type Combined

Safeguarding Children and Young Persons'

Statement of purpose

A brief reasoning of the topic and linking with our vision, mission, values, strategy

This document outlines Caring Together Charity's approach to safeguarding children and young people aged 17 and under.

The intended outcome of these documents is to:

- Safeguard and protect from abuse and harm all children and young people with whom our staff and volunteers come into contact.
- Promote their wellbeing.
- Respond promptly and effectively if concerns are raised.

This includes, but not limited to, children and young people who:

- Have an illness, disability or specific additional needs.
- Are young carers.
- Are in challenging family circumstances (including issues such as substance abuse, adult mental health, domestic violence).
- Are being drawn into anti-social or criminal behaviour, including gangs or organised crime.
- Are frequently missing from home.
- Are at risk of modern slavery, trafficking or exploitation.
- Are at risk of being radicalised or exploited.
- Have recently returned home from care.

Scope

Who does this policy affect

This document is relevant to all Trustees, employees and volunteers throughout Caring Together Charity.

Version history

Date	Version	Comments	Actioned by
May 2019	1.0	Carers Trust reviewed	V. Kinsey-Thatcher
August 2020	2.0	Revised document in line with national changes, renumbered from C01a	V. Kinsey-Thatcher
August 2021	3.0	Reviewed and minor amendments made	Sarah Harvey
July 2022	4.0		John Turner
October 2025	5.0	Reviewed and minor amendments, new flow chart	David Gresham

Related documents

This document should be read in conjunction with the following, which can be found on [Our Place](#):

- Confidentiality and disclosure
- Adult safeguarding
- **Freedom to Speak Up**
- Diversity and equality
- Code of conduct
- Complaints
- Personal care
- Duty of candour
- Medication, including medicines relating to safeguarding
- Behaviour management, including use of restraint
- Autonomy and independence
- Financial protection.

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Policy

1. Statement

1.1. Caring Together Charity:

- Recognises that the welfare of the child or young person is paramount.
- Acknowledges that children and young people have the right to live in safety, free from abuse and neglect and that by being and feeling safe, their wellbeing and quality of life will be improved.
- Endorses a child-centred approach to safeguarding and child protection, keeping the child or young person in focus when making decisions about their lives, listening to them, taking their views into account, and working in partnership with them and their families.
- Recognises that everyone involved with services for children or young people has a role to play in protecting and promoting their welfare and that everything possible must be done to prevent, report and tackle abuse.
- Is committed to fostering an honest, open, and transparent safeguarding culture for staff at all levels, ensuring they feel empowered to raise concerns in potential or actual abusive situations regarding children and young people, fully recognising that abuse can be carried out by friends and family or strangers as well as by those providing services. Caring Together Charity is committed to learning from serious case reviews, for example, cases that have gained national attention, as well as internal cases that contain serious learnings. Our culture of learning, and of embedding safeguarding in our charity, helps reinforce this.

1.2. Caring Together Charity seeks to honour the principles of the [United Nations Convention on the Rights of the Child](#) (UNCRC), under which all children and young people have the right to:

- Survive and grow
- Participate and be heard
- Fulfil their potential
- Receive an education
- Be healthy
- Be treated fairly
- Have a childhood.

1.3. No form of corporal punishment will be used at any time against any child or young person to whom services are provided.

2. Legislation

2.1. Caring Together Charity seeks to comply with:

- Children Act 1989
- Human Rights Act 1998
- Protection of Children Act 1999
- Sexual Offences Act 2003
- Female Genital Mutilation Act 2003
- Children Act 2004
- Health and Social Care Act 2008
- Equality Act 2010
- Protection of Freedoms Act 2012
- Care Act 2014
- Children and Families Act 2014
- Young Carers Needs Assessment Regulations 2015
- Counterterrorism and Security Act 2015 ([Prevent Agenda](#))
- Children Act 2004 as amended by Children and Social Work Act 2017
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- General Data Protection Regulation (GDPR) 2018
- Health and Care Act 2022
- **Online Safety Act 2023**
- GOV.UK The Charity Commission Strategy for dealing with safeguarding <https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities>

2.2. This policy is written in accordance with:

- [Working Together to Safeguard Children](#) (July 2018)
- [Information sharing advice for practitioners providing safeguarding services to children, young people, parents and carers](#) (July 2018)
- [National Council for Voluntary Organisations \(NCVO\) guidance on safeguarding.](#)

3. Responsibilities of Trustees

- 3.1. Safeguarding is a key governance concern for all charities. The [Charity Commission](#) states that charities 'must put safeguards in place to protect those who come into contact with your charity'¹.
- 3.2. All Trustees have a personal responsibility to familiarise themselves with the Safeguarding Children and Young Persons' policy, and to be aware of the procedure and guidance in this document. The responsibility for having detailed knowledge of the procedure and guidance, and the monitoring of compliance to these documents within the charity has been delegated by the Trustees to the Head of Care as **Designated Safeguarding Lead (DSL)**.
- 3.3. Trustees are responsible for ensuring managers have safe and effective systems in place whereby employee and volunteers at all levels of the charity:
 - Work according to the Safeguarding Children and Young Persons' policy.
 - Receive all necessary supervision, support and training that is relevant to and at a suitable level for their role, including following a safeguarding or child protection incident.
 - Are clear about their responsibilities and accountability in relation to preventing, identifying and reporting the abuse of children and young people.
 - Promote a culture of listening to children and young people.
- 3.4. Specifically, Trustees have a responsibility to:
 - Promote a culture of openness, honesty and candour at all levels.
 - Ensure the establishment of sound management structures to oversee and monitor the service so that it operates safely and effectively for those receiving care and support.
 - Ensure their charity operates zero tolerance to all forms of abuse, including unlawful discrimination, degrading or inhuman treatment, excessive or inappropriate use of restraint, including restrictions on movement and activities.
 - Ensure senior managers are fully committed to safeguarding and protecting children and young people.
 - Oversee performance and risk in relation to safeguarding children and young people.
 - Provide an adequate level of scrutiny of the operational practice within their organisation.

¹ See The Charity Commission publication: [Safeguarding and protecting people for charity and trustees \(December 2019, updated June 2022\)](#)

- Ensure robust systems are in place to monitor and review safeguarding and child protection practice on an ongoing basis across the organisation, to inform continued development, quality assurance and improvement.
- Ensure provision to support employees who raise concerns (whistleblowers) (refer to the Freedom to Speak Up policy).

3.5. In addition, Trustees will ensure managers have established and operate robust systems to:

- Liaise with and report safeguarding issues to the appropriate local authority within the geographical area/s in which they operate.
- Work in accordance with local safeguarding and child protection arrangements as set out by the relevant local Safeguarding Children Partnerships/safeguarding partners.
- Implement local authority inter-agency agreements, including protocols on information sharing.
- Work with other agencies in the statutory, voluntary and independent sectors.
- Select, recruit and vet employees in compliance with legal requirements and good practice.
- Deal with allegations against and concerns about employees who may have harmed a child or behaved in a way that indicates they may pose a risk of harm to children, in line with local authority protocols (see also 5. below).
- Report incidents to The Charity Commission, Care Quality Commission and any other statutory bodies.

3.6. Trustees are responsible for ensuring that:

- A senior staff member (suitably trained and competent to handle safeguarding and child protection issues) is appointed as the charity's Designated Safeguarding Lead.
- The Designated Safeguarding Lead (DSL) maintains an up-to-date knowledge of national and local changes and developments in children's safeguarding policy and disseminates this information across the charity in a format that is relevant to the intended audience, as appropriate.

3.7. The Board of Trustees will nominate a board member, who is suitably trained/experienced in safeguarding and child protection, to act as Trustee Safeguarding Lead to:

- Work with Caring Together Charity's Designated Safeguarding Lead and Designated Safeguarding Officers (DSOs) to ensure all necessary safeguarding protocols are in place.

- Bring to the board's attention where safeguarding protocols need revision following any issue/incident that identifies weaknesses or has policy implications.

4. Recognising abuse and raising safeguarding concerns

- 4.1. Early help and intervention are paramount in reducing the risk of significant harm. Local Safeguarding Children Partnerships/safeguarding partners are required to have pathways in place documenting the process for early help and assessment, bringing together parent, carer and multi-agency plans for interventions to improve the circumstances for the child or young person. Caring Together Charity's employees will be familiar with and follow these local arrangements, participating as required.
- 4.2. Caring Together Charity will ensure safeguarding and child protection training stresses that abuse may be prevented or diminished by good staff vigilance at all levels, from a staff team that is open to raising the alert in all potential as well as actual risk situations and understands the importance of speedy action, in order to best protect the children and young people with whom they are in contact.
- 4.3. Full details of raising an alert, reporting requirements and necessary follow-up action are contained within the following procedure. Following the findings of the Independent Inquiry into Child Sexual Abuse (IICSA, 2022), we acknowledge the importance of mandatory reporting, ensuring that all allegations or suspicions of child sexual abuse are reported promptly to statutory authorities and never dealt with solely internally.

5. Allegations of abuse against employees

- 5.1. Trustees will ensure managers have systems in place whereby allegations of abuse against employees are listened to, taken seriously, handled in line with local authority protocols and reported to the following, as appropriate:
 - The local authority Designated Safeguarding Lead or team within children's social care responsible for the management and oversight of allegations against people who work with children.
 - Care Quality Commission.
 - The police if a crime has or is suspected of having been committed.
 - Caring Together Charity's Board of Trustees (details anonymised).
 - Caring Together Charity's insurers.
 - The Disclosure and Barring Service (DBS).
 - The Charity Commission
<https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities>.

6. Learning and development

- 6.1. Managers are responsible for assessing the roles undertaken by employees and volunteers to determine the level of briefing/induction/training they require in relation to safeguarding children and young people.
- 6.2. For employees involved in the provision of regulated care and support services (including all office and business services staff), general learning and development requirements relating to safeguarding children and young people are contained in the Learning and Development policy.
- 6.3. Managers will ensure employees that are involved in the planning and provision of services have mandatory induction and ongoing training in safeguarding and child protection. This includes employees and volunteers who work solely with adults, as their role may bring them into contact with children or young people.

7. Approval

- 7.1. Caring Together Charity's Board of Trustees will approve this policy and review it on an annual basis.

8. Acceptance

- 8.1. Employees and volunteers are required to evidence that they have received, read and understood this documents content.
- 8.2. Responsibility for following this policy and accompanying procedures and guidance rests with the individual employee. Failure to do so may result in disciplinary proceedings.

Appendix 1: Definitions

Abuse	Abuse is any form of maltreatment of a child or young person. Someone may abuse or neglect a child or young person by inflicting harm, or by failing to act to prevent harm. There are multiple forms of abuse relating to children and young people, and incidents can often involve several categories. The different types of abuse are covered the appendix seven, the abuse of children: factors, types and indicators.
Child in need	This refers to a child or young person who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services; or a child who is disabled.
Safeguarding and promoting the welfare of children	This is defined as: • Protecting children from maltreatment. • Preventing impairment of children's health or development. • Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. • Taking action to enable all children to have the best life chances.
Child protection	• This is part of safeguarding and promoting welfare. It refers to the activity undertaken to protect specific children or young people who are suffering, or are likely to suffer, significant harm.
Significant harm	Significant harm is assessed in relation to: • The nature of harm in terms of maltreatment or failure to provide adequate care. • The impact on the child or young person's health and development. • The child/young person's development in context of their family and wider environment. • Any special needs such as a medical condition, communication impairment or disability that may affect the child/young person's development and care in a family. • The capacity of parents to adequately meet the child or young person's need. • The wider and environmental family context.

- Some children or young people are in need because they are suffering or likely to suffer significant harm. This threshold gives a legal justification for compulsory intervention in a child or young person's life and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child.

The abuser

Abuse may be carried out by any of a wide range of people. Examples include:

- Relatives, friends, family members.
- Neighbours and those in the child or young person's social network.
- Professional paid staff or volunteers (including colleagues) in an institutional or community setting, including the child or young person's own home.
- Someone known to the child or young person or a stranger.
- An adult or adults, or another child or children.

Procedure

9. Recognising abuse

- 9.1. Voluntary organisations and private sector providers play an important role in delivering services to children and young people. All employees need to be aware of their responsibilities for safeguarding and promoting their welfare and how they should respond to child protection concerns (including making a referral to local authority children's social care or the police).
- 9.2. The services provided by Caring Together Charity can play an important part in the lives of children and young people whose families may be experiencing a range of problems and stresses. They may be delivered in a variety of settings, for example in the child or young person's own home, at day centres, holiday clubs, young carers' groups, schools, and place staff in a position to recognise the early signs of abuse that may escalate or lead to harm if ignored.
- 9.3. Managers need to ensure that all employees and volunteers involved in service planning or provision (including employees working solely with adults), are trained to:
 - Recognise the signs of abuse in relation to children and young people.
 - Be vigilant regarding the welfare of all children and young people with whom their work brings them into contact.
- 9.4. It is important to note that siblings and children or young people in caring roles can be subject to specific forms of abuse, be it by family members or others. See Appendix 6 for information on young carers.

10. Workforce reporting concerns

- 10.1. Managers need to build a culture that fosters an open, trusting communication structure in which employees feel able to discuss and report safeguarding concerns, (including potential or suspected abuse as well as alleged and actual abuse) and know they will be listened to, understanding that such action is a marker of good care, not a negative outcome of poor care.
- 10.2. In addition, managers will encourage employees to recognise that a commitment to the highest possible standards of care must, where necessary, overrule loyalty to colleagues or others and that failing to report incidents or suspicions of abuse could in itself be abusive and may lead to disciplinary or criminal proceedings.

- 10.3. It is imperative that employees and volunteers at all levels of Caring Together Charity:
- Are made aware of the need to report safeguarding concerns without delay.
 - Know to whom they report their concerns (both in and out of office hours), and how.
- 10.4. The reporting line regarding safeguarding is:
- Employees and volunteers are directed to report safeguarding concerns to.
 - Caring Together Charity's Designated Safeguarding Officers, their line manager, or the person on call.
 - If a Designated Safeguarding Officer or a senior manager is not available, they have a responsibility to personally report their concerns directly to the local authority children's social care safeguarding team without delay.
 - See Appendix 2 for flowchart for reporting suspected concerns.
- 10.5. Employees and volunteers must, therefore, be given contact details for:
- Caring Together Charity's Designated Safeguarding Officers.
 - Their line manager.
 - For care services only the person on call, for use when working out of office hours.
 - The local authority children's social care safeguarding team (in and out of hours numbers).
 - The police.
- 10.6. Employees and volunteers must be trained that if, after reporting a concern to a senior colleague, they feel the matter has not been taken seriously or dealt with properly, they need to raise it again using Caring Together Charity's **Freedom to Speak Up** policy.
- 10.7. Employees and volunteers must also be made aware that they have a duty to report their safeguarding concerns directly to the local authority children's social care safeguarding team without delay if:
- They are unable to locate a Designated Safeguarding Officer or senior manager within Caring Together Charity.
 - Their concerns involve the actions of a Designated Safeguarding Officer or senior managers within Caring Together Charity.
 - Designated Safeguarding Officers or senior managers in Caring Together Charity fail to respond appropriately to their concerns.

- 10.8. Employees and volunteers need to be informed that if they observe any marks, bruises or injuries on a child or young person, they are to be recorded on a child body map chart. **EMPLOYEES AND VOLUNTEERS MUST NEVER TAKE PHOTOGRAPHS OF A CHILD OR YOUNG PERSON**, including to record marks, injuries or bruises.

11. Responsibilities of the Designated Safeguarding Lead (DSL)

- 11.1. The Designated Safeguarding Lead (DSL) will be required to:
- Monitor the nature and extent of safeguarding issues and report routinely, for example, monthly, to the senior management team, who in turn will be responsible for regular reporting to Caring Together Charity's Board of Trustees.
 - Ensure all such local protocols are kept for the length of time required by the Caring Together Charity's insurers.
 - Ensure the Trustee Safeguarding Lead is informed about specific safeguarding issues, ensuring the anonymity of those involved so that members can objectively hear appeals under the complaints, grievance or disciplinary procedures.
 - Make checks against and referrals to the [Disclosure and Barring Service](#) in accordance with Department of Health and Social Care guidance.
- 11.2. Caring Together Charity's Designated Safeguarding Lead will have robust systems in place to ensure employees working with adults, children and young people:
- Understand and comply with the Safeguarding Children and Young Persons' policy, procedure, and guidance.
 - Receive effective, timely supervision and support, the frequency of which is determined by the severity of the child or young person's circumstances and the individual needs of the employees concerned, with detailed records kept.
 - Are given additional support and supervision if involved in a safeguarding incident and assisted to reflect and learn from it.
 - Receive support if they raise concerns through the charity's **Freedom to Speak Up** policy.

12. Responsibilities of the Designated Safeguarding Officers (DSOs)

- 12.1. Caring Together Charity's Designated Safeguarding Officers (and other managers as appropriate to the charity's management structure) are required to:
- Be first point of call for employees and volunteers for safeguarding concerns.

- Be familiar with the content of the safeguarding and child protection policy, procedure, and guidance.
- Undertake investigations as required on safeguarding concerns.
- Be conversant with the requirements of local Safeguarding Partners, there are more than one Safeguarding Partnership operating in the area covered by Caring Together Charity, regarding inter-agency working.
- Develop protocols that are compliant with local Safeguarding Partnership requirements, including, for example, escalation of safeguarding concerns, attendance at safeguarding planning meetings and child protection conferences, co-operation with other relevant agencies.
- Establish and maintain effective working relationships with the local authority children's social care and other relevant agencies delivering services to children and young people, following their guidance and instructions where applicable, including issues arising from multi-agency involvement.
- Contribute to and co-operate with safeguarding enquiry processes if asked to do so by the statutory authorities.
- Ensure that children and young people who use services are provided with adequate information about safeguarding in an accessible format that is suitable for their needs.

12.2. Caring Together Charity's Designated Safeguarding Officers will:

- Establish clear arrangements for an ongoing, continuous cycle of internal inspection, quality control and review of safeguarding practice.
- Implement improvements to systems if inspection and monitoring reveal any deficiencies, inadequacies, or negligence in the way the service operates.

13. Raising safeguarding concerns

- 13.1. Early help and intervention is paramount to reduce the risk of significant harm. Local Safeguarding Partners are required to have pathways in place documenting the process for early help and assessment which brings together parent, carer and multi-agency plans for interventions to improve a child or young person's circumstances. Managers will ensure they are familiar with and follow these local arrangements, participating as required.
- 13.2. There is a duty on all local agencies working with children and families to cooperate with and refer to local authority children's social care if there are signs that a child or unborn baby:
- Has suffered significant harm through abuse or neglect OR
 - Is likely to suffer significant harm in the future.

- 13.3. Caring Together Charity's Designated Safeguarding Officers have a responsibility to act on every report of potential, suspected, alleged or actual abuse from whatever source and to determine what action is necessary in accordance with the relevant local authority requirements.
- 13.4. It is good practice for Caring Together Charity's Designated Safeguarding Officers, wherever possible, to discuss concerns with the child or young person (as appropriate to their age and understanding) and with their parent, carer or person with parental responsibility, to gain their agreement to make a referral, unless such a discussion would place the child or young person or others at increased risk of significant harm. For further information visit:
- [Working Together to Safeguard Children](#) (July 2018)
 - [Information sharing advice for practitioners providing safeguarding services to children, young people, parents and carers](#) (July 2018)
- 13.5. Caring Together Charity's Designated Safeguarding Lead (DSL) will report any safeguarding incident to:
- Local authority children's social care immediately by telephone.
 - The police if a crime has or is suspected of having been committed.
 - Purchasing or commissioning authority.
 - Care Quality Commission (CQC).
 - The Charity Commission.
 - Caring Together Charity's insurers.
 - Caring Together Charity's Board of Trustees (details anonymised).
- 13.6. Caring Together Charity's Designated Safeguarding Officers will also:
- Obtain a record from the employee or volunteer reporting the incident, stating the facts (either typed or written in black ink, signed and dated), as soon as possible after the incident occurred and within 24 hours at the latest – the record should be as detailed as possible.
 - Follow up the referral to children's social care within 48 hours with a written report of the incident, using the locally agreed referral form or process, including information where appropriate on the child's development needs and the capacity of their parent, carer or person with parental responsibility to meet those needs.
- 13.7. Caring Together Charity's Designated Safeguarding Officer must ensure they receive confirmation of their referral from children's social care within one working day of having made it and contact them again if they do not receive a response within three working days.
- 13.8. If it appears that children's social care has not acted on the referral, or if the employee who made the referral still has concerns, they are required to

inform their line manager within the organisation who will then escalate it to the next line of management within children's services.

13.9. See Appendix 5 for further information about how the local authority is required to respond to safeguarding referrals.

13.10. Caring Together Charity's Designated Safeguarding Officers will:

- Keep detailed records of discussions with staff, children's social care or other agencies involved, including contacts made, information shared, advice sought, advice received, and action taken
- Ensure records are stored securely and confidentially

14. Allegations of abuse against employees

14.1. This could include, for example, employees:

- behaving in a way that has or may have harmed a child or young person
- committing a criminal act against or related to a child or young person
- behaving towards a child or young person in a way that indicates they may pose a risk of harm.

14.2. Caring Together Charity's Designated Safeguarding Lead will notify the local authority designated officer or team within children's social care responsible for the management and oversight of allegations against people who work with children about any allegations of abuse against staff, within one working day of the allegation being brought to their attention and in accordance with procedures laid down by the local SCP/Safeguarding Partners.

14.3. They will also inform:

- The purchasing or commissioning authority.
- Caring Together Charity's insurers.
- Care Quality Commission (CQC).
- The Charity Commission.
- Caring Together Charity's Board of Trustees (details anonymised).
- The police if a crime has or may have been committed.

14.4. The Designated Safeguarding Lead is required to:

- Establish the requirements of and limitations set by any formal investigation being carried out by the police, children's social care or other statutory authority.
- Seek HR advice about whether to suspend the employee pending an inquiry.

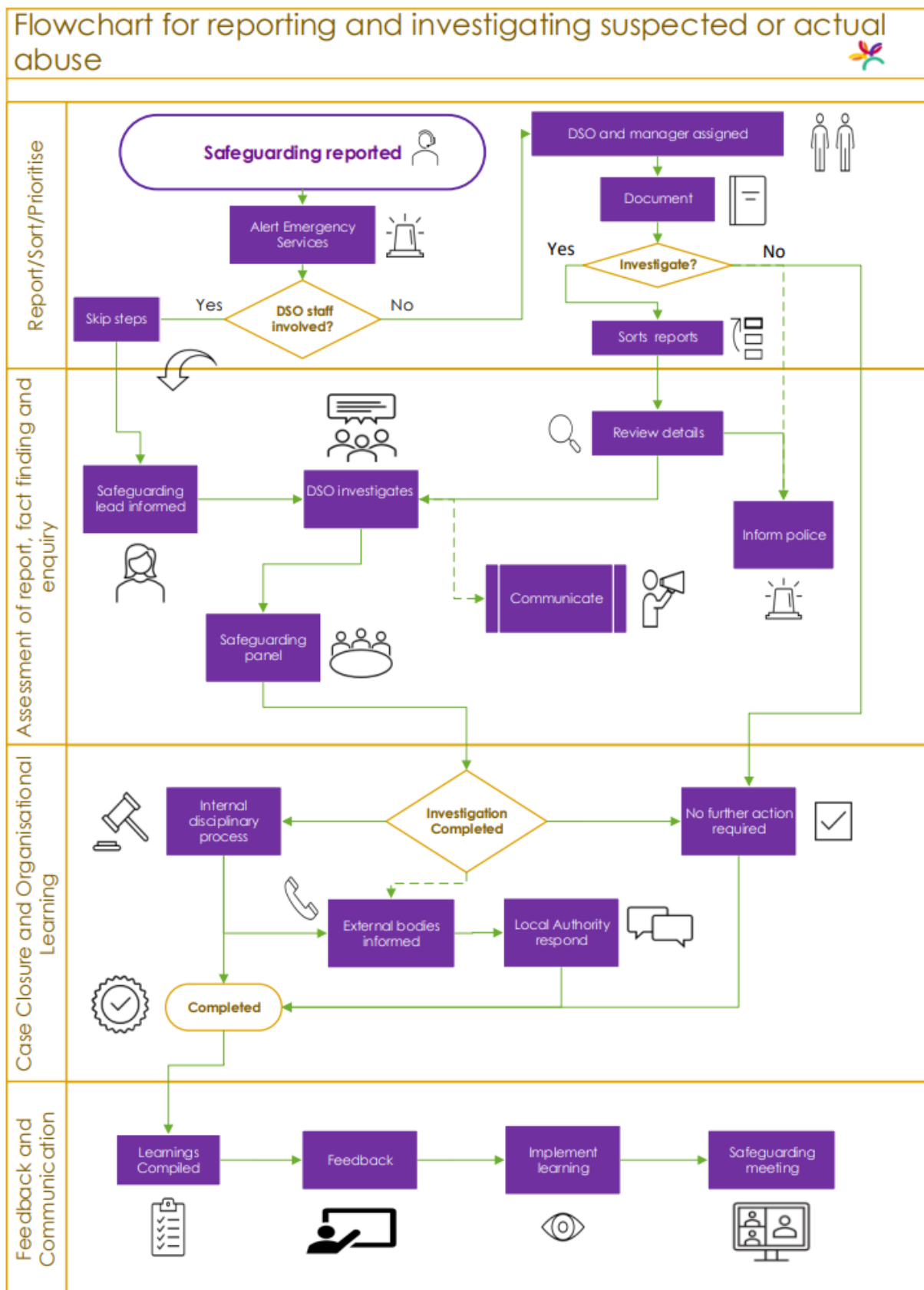
- Within those limitations, carry out a thorough investigation in accordance with the charity's Disciplinary policy.

- 14.5. It is important to remember that suspension of an employee for alleged abuse is a neutral act, without prejudice, intended to protect them from further allegations and the service user from further risk of harm, and to ensure that a thorough and fair investigation can be carried out. This should be stressed to the employee and to team as a whole if relevant.
- 14.6. When such an allegation is made, confidentiality is paramount, and employees need to be made aware that they are not permitted to discuss either the allegation or the employee concerned unless as part of a formal investigation. If they are found to be doing so, it may result in disciplinary proceedings.
- 14.7. Caring Together Charity's Designated Safeguarding Lead will also consider whether to refer the person against whom the allegations have been made to the Disclosure and Barring Service DBS. For further information visit the [DBS website](#) or contact their telephone helpline on 0300 0200 190.

15. Learning and development

- 15.1. **Designated Safeguarding Officers** are responsible for assessing the roles undertaken by employees and volunteers to determine the level of briefing/induction/training they require in relation to safeguarding.
- 15.2. Employees and volunteers working directly with children and young people will be trained to work collaboratively with them and their families when assessing how to support their needs and to treat all parties with respect.
- 15.3. Safeguarding and child protection training will be updated at least annually or sooner if necessary to comply with local authority requirements or to address any change in policy or reporting requirements.
- 15.4. Training needs to be at the level appropriate to the employees and volunteer's role and position within Caring Together Charity.

Appendix 2: Flowchart for reporting suspected or actual abuse



Appendix 3: Regulated providers of intimate personal care and support

Intimate personal care is defined as “Any procedure which involves any physical care or treatment that is an invasion of bodily privacy, and which may be a potential source of exposure or embarrassment to the individual child or young person” (NSPCC).

For details concerning:

- Planning intimate personal care and support tasks. See Personal Care policy.
- Consent for care. See Autonomy and Independence policy.

Managers will ensure that employees involved in the provision of intimate personal care and support are aware of and adhere to the good practice guidelines listed below.

Each child and young person is treated with dignity and respect and given privacy appropriate to their age, gender and situation.

This involves balancing the rights and needs of employee with those of the child or young person concerned by carefully considering the appropriate deployment of staff required to carry out the task safely, for example, who, when, where and how many.

The child or young person is involved as far as possible in their own intimate care.

Employees will be trained to avoid carrying out tasks the child or young person is able to do themselves. If a child or young person is completely dependent, the employee will talk to them, tell them what they are doing and offer choices wherever possible.

Employees are responsive to the reactions of the child or young person.

Managers will ensure employees are familiar with how the child or young person expresses discomfort, unease or unhappiness in relation to the task being undertaken and trained to respond appropriately.

Employees encourage the child or young person to have a positive image of their own body.

Confident, assertive children/young people who feel that their body belongs to them are less vulnerable to sexual abuse. The approach taken to intimate care and support conveys a range of powerful messages to the child or young person, including those around worth. Intimate care and support needs to be provided in as relaxed and unobtrusive a way as possible.

Managers will also ensure that employees involved in the provision of intimate personal care and support are aware of the need to report if a child or young person:

- Is accidentally injured or hurt during the provision of personal care.
- Appears to be unusually sore, has marks or injuries or appears to be sexually aroused by the staff member's actions.
- Displays an extreme emotional reaction without apparent cause.

Employees need also to be directed to report:

- If they feel they are being placed in a vulnerable situation or have concerns when they are involved in the provision of intimate personal care and support.
- Any concerns they have about the conduct of others, for example colleagues, other professionals, family members, when they observe or are given information about how they carry out intimate care and support.

Appendix 4: Good practice guidelines for online safety in the home

Online abuse is any type of abuse that happens on the web, whether through accessing social network sites, playing online games or using mobile phones or other devices.

When there is a request for employees to assist a child or young person to access the web during a visit to their home, the care planner/assessor will first need to establish with the parent/carer that the following safeguards are in place:

- Appropriate parental controls are activated to stop the child or young person seeing unsuitable or harmful content online.
- The necessary privacy settings are in operation on any online accounts the child has, for example Facebook or online games.
- The browser homepage is set to an agreed child-appropriate website.

The care planner/assessor will also need to agree boundaries with the child or young person and/or their parent/carer, for example:

- The amount of time the child or young person can spend online during a visit.
- When they can go online.
- The amount and type of supervision required.
- The websites they can visit and activities they can take part in.
- The online games they are allowed to play.
- The action the staff member will take if they have any concerns about the child or young person's online safety or wellbeing.

Where appropriate (depending on age and ability to understand), the care planner/assessor will also establish that the child or young person:

- Is aware of how to treat people online, for example not saying things they wouldn't say face-to-face.
- Is aware of the importance of, and agrees to keep private, their personal information.
- Is aware of what information they can share, for example when playing online games with others.

The care planner/assessor will:

- Document details of the agreement reached, for example, in the care and support plan or personal file.
- Inform the parent/carer and child or young person that staff are not permitted to 'keep a secret' and that they are required to report any concerns to their line manager.

Where the care planner/assessor is not satisfied that adequate safeguards are in place, they will decline to provide the service.

Appendix 5: How the local authority will respond

The local authority will make a decision within one working day about the type of response required to a children's safeguarding referral.

A strategy discussion will be held between the local authority as lead agency and all relevant agencies, including the police.

If an immediate safeguarding response is needed, an enquiry under Section 47 of the Children's Act 1989 will start, decisions about immediate safeguarding actions will be made, relevant people, including parents, will be given information, and the child will be seen.

A child protection conference will need to take place within 15 working days of the start of the child protection enquiry and the fuller assessment of the child and family should be completed within 45 working days.

If there is no immediate risk of harm, a child in need process may begin with an assessment under Section 17 of the Children's Act 1989, and a multi-agency planning process may be put in place for the child's future safety and welfare.

It is important and a statutory duty for all voluntary and independent organisations working with vulnerable children and families to cooperate with these enquiries and assessments as requested. The revised 'Working together to safeguard children' 2018, emphasises the need for all practitioners, including those in universal and voluntary services, to understand their role in identifying emerging problems, and an 'early help' response may be coordinated for a family prior to escalation to a child in need plan.

Guidance

16. Working and volunteering with children and young people

- 16.1. It is important that when you provide services to children or young people, you work in partnership with them and their parents, and treat all parties with respect. However, this does not remove the responsibility you have to safeguard those children and young people, to promote their welfare and to respond appropriately to child protection concerns (see point 3 below).
- 16.2. For volunteers, our Volunteer Co-ordinator and relevant manager will make sure you have all the necessary information to carry out your agreed volunteering role effectively and to a high standard.
- 16.3. No form of corporal punishment will be used at any time against any child or young person to whom services are provided.
- 16.4. If you work with children and young people with care needs, Appendix 2 looks at how to best help them with their intimate personal care and support from a safeguarding perspective.
- 16.5. Appendix 4 gives details of how to safely support children or young people to access the internet (including social media sites) in their own homes.

17. Reporting concerns

- 17.1. You have a responsibility to make sure that children and young people you are involved with are protected from abuse and kept safe. Many instances of abuse can be prevented or diminished by good staff vigilance, from a staff team that is ready to report their concerns about all potential as well as actual risk situations, in order to best protect their service users.
- 17.2. For volunteers, safeguarding children and young people is everyone's responsibility, and your role is to share this responsibility with paid professionals in touch with a family or individual, by understanding the key signs of abuse or potential harm and noticing and reporting things that may worry you. It is not your role to take a lead responsibility for acting on concerns or resolving issues, except in an emergency where someone is at immediate risk of harm.
- 17.3. Caring Together Charity has appointed a Designated Safeguarding Lead (DSL) and a team of Designated Safeguarding Officers (DSOs). Details of who these individuals are can be found on Our Place, posters displayed in office locations and in charity directory with '(DSO)' at the end of their name. If you are still unsure please ask your line manager or Volunteer Co-ordinator.
- 17.4. Ordinarily you have to keep information about children and young people confidential. However, if you observe, suspect or are told that one of them

is being abused, or that there is a risk of it happening, or if you have any concerns about their safety, inform one of the following people straight away:

- One of Caring Together Charity's Designated Safeguarding Officers.
- Your line manager.
- Volunteer Co-ordinator.
- The person on-call.

17.5. If you can't get hold of any of them, report immediately to the local authority children's social care safeguarding team. Don't wait until the next day – do it straight away.

17.6. It is important to remember that sharing safeguarding information is lawful under UK GDPR when necessary to protect a child from harm. The Information Commissioner's Office (ICO) confirms data protection law enables proportionate, fair sharing. Consent is not always required; safeguarding concerns justify disclosure where risks outweigh privacy, ensuring children's safety remains the overriding priority.

17.7. Appendix 11 gives you the necessary contact details. Make sure you can access them quickly whenever you are working/volunteering.

17.8. If you report a concern and are not satisfied that it has been dealt with properly, you have a responsibility to raise the matter again using our Freedom to Speak Up policy.

Follow it up. Don't just leave it.

17.9. Remember, a child or young person's welfare is always paramount when you see evidence of abuse, suspect it is happening or have any concerns. This means you don't have to wait until you are certain an incident has taken place; good safeguarding organisations will raise an alert to suspected and alleged abuse as well as to actual incidents.

18. Be on the alert

18.1. The service you provide is likely to be offering help to families, children and young people who are having to deal with many different problems and stresses. This puts you in a prime position to recognise and act early on situations that may lead to harm if they are ignored.

18.2. Always be on the alert for signs of abuse or neglect in those you support.

18.3. You could have concerns about a child or young person for any of the following reasons:

- Seeing an actual injury.
- Seeing signs of abuse or neglect.

- Comments the child or young person makes to you.
- Comments someone else makes about something they have seen or heard.
- Something odd about the way the child or young person responds or behaves.
- The behaviour of family/friends/other people around them.

18.4. Individual concerns may sometimes seem insignificant on their own, but it is important to understand that a number of 'little things' could add up to something much bigger. You must report all your concerns to Caring Together Charity's Designated Safeguarding Officers, your line manager, Volunteer Co-ordinator, or the person on-call straight away.

18.5. Remember that any child or young person (including young carers and those with care needs) may experience abuse.

19. Action required

19.1. If you WITNESS abuse taking place:

- If the child or young person is injured, call for medical help immediately on 999 or 112.
- If they appear to be in danger, call the police immediately on 999 or 112.
- Ensure that an authorised person arrives to take them to hospital, or to a place of safety away from the abusing situation.
- Contact a Designated Safeguarding Officer, your line manager, Volunteer Co-ordinator, or the person on-call as soon as you can to let them know what has happened, and follow their guidance.
- If the alleged abuser remains present, try to calm the situation down, but don't put yourself at risk and leave the situation if you feel threatened in any way.
- Do not destroy, disturb or move articles that could be used as evidence.
- Record everything you remember about the incident (including your concerns, who said what, details of injuries, other relevant information).

If you see any marks, bruises or injuries, make a record of them, for example on a body mark.

****DO NOT UNDER ANY CIRCUMSTANCES TAKE PHOTOGRAPHS OF THEM****

19.2. If a child or young person **TELLS YOU** they have been abused:

- LISTEN carefully to what they are saying and watch how they are behaving.
- Depending on their age and understanding, explain that you cannot keep such a serious matter secret or promise not to say anything to anyone and that you have to tell a more senior person at work about it.
- As soon as you can, write down what the child or young person has said (including any views they have expressed about what they would like to see happen as an outcome).
- Make sure they know you are taking what they say seriously.
- Tell them that they did the right thing by telling you.
- Note down the time, setting and details and any witnesses to the conversation.
- Continue to make a record of anything you think is relevant and of what happens next.
- Contact a Designated Safeguarding Officer, your line manager, Volunteer Co-ordinator, or the person on call as soon possible for guidance.

Do not:

- Stop a child or young person from talking if they want to tell you about something that has happened to them.
- Take the matter lightly or make a joke about it.
- Change the subject because you feel uncomfortable.
- Be judgemental or jump to conclusions.
- Prompt or directly question the child or young person or ask leading questions.
- Investigate the allegation.
- Make promises you cannot keep.

Write up your report of the incident straight away and give this, along with any notes you made at the time, to a Designated Safeguarding Officer, your line manager, Volunteer Co-ordinator or the person on-call. You can use the incident form on Our Place.

19.3. If you **SUSPECT** a child or young person is being abused:

- Make a note of your concerns.
- Write down details of whether they are based on a 'one-off' incident or remark you have seen/heard or on things that have happened before.

- Discuss your concerns straight away with the Designated Safeguarding Officer, your line manager, Volunteer Co-ordinator, or the person on-call, who will decide what action to take.
 - Allegations of abuse against a staff member.
- 19.4. Caring Together Charity's Designated Safeguarding Lead is required to report allegations of abuse against staff to various statutory authorities, for example children's social care, the police, who will investigate the matter as appropriate. In addition, the Designated Safeguarding Lead may decide to carry out an internal investigation using Caring Together Charity's Disciplinary policy, having first made sure that it won't interfere with what the statutory authorities are doing.
- 19.5. The Designated Safeguarding Lead will consider whether to suspend the employee concerned from their duties while investigations are taking place. Suspension is always without prejudice and is undertaken to protect the employee from further allegations and the service user from further risk of abuse. More relevant information can be found in Caring Together Charity's Disciplinary policy.
- 19.6. When such an allegation has been made against an employee, it is important that the matter remains confidential. No-one is allowed to discuss either the allegation or the person concerned unless it is as part of a formal investigation. If you are found to be doing so it may result in disciplinary proceedings.
- 19.7. If allegations of abuse are made against you, you can get help from the telephone counselling helpline. See Appendix 10 for details. Alternatively, if you are a member of a union, they may be able to offer you help.
- 19.8. If an allegation is made to you about another employee, manager or volunteer
- Listen carefully to what is said.
 - Don't make any comments.
 - Give reassurance you will follow up 'without prejudice' but don't make a commitment you can't keep.
 - Don't check out with the person named.
 - Make notes as soon as you can.
 - Raise the matter with your line manager straight away, or with another manager or Trustee if your line manager is involved in the allegation.

20. Allegations of abuse against a volunteer

- 20.1. Usually, families and individuals are very pleased to have a volunteer work with them, and the organisation tries to select and prepare volunteers and employees thoroughly, but occasionally problems will arise in relationships or expectations, and, in some cases, this can lead to a complaint or an

allegation against a volunteer. Some volunteers, and indeed employees, may prove to be unsuitable to the role. Because we know that vulnerable children and young people can be abused by anyone caring for them or supporting them, all allegations need to be followed up and investigated, to protect both them and the volunteer.

- 20.2. Caring Together Charity's Designated Safeguarding Lead is required to report all allegations of abuse made against volunteers to various statutory authorities, for example Children's Social Care, the police, who will investigate the matter as appropriate. In addition, the safeguarding and child protection officer may decide to carry out an internal investigation, having first made sure that it won't interfere with what the statutory authorities are doing.
- 20.3. The Designated Safeguarding Lead will discuss relieving the volunteer concerned of their volunteering duties while investigations are taking place. All investigations and any suspension of contact for volunteers are without prejudice and is a neutral act to allow protection for everyone while issues are followed up.
- 20.4. If allegations of abuse are made against you, you can get help and support from the telephone helpline. This is an independent service, available to you free of charge and offers general counselling and support. See Appendix 9 for details.
- 20.5. You may become aware of or receive complaints or concerns about other volunteers, paid employees or managers. You have a duty to report these to the Volunteer Co-ordinator as soon as possible, or if you are not happy with their response you have the right and the responsibility to raise your concerns with a senior manager or Trustee in the charity. If this is not appropriate for some reason, you should contact the local authority children's social care safeguarding team direct.

21. Volunteer briefing and induction

- 21.1. The Volunteer Co-ordinator is responsible for ensuring the role is assessed so that the level of briefing/induction can be decided upon by the Designated Safeguarding Lead.
- 21.2. All volunteers require training in safeguarding and child protection, including those in a role solely with adults. The reason for this is that, even though they may not be volunteering directly with children or young people, they may come into contact with them in the course of their volunteering with adult service users and need be in a position to recognise and flag up safeguarding concerns.

Appendix 6: Young carers

A young carer is a child or young person under the age of 18 who provides practical, personal care and/or emotional support to someone (including adults and children) who has a physical, learning or mental disability, or who misuses substances.

A young carer becomes vulnerable when the level of care-giving and responsibility to the person in need becomes excessive or inappropriate for that child, having regard to all the circumstances (in particular their age, sex, wishes and feelings), risking impacting on their physical or emotional wellbeing.

In general, if the caring role and responsibilities are having an adverse effect on the young carer's education or ability to form friendships or undertake social activities and pursuits, this would be an indicator that the situation is inappropriate.

They may, for example be looking after a brother or sister who has a disability or one of their parents may have a mental or physical illness or be misusing drugs or alcohol and you notice it is having a bad effect on them, for example:

- Their caring responsibilities seem to be getting too much for them.
- They are carrying out potentially dangerous tasks and are at risk of getting hurt.
- They are doing things that are not appropriate for their age or gender, for example intimate care.

This could affect their normal health and development and could also result in them regularly missing school or being socially isolated.

Appendix 7: Abuse of children factors, types and indicators

The content applies to children and young people aged 17 years and under, including children and young people who:

- Have an illness, disability or specific additional needs.
- Are young carers.
- Are in challenging family circumstances (including issues such as substance abuse, adult mental health, domestic violence).
- Are being drawn into anti-social or criminal behaviour, including gangs or organised crime.
- Are frequently missing from home.
- Are at risk of modern slavery, trafficking or exploitation.
- Are at risk of being radicalised or exploited.
- Have recently returned home from care.

Types and indicators of abuse of children and young people

The information contained in this appendix is written with reference to:

- [Working Together to Safeguard Children](#) (July 2018)
- [What to do if you're worried a child is being abused](#)
- [NSPCC Domestic abuse](#)

Abuse and neglect are forms of maltreatment and a person may abuse or neglect a child or young person by inflicting harm, or by failing to act to prevent harm.

Children and young people may be vulnerable to neglect and abuse or exploitation from within their family, in an institutional or community setting, from people they come across in their day-to-day lives, from strangers or via the internet.

The warning signs and symptoms of abuse or neglect can vary from child to child, and parental behaviours (including drug or alcohol abuse) may also contribute to warning signs. By understanding and being alert to general warning signs, all those working with families are able to respond as early as possible and to ensure the right support services are provided.

The signs listed below may be indicators of abuse or neglect in any of the categories discussed in this document and can be used as general guidance. They can be present as a response to all types of abuse.

General signs of all types of abuse or neglect include children or young people who:

- Display changes in behaviour, becoming aggressive, challenging, withdrawn, having difficulty sleeping or wetting the bed.
- Consistently present with poor hygiene and with ill-fitting or dirty clothing.
- Make strong efforts to avoid specific family members or friends.
- Are reluctant to be left alone with a particular person(s).
- Display subdued or changed behaviour in the presence of a particular person(s).
- Don't want to change clothes in front of others or take part in physical activities.
- Display sudden problems at school, poor attention or hunger.
- Talk about being left alone or with inappropriate carers.
- Are reaching developmental milestones late, with no medical reason.
- Are regularly missing from home, school or care.
- Have parents who are dismissive and non-responsive to practitioners' concerns.
- Drink alcohol regularly from an early age.
- Show concern for younger siblings without explaining why.
- Constantly express a wish to leave, or to live elsewhere.

- Talk about running away.
- Shy away from being touched or flinch at sudden movements.

As well as threats to children and young people of sexual, physical and emotional abuse and neglect, they are also at risk from possible exploitation by criminal gangs and organised crime; trafficking; online abuse. [See the Online Safety Act 2023](#); sexual exploitation and the influences of extremism leading to radicalisation, as set out below. None of these categories are mutually exclusive and a child or young person may be subject to more than one form of abuse happening at the same time.

Child-on-child abuse is no longer seen as simple bullying. It encompasses a range of harmful behaviours including sexual harassment, physical violence, and coercion. KCSIE 2024 (Keeping Children Safe in Education 2024) emphasises the need for proactive safeguarding responses to prevent harm, support victims, and challenge any culture that normalises abusive behaviour among children.

Appendix 8: Types and indicators of abuse

Physical abuse	
Physical abuse is defined as pain or injury that is either caused deliberately or through lack of care. It can include: • Hitting, kicking, pinching, punching, pushing, hair pulling, shaking, throwing, poisoning, burning, scalding, drowning, suffocating. • A parent or carer fabricating the symptoms of, or deliberately inducing illness. • Corporal punishment. Babies and disabled children have a higher risk of suffering physical abuse. As a result of their increased vulnerability (See Appendix 1), they may experience the following additional forms of physical abuse: • Force feeding. • Forcible administration of medication. • Misuse of medication, for example, to sedate. • Inappropriate moving and handling. • Force used when they are resisting, other than in an emergency. • Ill-fitting equipment. • Rough or careless handling.	Possible indicators of physical abuse: • Bruises that are: ○ Present on babies or on children or young people who are not independently mobile. ○ Located away from bony prominences, for example on the face, back, stomach, arms, buttocks, ears and hands. ○ Multiple and located in clusters. ○ Of uniform shape. ○ In the shape of an implement, handprint or fingertips. • Injury such as: ○ Cigarette burns. ○ Adult bite marks. ○ broken bones. ○ Scalds. ○ Unexplained injury or where the explanation does not fit. A history of unexplained falls or minor injuries. Injuries may be suspected of being non-accidental if they are on a part of the body not usually associated with accidental injury, unusually symmetrical, or if they suggest

• Clinical procedures or behaviour management being carried out by staff without the necessary training and skill. • The use of inappropriate methods of control or restraint.	attack (hand prints, bite marks, small round bruises suggesting grabbing). See Common Sites for Injury Chart.
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Sexual abuse	
Sexual abuse is any sexual activity with a child or young person. Many children and young people who are victims of sexual abuse do not recognise themselves as such. It is not only perpetrated by adult males; women can also commit acts of sexual abuse, as can other children. Sexual abuse may involve: • Physical contact, including assault by penetration, or non-penetrative acts. • Non- contact activities such as forcing children or young people to look at. • Sexual images. • Encouraging sexually inappropriate behaviour. • Grooming a child or young person in preparation for abuse. Sexual abuse damages children and young people and, like any form of abuse, can have long lasting consequences that impact on every part of their life and future outcomes.	Possible indicators of sexual abuse: Children or young people who: • Display knowledge or interest in sexual acts inappropriate to their age. • Use sexual language or have sexual knowledge you wouldn't expect them to have. • Asks others to behave sexually or play sexual games. • Has physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy. • Is reluctant to be alone with a particular person.

Child sexual exploitation (CSE)

Child sexual exploitation is the coercion or manipulation of children or young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay, 'protection' or affection. The vulnerability of the young person and grooming process employed by perpetrators renders them powerless to recognise the exploitative nature of relationships and unable to give informed consent. It can involve violent, humiliating and degrading sexual assaults.

CSE is complex and can be difficult to identify and assess. Indicators can sometimes be mistaken for 'normal adolescent behaviour. Issues of consent, even when the young person is old enough to consent to sexual activity, are complex as the law says consent is only valid where the young person makes a choice and has the freedom and capacity to make that choice.

Young people may be offered money or drugs and alcohol in exchange for sexual activity. Sexual exploitation doesn't always involve physical contact and can happen on line. There is clearly a link to trafficking and it is important to remember that sexual exploitation can occur in all areas of the country and in all ethnic groups. It can be linked to other forms of abuse in the life of the child or young person, and to criminal activity in the wider community.

Possible indicators of child sexual exploitation:

Children or young people who:

- Appear with unexplained amounts of money, gifts or new possessions.
- Are associating with others involved in exploitation.
- Have older boyfriends or girlfriends.
- Are suffering from sexually transmitted infections or have become pregnant.
- Are suffering changes in emotional wellbeing.
- Misuse drugs or alcohol.
- Go missing from school or care or who regularly come home late.
- Are seen entering and/or leaving vehicles driven by unknown adults.
- Have physical injury without plausible explanation.
- Are seen frequenting areas known for sex work.

Emotional abuse	
Emotional abuse is the persistent emotional maltreatment of a child or young person such as to cause severe and persistent adverse effects on their emotional development. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may also occur alone. It may involve: • Conveying to child or young person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. • Age or developmentally inappropriate expectations being imposed on them, including interactions that are beyond the child or young person's developmental capability. • Overprotection and limitation of exploration and learning. • Preventing the child participating in normal social interaction such as playing/mixing with other children. • Lack of stimulation • Seeing or hearing the ill-treatment of another. • Serious bullying², causing the child or young person frequently to feel frightened or in danger.	Possible indicators of emotional abuse: • Children who are excessively withdrawn, fearful, or anxious about doing something wrong. • Parents or carers who withdraw their attention from their child, giving them the 'cold shoulder'. • Parents or carers blaming their problems on their child. • Parents or carers who humiliate their child, for example by name-calling or making negative comparisons. • Unwillingness of parents or carers to try to learn the child's means of communication.

² Bullying is deliberately hurtful, often repeated over a period of time and difficult for victims to defend themselves against. Bullying may include verbal forms such as name calling and teasing, physical attacks, and indirect forms, for example spreading malicious rumours. It can also occur online.

Neglect	
Neglect is the persistent failure to meet a child or young person's basic physical and/or psychological needs and is likely to result in serious impairment of their health or development. Children who are neglected often also suffer from other types of abuse and it may occur if a parent becomes physically or mentally unable to care for a child. A parent may have addiction to alcohol or drugs, which could impair their ability to keep a child safe or prioritise their needs. Neglect can also occur during pregnancy as a result of maternal substance abuse.	Possible indicators of neglect: Children or young people who: • Are living in a home that is indisputably dirty or unsafe. • Are constant hunger, sometimes stealing food from other children. • Are constantly dirty or smelly. • Lose weight or constantly under or overweight. • Wear inappropriate clothing for the weather conditions. • Have parents or carers that do not request medical assistance and/or fail to attend appointments. • Complain of being tired all the time. • Are angry, aggressive or self-harming. • Have few friends. • Mention they are being left alone or unsupervised. • Are living in dangerous conditions, such as being around drugs, alcohol or violence.
Domestic violence or abuse	
This refers to any type of controlling, bullying or threatening behaviour between people in a relationship. It is not just physical violence – domestic abuse can also involve emotional, sexual, financial or psychological abuse.	Possible indicators of domestic violence or abuse See general indicators of abuse and neglect above.

Witnessing domestic violence is child abuse, and teenagers can suffer domestic abuse in their relationships. Domestic abuse can seriously harm children and young people. Coercive or controlling behaviour is a core part of domestic abuse and is now considered an offence in law.

Domestic abuse can include the child or young person:

- Seeing the abuse.
- Hearing it from another room.
- Seeing a parent's injuries or distress afterwards.
- Being hurt by being nearby or trying to stop the abuse.

Female Genital Mutilation (FGM)

This is variously classed as a form of physical, sexual and domestic abuse. Anyone who observes physical signs which appear to indicate that an act of FGM has been carried out on a girl aged under 18 years has a personal, mandatory responsibility to report it to the police.

Visit [NSPCC website](#) for further information on FGM.

See also [Multi-agency statutory guidance on female genital mutilation](#).

Safeguarding children and young people from radicalisation

9.1 The 2011 Prevent Strategy has been updated to deal with all forms of terrorism and with non-violent extremism. See [Prevent duty guidance for England and Wales](#) for further information.

Terrorist threats to the United Kingdom (UK) include not just organisations involved in Middle Eastern conflicts but also those involved with the extreme right in the UK. One of the specific objectives of the Prevent Strategy includes work with all sectors and organisations where there might be risk of radicalisation for children, young people or adults. The emphasis is on working in partnership with the police and local authorities through multi agency forums, and this includes local Adults and Children's Safeguarding Boards.

[Channel panels](#) are being established under the Counter-Terrorism and Security Act 2015, to ensure multi-agency assessments and support plans for individuals are in place.

Online abuse

For children and young people, the Internet and the increasing number of digital devices they use to connect to it, are an integral part of their everyday lives. While digital technology provides a wealth of opportunities, the [UK Council for Child Internet Safety \(UKCCIS\)](#) defines the risks that children and young people might be exposed to in relation to:

- **Content**

Harm can arise from exposure to age inappropriate, distasteful or illegal content.

- **Conduct**

Harm can arise from how children and young people behave online.

Online abuse is any type of abuse that happens on the web, whether through accessing social network sites, playing online games or using mobile phones or other devices. It can take place wholly online, or the technology may be used to facilitate offline abuse.

It includes:

- **Cyberbullying**

This can take the form of mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites, or fake profiles.

- **Grooming**

This comprises actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a

• Contact Harm can arise from interactions with other individuals. For more information, see the Online Safety Act 2003.	child or young person, to lower their inhibitions in order to sexually abuse them. • Sexual abuse This occurs when children or young people are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online. • Sexual exploitation This can occur through the use of the internet or on mobile phones. In all cases, those exploiting the child or young person have power over them because of their age, gender, intellect, physical strength and/or resources. • Emotional abuse This includes non-physical behaviors such as threats, insults, constant monitoring or 'checking in', excessive texting, humiliation, intimidation, isolation or stalking.
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Trafficking and modern slavery	
Children trafficking is defined as 'recruiting, moving, receiving and harbouring children for the purpose of exploitation. It is a form of modern slavery.' Children may be trafficked for: • Child sexual exploitation. • Criminal activity, such as street crime, moving drugs. • Forced marriage. • Domestic servitude, such as cleaning, childcare, cooking.	Indicator of trafficked children may include that the child or young person: • Has entered the country illegally. • Has no passport or other means of identification. • Has false documentation. • Is unable to confirm the name and address of the person meeting them on arrival. • Does not appear to have money but does have a mobile phone.

• Forced labour. • Illegal adoption. This list is not exhaustive. Trafficked children may suffer other forms of abuse that impact on their physical and mental health, and on their social and emotional development, including: • Sexual abuse and exploitation. • Physical abuse. • Emotional abuse. • Neglect.	• Possesses money and goods not accounted for • Received unexplained/unidentified phone calls whilst in placement/temporary accommodation. • Is withdrawn and refused to talk. • Is required to earn a minimum amount of money every day. • Works in various locations. • Has limited freedom of movement. • Is being cared for by adult(s) who are not their parents. • Has a poor quality relationship with their adult carers. • Is permanently deprived of a large part of their earning by another person. • Is excessively afraid of being deported. For more detailed information, visit the NSPCC website.
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Appendix 9: Recognising the vulnerability of disabled children

Based on research, it is generally agreed that disabled children and young people are at significantly greater risk of physical, sexual and emotional abuse and neglect than their non-disabled peers. See the NSPCC publication '[We have the right to be safe' – protecting disabled children from abuse](#)'.

All children and young people who have a disability or illness deserve the opportunity to achieve their full potential. They have the same human rights and needs as all other children and should be treated primarily as children first. This means:

- Valuing each child or young person as an individual.
- Treating each child or young person with dignity and respect.
- Giving each child or young person choices, encouraging them to communicate and taking their responses seriously.
- Ensuring each child or young person is safe, loved and adequately cared for.

Disabled children are at increased vulnerability of suffering significant harm because they are likely to:

- Be in contact with more service providers than non-disabled children.
- Be in receipt of intimate care.
- Spend more time away from their families in short break care, residential care.
- Experience social isolation.
- Be subjected to abusive practices that go unrecognised, such as poor behaviour management models, neglect and inadequate care
- Not be consulted or listened to.

Examples of abusive practices towards disabled children or young people include:

- Misuse of medication.
- Lack of stimulation.
- Unwillingness to try to learn their means of communication.
- Ill-fitting equipment.
- The inappropriate use of restraint to control behaviour.
- Clinical procedures or behaviour management being carried out by employee without the necessary training and skill.
- Neglect and inadequate care.

Appendix 10: Telephone counselling service

This service provides access to qualified, experienced and professionally accredited counsellors who will provide telephone support on matters causing your employee distress, either in their personal life or as a result of a workplace incident.

Support can be provided on issues such as depression, stress, financial difficulties, family problems or the psychological effects of suffering or witnessing an accident at work.

This helpline is available by phoning 01482 577 099 and is open 24 hours a day, 365 days a year.

All calls to the counselling helpline are confidential and are not recorded.

Appendix 11: Contact details for reporting safeguarding concerns

Person to contact	Contact number
Caring Together Charity's nominated Safeguarding Children Lead	Head of Care
Caring Together Charity's appropriate manager/s, for example Registered Manager	Head of Care
Caring Together Charity's out of hours contact	07985 738854
Children social care safeguarding team: - Office hours - Out of hours - See Our Place for further information	Cambridgeshire County Council Office hours: 0345 045 5203 Out of hours: 01733 234724 referralcentre.children@cambridgeshire.gov.uk Peterborough City Council Office hours: 01733 864180 Out of hours: 01733 234724 pdscsc@peterborough.gov.uk Norfolk County Council Office hours: 0344 800 8021 Out of hours: 0344 800 8021 Referral form
Local police	Emergency number: 999 or 112 from mobile Non-immediate response: 101