

Safeguarding Children and Young People Policy and Procedure

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Status	Current
Approved by	Trustees
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Owner	Chief Executive

1. What is this document for?

- 1.1 The purpose of Hope for the Young's Safeguarding Policy and Procedure is to enable all Hope for the Young employees and volunteers to be able to respond appropriately to concerns regarding the welfare and safety of any child or young person who has contact with the organisation.
- 1.2 This policy has been drawn up on the basis of law and guidance that seeks to protect children or young people. This policy aims to provide clarity for all employees and volunteers on the actions they must take if they are concerned about the welfare of a young person who is in contact with Hope for the Young.
- 1.3 The Safeguarding Policy is not a 'stand-alone' document. It connects to and interlinks with Hope for the Young's other relevant policies and procedures. In addition to this policy, Hope for the Young has further guidance in its policy: "*HftY Depression, Self-Harm, Suicide Policy*".

2. Key Definitions

Child or young person: Anyone who has not yet reached their 18th birthday.

Adult at risk: Anyone aged 18 or over who is unable to look after their own well-being, property, rights, or other interests and is at risk of harm (either from another person's behaviour or their own behaviour) due to disability, illness, physical or mental infirmity.

Employees: Anyone employed by Hope for the Young, including agency employees and those on secondment or placement (including internships both paid and voluntary, and students).

Volunteers: Anyone volunteering for Hope for the Young, regardless of their role, including trustees.

3. Hope for the Young's commitment to safeguarding

- 3.1 The well-being of children and young people is paramount to the work of Hope for the Young. Hope for the Young is committed to, and has a duty to, safeguard and promote the welfare of the young people who use its services or with whom it comes into contact.
- 3.2 All employees and volunteers have a responsibility to safeguard and promote the well-being of children and young people. They must read and understand this policy and procedure, be aware of their responsibilities, and undertake their duties with care for quality, efficiency and effectiveness.
- 3.3 Hope for the Young is committed to building and embedding a culture that places transparency and sound safeguarding practice at the centre of all its activities – from the services delivered, to fundraising, to partnership work with supporters and stakeholders.

Hope for the Young continually strives to strengthen its ways of working to ensure all employees and volunteers feel safe to raise any safeguarding concerns and are fully supported if this occurs.

- 3.4 Article 19 of the UN Convention on the Rights of the Child states that, 'every child should be protected from abuse'. Hope for the Young makes sure that employees, volunteers and trustees are provided with training and support to equip them to safeguard children within their day-to-day professional practice.
- 3.5 Hope for the Young's Safeguarding Policies reflects the legal framework set out in The Children Act 1989 and the Care Act 2014. These laws set out the statutory safeguarding duties of local authorities.
- 3.6 Hope for the Young is committed to equality and anti-discriminatory practice. We will give equal priority to keeping all young people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.
- 3.7 Hope for the Young works in partnership on safeguarding matters. While everyone who works with children has a responsibility for keeping them safe, no one person or organisation alone can have a full picture of an individual's needs and circumstances. Therefore all those we work with have a role to play in identifying concerns, sharing information, and taking prompt action.

4 . Safeguarding Roles and Accountabilities

4.1 The protection and safeguarding of children and young people is paramount in all the work Hope for the Young undertakes. The roles and accountabilities for safeguarding set out below shows lines of accountability and contact information for safeguarding throughout Hope for the Young.

Board of Trustees

4.2 Hope for the Young's Board of Trustees is accountable for ensuring that the organisation has appropriate structures, processes, and resources in place to ensure safeguarding is central to all the organisation does, and for monitoring compliance.

4.3 Trustees discharge their safeguarding responsibilities by:

- convening the Chief Executive who maintains oversight of safeguarding issues within the organisation on behalf of the Board of Trustees and will receive regular update reports.
- appointing a lead safeguarding trustee, who is the board's named expert on safeguarding. They provide expert advice and guidance to the board on safeguarding matters linked to discharging their duties.
- receiving an annual safeguarding report and commissioning specific audits or deep dive assessments into any area pertaining to safeguarding within Hope for the Young.
- giving due scrutiny and consideration to any concerns identified by the Chief Executive.

The Chief Executive Officer

4.4 The Chief Executive Officer (CEO) is the senior accountable individual for all aspects of safeguarding across the organisation. This includes ensuring that there is a strong culture of safeguarding across the work of Hope for the Young and that there are clear reporting processes, structures, and line management accountability to safeguard children and young people. Their current contact details are:

Matt Blacker

Chief Executive Officer

matt@hopefortheyoung.org.uk

07405654630

4.5 The CEO discharges their responsibilities by:

- ensuring that Project Coordinators are held accountable for safeguarding within their respective services and across the organisation as a whole
- receiving regular safeguarding updates from Project Coordinators and getting directly involved in the management and oversight of safeguarding matters deemed in need of escalation.

4.6 In the case that the Chief Executive is not present, the lead safeguarding trustee is automatically appointed as the Designated Safeguarding Lead. If the Chief Executive knows they will be away (e.g. annual leave), they will inform all employees and volunteers and update them with the lead safeguarding trustee's contact details. Their current contact details are:

Kami Saedi

Chair of Trustees

kami@hopefortheyoung.org.uk

07736065898

Project Coordinators

4.7 All Project Coordinators are the Designated Safeguarding Officer's for their respective services. They have operational responsibility for the safeguarding practice and improvement of all employees and volunteers within the services and teams they directly manage. Their contact detail are:

Katie Dunne

Mentoring Project Coordinator (North London)

katie@hopefortheyoung.org.uk

07440618619

Ellie Alvarez

Mentoring Project Coordinator (South London)

ellie@hopefortheyoung.org.uk

07440774811

Pamela Verma

Grants and Advocacy Project Coordinator

pamela@hopefortheyoung.org.uk

07448155126

Employees and volunteers

- 4.8 All employees and volunteers have the responsibility to recognise, report, and record safeguarding concerns about children and young people in line with this policy document and associated guidance. This includes a responsibility to work closely with local authorities in order to share current information and effectively take part in multi-agency discussion.

5. What is Safeguarding?

- 5.1 Safeguarding is a term which is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility and is defined in Working Together to Safeguard Children (2018) as:

- protecting children from *maltreatment*
- preventing impairment of children's health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes and to enter adulthood successfully

Definition of Maltreatment:

All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

6. Types of Abuse

- 6.1 **Child abuse:** Children and young people may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. Abuse can take a variety of different forms, including:

- sexual, physical, emotional abuse, and neglect
- exploitation by criminal gangs and organised crime groups
- trafficking and modern slavery
- online abuse
- sexual exploitation
- influences of extremism leading to radicalisation
- domestic abuse
- financial abuse

- discriminatory abuse
- organisational abuse.

6.2 Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

6.3 Abuse can occur in any relationship, and it may result in significant harm to, or exploitation of, the person subjected to it. It is important to note that abuse can also occur by the child or young person’s peers.

6.4 **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child, including by fabricating the symptoms of, or deliberately inducing, illness in a child. “Working Together 2010”

Alerting features to suspect include:

- | | | |
|-------------------|----------------|-------------------|
| • abrasions | • cuts | • ligature marks |
| • bites (human) | • eye injuries | • scars |
| • bruises | • fractures | • spinal injuries |
| • burns or scalds | • hypothermia | • strangulation |
| • cold injuries | • lacerations | • teeth marks |

6.5 **Sexual abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. Women can also commit acts of sexual abuse, as can other children. “Working Together 2010”

Alerting features to suspect include:

- | | |
|---|--|
| • sexually transmitted infections | • secrecy, distrust of familiar adult, anxiety left alone with particular person |
| • marked power differential in relationship | • self-harm/mutilation/attempted suicide |
| • behaviour changes | • unexplained or concealed pregnancy |
| • sudden changes | |
| • inappropriate sexual display | |

6.6 **Emotional abuse**

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development.

Alerting features to suspect include:

- persistent harmful parent or carer – child interactions
- hiding or scavenging for food without medical explanation
- coercive sexualised behaviour
- physical/mental/emotional developmental delay
- low self-esteem
- passivity
- drug/solvent abuse
- responsibilities which interfere with normal daily activities (such as school)
- unexplained or concealed pregnancy
- changes in behaviour or emotional state without explanation
- self-harming/mutilation
- extremes of emotion, aggression or passivity
- drug/solvent abuse
- running away
- responsibilities which interfere with normal daily activities (such as school)

6.7 **Neglect**

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

Alerting features to suspect include:

- abandonment
- repeatedly not responding to child or young person
- repeated injuries suggesting inadequate supervision
- persistently smelly or dirty
- failure to seek medical help appropriately
- poor personal hygiene, poor state of clothing
- frequent severe infestations (scabies, head lice)
- faltering growth (due to poor feeding)
- untreated tooth decay
- repeated animal bites, insect bites or sunburn
- treatment for medical problems not being given consistently
- poor attendance for immunisations
- low self-esteem
- lack of social relationships; children left repeatedly without adequate supervision
- parents failing to engage with healthcare, attend appointments

6.8 **Multiple forms of abuse**

Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

6.9 **Anxiety, depression, self-harm and suicidal ideation**

The young people Hope for the Young supports are at a much higher risk of experiencing these. Due to the common mental health needs of Hope for the Young's service users, Hope for the Young has developed a specific "Depression,

Self-harm and Suicide Policy” to ensure the correct safeguarding precautions and reporting procedures are followed.

7. Safeguarding procedures for all employees and volunteers to follow

- 7.1 Hope for the Young has designated safeguarding cover between 8am and 9pm, seven days a week. Employees and volunteers must NOT respond to any communication from service users outside of these hours.
- 7.2 Service users, volunteers, and employees are informed of Hope for the Young’s working hours when they first engage with Hope for the Young. A list of the young person’s emergency contacts will be recorded at the point of referral and shared with employees and volunteers in case of emergencies.
- 7.3 During Hope for the Young’s working hours, if an employee or volunteer is informed about or concerned about the abuse of a child or young person, they must take the following steps:
 - Always place the child’s welfare and interests as the paramount consideration.
 - Listen carefully and actively to the person – at this stage, there is no necessity to ask questions. Let the person guide the pace and remember their ability to recount an allegation will depend on age, culture, language and communication skills, and disability.
 - Do not show shock at what is being said. This may discourage the child from talking, as they may feel you are unable to cope with what they are saying, or perhaps that you are thinking badly of them.
 - Do not investigate. If anything needs to be clarified in order to understand the safeguarding risk, ask clear, open questions:
 - use the TED rule: tell, explain and describe
 - ask ‘what, when, who, how, where’ questions
 - ask ‘do you want to tell me anything else?’
 - do not ask any ‘why’ questions as these can suggest guilt or responsibility.
 - Remain calm and reassure the person that they have done the right thing

by talking to a responsible adult.

- Never promise to keep a secret or confidentiality. Hope for the Young works within wider statutory systems and must collaborate in order to effectively support and care for children and young people. It is important that this fact, and its implications of transparency and reporting, are emphasised in early and ongoing conversations.
- Make safeguarding personal using a person-led and outcomes-focused approach. Employees must talk with the young person about how best to respond to their safeguarding situation in a way that enhances their involvement, control, and choice throughout the safeguarding process.
- Ensure the young person understands what will happen next with their information.

7.4 If the person disclosing is a **child**, employees and volunteers have a duty to ensure that the information is passed on in order to keep the child safe.

If a child requests confidentiality, employees and volunteers must explain Hope for the Young's requirements, for example, 'I'm really concerned about what you have told me, and I have a responsibility to ensure that you are safe'.

7.5 It is not the responsibility of any Hope for the Young employee or volunteer to conduct an investigation into the details of the allegation of abuse. This task must be left to the specialist agencies, namely Children's Social Services and the police. The role of Hope for the Young in these circumstances is to make accurate and prompt referrals to these statutory agencies.

7.6 As concerns arise, employees and volunteers must talk to their manager or, if they're not available, another Designated Safeguarding Officer.

7.7 Where there are concerns or allegations about an adult employee or volunteer who is working within Hope for the Young, employees must follow the "*Managing Allegations and Concerns about an employee or volunteer.*"

8. Responding to a safeguarding concern

Immediate risk of harm

8.1 If an employee or volunteer believes a child to be at immediate risk of harm or abuse, and/or a criminal offence is taking place, they must take immediate steps to protect that person by calling 999.

Employees and volunteers must then contact the Duty Safeguarding Officer who is responsible for safeguarding enquiries at that time to let them know what has happened and to take advice on next steps.

- 8.2 Employees and volunteers must record their safeguarding concerns on the same day. Employees must write this up on Salesforce.

If there is any barrier to being able to do this, employees and volunteers must discuss this with the Duty Safeguarding Officer or their manager on the same day, to agree who will make the record.

No immediate risk of harm

- 8.3 Employees and volunteers must consult with the Duty Safeguarding Officer or their line manager as soon as possible on the same working day of the safeguarding concern.
- 8.4 If there are concerns that a child is, or has been, at risk of abuse, employees must make a referral on the same working day to the local authority children's services in the area where the child is living (or is found). Employees and volunteers must take guidance from their manager as needed.
- 8.5 For safeguarding concerns raised by volunteers, the Duty Safeguarding Officer at Hope for the Young must make the referral. This must be done as soon as possible on the same working day.

Employees must (subject to issues of confidentiality or other sensitivities) keep volunteers informed as to the outcome of the referral.

- 8.6 If a volunteer cannot get through to the Duty Safeguarding Officer, they must leave a message notifying the Duty Safeguarding Officer of the concern.
- 8.7 A safeguarding report must be entered on Salesforce by employees on the same working day of any safeguarding concern being shared.

9. Recording safeguarding concerns

- 9.1 In all Hope for the Young's safeguarding work with children and young people, the requirement to make prompt and accurate records is vital. This will enable Hope for the Young to provide the relevant information, which the statutory services may need, to keep or make a young person safe, in a way that is timely and concise. Records must be factual, and any personal opinions or interpretations must be clearly identified as such.

- 9.2 As soon as possible, employees must factually record on Salesforce what the young person has told them (in the young person's own words) or what the employee has observed. Employees must include the date, time, place, and observations of behaviour.
- 9.3 Records need to be signed, timed and dated. As far as possible they should cover the following areas, though gaps in information should never prevent a concern being raised or a referral being made to external agencies:
- As much basic information about the young person that can be established; name, date of birth (or age), gender, address, who the young person lives with (including all other children in the household), school, general practitioner, ethnicity and any other potentially relevant information, for example, do they have a disability? (This information may already be on their record with Hope for the Young, however, it is important to get as much up to date information as possible.)
 - The precise detail of any allegations or disclosures made by the child, their parents or carers or any other party. Where possible the actual words that were used should be recorded
 - Everything that was stated and observed at the time of the incident or disclosure that has raised concerns. This should include the behaviour of the child and their parents or carers as well as any physical injuries that may have been observed
 - Explanations that have been given about the cause and circumstances of an injury, behaviour or any other incident that has caused concern
 - All the actions taken by volunteers, employees or other agencies. In particular, reference should be made to any contact with children's social services, the police, other charities and internal discussions with the relevant line manager. Names and contact details of those spoken to should be recorded.
- 9.4 If practical barriers exist to prevent employees making timely entries in Salesforce, they must discuss this with their manager on the same day as the safeguarding concern.
- 9.5 Volunteers must consult with their Duty Safeguarding Officer to provide the necessary information for them to record concerns on Salesforce. The Duty Safeguarding Officer should request volunteers to email them a written description of the disclosure or safeguarding concern.

- 9.6 If employees and volunteers fail to record accurately, or if they write down their interpretation of the young person's account (as opposed to a factual account), this may lead to inadmissible or unusable evidence should the information be required for court procedures.
- 9.7 Employees and volunteers must not contact any individual about whom an allegation or concern is being raised. This could be putting the person making the allegations in serious danger, for example, where domestic violence is taking place. It could also prejudice an investigation.
- 9.8 If the Duty Safeguarding Officer decides that a referral to the local authority children's services is not warranted, this decision must be recorded by them on Salesforce clearly outlining the 'Decision not to make a referral to social care'. Duty Safeguarding Officers must be sure to include the reasons why this decision was reached.

10. Making a referral

Making a referral to the local authority

- 10.1 Referrals must be made on the same day where harm or risk of harm has been identified. If concerns arise out of office hours, referrals must be made to the local authority out of hours service.

If you are unsure which local authority to make a referral, you can enter the child's postcode on the Gov.uk website: <https://www.gov.uk/report-child-abuse-to-local-council>

- 10.2 Employees must make referrals to the local authority children's social care services, following local procedures. Employees must always confirm the referral in writing.
- 10.3 Where possible, employees must discuss their concerns with the child's parent or legal guardian, and an agreement should be sought for a referral to the local authority children's social care. Employees must only do this if it does not increase risk to the child (through either delay, or the parent's possible actions or reactions).
- 10.4 If employees decide not to seek parental permission before making a referral to children's social care, they must record and date this in the child's records on Salesforce along with reasons. This must also be confirmed in the referral to children's social care.

- 10.5 If the person is over 18, please refer to our “Safeguarding Adults at Risk Policy and Procedure”.
- 10.6 If a serious crime has been committed, managers must also contact the police. This must happen on the same working day the concern was noted.

Referrals when working with a partner organisation

- 10.7 If the safeguarding concern arises within the context of Hope for the Young working with a partner organisation or service (for example a school or college), employees must check with their service manager if there are agreed safeguarding procedures contained in any Service Level Agreements. Usually, this will involve contacting the designated officer within the partner organisation.
- 10.8 In such cases, both Hope for the Young’s and the partner organisation’s policies must be followed.

Referral responses: What to expect from the local authority

- 10.9 Children’s social care services are required to provide referrers with a response within 24 hours of receiving a referral and acknowledge receipt to the referrer. Responses may include:
- referral progressing to a social work assessment
 - no further action
 - signposting to another service
 - a recommendation that the referring agency or another agency undertake an early help assessment (or that the referral remains within early help services).

If no response has been received within 72 hours, Hope for the Young employee or their line manager must contact the local authority children’s social care again and, if necessary, ask to speak to a line manager to establish progress.

If the local authority’s response is inadequate, or doesn’t sufficiently address the risk of abuse, employees must discuss this with their line manager on the same day. The line manager must then review the details on the same day and make a decision to take action regarding any escalation required (*refer to Hope for the Young’s Safeguarding Policy 2.0 - ‘Escalating a concern’*).

Making referrals to child in need or early intervention services

- 10.10 In cases where a local authority children's service decides that a child is not at risk of abuse, consideration must be made about whether other services are required.

Hope for the Young employees must be familiar with the services on offer from a range of agencies, including how these are accessed in the relevant local area.

- 10.11 Any referral or signposting to other agencies for help and support for a child and family must be recorded on Salesforce.

11.Support for staff and volunteers who have dealt with a safeguarding concern

- 11.1 In instances where the concern about a young person's welfare leads to a referral being made to the statutory services, the employee or volunteer who identified the concern and the employee who responded to the concern will be offered a de-briefing and will be provided with an opportunity to talk about the event. The de-brief is with either their line manager or a colleague of their choice who has a role in safeguarding at Hope for the Young.

12.Managing safeguarding allegations or concerns regarding employees or volunteers

- 12.1 This policy will apply when there are allegations or concerns raised, from any source, that an employee or volunteer is behaving in a way that may pose a present or future risk of harm to a child (this may be about their behaviour, both within, and outside work).
- 12.2 Employees must not alert the individual in question of their concerns before taking advice from a member of the safeguarding team, as subsequent enquiries may potentially be compromised.
- 12.3 Where there is a specific identified child at risk of significant harm from that employee or volunteer, the Safeguarding Children and Young people Policy and Procedure must run in parallel.
- 12.4 If an employee receives a complaint that features a concern or allegation of potential risk or abuse about another employee or volunteer, HftY's Complaints Procedure must be suspended.
- 12.5 Concerns that an employee or volunteer has abused or is abusing a child or that their conduct towards a child has been inappropriate should be referred

to the Designated Safeguarding Officer who in turn must notify the Chief Executive.

- 12.6 The Chief Executive will request the appropriate Project Coordinator to facilitate a case meeting to agree how to undertake the investigation into the allegation and to decide any other action. As well as the Project Coordinator, the case meeting is likely to include the Chief Executive and other individuals who are relevant in the given situation, for example a trustee or representative from the communications team. In all instances the individual is suspended without prejudice or their opportunity to volunteer is temporarily withdrawn pending an investigation.
- 12.7 Where appropriate, the Disciplinary Policy and Procedures or the Complaints Procedure will be applied. However, managers implementing these policies must liaise with the Chief Executive where there is a safeguarding concern. The policies must be applied in a way that does not compromise the safety of the child or young person and must not compromise any external investigation by children's social services or criminal investigation undertaken by the police.
- 12.8 When an internal inquiry takes place, the following possible outcomes are:
- Referral to Children's Social Services if it appears a child has been abused.
 - Referral to the police if a crime is suspected.
 - Notification to any relevant body with responsibility for regulating professional status and monitoring offences and conduct in relation to safeguarding.
 - Disciplinary action, this could be a verbal or written warning, dismissal or the withdrawal of their right to volunteer.
 - Remedial action, for example, training, increased supervision, etc.
 - No further action.
- 12.9 Throughout the process the individual whom the allegation has been made against has the option of being supported by a named colleague who is not party to the investigation. The supporting colleague will keep them up to date with information and developments and where the allegation is unsubstantiated, facilitate their return to work or volunteering activity.
- 12.10 If the concern relates to the actions of a Project Coordinator, then the report should be made directly to the Chief Executive, if they are not available, to the designated Trustee responsible for Safeguarding. If the concern is attributable to the actions of the Chief Executive, this should be reported directly to the Trustee responsible for safeguarding.

- 12.11 Hope for the Young's "Whistle Blowing Policy" also makes clear alternative options where a member of staff wishes to report their concerns. The organisation supports anyone reporting bona fide concerns and consistent with the Whistle Blowing Policy they will not be sanctioned or suffer adverse consequences.

13. Running a safe organisation

Procedures for ensuring the safety of those participating in Hope for the Young's services

- 13.1 Up-to-date risk assessments of Hope for the Young venues and its activities will be written up and kept electronically. They will be shared with all those responsible for Hope for the Young activities.
- 13.2 All activities organised by Hope for the Young (e.g. mentoring, social events, celebrations) will be risk assessed in advance and precautions will be made to prevent accidents.
- 13.3 Hope for the Young recognises the need for adequate young people to adult ratios to ensure that it's beneficiaries are safely supervised at all times. Due to the nature of mentoring being on a one-to-one basis, we require one adult volunteer to be present during mentoring sessions, however all meetings must be held in a public space.
- 13.4 Regular checks will be made of any equipment, premises, or transport that Hope for the Young uses.
- 13.5 Insurance policies are reviewed on an annual basis and kept up to date with any relevant changes. Hope for the Young will ensure that they provide adequate cover for any of its activities.
- 13.6 Signed consent of parents, guardians or carers for children under 18 is required for them to take part in Hope for the Young's activities. A record of their contact details and all emergency contacts will be kept by Hope for the Young.
- 13.7 Up to date information on each child's medical and dietary needs, any allergies or extra support needs will be kept by Hope for the Young. All those working with them will be briefed on these beforehand.
- 13.8 If an accident occurs during Hope for the Young's activities, an incident report should be written on the same day and kept electronically by Hope for the Young on Salesforce.

Safe practices when recruiting new paid and unpaid workers

- 13.9 Hope for the Young will ensure that the recruitment and selection procedure will take account the need to protect young people.
- 13.10 A written application form is to be completed for applicants to all posts, including volunteers. The application form will request information on any past convictions, cautions, reprimands, and final warnings as well as any pending cases. It will also ask applicants if they have ever had any complaints of abuse against them.
- 13.11 There will be interviews before anyone is appointed. All interviews will include key safeguarding questions. An overview of the applicant's strengths and weaknesses will be recorded.
- 13.12 Two references will be taken up for all successful candidates prior to a formal offer of employment, and where appropriate referees will be asked to comment on the applicant's suitability to work with young people.
- 13.13 Where relevant to the post, whether paid or voluntary, the successful applicant will be asked to agree to an Enhanced Disclosure and Barring Services (DBS) check. Disclosures will be requested prior to the applicant taking up post (employees and mentors must undergo a new DBS check every three years to ensure the safety of Hope for the Young's service users). A report showing out of date DBS checks will be reviewed annually using Salesforce.
- 13.14 All employees and volunteers will have a designated Manager who will provide appropriate ongoing support and supervision.

Induction and on-going Training for Employees and Volunteers

- 13.15 All new paid workers and core volunteers (those who are not mentors) will have an induction and will work for a trial period of 3 months before their appointment is confirmed.
- 13.16 Induction for all new employees and volunteers (including mentors) will include information and training on all relevant policies, including this policy to ensure they have an understanding of safeguarding. They will be given copies of this policy and on-going training will be provided when necessary (Mentors will receive additional workshop support on a quarterly basis).

- 13.17 Any Volunteer Mentor that has not mentored for over one year or attended a mentoring workshop in that time must redo their induction with Hope for the Young.
- 13.18 All Volunteer Mentors who are matched with a young person will undergo a 3-week, 3-month and 6-month review to monitor their progress and assess their mentoring relationships.
- 13.19 Supervision and support of all volunteers and employees will include monitoring of safeguarding practices and reviews of progress.
- 13.20 The organisation will access further training and learning about safeguarding issues when these are relevant and required e.g. to update knowledge.

14. Best practices

- 14.1 All staff, volunteers and young people should be familiar with and adhere to the following best practice guidelines:
- 14.2 Service users should never be given access to the home address of any volunteer or employees of Hope for the Young. Service users' contact details should never be disclosed to anyone outside of Hope for the Young without their explicit consent.
- 14.3 Where employees or volunteers meet a service user outside of the office this meeting should always take place in a public place suitable for serious discussion.
- 14.4 There should be no home visits under any circumstances
- 14.5 There should be no car lifts under any circumstances
- 14.6 Apart from expense claims in which receipts must be provided, absolutely no money or commercial interest should be involved, this includes lending or borrowing
- 14.7 There should be no contact after 9pm in the evening, either by text or by phone.
- 14.8 Taking part in social activities or connecting on social media are not deemed appropriate

15. What to do if you are concerned about a child's welfare?

