



The Mix Stowmarket, Ltd

Safeguarding Children, Young People & Vulnerable Adults Policy and Reporting Procedure

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Associated Training: This may be mandatory for the whole team (i.e. safeguarding training) or recommended or mandatory for certain roles only.		Safeguarding DSL Training Prevent Training Risk Assessment Training

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1. INTRODUCTION - WHAT IS SAFEGUARDING?

Keeping children and young people safe from harm and danger is everyone's responsibility. Safeguarding and promoting the health and welfare of children and young people 'means protecting children and young people from maltreatment; preventing impairment of children's health (including mental health) or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.' *Working Together to Safeguard Children - July 2018*

2. CONTEXT

2.1 Policies and legislation

This policy is to be read in conjunction with other policies at The Mix:

- Staff and Volunteer Handbook
- Health & Safety Policy
- Data Protection Policy

Other policies that may be relevant to your role include:

- Detached, Lone Worker, & Coaching Policy

This policy includes relevant information re: legislation and good practice from:

- The Children Act 2004 – Sections 10, 11, 12 and 13, 1989 – Sections 17 and 47
- Working Together to Safeguard Children – July 2018
- Keeping Children Safe in Education – statutory guidance for schools and colleges 2016
- The Education Act 2002
- The Protection of Freedoms Act 2012
- Human Rights Act 1998
- Prevent Strategy 2011
- Channel Duty Guidance 2015
- Ofsted Inspection Framework 2015
- Domestic Violence, Crime and Victims Act 2004
- Female Genital Mutilation Act 2003 and Mandatory Reporting of Female Genital Mutilation
- The Munro Review 2011 and 2012 – a review of child protection
- UK Council for Internet Safety: Online safety guidance for practitioners – February 2019
- Multi-agency statutory guidance on female genital mutilation – 2016
- NSPCC Safeguarding Standards and Guidance – 2017

2.2 Values at The Mix

Our vision is for every young person to be empowered and enabled to change their world and ours.

We believe in young people. All young people. All of the time.

We believe they have immeasurable worth and are valuable, exceptional and unique.

We strive every-day to provide & enable the opportunities, services, support & challenge that young people want and need, so that they can discover their true value and build their best future.

At The Mix we have a relentless commitment to, and passion for young people. We will never stop believing in them and will never stop working for their best.

3. SAFEGUARDING REPORTING PROCEDURES

3.1. Purpose

This procedure establishes the guidelines to be followed by The Mix staff, volunteers and the board of trustees, without exception, for the protection of service users from abuse. All children have a right to protection and their welfare is paramount.

Annex A sets out some of the ways in which child abuse may be recognised and

Annex B shows how to respond in situations where disclosure has taken place.

The Mix undertakes to ensure that all staff (including volunteers) are appropriately trained in safeguarding and understand their safeguarding responsibilities and that of their colleagues. The Mix is a caring organisation and wishes to demonstrate its commitment to service users in the way it looks after those in its care.

3.2. Persons affected

This procedure affects all staff and volunteers.

3.3 Responsibilities

The responsibilities for dealing with safeguarding concerns lies with the following:

All members of staff and volunteers are required to report any safeguarding concerns and be aware of the appropriate reporting and support procedure for safeguarding.

The Designated Safeguarding Lead will discharge their safeguarding function in a way that ensures that children and young people are safe from harm and promotes their welfare. They are responsible for following up any safeguarding concerns and for informing the appropriate external bodies.

The Chief Executive Officer (CEO) is responsible for supervision of these activities.

3.4 DBS & training requirements

DBS: As part of our safeguarding checks; an Enhanced DBS check is required for all new employees and volunteers of The Mix and 127 Trading Ltd (including non-youth work roles such as café). Subsequent Enhanced DBS checks are completed every 3 years as matter of good practice. Two references are also sought for both volunteers and employees. While waiting for a DBS check to arrive, a new volunteer is permitted to attend up to 3 taster sessions at the discretion of the Lead Practitioner but must not be left alone with children or young people unsupervised during this time.

Training: All new employees and volunteers of The Mix and 127 Trading Ltd (including non-youth work roles such as café) are required to receive an induction by their line manager on starting that includes a briefing on safeguarding procedures and to attend our in-house Practical Safeguarding Training within 2 months of starting. All staff and volunteers are required to re-attend this safeguarding every 3 years. Staff are expected to have a yearly update.

Other relevant training is regularly delivered and facilitated by the The Mix's Youth Work Academy team and includes a range of topics, such as Drugs & Alcohol Awareness, that are aimed to equip staff to support and safeguard the young people accessing our services. These sessions are not mandatory but recommended to all staff and volunteers, particularly those directly involved in a Youth Work role.

The Youth Work Director is responsible for reviewing these activities and ensuring the training of The Mix team is appropriate and responsive to the needs of the young people and families involved.

3.5 Recording and storing information

Recording and storing information applies to all staff and volunteers at The Mix and needs to comply with The Mix's GDPR policy. Keeping and maintaining accurate, appropriate records of the young people and families we work with is important for several reasons:

- Information about young people's care needs and contact details of parents/carers is a vital part of keeping young people safe.
- Written records are essential in the delivery of what *Working Together 2018* describes as "effective, evidenced-based services that involve "regular review" and can "demonstrate the impact they are having".
- They are a necessity if The Mix is in a position of having to make a referral to a child protection agency if we believe that someone may be at risk of abuse or in need.

What to record:

- Details of each contact that you have with a young person, parent or professional in relation to a young person or family you are working with
- Any safeguarding concerns you have about a child, young person or vulnerable adult

How to record:

- Clearly distinguish between fact and opinion
- Where possible use the persons exact words if they disclosed the information to you
- Personal information about each person should be kept separate from information about other people
- Signed and dated by the person who makes the record

- Within 3 days of the contact that took place, unless it is in relation to a safeguarding concern which should be written up as soon as possible and at least within 24 hours
- Project leads are responsible for ensuring the children/young people/families involved in their projects know that you keep records and why

Storing information:

- All hard copies of personal records should be kept securely in a locked file at The Mix; portable electronic equipment should be kept in a locked room at The Mix or if taken home should be kept securely
- Personal records on portable electronic equipment should be protected by at least 2 security measures i.e. a password to get into a laptop and a password or encryption for any personal documents
- Personal Records stored remotely (online, cloud based, sever) should be protected by at least 2 security measures. i.e password/ invite to gain access to the cloud and a password or encryption for any personal documents.
- Information is stored consistently and systematically, and needs to be readily available in an emergency
- Records of any concerns you have had and your response to them are placed in a young person's file

Passing on concerns:

- Safeguarding records are passed on to the Designated Safeguarding Lead by completion of a Safeguarding Recording Form – see Annex C for copy of form and guidance in completing and sharing

Retention period:

- As per The Mix's 'privacy notice for the public, service users and supporters of The Mix', service user records and communications and emails must not be kept for longer than 6 years after last contact.
- Any personal records should be disposed of securely i.e. through the use of a paper shredder

Recording for Thrive @ The Mix in liaison with referring schools:

- As any student attending our Alternative Provision Thrive @ The Mix is attending on a part-time basis, all safeguarding concerns will be raised with the Designated Safeguarding Lead (or Alternate) in the referring school.
- Any concern the Thrive team has during a school day will be actioned following The Mix safeguarding procedure and be communicated to the referring school that working day. Copies of any paperwork completed will be stored securely and confidentially by the Thrive Director and Designated Safeguarding Lead at The Mix and also passed to the Designated Safeguarding Lead at the referring school.
- The referring school is responsible for ensuring the Thrive Director @ The Mix is kept up-to-date with all safeguarding concerns for each specific student, including relevant risk assessments and professional's contact details.

Annex E includes a further breakdown of recording processes, who is responsible for certain key processes and where information should be kept.

3.6 Reporting concerns

The following flowchart sets out the procedure for reporting and recording safeguarding concerns at The Mix. Project leads should take measures to make this as visible to team members as possible;



Safeguarding Reporting & Recording Procedure

I have a safeguarding concern

Inform young person of course of action you are going to take (if possible)

'I would like to get some advice ' Day or night	'I think I need to make a referral ' During office hours	'I think I need to make a referral ' Out of office hours	'I have a concern about a colleague '	'This is an emergency! '
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If Possible / Necessary

If Possible

If Possible

If possible

Complete a Safeguarding Recording Form and follow the steps outlined
**see guidance below on sharing safely & securely*

Then

Then

Then

Then

Inform your line manager, the Designated Safeguarding Lead or Alternate Safeguarding Lead
**concerns must be reported where possible on the same day the concern arises or as soon as possible and must be followed up in writing within 24 hours*

Advice will be given. Take necessary action & record as soon as possible

Complete, print & secure all future records & discuss / digest events with your line manager / team (if appropriate)

Or

Or

Or

Or

Call Customer First or The MASH for some advice	Call Customer First with a 'child protection issue'	Call Customer First with an 'urgent child protection issue'	Call the Local Area Designated Officer for some advice	Dial 999
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Explain the situation, give details & ask for advice

Advice will be given. Take necessary action & record as soon as possible

Inform your line manager, the Designated Safeguarding Lead or the Alternate Safeguarding Lead ASAP
**concerns must be reported where possible on the same day the concern arises or as soon as possible and must be followed up in writing within 24 hours*

Complete Safeguarding Recording Form (& all future records) and follow the steps outlined
**see guidance below on sharing safely & securely*

The numbers you may need are:

Sophie Tapscott, Designated Safeguarding Lead – 07443 528739	Customer First - 0808 800 4005
Sam Petersen, Alternate Safeguarding Lead – 07962 016256	The MASH (Multi Agency Support Hub) - 0345 606 1499
	The LADO (Local Area Designated Officer) - 0300 123 2044



All safeguarding concerns must be reported in confidence to the Designated Safeguarding Lead or Alternate Safeguarding Lead in their absence (see below). Concerns must be reported where possible on the same day the concern arises or as soon as possible and must be followed up in writing within 24 hours.

Names & contact details of Safeguarding Co-ordinators and other agencies mentioned in this policy: Please do not give these numbers to other people without agreement.

- **Designated Safeguarding Lead** – Sophie Tapscott 07443 528739 / 01449 745130 or sophie@themixstowmarket.co.uk
- **Alternate Safeguarding Lead** – Sam Petersen 07962 016256 / 01449 745130 or sam@themixstowmarket.co.uk
- **Thrive Safeguarding Lead** – Kirstie Land 01449 745130 or kirstie@themixstowmarket.co.uk
- **The Mix Safeguarding Trustee** – Rebekah Warnock contact via The Mix 01449 745130
- **The Mix Chair of Trustee** – Marisa Batson contact via The Mix 01449 745130 or chair@themixstowmarket.co.uk
- **Customer First** – 0808 800 4005 or <https://earlyhelpportal.suffolk.gov.uk/web/portal/pages/marf#h1>
- **Suffolk Police** – 01473 613500 and ask for the Child Protection Team for the Stowmarket area, in an emergency dial 999

If you are worried about the **immediate** safety of a child/young person and cannot contact either Safeguarding Lead call the police on 999.

Any safeguarding concerns can be referred to **Customer First** immediately, by any practitioner. The Designated Safeguarding Lead should be informed to make this referral, where possible, and if not then any adult can and must call a concern through to Customer First. Where practicable, the Designated Safeguarding Lead will inform the parents of the referral before it is made, or at least as soon as possible afterwards, if contact cannot be made with them quickly. The only circumstances in which a parent will not be informed of a referral are if it is considered the child might be at greater risk of harm as a result.

The details of this telephone call to Customer First will be recorded on the **Safeguarding Recording Form** (Annex C) noting the name of the person spoken to, and date and time the telephone call was made. This will be followed up in writing on the 'Multi Agency Referral Form' (MARF) which will be copied for The Mix's own confidential records and emailed to **Customer First** within 24 hours.

For guidance on how to respond to a disclosure refer to Annex B.

Concerns about a staff member or volunteer

It is important that all members of staff and volunteers are encouraged to voice any concerns about another member of staff or volunteer freely without fear of repercussions. This may include any significant changes in their colleague's behaviour, decision making or wellbeing.

As with all other safeguarding concerns, sensitivity should be shown in ensuring this information is only shared with the appropriate personnel. The process for reporting concerns about a staff member or volunteer is detailed in the safeguarding recording & reporting procedure above. This also goes for concerns that are raised by a third party about a staff member or volunteer.

Refer to Section 6 for more detail relating to allegations management.

4. SPECIFIC TYPES OF CONCERN

4.1 Domestic Incidents/Abuse

The Government defines domestic abuse as;

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality.”

The legal definition of “significant harm” to children was extended in January 2005 to include harm suffered from seeing or knowing of the abuse of another, particularly in the home. This was reinforced by the Adoption and Children Act 2002.

A referral must be made direct to Customer First / Children's Social Care if it seems reasonable to suspect that:

- a) a child sees, hears, experiences or is otherwise aware of domestic abuse – i.e. that domestic abuse is part of their experience of family life. This applies regardless of whether they actually witness any particular event or are physically harmed, and
- b) the non-abusing parent will not be able – for whatever reason – to ensure the safety and wellbeing of their child without significant professional assistance and support.

It needs to be noted that the child themselves may be the perpetrator of domestic violence resulting in their and other's safety being in question.

Referrals should be made with the agreement of a parent unless the child's best interests are not served by seeking or obtaining consent. Non-consent should not be a barrier to referral if there is reasonable cause to suspect that the child may suffer significant harm or otherwise not have significant needs met.

A disclosure or allegation by a victim is not a pre-requisite for referral of concerns regarding a child. Concern about the effects of domestic abuse on a child may be triggered in other ways – for example, by hidden or inadequately explained injuries to a parent or carer, or damage to the home or personal property, or by the behaviour of parents, or concerns expressed by the child, or concerns about the child's wellbeing.

Child protection referrals where the primary concern relates to a domestic abuse incident may include:

Verbal Altercation

- Children not present but usually part of the household
- Children in house but not witness to the incident
- Children present
- Children present and victim of abusive behaviour

Damage to Property

- Children not present but usually in the household
- Children present but not witness to the incident
- Children present

Physical Assault

- Children not present but usually part of the household
- Children in house but not witness to the incident
- Children present and witness the incident
- Children present and a victim of assault

Sexual Assault

- Children not present but usually part of the household
- Children in house but not witness to the incident
- Children present and witness to the incident
- Children present and a victim of sexual abuse

4.2 Female Genital Mutilation

'Female Genital Mutilation (FGM) is illegal in England and Wales under the FGM Act 2003 ("the 2003 Act"). It is a form of child abuse and violence against women. FGM comprises all procedures involving partial or total removal of the external female genitalia for non-medical reasons.'

A range of support materials can be found at www.gov.uk/dh/fgm, and some of the risk factors and signs of potential FGM cases are included in Annex B.

Section 5B of the 2003 Act places a statutory duty upon regulated health and social care professionals and teachers to report 'known' cases of FGM in under 18s which they identify in the course of their professional work to the police.

Staff and volunteers at The Mix should follow the normal safeguarding procedures for any safeguarding concerns in relation to FGM and discuss the case with the Designated Safeguarding Lead to agree an appropriate course of action.

4.3 Preventing Radicalisation

From 1st July 2015, professionals have a duty under the *Counter Terrorism and Security Act 2015* to have due regard to the need to prevent people being drawn into terrorism - The Prevent duty. Within a childcare context these requirements include;

- Childcare providers are expected to assess the risk of children being drawn into terrorism, including the support of extremist ideas that are part of terrorist ideology.
- The Prevent duty builds on existing local partnership arrangements.
- The Prevent guidance refers to the importance of Prevent awareness training to equip staff to identify children at risk of being drawn into terrorism and to challenge extremist ideas.
- Childcare providers must ensure that children are safe from terrorist and extremist material when accessing the Internet at the Mix.

Any concerns must be referred to Designated Safeguarding Lead. Referrals are then made, when it is appropriate, to the **Channel** programme, which focuses on providing support, at an early stage, to people identified as being vulnerable to being drawn into terrorism.

The Department for Education has set up a telephone helpline (020 7340 7264) to enable people to raise concerns directly. Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk.

4.4 On-line safety

Young people can be exploited and suffer bullying through their use of modern technology such as the internet, mobile phones, online gaming and social networking sites.

Where it is suspected that a young person is at risk from abuse on the internet or cyber bullying, we will report our concerns via our normal safeguarding procedures.

It is best practise that children and young people are supervised when accessing the computers on The Mix premises.

Be aware that young people may take or share photos of their private body parts; these photos would likely, in a legal context, be considered to be indecent images of children. If you are aware of indecent images of a child, do not print, forward, save or share these images (this is illegal); report concerns immediately to your designated safeguarding lead.

The following agencies can provide advice and support in relation to on-line safety issues:

- Professionals Online Safety Helpline – Advice and support for professionals working with children with any online safety issues children in their care may face – 0344 381 4772 or helpline@saferinternet.org.uk
- NSPCC helpline – Advice and support for anyone who is worried about a child or needs information about child protection – 0800 800 5000
- CEOP is a law enforcement agency and is here to keep children and young people safe from sexual exploitation and abuse over the internet. You can report concerns or encourage others to report their concerns via the following link - <https://www.ceop.police.uk/ceop-reporting/>

4.5 County Lines

'County Lines' and the supply of drugs is effectively a gang of at least three people who have established a drug market in a rural town, with origins to an urban city location. For Suffolk, it is likely to be a gang from London with them moving into local towns, predominantly Ipswich, Bury St Edmunds and Lowestoft to transport/sell class A drugs (specifically crack cocaine and heroin). Gangs typically use vulnerable young people to deliver drugs to customers and this can include deception, intimidation, violence, and/or grooming. The nature of this activity causes disputes with other gang members or local drug dealers for the custom and hence many violent incidents occur because of this.

More information on the potential signs of gang-related activity can be found in Annex A.

Where it is suspected that a young person is involved or at risk from County Lines involvement, we will report our concerns to the appropriate agency via our safeguarding procedures. Professionals working with young

people and children can contact the MASH (Multi-Agency Safeguarding Hub) consultation line on 0345 606 1499.

5. MINIMISING RISK

5.1.1 Procedures: Face to Face working with young people

When working with children and young people, if there are not enough leaders to run an event safely, the event should not take place. The following best practise procedures must be followed:

- Plan the work of each group so as to minimise situations where harm or abuse of children and young people may occur.
- Arrange that staff and volunteers are not left alone with a young person where there is no opportunity for the activity to be observed by others unless this is agreed in advance with the DSL/ASL. This may require group working within the same large room or working in an adjoining room with the door left open. This practice can be of as much benefit to the adult as to the young person. Where the role requires 1 to 1 working (i.e. coaching) specific training and guidance is required.
- Ensure that all staff and volunteers who work with children and young people do not meet one of the children or young people outside designated The Mix premises without a parent or other adult being present without prior consultation with their line manager.
- Activities involving groups of young people aged 9 – 18 must ensure there is a minimum ratio of 1 adult to 15 young people. There should always be at least two adults present with a group, particularly when it is the only activity taking place on The Mix premises. In addition, we must always ensure appropriate ratios reflect the needs identified in the risk assessment for the activity, the experience and competence level of the leaders and the group of children and young people involved. It is best practise to have at least two adults when taking a group off the premises unless the risk assessment deems otherwise.
- Consent forms including medical details should always be used for specific outings or activities outside The Mix premises.
- For all activities, a daily, accurate register should be kept with the parent/guardian contact details of every child or young person. These records are to be kept securely, in line with the Data Protection policy.
- When young people are involved in activities in the same building, it is best practise that all staff and volunteers use separate toilets, in The Mix's case, the disabled toilets.
- All staff and volunteers involved at The Mix in any capacity (including non-youth work roles) will be subject to a DBS enhanced check and safeguarding training. While waiting for a DBS check to arrive the person will never be left alone with children or young people unsupervised.
- Any photography or filming of children and young people at The Mix activities will be subject to the photography and filming policy.

Refer to the Detached Youth Worker Policy for specific procedures regarding detached working and the Lone Worker Policy for specific procedures regarding lone working.

5.1.2 Procedures: Online working with young people.

Online working can be used when adhering to the following best practice guidance. Online working is best used in conjunction with face to face sessions. Online only support is permissible under certain extenuating circumstances. For example, government enforced lockdown due to global pandemic. Should this happen, you will be contacted by a member of the SLT and provided with a contingency plan and further guidance.

- Online sessions should be conducted during the normal working hours of The Mix 9am till 5pm Monday to Friday, unless expressly authorised by the Designated Safeguarding Lead.
- All sessions to be conducted with Microsoft Teams software wherever possible. In the event of a young person/ young people not being able to access this service, other software may be used following adequate risk assessment and DSL/ASL sign off.
- All sessions must be conducted via a work specific account using IT equipment provided The Mix. For example, if a member of staff has a Microsoft Teams account they use for personal correspondence, they must create a new, dedicated account for working with young people. This applies to all software and apps used to communicate with young people.

- All sessions must be put in online diaries (staff). Volunteers are to notify staff member responsible (line manager/ project lead) when a session has been arranged, times and dates, and Mix team member will log this in their online diary.
- Sessions must be conducted in a professional manner where The Mix team members maintain all professional boundaries as if working from The Mix building. See 5.1.1 Procedures: Face to Face working with young people for further guidance.
- It is the Mix team members duty of care to ensure the young people are ready for the session e.g. they need to be fully awake, dressed and in an environment conducive to the session.
- Where practicable, ensure your environment is quiet and distraction free. Special attention must be given to ensure confidentiality can be maintained. Headphones can be worn to limit the chance of confidential information being overheard. This applies to ALL participants.
- Young people may not wish to be “on camera” for the session. However, you must ensure every young person in the session can be identified and you know who you are talking to. Send direct invites to email addresses or mobile phones, never post publicly or to a group. Even if its brief, try to encourage YP to turn on their camera so you can verify it is them. If you are not certain of the identity of a member of the session you must either remove them from the session or end the session to ensure the confidentiality and safety of all participants.
- Notes must be taken/ typed as normal following the guidance for recording and storage in this document.

5.2 Risk assessment

Risk assessment forms a fundamental part of safeguarding. It needs to involve everyone that is responsible for the safety of the group and those that will be carrying out the activity.

A risk assessment is simply a way of identifying:

- *All of the hazards - anything that has the potential to cause harm*
- *Who could be harmed - young people, staff, volunteers, the public*
- *And the risk - the likelihood of that hazard causing harm, and the degree of harm it would cause*

The DSL and the Facilities Manager will be trained in Risk assessment and all risk assessments produced by untrained staff and volunteers must be signed off by them.

Each project lead is responsible for assessing the need for risk assessments for any activities that they engage in. If an activity cannot be delivered with an acceptable level of risk, it should not go ahead. It is important to view risk assessments as live documents, and for ongoing activities they should be reviewed regularly and particularly after incidents, injuries or near misses occur.

Annex D contains a risk assessment template along with some guidance to aid with completion.

5.3 IT

All staff and volunteers need to take responsibility for ensuring a high level of security when processing personal information on electronic equipment. This should include logging off or locking computer screens, laptops, tablets and mobile phones when not in use, including when working in a secure office.

6. ALLEGATIONS MANAGEMENT

Allegations of abuse or malpractice against a member of staff or volunteer

It is essential that any allegation of abuse made against a person who works with children and young people also known as a person in a position of trust, are dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child or young person, and at the same time supports the person who is the subject of the allegation.

The framework for managing cases set out in this procedure applies to a wider range of allegations than those in which there is reasonable cause to suspect a child is suffering, or likely to suffer, significant harm. It also applies to cases of allegations that might indicate that the alleged perpetrator is unsuitable to continue to work with children in their present position, or in any capacity. This may be due to concerns about the persons conduct in their personal or professional life that might indicate their unsuitability to work with children. It

should be used in respect of all allegations that are consistent with the guidance in Working Together i.e. cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against, or related to, a child; or
- behaved in a way that indicates s/he is unsuitable to work with children.

In compliance with the Local Safeguarding Board's Allegations Management guidance, the following procedures will be followed;

If an allegation is made against a The Mix member of staff, the allegation must be reported immediately, at least within one working day, to the Designated Safeguarding Lead. If the allegation is against the Designated Safeguarding Lead, then the allegation must be reported to the CEO or Chair of Trustees. The Designated Safeguarding Lead (or the CEO/Chair of Trustees) must then report the allegation to the Local Area Designated Officer (LADO) on the same day.

LADO's details – 0300 123 2044 / Complete a LADO Referral form and send this to LADO@suffolk.gov.uk.

Initial consideration

The Local Authority Designated Officer (LADO) will discuss the matter with the The Mix Designated Safeguarding Lead (or the CEO/Chair of Trustees) and, where necessary, obtain further details of the allegation and the circumstances in which it was made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded. If the allegation is not patently false and there is cause to suspect that a child or young person is suffering, or is likely to suffer, significant harm, the LADO should immediately inform the police and convene a similar discussion to decide whether a police investigation is needed. That discussion should also involve The Mix.

Action following initial consideration

Where the initial evaluation decides that the allegation does not involve a possible criminal offence, it is dealt with by the The Mix Designated Safeguarding Lead (or the CEO/Chair of Trustees). In such cases, if the nature of the allegation does not require formal disciplinary action, appropriate action should be instituted within three working days. If a disciplinary hearing is required and can be held without further investigation, the hearing should be held within 15 working days. Where further investigation is required to inform consideration of disciplinary action, the Designated Safeguarding Lead (or the CEO/Chair of Trustees) will discuss who will undertake that investigation with the LADO. In some settings and circumstances, it may be appropriate for the disciplinary investigation to be conducted by a person who is independent of The Mix or the person's line manager to ensure objectivity. In any case, the investigating officer should aim to provide a report to The Mix within 10 working days. On receipt of the report of the disciplinary investigation, the Designated Safeguarding Lead (or the CEO/Chair of Trustees) should decide whether a disciplinary hearing is needed within two working days, and if a hearing is needed it should be held within 15 working days.

Suspension

The possible risk of harm to children posed by an accused person needs to be managed and evaluated. The evaluation will be in respect of the child/ren or young person/s involved in the allegation and any other child/ren in the individual's home, work or community life. In some cases, it will require consideration to be given to the use of suspension for the person involved in the allegation. This may be until the matter is resolved. A member of staff or volunteer must not be automatically suspended without careful thought and consideration of the circumstances of the allegation. In making the decision, the Chair of Trustees must consider whether the person should be suspended from contact with children for the duration of the investigation, or until resolution has been reached. In any case, alternatives to suspension should be explored and advice sought from the LADO. If the allegation has been referred and a strategy meeting is to be convened, it will be a task of the strategy meeting to consider the facts of the allegation, and although a senior manager of the organisation cannot be directed to suspend, they will be supported in making the decision. This should be done after the views of the designated senior named officer from the police and Area Safeguarding Manager have been canvassed.

If the allegation is reported to a The Mix staff member or volunteer against a member of staff or volunteer of another organisation or agency, then The Mix member of staff or volunteer should consult with The Mix

Designated Safeguarding Lead and agree who should contact the LADO. However, if any delay in this procedure is likely to put a young person at risk of significant harm then The Mix member of staff or volunteer should contact the LADO directly.

Suspension – gross misconduct

If a member of staff admits to circumstances in which the safety of a child, young person or vulnerable was put at risk, they were potentially harmed or were the victim of a criminal offence, in line with The Mix's Disciplinary Procedure and national guidance such an admission of behaviour would be seen as 'gross misconduct'. In this situation, the Chair of Trustees (supported by the Board) would suspend the person with immediate effect. The suspension is not a disciplinary action, a separate disciplinary internal investigation would be initiated at a later stage. Nor should the suspension have an impact on any associated LADO or Police investigation.

Whistleblowing

The Mix recognises that children, young people and vulnerable adults cannot be expected to raise concerns in an environment where staff fail to do so. Whistleblowing is 'making a disclosure in the public interest' and occurs when an individual raises a concern about danger or illegality that affects people accessing their service or people working within their organisation.

Everyone should be aware of their duty to raise concerns, where they exist, about the management of safeguarding, which may include the attitude or actions/inactions of colleagues, poor or unsafe practice and potential failures in the charity's safeguarding arrangements.

The Board of Trustees would want everyone in our charity to feel able to report any child protection/safeguarding concerns through existing procedures within the charity. However, if after following The Mix's processes, staff or volunteers feel concerns have not been addressed or there are other reasons preventing them from raising concerns internally, they can choose to contact the NSPCC whistleblowing advice line for free advice and support. Telephone 0800 028 0285 (line available from 8.00am to 8.00pm, Monday to Friday) or email: help@nspcc.org.uk

Responsibilities of the Designated Safeguarding Lead

The Designated Safeguarding Lead will discharge their safeguarding functions in a way that ensures that the child or young person is safeguarded from harm and promotes their welfare. In the case of allegations made against The Mix member of staff or volunteer, the Designated Safeguarding Lead will work with the LADO and must follow the organisations procedures as identified above. In cases of actual or suspected abuse, the Designated Safeguarding Lead in consultation with the LADO will ensure the Police and/or other statutory bodies like Social Services are informed. The victim must be protected from further abuse while the Police / external agencies conduct their own investigation.

Any information held either electronically or in hard copy will be held securely in a password protected document or sealed envelope in a secure, locked cabinet/drawer. Any electronic database used for recording and reporting abuse internally will protect the identity of the child and use an identifying code rather than the name so as to ensure confidentiality.

If The Mix removes a member of staff or volunteer in regulated activity with children (or would have, had the person not left first) because the person poses a risk of harm to children, The Mix must make a referral to the Disclosure and Barring Service to consider whether to add the individual to the barred list.

Both the DSL and the ASL should undergo Prevent training.

More information can be found on the LSCB's 'Arrangements for Managing Allegations of Abuse Against People Who Work with Children or Those who are in a Position of Trust' Feb 2019 – 2022 and the Gov's 'Working Together to Safeguard Children' July 2018.

7. VERIFICATION

The Designated Safeguarding Lead will forward statistical data to the Chief Executive Officer showing a breakdown of numbers of reported cases and where they have been referred to.

The safeguarding trustee will undertake a safeguarding audit every 6 months which will include a file dip of safeguarding records.

The CEO will review this procedure annually or as and when there are changes in legislation.

ANNEX A: RECOGNISING POSSIBLE YOUNG PERSON ABUSE

The following behavioural signs *may* be indicators of child/young person abuse, but care should be taken in interpreting them in isolation. For more information and types of abuse, visit the NSPCC - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/>

Physical abuse signs

If a young person or child regularly has injuries, there seems to be a pattern to the injuries or the explanation doesn't match the injuries, then this should be reported. Physical abuse symptoms might include:

- Bruises
- Broken or fractured bones
- Burns or scalds
- Bite marks
- Scarring
- The effects of poisoning, such as vomiting, drowsiness or seizures
- Breathing problems from drowning, suffocation or poisoning.

Emotional abuse signs

As children and young people grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. Emotional abuse symptoms might include:

- Use language you wouldn't expect them to know for their age
- Act in a way or know about things you wouldn't expect them to know for their age
- Struggle to control their emotions
- Have extreme outbursts
- Seem isolated from their parents
- Lack social skills
- Have few or no friends.

Neglect signs

Neglect can be really difficult to spot. Having one of the signs doesn't necessarily mean a child or young person is being neglected. But if you notice multiple signs that last for a while, they might show there's a serious problem. Neglect symptoms might include:

- Poor appearance and hygiene: being smelly or dirty; being hungry or not given money for food; having unwashed clothes; having the wrong clothing, such as no warm clothes in winter.
- Health and development problems: anaemia; body issues, such as poor muscle tone or prominent joints; medical or dental issues; missed medical appointments, such as for vaccinations; not given the correct medicines; poor language or social skills; regular illness or infections; thin or swollen tummy; tiredness; untreated injuries; weight or growth issues.
- Housing and family issues: living in an unsuitable home environment, such as having no heating; being left alone for a long time; taking on the role of carer for other family members.
- Change in behaviour: becoming clingy; becoming aggressive; being withdrawn, depressed or anxious; changes in eating habits
- displaying obsessive behaviour; finding it hard to concentrate or take part in activities; missing school; showing signs of self-harm; using drugs or alcohol.

Sexual abuse signs

Sometimes children and young people won't understand what's happening to them is wrong. Or they might be scared to speak out. Sexual abuse symptoms might include:

- Avoiding being alone with or frightened of people or a person they know.
- Language or sexual behaviour you wouldn't expect them to know.
- Having nightmares or bed-wetting.
- Alcohol or drug misuse.
- Self-harm.
- Changes in eating habits or developing an eating problem.

Child Sexual Exploitation (CSE) signs

CSE can happen in person or online. An abuser will gain a child's trust or control them through coercive behaviour, violence or blackmail before moving onto sexually abusing them. This can happen in a short period of time. Sexual exploitation symptoms might include:

- Unhealthy or inappropriate sexual behaviour
- Being frightened of some people, places or situations
- Being secretive
- Sharp changes in mood or character
- Having money or expensive items they can't or won't explain
- Physical signs of abuse, like bruises or bleeding in their genital or anal area
- Recurrent UTIs or STIs
- Alcohol or drug misuse
- Sexually transmitted infections
- Pregnancy
- Having an older boyfriend or girlfriend
- Staying out late or overnight
- Having a new group of friends
- Missing from home or care, or stopping going to school or college
- Hanging out with older people, other vulnerable people or in antisocial groups
- Involved in a gang or criminal activities like selling drugs or shoplifting

Female Genital Mutilation (FGM) signs

A child or young person who's at risk of FGM might ask you for help, but some might not know what's going to happen to them. FGM abuse symptoms might include:

- A relative or someone known as a 'cutter' visiting from abroad
- A special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage'
- A female relative, like a mother, sister or aunt has undergone FGM
- A family arranges a long holiday overseas or visits a family abroad during the summer holidays
- A girl has an unexpected or long absence from school
- A girl struggles to keep up in school
- A girl runs away – or plans to run away - from home

County Lines signs

Vulnerable adults and young people are frequently used, and in some cases, criminals have taken over their properties to do the dealing from. This is known as 'cuckooing'. The vulnerable could be current drug users, addicts, young people who maybe in care or missing from home, pupils absent from school or people with mental health issues. County Lines abuse symptoms might include:

- Truancing from school or poor results
- Going missing for long periods of time or staying out unusually late
- Suddenly have access to more money than usual – spent on items such as new trainers/mobile phone/clothes
- Showing signs of a change in behaviour/mood/absences
- Talking differently – new slang or language with an aggressive tone
- Unfamiliar names on mobile phones
- Getting involved in fights
- Substance or alcohol abuse
- Committing crimes such as shoplifting

ANNEX B: HOW TO REACT WHEN A YOUNG PERSON TALKS ABOUT ABUSE

It can be very hard for children and young people to reveal abuse. Often, they fear there may be consequences. Some delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. Children and young people value being believed and, as the adult they have chosen to tell, it's vital that you act on what you've been told.

If you're in a situation where a child discloses abuse to you, there are a number of steps you can take:

- **Listen carefully to the child.** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the child to 'shut down', retract or stop talking.
- **Let them know they've done the right thing.** Reassurance can make a big impact to the child who may have been keeping the abuse secret.
- **Tell them it's not their fault.** Abuse is never the child's fault and they need to know this.
- **Say you will take them seriously.** A child could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person who will listen to and support them.
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the child's told you could make the situation a lot worse for the child.
- **Explain what you'll do next.** If age appropriate, explain to the child you'll need to report the abuse to someone who will be able to help.
- **Don't delay reporting the abuse.** The sooner the abuse is reported after the child discloses the better. Report as soon as possible so details are fresh in your mind and action can be taken quickly.

For more information about how to react to a disclosure, visit the NSPCC - <https://www.nspcc.org.uk/what-you-can-do/report-abuse/what-to-do-child-speaks-out-about-abuse/>

If a young person that you come into contact within a professional capacity discloses abuse to you, you should follow The Mix's safeguarding reporting procedures.

ANNEX C: SAFEGUARDING RECORDING FORM & GUIDANCE

This form is to be used to record a Safeguarding incident, but it does not replace the need for reporting the incident to the Safeguarding Officer, or other appropriate person/organisation verbally, as per procedures.

Sign and submit this form within 24 hours of any incident to the Designated Safeguarding Lead following the guidance steps below.

Please ensure a blank copy of this form is kept on the electronic device you are likely to be using in the event of needing to report a safeguarding concern.



Safeguarding Reporting & Recording Form

Details of Person Completing Form

Team Member Name:	
Team Member Role:	
Date Form Completed:	

Nature of Concern

Young Person at risk	<input type="checkbox"/>	Team Conduct	<input type="checkbox"/>	Procedural Issues	<input type="checkbox"/>
Staff Safety	<input type="checkbox"/>				

Source of Concern

Observed Personally	<input type="checkbox"/>	Stated by Young Person	<input type="checkbox"/>	Stated by Team Member	<input type="checkbox"/>
Overheard Second Hand	<input type="checkbox"/>	Stated by Third Party	<input type="checkbox"/>		

Incident / Concern Details:

Time/s of Incident / Disclosure	
Location/s of Incident / Disclosure	

Details of People Involved

Name/s of Young Person / People:	Date of Birth:	Contact Information:

Name/s of Adults:	Date of Birth:	Contact Information:

Details of Situation / Concern / Disclosure

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Actions Taken:

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Actions To Be Taken:

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Signature:

Print Name:

Date:

Guidance for reporting safeguarding concerns at The Mix

1. Young person presents with safeguarding concern.
2. Talk to them as appropriate. Focus on T.E.D. (tell me, explain, describe) - ensure no leading questions are asked. Ensure process of support is explained and no confidentiality is promised.
3. Discuss with Designated Safeguarding Lead (or Alternate Safeguarding Lead) if concern is significant or if support/advice is required.
4. Offer practical support as applicable. This may include calling 999 or 101 if needed.
5. Call Customer First Consultation Line on 0808 800 4005 if further advice is needed (note down name of contact, time of call and exact advice given).
6. Contact any known professionals for the young person (i.e. social worker, family support practitioner, youth offending) and family (unless advised not to).
7. Complete any necessary professional referral paperwork (i.e. MARf*).
8. Complete The Mix Recording Form for Safeguarding Concerns* – including details on all of the above.
9. Password protect document (on Word – click review / protect / add password).
10. Email Recording Form to Designated Safeguarding Lead (or Alternate Safeguarding Lead if DSL unavailable) - sophie@themixstowmarket.co.uk / sam@themixstowmarket.co.uk with a read receipt. Email password separately. Print a copy for young person file and file securely at The Mix. Delete copy of form and email from your system.
11. Ensure concern is followed through to completion and any updates are added to paperwork and emailed/filed/deleted again.
12. Discuss with Designated Safeguarding Lead if any info re: concerns need to be shared with wider team at The Mix i.e. Youth team, Front of House team.
13. Please discuss case with Designated Safeguarding Lead if any you have any ongoing concerns or worries. Taking care of yourself is the first priority in caring for young people.
14. *blank forms are stored on The Mix drive in the 'safeguarding' folder.

ANNEX D: RISK ASSESSMENT TEMPLATE & GUIDANCE

The following template can be used to aid with calculating, managing and disseminating the risks and risk management procedures for any given activity.

In youth work, like many other areas of work, it is inconceivable to predict and plan for every single risk. Therefore, whilst risk assessing prior to an activity is an important practise, practitioners also need to be dynamic in their risk assessing, and keep in mind that they may also need to respond to changes and situations to the best of their ability in the moment.

Risk Assessment of



Completed by:

Date:

Hazard category	Hazard effect (who might be harmed and how)	Likelihood of risk 1 = very unlikely 10 = very likely	Severity of risk 1 = lowest 10 = highest	Minimised by	Procedure in place (Y / N)	Carried out by	Comments

Guidance for completing risk assessments

- **Step 1:** Identify the hazard category i.e. physical activity, food safety, overnight stay
- **Step 2:** Provide details of the hazard effect (who might be harmed and how) i.e. young people, staff, volunteers
- **Step 3:** Rate the level of risk by reflecting on both the likelihood of risk (i.e. how likely is it to happen) and the severity of risk (i.e. the consequences if it did happen)
- **Step 4:** Detail the controls you intend to put into place to minimise the risk i.e. training, supervision, safety equipment
- **Step 5:** Then re-assess the risk level taking into account the controls and any affect this has on reducing the risk level
- **Step 6:** Decide whether or not the risk level is acceptable – it is recommended to get more than one opinion, or to speak with your line manager if unsure
- **Step 7:** Keep a record of procedures put into place to minimise risk and who carried them out
- **Step 8:** Treat risk assessment as a live document, particularly if the activity is ongoing or likely to be carried out again

ANNEX E: RECORDING PROCESSES

For this policy to be successfully integrated into practise, it is essential that accurate and up to date records are kept and maintained. The following matrix details who is responsible for keeping certain records and where they should be kept. The Mix GDPR guidance should be followed in relation to this and all other data that is kept.

RECORD DETAILS	PERSON RESPONSIBLE	WHERE TO BE KEPT / SENT	NOTES
DBS checks for all staff and volunteers	HR Co-ordinator	Secure overview to be kept electronically in HR	Staff member / volunteer and their line manager should be notified at least 3 months before renewal is due
References for all staff and volunteers	HR	In the relevant individuals file in a locked cabinet in The Mix	
Safeguarding training certificate for all staff and volunteers	Trainer	This should be given to the HR co-ordinator along with the name and date training was completed	
Safeguarding training log for all staff and volunteers	HR Co-ordinator	Secure overview to be kept electronically in HR	Staff member / volunteer and their line manager should be notified at least 3 months before renewal is due
Safeguarding Recording Forms and any related notes	All members of staff / volunteers	Email password protected Safeguarding Recording Form to Designated Safeguarding Lead (or Alternate Safeguarding Lead if DSL unavailable) with a read receipt. Email password separately. Print a copy for young person file and file securely at The Mix. Delete copy of form and email from your system.	DSL to reflect on any safeguarding trends, repeated issues and determine if this highlights any gaps in our provision. This to happen every 6 months.
Concerns about a member of staff/volunteer	HR/DSL	In the HR record in a locked cabinet in The Mix	

ANNEX F: DESIGNATED SAFEGUARDING LEAD – ROLE DESCRIPTION

An appropriate senior member of staff, from The Mix leadership team will be appointed to the role of Designated Safeguarding Lead.

The Designated Safeguarding Lead will take lead responsibility for safeguarding and child protection (including online safety).

Any Alternate Safeguarding Leads should be trained to the same standard as the Designated Safeguarding Lead and the role should be explicit in their job description.

Managing referrals

The designated safeguarding lead is expected to:

- Refer cases of suspected abuse to the local authority children's social care as required;
- Support staff and volunteers who make referrals to local authority children's social care; refer cases to the channel programme where there is a radicalisation concern as required;
- Support staff and volunteers who make referrals to the channel programme;
- Refer cases where a person is dismissed or left due to risk/harm to a child to the disclosure and barring service as required;
- Refer cases where a crime may have been committed to the police as required.

Working with others

The designated safeguarding lead is expected to:

- Liaise with the designated officer(s) at the local authority for child protection concerns (all cases which concern a staff member or volunteer);
- Liaise with staff and volunteers on matters of safety and safeguarding (including online and digital safety) and when deciding whether to make a referral by liaising with relevant agencies;
- Act as a source of support, advice and expertise for staff and volunteers.

Training

The designated safeguarding lead (and alternate safeguarding lead) should undergo training to provide them with the knowledge and skills required to carry out the role. This training should be updated at least every two years. The designated safeguarding lead should undertake Prevent awareness training.

In addition to the formal training set out above, their knowledge and skills should be refreshed (such as reading and digesting safeguarding developments) at regular intervals, as required, but at least annually, to allow them to understand and keep up with any developments relevant to their role;

- Overseeing and overseeing internal training and liaising with HR on records kept.

Raising awareness

The designated safeguarding lead should:

- Ensure The Mix's safeguarding policy and procedures are known, understood and used appropriately;
- Ensure The Mix's safeguarding procedures are reviewed annually (as a minimum);
- Ensure The Mix's safeguarding policy and procedures are available publicly;
- Link with the local LSCB to make sure staff are aware of training opportunities and the latest local policies on safeguarding.

Child Protection Files

The designated safeguarding lead must:

- Ensure that all child protection files are maintained to a high standard, including a half-yearly file dip to help ensure filing is consistent and to a high standard;
- Keep a secure electronic filing system for all concerns emailed that can be easily accessed if required.

Monitoring & reporting

The designated safeguarding lead must:

- Keep an up to date record of safeguarding concerns received and report data to CEO on a half-yearly basis.