

ReachOut Safeguarding Policy and Procedures

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1. Introduction and Ethos

- a. This policy is applicable to anyone working on behalf of ReachOut, including senior managers and the board of trustees, paid staff, volunteers, sessional staff and agency staff.
- b. The purpose of this policy is to protect children and adults at risk (collectively referred to as "young people" - see definitions for more detail) who interact with ReachOut.
- c. ReachOut is committed to and recognises the importance of creating and maintaining an environment in which young people involved in our work are safe from abuse. This means that any suspicion or allegation of abuse relating to one of our young people is taken seriously, treated in confidence and appropriately and promptly dealt with.
- d. Our safeguarding culture encourages young people to talk openly and enables them to feel confident that they will be listened to and under no circumstances should any staff member or volunteer inflict physical or psychological harm on a young person. We are committed to providing an environment where young people are safeguarded and are enabled to disclose if they are being harmed in some way. We are alert to the signs of abuse and neglect and follow our procedures to ensure that all young people receive effective support, protection and justice.
- e. ReachOut recognises that some young people may be especially susceptible to abuse due to their gender, ethnicity, sexual orientation, religious beliefs, speaking English as an additional language or their special education needs and disabilities. We understand that young people who are abused or neglected may find it difficult to develop a sense of self-worth and to view the world in a positive way. Young people referred to ReachOut may exhibit challenging or concerning behaviours which at times may impact on others directly or indirectly. We will always take a considered and sensitive approach in order that we can support all young people in our care.
- f. The aim of our procedures is to provide a robust framework which enables staff and volunteers to take appropriate action if they are worried a young person is being abused. Staff and volunteers are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a young person, workers should always act in the best interests of the young person. If workers have any concerns about a young person's welfare, they should act on them immediately, following the recording and reporting procedure in this document.
- g. ReachOut requires all staff and volunteers to be aware of this policy, follow it and act with the interests of young people of paramount importance. ReachOut staff and volunteers should show respect and understanding for the rights, safety and welfare of young people they are working with at all times. Safeguarding awareness will be a required part of the induction process and managers must ensure all new staff working directly with young people receive, read and understand this policy, which will be reviewed annually, or upon material changes in practice, or changes in regulation or legislation. Appropriate training and support will be given to staff to enable them to deal with safeguarding issues effectively.
- h. Breaches of this policy will be reported to the Designated Safeguarding Lead.
- i. This policy should be read in conjunction with the following documents:
 - Health and Safety Policy
 - Whistleblowing Policy

2. Definitions

Safeguarding: The National Occupational Standards for Youth Work states that safeguarding is taking all reasonable measures to ensure that the risks of harm to children's, young people's and vulnerable adult's welfare are minimised. Where there are concerns about welfare, all agencies must take

appropriate actions to address those concerns, working to agreed local policies and procedures, and in full partnership with other local agencies such as the health and social care.

Young Person: This term is used throughout the policy as ReachOut works with a wide age range. There is not a single universally accepted description that describes those who are 18 years of age or older apart from the term Adult and ReachOut recognises its duty of care to all with whom it works. The definitions below outline the difference in safeguarding for the age groups:

- **Child:** Under the Children Act 1989(2004), a child is legally defined as anyone who has not reached their 18th birthday. Child protection legislation and guidance therefore applies to mentees and volunteers under the age of 18.
- **Adult at risk:** Under the Care Act (2014), an adult at risk is someone who has needs for care and support, who is experiencing, or at risk of, abuse or neglect and as a result of their care needs is unable to protect themselves. Adult safeguarding guidance therefore applies to mentees, volunteers or ambassadors who meet this criteria and are 18 or over. Most commonly, they will be under the age of 25 hence the overarching definition of 'young person' but they may be older in some cases.

Staff: Permanent or sessional workers who are paid employees of ReachOut.

Volunteers: Unpaid workers including but not limited to trustees, mentors, intermittent office support workers and fundraisers.

Workers: People who work with young people, whether as a staff member or volunteer mentor.

DBS: Disclosure and Barring Service.

Designated Safeguarding Lead (DSL): The person responsible for dealing with any safeguarding concerns within ReachOut. A deputy may often assume many of the DSLs responsibilities.

3. Context

- a. This policy serves as statutory guidance for all staff and volunteers working with and for ReachOut.
- b. This policy adheres to Working Together to Safeguard Children (DfE 2023) and Keeping Children Safe in Education (DfE 2023) as well as After-school clubs, community activities, and tuition Safeguarding guidance for providers (DfE 2023).
- c. This policy has been drawn up on the basis of law and guidance that seeks to protect children and adults at risk namely:
 - Children Acts 1989 and 2004
 - Children and Social Work Act 2017
 - Data Protection Act 2018 – General Data Protection Regulation (GDPR)
 - Equality Act 2010
 - United Nations Convention on the Rights of the Child 1991
 - Human Rights Act 1998
 - Safeguarding Vulnerable Groups Act 2006
 - Working Together to Safeguard Children 2023
 - Sexual Offences Act 2003
 - Mental Capacity Act 2005
 - The Care Act and support statutory guidance 2023
- d. The Designated Safeguarding Lead and Senior Management Team will ensure regular reporting on safeguarding activity and systems to the Board of Trustees. The Board of Trustees will not receive details of individual situations or identifying features of individuals or families as part of their oversight responsibility.

4. Key Responsibilities

ReachOut staff and volunteers alongside partner schools and their staff have a statutory responsibility to safeguard and promote the welfare of young people and must fully understand this policy. All workers, including volunteers, must have access to this policy and follow ReachOut's procedures and guidance at all times.

Safeguarding and promoting the welfare of young people is everyone's responsibility. Everyone who comes into contact with young people and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is centred around the young person considering what is in their best interests at all times.

No single practitioner can have a full picture of a young person's needs and circumstances. If young people and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

a. Board of Trustees

- ReachOut's Board of Trustees holds overall responsibility for the child protection, adults at risk and safeguarding functions of ReachOut.
- The Board of Trustees will review and approve any updates and changes to our Safeguarding policy and related procedures.
- The Board of Trustees and Senior Management Team are responsible for ensuring ReachOut follows best practice Safer Recruitment processes that help to deter, or identify and reject potential applicants who might be a risk to young people. Our recruitment process adheres to statutory responsibilities to check adults working with young people and has recruitment and selection procedures in place.
- If a *serious safeguarding incident* (harm to our beneficiaries, staff, volunteers or others who come into contact with ReachOut through our work) takes place within ReachOut, a prompt, full and frank disclosure is required to be made to the Charity Commission by the trustees.

b. Senior Management Team (SMT)

- ReachOut's SMT is responsible for ensuring that this Safeguarding Policy and other relevant policies and procedures are fully implemented and followed by all ReachOut workers.
- All concerns about poor or unsafe practice regarding young people will be addressed sensitively and in a timely manner in accordance with ReachOut's Whistleblowing Policy. We recognise that it is not the responsibility of young people to raise concerns.
- There are robust systems in place to cover for the DSL's planned and unplanned absences, including having trained Deputy Designated Safeguarding Leads.

c. ReachOut Workers

- All ReachOut workers have a responsibility to provide a safe environment in which young people can benefit from our mentoring programme.
- Any worker who has a concern about a young person's welfare should follow the reporting process.
- The Designated Safeguarding Lead (DSL) at each partner school is most likely to have the most complete safeguarding picture for a young person, including information from school, family, other agencies and social services. All concerns must therefore be reported to the DSL at the relevant partner school.
- ReachOut's Designated Safeguarding Lead will provide support to all workers carrying out their safeguarding duties and liaise closely with other services and agencies.
- As part of their induction, all workers will read and sign this policy as well as completing safeguarding training. Staff update their training annually along with additional refreshers which might take place via email or staff meetings.
- All workers should know what to do if a young person tells them they are being abused or neglected. Staff should know how to manage the requirement to maintain an appropriate level of confidentiality. This means only involving those who need to be involved, such as the Designated Safeguarding Lead (or a deputy). Staff should never promise a young person that

they will not tell anyone about a report of abuse, as this may ultimately not be in the best interests of the young person.

d. Partner Schools

- Partner schools will provide ReachOut workers with relevant information for any young person referred to the programme who:
 - has specific additional needs.
 - has special educational needs (whether or not they have a statutory Education, Health and Care Plan).
 - is a young carer
 - is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups.
 - is frequently missing/goes missing from care or from home.
 - is at risk of modern slavery, trafficking or exploitation.
 - is at risk of being radicalised or exploited.
 - is in a family situation presenting challenges for the young person, such as drug or alcohol misuse, adult mental health issues and domestic violence.
 - is misusing drugs or alcohol themselves.
 - has returned home to their family from care
 - is a privately fostered young person
- ReachOut workers should be particularly alert to the potential need for early help for a young person with any of the above challenges.

e. Designated Safeguarding Lead

- Board of Trustees should ensure an appropriate senior member of staff is appointed to the role of Designated Safeguarding Lead (DSL).
- The DSL takes lead responsibility for safeguarding and for ensuring that the statutory guidance outlined in this policy, local policy and procedures are followed. This should be explicit in the role-holder's job description.
- In the absence of the DSL, then one of the Deputy DSLs will take on the responsibilities until the DSL is available but the ultimate responsibility for safeguarding lies with the DSL.
- Deputy Designated Safeguarding Leads are trained to the same standard as the DSL and are appointed in each location that ReachOut operates in.
- The Designated Safeguarding Lead and deputies should undergo training to provide them with the knowledge and skills required to carry out the role. The training is updated every 2 years.
- In addition to their formal training as set out above, their knowledge and skills should be updated (for example via e-bulletins, meeting other designated safeguarding leads, or taking time to read and digest safeguarding developments), at regular intervals, to keep up with any developments relevant to their role.
- The DSL will review procedures following any child protection concerns (including following learning identified from serious case reviews) or allegations against staff or volunteers to ensure that it reflects appropriate, accurate and up-to-date safeguarding practice.
- The Designated Safeguarding Lead and deputies will liaise with schools, Social Services teams and other professionals as appropriate to ensure co-ordinated approaches and actions.
- The DSL is aware of local criteria for action and the local protocol for assessment as well as the local referral route into children and adult's social care in all operating areas.
- The DSL will also inform:
 - The police in cases where a crime may have been committed; and
 - The Disclosure and Barring Service and Charity Commission where a person is dismissed or leaves their employment as a result of having harmed a young person or is considered a risk of harm.

5. Recognition and Types of Abuse and Neglect

- a. Knowing what to look for is vital to the early identification of abuse and neglect. All workers should be aware of indicators of abuse and neglect so that they are able to identify cases of young people

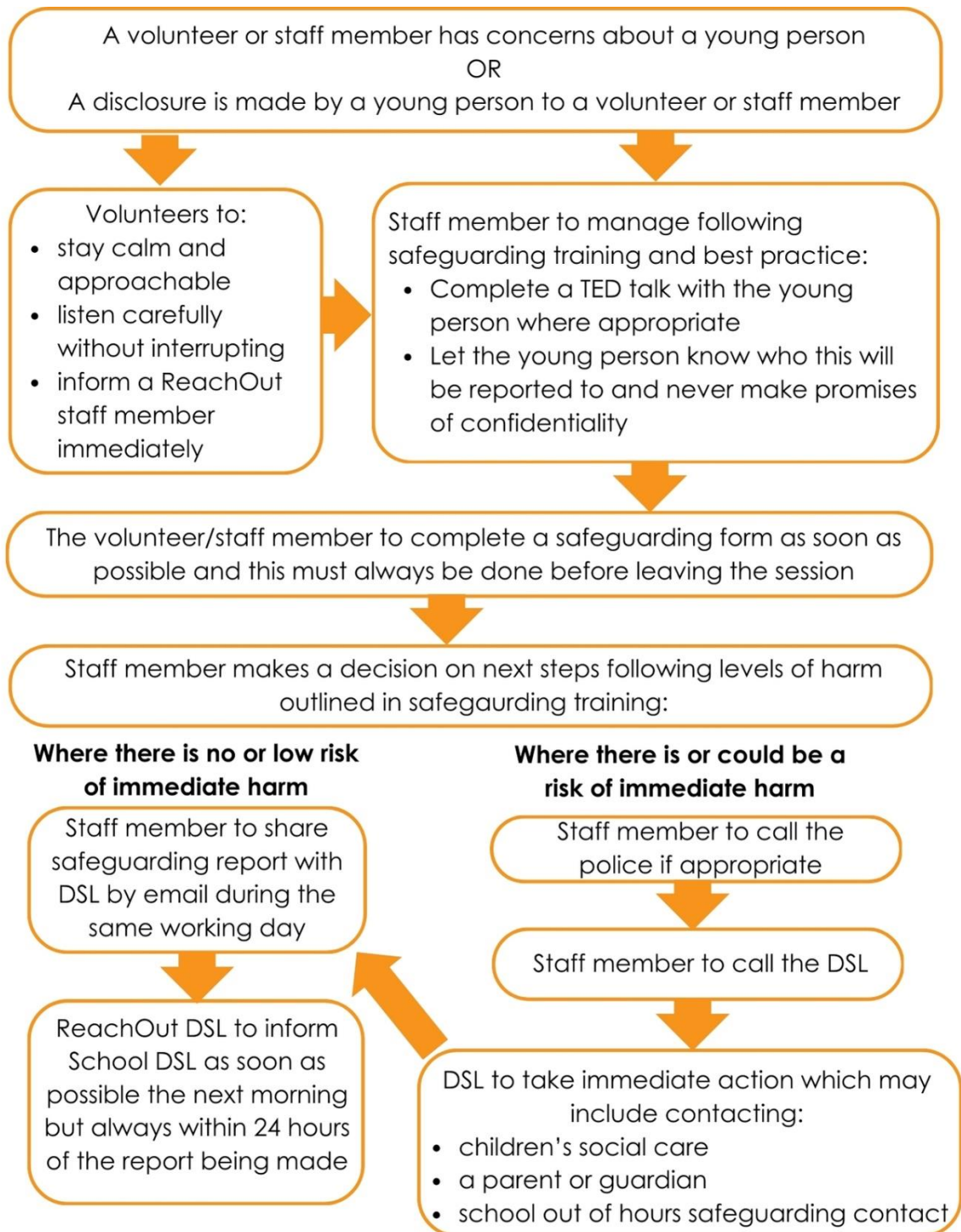
who may be in need of help or protection. If workers are unsure, they should always speak to the DSL (or deputy).

- b. The warning signs and symptoms of abuse and neglect can vary from person to person. Young people develop and mature at different rates, so what appears to be worrying behaviour for someone younger, might be 'normal' for an older young person. Parental behaviours may also indicate abuse or neglect, so ReachOut workers are alert to parent-child interactions or concerning parental behaviours; this could include parents who are under the influence of drugs or alcohol or if there is sudden change in their mental health.
- c. By understanding the warning signs, we can respond to problems as early as possible and provide the right support and services for the young person and their family. It is important to recognise that a warning sign does not automatically mean a young person is being abused.
- d. All ReachOut workers must be aware of the definitions and signs of abuse. For children and adults at risk, definitions and possible indicators and signs of abuse are outlined in Appendix 1 and 2. Staff and volunteers should also refer to Keeping Children Safe in Education (DfE 2023).
- e. ReachOut workers are also aware of environmental factors which may impact on a young person's welfare and safety and understand safeguarding in the wider context (contextual safeguarding).
- f. ReachOut workers are aware that welfare concerns may arise in many different contexts:
 - Young people may be abused in a family, in an institutional or community setting
 - Young people may be abused by an adult, a group of adults, another young person or a group of young people (child on child abuse).
 - The abuser may be known to the young person or a stranger.
 - Abuse can also take place via the internet and in this case, the abuser can sometimes be an unidentifiable individual.
 - In the case of honour based abuse, including forced marriage and female genital mutilation, young people may be taken out of the country to be abused.
 - An abused young person may often experience more than one type of abuse, as well as other difficulties in their lives.
- g. ReachOut will take steps to minimise the risk of all forms of child on child abuse, ensuring staff understand the importance of challenging inappropriate behaviour between peers and do not downplay or dismiss certain behaviours which could lead to a culture of unacceptable behaviour and an unsafe environment. All ReachOut workers recognise that children are capable of abusing their peers, and that it can happen in school, outside of school and online. Any incidents of child on child abuse will be managed in the same way as any other child protection concern and will follow the same procedures. We will seek advice and support from other agencies as appropriate.
- h. Abuse and neglect can happen over a period of time, but can also be a one-off event. This can have major long-term impacts on all aspects of a young person's health, development and well-being.
- i. Mental health problems can, in some cases, be an indicator that a young person has suffered or is at risk of suffering abuse, neglect or exploitation. ReachOut workers should not attempt to make a diagnosis of a mental health problem but follow the reporting procedure if they are concerned about the wellbeing of a young person. Common signs include:
 - becoming withdrawn from friends and family
 - persistent low mood and unhappiness
 - tearfulness and irritability
 - sudden outbursts of anger
 - loss of interest in activities they once enjoyed
 - problems eating or sleeping

- j. Young People with special educational needs and disabilities can face additional safeguarding challenges. Staff will ensure that young people with special education needs and disabilities, specifically those with communication difficulties, are supported to have their voice heard and acted upon. Additional barriers to recognising abuse and neglect in this group include:
- Being more prone to peer group isolation than other groups and being disproportionately impacted by things like bullying, without outwardly showing signs of being bullied
 - Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the young person's disability rather than abuse or neglect
 - Speech, language and communication needs which may make it difficult to tell others what is happening.

6. Safeguarding Procedure

- a. The diagram below shows the reporting procedure for concerns about young people.



- b. It is the responsibility of the DSL and Deputy DSLs to report to DSLs at partner schools so that they can take appropriate action. School DSLs will then report back on the outcomes of the action taken and any further action to be taken by ReachOut staff.
- c. ReachOut's DSL and deputies should always be available to discuss safeguarding concerns. If in exceptional circumstances, the Designated Safeguarding Lead (or deputy) is not available, this should not delay appropriate action being taken. Staff should consider speaking to a member of the Senior Management Team and/or take advice from local children's or adult social care. In these circumstances, any action taken should be shared with the Designated Safeguarding Lead (or deputy) as soon as is practically possible.
- d. Where there is a conflict of interest between a child and an adult, including an adult at risk, the welfare and interests of the child must be paramount.
- e. Where a child is in/at risk of immediate harm, ReachOut staff must make a referral to children's social care and if appropriate, the police. Referrals should follow the local referral process.
- f. In all but the most exceptional circumstances, parent/carers must be made aware of the concerns for their child at the earliest possible stage. In the event of a referral to Children's Social Care, parents will be asked to give consent, unless there is a valid reason not to do so; for example, if to do so would put a child at risk of harm and/or would undermine a criminal investigation.
- g. Deputy DSLs will be trained in judging the appropriate action to be taken according to the level of risk and are able to seek advice from the DSL. Concerns listed in the table below act as examples, but decisions will always be made depending on the full context of the case.

Level of risk	Examples
Low	<ul style="list-style-type: none"> • Young person exposed to content/media inappropriate for their age • Young person expected to take on adult responsibilities • Deterioration of living conditions • Concerns around the young person's or care-givers mental health and/or well-being
Medium	<ul style="list-style-type: none"> • Abuse has taken place or there is reasonable cause to believe that it could take place imminently • Self-harm has taken place historically with no imminent danger of it taking place. • A young person under 13 will be left unsupervised for an extended period of time.
High	<ul style="list-style-type: none"> • Young person and/or family member are in immediate danger, including posing a risk to themselves. • Self-harm has taken place or there is reasonable cause to believe it will take place • A crime has been committed • An injunction or restraining order is in breach

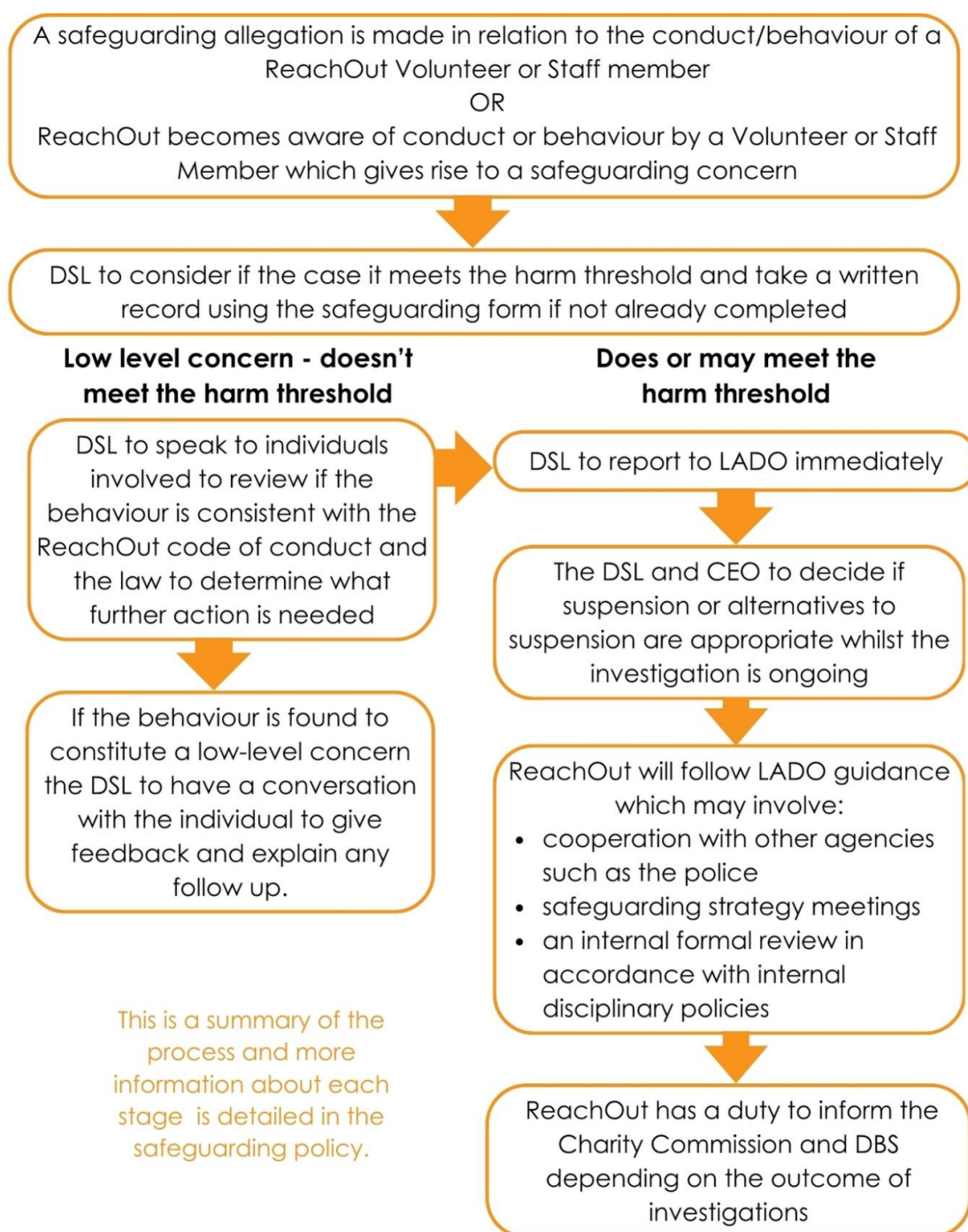
7. Adults at Risk

- a. ReachOut is committed to the six principles of safeguarding adults at risk which includes: empowerment, protection, prevention, proportionality, partnership and accountability.
- b. Staff understand that whether somebody is an adult at risk is something which changes with their circumstances – it's not fixed. We have a duty to ensure that all adults at risk involved in our organisation are protected from potential harm.
- c. Staff and volunteers are aware of their role and responsibility to follow the code of conduct and how this extends to working with adults at risk. This is also a key part of regular safeguarding training.

- d. Concerns about an adult at risk should be reported following the standard reporting procedure. The DSL will ensure that the adult's wellbeing is promoted taking fully into account their views, wishes, feelings and beliefs in deciding on any action as adults at risk have the right to make decisions for themselves.
- e. Where an adult at risk is in/at risk of immediate harm, ReachOut staff must make a referral to adult's social care and if appropriate, the police. Referrals should follow the local referral process.

8. Allegations Against Members of Staff and Volunteers

- a. ReachOut recognises that it is possible for staff and volunteers to behave in a way that might cause harm to young people and takes seriously any allegation received.
- b. The diagram below shows the reporting procedure for allegations against members of staff and volunteers



- c. Definition of harm threshold:
 - Behaved in a way that has harmed a child or may have harmed a child
 - Possibly committed a criminal offence against or related to a child
 - Behaved towards a child/children in a way that indicates they may pose a risk of harm to children
 - Behaved or may behaved in a way that indicates they may not be suitable to work with children (including behaviour that may have happened outside ReachOut that might make an individual unsuitable to work with children, this is known as transferable risk)
- d. If staff and volunteers have safeguarding concerns, or an allegation is made about another worker posing a risk of harm to children, then for allegations that may meet the harms threshold they must report the matter immediately to the DSL
 - If the DSL is absent, or the allegation is regarding them, reports should be made to the CEO or Head of Operations and Finance.
 - If neither the CEO, DSL nor another member of the SMT is available, and the matter is urgent, the member of staff or volunteer should contact children's social care or the Police directly.
 - In the event of allegations of abuse being made against the CEO, then staff and/or volunteers are advised that allegations should be reported to the Chair of Trustees or directly to the LADO
- e. The DSL will inform the Local Authority Designated Officer (LADO), immediately of allegations made against staff. Where the allegation is made out of hours, the report should be made to the emergency duty team or the police.
- f. The person to whom the allegation is first made should make a written record of the information using the ReachOut Safeguarding Report Form.
- g. Suspension should not be seen as an automatic response to an allegation as a decision to suspend without careful thought could impede a police investigation. Suspension should be considered in every case where:
 - There is cause to suspect a young person is at risk of Significant Harm;
 - The allegation warrants investigation by the police; or
 - The allegation is so serious that it might be grounds for dismissal.
- h. It may be appropriate to use an alternative to suspension when an allegation is first made. This would allow time for an informed decision regarding suspension to be made and possibly reduce the initial impact of the allegation. This may be achieved by:
 - The individual undertaking duties which do not involve direct contact with the young person concerned or other young people e.g. office work;
 - Providing a colleague to be present when the worker has contact with young people
- i. ReachOut will follow guidance agreed at any safeguarding strategy meetings that are called including an internal formal review in accordance with disciplinary policies where:
 - A LADO meeting has concluded that disciplinary action should be considered by the employer;
 - The matter has been referred to the employer after the police or Crown Prosecution Service (CPS) has determined that a charge or prosecution may not be appropriate; or
 - Following the conclusion of legal proceedings
- j. If the allegation is substantiated and the person is dismissed, ReachOut should agree with local authority services further action to be taken and by whom.
 - ReachOut must inform the Charity Commission in the event that a member of staff is dismissed or leaves their employment as a result of having harmed a child or is considered a risk of harm
 - ReachOut has a legal duty to refer to the Disclosure and Barring Service (DBS) anyone who has harmed, or poses a risk of harm, to a child, or if there is reason to believe the member of staff or volunteer has committed one of a number of listed offences, and who has been removed from working (paid or unpaid).

- k. Low level concerns (concerns that don't meet the harm threshold)
- ReachOut will ensure that there is an open and transparent culture to allow any concern, no matter how small, to be raised. Concerns may arise in varied ways e.g. suspicion, complaint, disclosure made by a child, parent or other adult. All concerns raised must be shared responsibly, managed and recorded, and appropriate action taken
 - Some examples of low level concerns are listed below however the context should always be taken into account when deciding if it is in fact a low level concern and any case that may meet the harm threshold should be referred to the LADO for advice.
 - Behaviour that is inconsistent with the code of conduct, including inappropriate conduct outside work
 - Being over friendly with children, not maintaining appropriate boundaries for mentee-mentor relationships
 - Having favourites
 - Taking photographs of children on their phone
 - Engaging with a child on a one-to-one basis in a secluded area or behind a closed door
 - Using inappropriate sexualised, intimidating or offensive language
 - Through training and induction of staff and volunteers, ReachOut will ensure that staff and volunteers are clear on what appropriate behaviour is and what boundaries must be maintained, whilst empowering staff and volunteers to share low-level concerns and address unprofessional behaviour
- l. Responding to low level concerns
- Low-level concerns should be recorded in writing and passed on to the DSL straight away. On receipt of the concern, the DSL will take the following actions (not necessarily in the order set out):
 - speak to the person who raised the concern, regardless of whether a safeguarding form has been provided
 - speak to any potential witnesses (unless advised not to do so by the LADO or equivalent professional and/or other relevant external agencies, where they have been contacted)
 - speak to the individual about whom the low-level concern has been raised (unless advised not to do so by the LADO or equivalent professional and/or other relevant external agencies, where they have been contacted)
 - The DSL will review the information and determine whether the behaviour:
 - is entirely consistent with the ReachOut code of conduct and the law
 - constitutes a low-level concern
 - is not serious enough to consider a referral to the local authority – but may merit consulting with and seeking advice from them
 - when considered with any other low-level concerns that have previously been raised about the same individual, could now meet the threshold of an allegation and should be referred to the LADO or equivalent local authority professional
 - in and of itself meets the threshold of an allegation and should be referred to the LADO or equivalent local authority professional.
 - If the behaviour is found to be entirely consistent with the ReachOut Code of Conduct and the law, the DSL will:
 - update the individual in question and inform them of the action taken as above
 - speak to the person who shared the low-level concern to provide them with feedback about how and why the behaviour is consistent with the ReachOut Code of Conduct and the law
 - consider if the situation may indicate that the Code of Conduct are not clear enough, or if further training is needed
 - If the behaviour is found to constitute a low-level concern, it will be responded to in a sensitive and proportionate way – on the one hand maintaining confidence that such concerns when raised will be handled promptly and effectively whilst, on the other hand, protecting staff and

volunteers from any potential false allegations or misunderstandings. Most low-level concerns by their very nature are likely to be minor. Some will not give rise to any ongoing concern and, accordingly, will not require any further action. Other concerns may most appropriately require management guidance and/or training including a refresher about the Code of Conduct and Professional Boundaries. Conversations will include:

- being clear with the individual as to why their behaviour is concerning, problematic or inappropriate, using examples. The approach should be positive and avoid critical, threatening or blaming language or behaviour.
- explaining clearly what change is required in their behaviour
- discussing what, if any, support they might need in order to achieve and maintain the required behaviour
- being clear about the consequences if they fail to be consistent with the Code of Conduct and/or repeat the behaviour in question
- what follow up is required such as informing the school and ongoing and transparent monitoring of the individual's behaviour if appropriate

9. Record Keeping

- a. All concerns, discussions and decisions made, and the reasons for those decisions, should be recorded in writing on a ReachOut Safeguarding Report Form. Information should be kept confidential and stored securely. If in doubt about recording requirements, staff should discuss with the DSL (or deputy).
- b. Records should include:
 - i. A clear and comprehensive summary of the concern;
 - ii. Details of how the concern was followed up and resolved;
 - iii. A note of any action taken, decisions reached and the outcome.
- c. All recordings related to safeguarding issues must be made on the ReachOut Safeguarding Form. No reference should be put on any general monitoring forms / record sheets, which are normally open to a large number of people.
- d. Where abuse is suspected or witnessed, it is important to record information accurately and fully on the ReachOut Safeguarding Report Form (If you do not have access to the form, workers should still record the information immediately either by hand or a password protected word document.)
- e. When recording safeguarding concerns, reports or incidents, workers should take the following steps:
 - Any discussion(s) with the young person should be noted accurately and as soon after the discussion as possible.
 - Where an allegation involves a member of staff/volunteer, it is preferable that two members of staff or a senior member of staff is present when taking details of the allegation.
 - Remember that an allegation of abuse may lead to a criminal investigation so do not do anything that may jeopardise a police investigation such as asking leading questions or attempting to investigate the allegations of abuse.
 - Communicate with the young person in a way that is appropriate to their age, understanding and preference. This is especially important for young people with special needs and when the preferred language is not English.
 - Reassure the young person that they are being taken seriously. ReachOut workers should never make the reporter feel ashamed or give the impression that they are creating a problem by reporting abuse, sexual violence or sexual harassment. The initial response to a report from a young person is extremely important and can encourage or undermine the confidence of future victims to come forward.
 - Where concerns arise as a result of information given by a young person, it is important to reassure the young person but not to promise confidentiality.

- f. Every incident should be recorded by the Deputy Designated Safeguarding Lead on our safeguarding system as soon after the incident is reported as possible.
- g. The Designated Safeguarding Lead will review the safeguarding log on Salesforce monthly to ensure that all incidents are being recorded and dealt with appropriately.
- h. All subsequent actions should be added to the safeguarding log on Salesforce.
- i. The Safeguarding Log report is reviewed quarterly by the Board of Trustees.

10. Information Sharing

- a. Information sharing is vital in identifying and tackling all forms of abuse and neglect, and in promoting young people's welfare, including their educational outcomes. As part of meeting a young person's needs, we must recognise the importance of information sharing between practitioners and local agencies. This should include ensuring arrangements are in place that set out clearly the process and principles for sharing information within ReachOut and with the three safeguarding partners (local authority, local clinical commissioning group and chief officer of police), other organisations, agencies and practitioners as required. Staff and volunteers should be proactive in sharing information as early as possible to help identify, assess and respond to risks or concerns about the safety and welfare of young people, whether this is when problems are first emerging, or where a young person is already known to the local authority.
- b. ReachOut is aware that among other obligations, the Data Protection Act 2018 and the GDPR place duties on organisations and individuals to process personal information fairly and lawfully and to keep the information they hold safe and secure.
- c. The Data Protection Act 2018 and GDPR do not prevent the sharing of information for the purposes of keeping young people safe. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare and protect the safety of young people.
- d. Workers should not assume a colleague or another professional will take action and share information that might be critical in keeping young people safe. They should be mindful that early information sharing is vital for effective identification, assessment and allocation of appropriate service provision.
- e. If in any doubt about sharing information, staff should speak to the designated safeguarding lead or a deputy. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare and protect the safety of young people.

11. Inter-agency Working

- a. ReachOut recognises and is committed to its responsibility to work with other professionals and agencies in line with statutory guidance, both to ensure young people's needs are met and to protect them from harm.
- b. ReachOut is not the investigating agency when there are child protection concerns and will therefore pass all concerns and incidents on to partner schools who will pass all relevant cases to the statutory agencies. We will however contribute to the investigation and assessment process as required and recognise that a crucial part of this may be in supporting the young person while these take place.
- c. Deputy DSLs will work to establish strong and co-operative relationships with partner schools to ensure all young people referred to ReachOut's mentoring programme are safeguarded.

- d. The Senior Management Team, including the Designated Safeguarding Lead will work to establish strong and co-operative relationships with relevant professionals in other agencies.
- e. All staff are aware of the Early Help process and understand their role within it. This includes identifying emerging problems, liaising with the school's DSL and sharing information with other professionals to support early identification and assessment.
- f. Any young person may benefit from early help, but all ReachOut staff should be particularly alert to the potential need for early help for a young person who:
 - is disabled and has specific additional needs;
 - has special educational needs (whether or not they have a statutory education, health and care plan);
 - is a young carer;
 - is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups;
 - is frequently missing/goes missing from care or from home;
 - is misusing drugs or alcohol themselves;
 - Is at risk of modern slavery, trafficking or exploitation;
 - is in a family circumstance presenting challenges for the young person, such as substance abuse, adult mental health problems or domestic abuse;
 - has returned home to their family from care;
 - is showing early signs of abuse and/or neglect;
 - is at risk of being radicalised or exploited;
 - is a privately fostered young person

12. Complaints

- a. ReachOut has a Complaints Policy which is available to all beneficiaries, volunteers and members of staff and parents who wish to report concerns.
- b. All reported concerns will be taken seriously and considered within the relevant and appropriate process. Anything that constitutes an allegation against a member of staff or volunteer will be dealt with under the specific procedures for Managing Allegations against Staff detailed in this document.

13. Staff and Volunteer Induction, Awareness and Training

- a. All members of ReachOut staff are provided with a copy of Keeping Children Safe in Education, 2023 which provides an overview of safeguarding duties and responsibilities. ReachOut staff not working directly with children are required to read Annex A of the guidance, alongside the ReachOut Safeguarding and Child Protection Policy and procedures, whilst staff working directly with children should read the full guidance.
- b. ReachOut's DSL ensures that all new staff are appropriately inducted in ReachOut's internal safeguarding procedures and communication lines.
- c. ReachOut's DSL ensures that all new staff working directly with children complete internal (online) and external (classroom-based) safeguarding training which will enable them to:
 - Recognise potential safeguarding and child protection concerns involving pupils and adults (colleagues, other professionals and parents/carers)
 - Respond appropriately to safeguarding issues and take action in line with this policy
 - Record concerns in line with ReachOut and their designated schools' policies
 - Refer concerns to the DSL and/or Deputy Designated Safeguarding Leads and be able to seek external support if required

- d. All staff members will receive regular safeguarding and child protection updates by attending regular workshops/trainings/bulletins as required, but at least annually to provide them with the relevant skills and knowledge to safeguard children effectively.
- e. All ReachOut volunteer mentors must complete internal (online) safeguarding training as well as live face-to-face or virtual safeguarding training (via induction mentor training) before being assigned to become a mentor to a young person.
- f. All members of the Board of Trustees will be provided with appropriate safeguarding training which covers their specific strategic responsibilities annually.

14. Safer Recruitment

- a. ReachOut is committed to recruiting staff and volunteers who are safe to work with the children and young people referred to our programme and have their welfare and protection as the highest priority.
- b. ReachOut has Safer Recruitment procedures in place to prevent people who pose a risk of harm from working with children, in line with statutory guidance, by ensuring the process for safer recruitment is followed:
 - Job description and person specification is approved
 - Job/role is advertised
 - CV and cover letter or application are submitted
 - Interview or meeting held with prospective employee/volunteer (to ensure suitability to work with children). At least one person on any interview panel has completed Safer Recruitment Training and interviews include at least one question related to safeguarding practice.
 - Check documents to confirm a person's identity
 - At least two references obtained for successful applicant
 - An enhanced Disclosure and Barring Service (DBS) check will be completed and any positive disclosures will be risk assessed and a decision will be made if an individual is suitable to take up their role
 - Induction
 - Training and supervision
- c. The Senior Management Team is responsible for ensuring that ReachOut maintains an accurate central record of all staff, volunteers and trustees that meets statutory requirements.
- d. The Board of Trustees will ensure that all members of the Senior Management Team, and other management staff responsible for recruitment and one member of the Board of Trustees complete accredited Safer Recruitment Training.
- e. We advise all staff and volunteers to disclose any reason that may affect their suitability to work with children including convictions, cautions, court orders, reprimands and warnings in the application process.

15. Staff and Volunteer Supervision and Support

- a. The Senior Management Team including the Designated Safeguarding Lead aim to create a culture and environment where members of staff feel competent and confident to raise concerns and feel supported in their safeguarding role
- b. Any member of staff or volunteer affected by issues arising from concerns for children's welfare or safety can seek support from the DSL.

- c. The induction process for project staff and volunteer mentors will include familiarisation with child protection responsibilities and procedures to be followed if members of staff and/or volunteers have any concerns about a child's safety or welfare.
- d. Volunteers will always be 16 or over and where they are under 18, measures are put in place to protect them:
 - Having a Volunteer Officer as a point of contact so that they have somebody they can talk to if they have a concern and they feel safe to do so.
 - As part of their volunteer training and through the code of conduct, ensuring that they are clear on the context of their role and that they know and understand their responsibilities and boundaries.
 - The Project Leader understanding additional measures they should put in place for example, making sure the mentor is not left alone with another mentor.
- e. ReachOut will provide appropriate supervision/1:1 support for all members of staff to ensure that:
 - Staff are competent to carry out their responsibilities and support volunteer mentors in the safeguarding and promoting welfare of young people.
 - All staff have regular reviews of their own practice to ensure they are providing the highest possible level of support.

16. Safe Working Practice

- a. All ReachOut staff and volunteers are required to work within ReachOut's Code of Conduct.
- b. Staff and volunteers must be aware that young people may make allegations against them where they feel vulnerable or where they perceive there to be possible risk to their welfare. As such, to minimise the risk, staff and volunteers will adhere to the following guidelines:
 - Workers should never put themselves in a situation where they are on their own with a young person
 - Workers should avoid any unnecessary form of physical contact with young people.
 - Physical intervention should only be used when the young person is endangering themselves or others and such events should be recorded and signed by a witness. Staff should be aware of ReachOut and the school's behaviour management policies.
 - First Aid should normally only be administered while another adult witness is present.
- c. An attendance register of both young people and volunteer mentors should be completed.
- d. During ReachOut sessions there must always be at least one worker 18 years old or above as a minimum
 - There will usually be several adult volunteer mentors due to the nature of the programme but if a worker finds themselves as the only adult with a group, they should follow guidance provided by line managers including joining up with another group where possible or informing school site staff.
 - Workers should avoid situations where they are on their own with a young person, out of sight of other adult workers. This is particularly important when moving a group from one room to another and at the beginning and end of the activity
 - On trips out for young people under 16, there should be 2 workers for the first 14 young people followed by 1:8 and for those 16 and over 2 workers for the first 16 young people, followed by 1:12 (Note; number of workers may depend on number of vehicles in use)
- e. If a young person needs to speak to a worker privately, this request should usually come from the young person and the worker should assess it carefully; e.g. is it genuinely because they want to discuss something important, which would be difficult in a busier place? In the event that a worker considers it appropriate to speak with a young person alone, they should first inform their Project Leader (if involving a volunteer) and make sure this is done within full view of the Project Leader.

- f. A Project Leader should also have any private conversations in full view of other adults.
- g. All young people in the care of ReachOut workers MUST have a consent form (including emergency and medical details) signed by a parent or guardian to participate in all project activities.
- h. Volunteers should never work unsupervised and should be given clear guidance and support.
- i. Casual adult visitors to project sessions, including parents/guardians, funders i.e. those who have not been authorised as staff or volunteers, should not have access to young people without the presence of a worker who is deemed to be responsible for the work.
- j. Workers should always treat all young people with respect and dignity, expecting, hoping for and looking for the best in young people; holding them in unconditional positive regard, even if the workers are not receiving the same treatment in return. Workers convey this through the way they use their bodies, their language and the way they listen to and work with young people. The guidance set out in the respective Staff and Volunteer Code of Conduct documents should be adhered to at all times.
- k. If a disagreement between young people escalates to violent physical contact between the young people, workers must carefully consider the risks to the young people and themselves of any intervention they may make to stop the fight / violence. Workers may use no more than reasonable force in order to protect a young person or worker in a critical situation. This should be reported to the DSL.
- l. ReachOut workers should treat all colleagues with respect and dignity, reflecting the value and ethos of the charity. Under no circumstances should they ridicule, argue with or scapegoat colleagues, whether with young people or on their own. Workers should deal with any disagreement about working procedure discreetly, preferably after the session, if it can wait, or discreetly during the session if not.
- m. If a worker sees another worker acting in ways which might be misconstrued, they should be prepared to speak to them or to the person's line manager about their concerns. Workers should encourage an atmosphere of mutual support and care which allows all workers to be comfortable enough to discuss and explore each other's practice, attitudes and behaviour. If the Project Leader is the cause of concern, and the worker feels unable to speak to them directly about this, then the worker should speak to the Project Officer.

17. Online Safety

- a. The online world provides everyone with many opportunities; however it can also present risks and challenges. ReachOut recognises three areas of risk:
 - Content: being exposed to illegal, inappropriate or harmful material; for example, pornography, fake news, racist or radical and extremist views;
 - Contact: being subjected to harmful online interaction with other users; for example, commercial advertising as well as adults posing as young people; and
 - Conduct: personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images, or online bullying.
- b. We have a duty to ensure that all young people involved in our organisation are protected from potential harm online by:
 - The DSL taking responsibility of online safety coordinator
 - providing training in line with our code of conduct for staff and volunteers on how to behave online

- supporting and encouraging young people to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and young people who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- risk assessing any social media platforms and new technologies before they are used within the organisation
- Instructing young people, staff and volunteer mentors personal mobile phones during ReachOut sessions. This is monitored by Project Leaders who are issued with work phones and have received guidance on their use.
- Should sessions require the use of internet connectivity, the school's devices are to be used, that have appropriate filters and monitoring systems in place.
- including online safety as a key part of the regular training for staff and volunteers
- ensuring all parties are made aware that any incidents of inappropriate online behaviour or online safety concerns, whether by an adult or young person should be reported through the usual safeguarding procedure outlined in this document.

c. Where ReachOut sessions happen online:

- For ReachOut Online sessions, measures are in place to safeguard young people in these zoom sessions, including waiting rooms, changing the zoom links termly, and limiting access to certain functionality such as screen sharing and private messaging.
- Additional training is provided to Project Leaders to utilise these functions to keep sessions safe
- All participants are asked to use a neutral background
- Mentors and young people are aware of how to get the attention of the project leader and can contact them to get support in the event of a safeguarding concern
- The Department for Education has provided additional advice on [safeguarding and remote education](#) which we adhere to.

18. ReachOut Contacts

a. The email address safeguarding@reachoutuk.org is monitored by our DSL and deputies during office hours.

b. ReachOut Designated Safeguarding Lead

Alice Cleary

Contact number: 07379096203

Email: alice.cleary@reachoutuk.org

c. ReachOut Deputy Safeguarding Leads

Melissa Clark - London

Contact number: 07379 096448

Email: melissa.clark@reachoutuk.org

Jess Morgan - Manchester

Contact number: 07379096227

Email: jessica.morgan@reachoutuk.org

Leonie Saunderson – Liverpool and Online

Contact number: 07379096229

Email: leonie.saunderson@reachoutuk.org

d. ReachOut Regional Office Contact Details

London: 244-254 Cambridge Heath Road, E2 9DA
0203 489 9797

North West: Beehive Lofts, Beehive Mill, Jersey Street, Manchester, M4 6JG
0161 883 2191

19. Local/Regional Support

Areas where our schools are located are listed but the online tool [Report Child Abuse to Your Local Council](#) can also direct to the relevant local children's social care contact number.

a. London

Barnet

Telephone: 020 8359 4066
Email: MASH@Barnet.gov.uk
Secure Email: mash@barnet.gcsx.gov.uk

Brent

Telephone: 020 8937 4300
Out of hours: 020 8863 5250
Secure Email: Family.FrontDoor@brent.gov.uk

Ealing

Telephone: 020 8825 8000
Out of hours: 020 8825 8000
Email: ECIRS@ealing.gov.uk

Hackney

Email: fast@hackney.gov.uk
Tel: 020 8356 5500
Tel: 020 8 356 2710 (Out of Hours)

Haringey

MASH Telephone: 020 8489 4470
Out of hours: 020 8489 0000
LSCB Telephone: 020 8489 3145 / 5837
LSCB Email: lscb@haringey.gov.uk
MASH email: MASHReferral@haringey.gov.uk

Islington

Telephone: 020 7527 7400
Out of hours: 020 7226 0992
Secure Email: CSCReferrals@islington.gov.uk

Kingston Upon-Thames

Telephone: 020 8547 5008 (Open 8.00-6.00 pm, Mon-Fri)
Urgent outside of hours, please ring the Duty Social Worker on: 020 8770 5000
Secure Email: spa.referrals@achievingforchildren.org.uk

Lambeth

Telephone: 020 7926 5555 (24 hours)
Secure Email: helpprotection@lambeth.cjsm.net

Redbridge

Telephone: 020 8708 3885
Out of hours: 020 8708 5897 (after 5.00pm and weekends)
Email: cpat.referrals@redbridge.gov.uk

Tower Hamlets

Telephone: 020 7364 5606 / 5601
Out of hours: 020 7364 4079
Secure Email: MASH@towerhamlets.gcsx.gov.uk

b. North West

Manchester

Telephone: 0161 234 5001
Email: mcsreply@manchester.gov.uk

Oldham

Telephone: 0161 770 7777
Email: child.mash@oldham.gov.uk

Salford

Telephone: 0161 603 4500
Out of hours: 0161 794 8888

Trafford

Telephone: 0161 912 5125
Out of hours: 0161 912 2020

Liverpool

Telephone: 0151 233 3700

c. Police

In an emergency, for example when a crime has been committed or is about to be committed, contact the police on 999 or 101 for non-emergency enquires.

20. Key Supporting Documents

- a. Working Together to Safeguard Children (2023)
https://assets.publishing.service.gov.uk/media/65803fe31c0c2a000d18cf40/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf
- a. Keeping Children Safe in Education (2023)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1181955/Keeping_children_safe_in_education_2023.pdf
- b. After-school clubs, community activities, and tuition Safeguarding guidance for providers (2023)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1185885/After-school_clubs_community_activities_and_tuition_safeguarding_guidance_for_providers.pdf
- c. Guidance for safer working practice for those working with children and young people in education settings (February 2022)
https://www.saferrecruitmentconsortium.org/files/ugd/f576a8_0d079cbe69ea458e9e99fe462e447084.pdf
- d. London Safeguarding Children Procedures (March 2018)
<http://www.londoncp.co.uk>
- e. Multi-agency statutory guidance on female genital mutilation (Home Office, Department for Education, and Department of Health and Social Care 2020)
https://assets.publishing.service.gov.uk/media/613f26d5e90e07044435c949/6.7166_HO_FBIS_BN_O_Leaflet_A4_FINAL_080321_WEB.pdf
- f. Criminal Exploitation of children and vulnerable adults – county lines guidance (Home Office 2018)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/741194/HOCountyLinesGuidanceSept2018.pdf
- g. Preventing youth violence and gang involvement (Home Office 2015)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/418131/Preventing_youth_violence_and_gang_involvement_v3_March2015.pdf
- h. Multi-agency practice guidelines: Handling cases of Forced Marriage (June 2014)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322307/HMG_MULTI_AGENCY_PRACTICE_GUIDELINES_v1_180614_FINAL.pdf
- i. The prevent duty: for schools and childcare providers (Department for Education June 2015)
<https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>
- j. Care Act and support statutory guidance (2023)
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Appendix 1 – Definitions and Indicators of Abuse for Children

Definitions of abuse as defined on the NSPCC website. Visit <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/> for further explanations and support with spotting the signs of abuse.

1. Physical Abuse: When someone hurts or harms a child or young person on purpose. It includes:

- hitting with hands or objects
- slapping and punching
- kicking
- shaking
- throwing
- poisoning
- burning and scalding
- biting and scratching
- breaking bones
- drowning.

Signs that may indicate physical abuse:

- 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.

2. Emotional Abuse: Any type of abuse that involves the continual emotional mistreatment of a child. Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child. Emotional abuse is often a part of other kinds of abuse, which means it can be difficult to spot the signs or tell the difference, though it can also happen on its own. Emotional abuse includes:

- humiliating or constantly criticising a child
- threatening, shouting at a child or calling them names
- making the child the subject of jokes, or using sarcasm to hurt a child
- blaming and scapegoating
- making a child perform degrading acts
- not recognising a child's own individuality or trying to control their lives
- pushing a child too hard or not recognising their limitations
- exposing a child to upsetting events or situations, like domestic abuse or drug taking
- failing to promote a child's social development
- not allowing them to have friends
- persistently ignoring them
- being absent
- manipulating a child
- never saying anything kind, expressing positive feelings or congratulating a child on successes
- never showing any emotions in interactions with a child, also known as emotional neglect.

Signs that may indicate emotional abuse:

There might not be any obvious physical signs of emotional abuse or neglect. And a child might not tell anyone what's happening until they reach a 'crisis point'. That's why it's important to look out for signs in how a child is acting. As children grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. But children who are being emotionally abused might:

- seem unconfident or lack self-assurance
- struggle to control their emotions
- have difficulty making or maintaining relationships

- act in a way that's inappropriate for their age.

3. Sexual Abuse: When a child or young person is sexually abused, they're forced, tricked or manipulated into sexual activities. They might not understand that what's happening is abuse or that it's wrong for the abuser to do this to them. They might be afraid to tell someone or behave as though this is normal for them to experience, both are valid for the child to be displaying. Sexual abuse can happen anywhere – and it can happen in person or online including:

- sexual touching of any part of a child's body, whether they're clothed or not
- using a body part or object to rape or penetrate a child
- forcing a child to take part in sexual activities
- making a child undress or touch someone else.
- exposing or flashing
- showing pornography
- exposing a child to sexual acts
- making them masturbate
- forcing a child to make, view or share child abuse images or videos
- making, viewing or distributing child abuse images or videos
- forcing a child to take part in sexual activities or conversations online or through a smartphone.

Signs that may indicate sexual abuse:

- 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.
- Changes in their mood, feeling irritable and angry, or anything out of the ordinary.
- Change in normal behaviour for the child, for example suddenly not attending education or avoiding wanting to go home/running away.

4. Neglect: The ongoing failure to meet a child's basic needs and the most common form of child abuse. A child might be left hungry or dirty, or without proper clothing, shelter, supervision or health care. This can put children and young people in danger. And it can also have long term effects on their physical and mental wellbeing. Neglect can be a lot of different things, which can make it hard to spot. But broadly speaking, there are 4 types of neglect.

- Physical neglect -A child's basic needs, such as food, clothing or shelter, are not met or they aren't properly supervised or kept safe.
- Educational neglect -A parent doesn't ensure their child is given an education.
- Emotional neglect - A child doesn't get the nurture and stimulation they need. This could be through ignoring, humiliating, intimidating or isolating them.
- Medical neglect - A child isn't given proper health care. This includes dental care and refusing or ignoring medical recommendations.

Signs that may indicate neglect:

- 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
- Having health and developmental problems
- 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

5. Child sexual exploitation (CSE): a type of sexual abuse. It happens when a child or young person is coerced, manipulated or deceived into sexual activity in exchange for things that they may need or want like gifts, drugs, money, status and affection. Children and young people are often tricked into believing they're in a loving and consensual relationship so the sexual activity may appear consensual. This is called grooming and is a type of abuse. They may trust their abuser and not understand that they're being abused. CSE does not always involve physical contact, and can also occur through the use of technology.

Signs that may indicate CSE:

- Unhealthy or inappropriate sexual behaviour.
- Being frightened of some people, places or situations.
- Being secretive.
- Sharp changes in mood or character.
- A sudden change in their family relationships/dynamics.
- Having money or things they can't or won't explain, such as hotel key cards or unexplained gifts.
- Physical signs of abuse, like bruises or bleeding in their genital or anal area.
- Sudden change in physical appearance including clothes and hygiene levels.
- Alcohol or drug misuse.
- Sexually transmitted infections.
- A sudden and urgent request to go onto contraception or to obtain the 'morning after pill'.
- Pregnancy

6. Female Genital Mutilation (FGM): is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting' but has many other names.

Signs FGM might happen:

- 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.

Signs FGM might have taken place:

- Having difficulty walking, standing or sitting.
- Spending longer in the bathroom or toilet.
- Appearing quiet, anxious or depressed.
- Acting differently after an absence from school or college.
- Reluctance to go to the doctors or have routine medical examinations.
- Asking for help – though they might not be explicit about the problem because they're scared or embarrassed.

Any information or concern that a child is at immediate risk of or has undergone FGM should be reported by calling 101 as soon as possible, by the very latest the end of the next working day following the guidance set out in [Mandatory Reporting of Female Genital Mutilation – procedural information](#) (Home Office and DfE 2022).

7. Bullying/cyber bullying: Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally. Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone.

Signs of bullying or cyber bullying:

- belongings getting 'lost' or damaged

- physical injuries, such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- a change in how they are doing at school, including a dip in grades or not handing homework in
- asking for, or stealing, money (to give to whoever's bullying them)
- a change in behaviour, including being nervous, losing confidence, or becoming distressed and withdrawn
- a change in eating or sleeping habits
- bullying others

8. Criminal exploitation (including county lines and gangs): Criminal exploitation is child abuse where children and young people are manipulated and coerced into committing crimes. It's not illegal for a young person to be in a gang – there are different types of 'gang' and not every 'gang' is criminal or dangerous. However, gang membership can be linked to illegal activity, particularly organised criminal gangs involved in trafficking, drug dealing and violent crime.

County Lines is the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or "deal lines". Children as young as 12 years old have been exploited into carrying drugs for gangs. This can involve children being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs. This can include Airbnb and short term private rental properties, budget hotels or the home of a drug user, or other vulnerable person, that is taken over by a criminal gang- this may be referred to as cuckooing.

Signs of criminal exploitation

- Frequently absent from and doing badly in school.
- Going missing from home, staying out late and travelling for unexplained reasons.
- In a relationship or hanging out with someone older than them.
- Being angry, aggressive or violent.
- Being isolated or withdrawn.
- Having unexplained money and buying new things.
- Wearing clothes or accessories in gang colours or getting tattoos.
- Using new slang words.
- Spending more time on social media and being secretive about time online.
- Making more calls or sending more texts, possibly on a new phone or phones.
- Self-harming and feeling emotionally unwell.
- Taking drugs and abusing alcohol.
- Committing petty crimes like shop lifting or vandalism.
- Unexplained injuries and refusing to seek medical help.
- Carrying weapons or having a dangerous breed of dog.

9. Domestic abuse: any type of controlling, bullying, threatening or violent behaviour between people who are or have been in a relationship. It can also happen between adults related to one another. It can seriously harm children and young people, and experiencing domestic abuse is child abuse. Domestic abuse can be emotional, physical, sexual, economic, coercive or psychological, such as:

- kicking, hitting, punching, cutting or throwing objects
- rape (including in a relationship)
- controlling someone's finances by withholding money or stopping someone earning
- controlling behaviour, like telling someone where they can go and what they can wear
- not letting someone leave the house
- reading emails, text messages or letters
- threatening to kill someone or harm them
- threatening to another family member or pet.

Signs that a child has experienced domestic abuse can include:

- aggression or bullying

- anti-social behaviour, like vandalism
- anxiety, depression or suicidal thoughts
- attention seeking
- bed-wetting, nightmares or insomnia
- constant or regular sickness, like colds, headaches and mouth ulcers
- drug or alcohol use
- eating disorders
- problems in school or trouble learning
- tantrums
- withdrawal

10. Child trafficking: where children and young people tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold. Children are trafficked for:

- sexual exploitation
- benefit fraud
- forced marriage
- domestic slavery like cleaning, cooking and childcare
- forced labour in factories or agriculture
- committing crimes, like begging, theft, working on cannabis farms or moving drugs

Signs of child trafficking

- spend a lot of time doing household chores
- rarely leave their house or have no time for playing
- be orphaned or living apart from their family
- live in low-standard accommodation
- be unsure which country, city or town they're in
- can't or are reluctant to share personal information or where they live
- not be registered with a school or a GP practice
- have no access to their parents or guardians
- be seen in inappropriate places like brothels or factories
- have money or things you wouldn't expect them to
- have injuries from workplace accidents
- give a prepared story which is very similar to stories given by other children.

11. Grooming: when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

Signs of grooming:

- being very secretive about how they're spending their time, including when online
- having an older boyfriend or girlfriend
- having money or new things like clothes and mobile phones that they can't or won't explain
- underage drinking or drug taking
- spending more or less time online or on their devices
- being upset, withdrawn or distressed
- sexualised behaviour, language or an understanding of sex that's not appropriate for their age
- spending more time away from home or going missing for periods of time

12. Online abuse: any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online. Online abuse can include:

- cyberbullying
- emotional abuse
- grooming
- sexting
- sexual abuse
- sexual exploitation

Signs of online abuse:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet.

13. Radicalisation: Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme. Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

The process of radicalisation may involve:

- being groomed online or in person
- exploitation, including sexual exploitation
- psychological manipulation
- exposure to violent material and other inappropriate information
- the risk of physical harm or death through extremist acts.

Anyone can be radicalised but there are some factors which may make a young person more vulnerable including:

- being easily influenced or impressionable
- having low self-esteem or being isolated
- feeling that rejection, discrimination or injustice is taking place in society
- experiencing community tension amongst different groups
- being disrespectful or angry towards family and peers
- having a strong need for acceptance or belonging
- experiencing grief such as loss of a loved one.

If a child or young person is being radicalised their day-to-day behaviour may become increasingly centred around an extremist ideology, group or cause. For example, they may:

- spend increasing amounts of time talking to people with extreme views (this includes online and offline communication)
- change their style of dress or personal appearance
- lose interest in friends and activities that are not associated with the extremist ideology, group or cause
- have material or symbols associated with an extreme cause
- try to recruit others to join the cause

Appendix 2 – Types of harm that may be experienced by Adults at Risk

As defined on the Ann Craft website. Visit <https://www.anncrafttrust.org/resources/types-of-harm> for further explanations and support with spotting the signs of abuse.

Categories of Abuse in the Care Act

- a. **Self-neglect** - This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.
- b. **Modern Slavery** - This encompasses slavery, human trafficking, forced labour, and domestic servitude.
- c. **Domestic Abuse** - This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called "honour" based violence.
- d. **Discriminatory** - Discrimination is abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.
- e. **Organisational** - This includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- f. **Physical** - This includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.
- g. **Sexual** - This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.
- h. **Financial or Material** - This includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.
- i. **Neglect and Acts of Omission** - This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.
- j. **Emotional or Psychological** - This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Additional Types of Harm

- a. **Cyber Bullying** - Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.
- b. **Forced Marriage** - This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.
- c. **Mate Crime** - A "mate crime" is when "vulnerable people are befriended by members of the community who go on to exploit and take advantage of them" (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

- d. Radicalisation - The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.
- e. Non-recent child abuse, sometimes called historical abuse, is when an adult was abused as a child or young person under the age of 18.

Volunteer Agreement and Code of Conduct

This Volunteer Agreement is a description of the arrangement between us, *ReachOut* (reg. charity no 1096492) and you (*the volunteer*) in relation to your voluntary work.

Volunteers are an important and valued part of our work. We appreciate that you've chosen to volunteer with us - we will do our best to make your volunteer experience enjoyable and rewarding, and provide training and support to enable you to fulfil your volunteer role.

At ReachOut we expect everyone to behave respectfully towards each other in order to get the most out of the project. We therefore ask you to agree to the code of conduct below which sets out these expectations.

I, the volunteer, commit to:

1. Bring a positive attitude to *ReachOut* activities and engage fully with all activities, being kind and fair and performing my volunteering role to the best of my ability
2. Role model the behaviour that we want to see in our young people, for example participating enthusiastically; refraining from using mobiles or taking photos during sessions and demonstrating ReachOut's four character strengths of Fairness, Good Judgement, Self-Control and Staying Power
3. Display integrity and professionalism whilst undertaking my voluntary role, showing respect towards all stakeholders and being open to giving and receiving feedback
4. Maintain appropriate boundaries with young people, ensuring that the mentor-mentee relationship is professional and no behaviours are displayed that would indicate a low level concern as outlined in our Safeguarding Policy
5. Follow *ReachOut's* safeguarding guidance, promoting the welfare of young people and recording and reporting all concerns about a young person's safety. This includes any concerns relating to another volunteer or ReachOut staff member. In this situation the concern should be reported directly to Designated Safeguarding Lead
6. Meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made
7. Act responsibly and within the law at all times and adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to staff, volunteers and young people
8. Maintain the confidential information of the organisation, its activities, other volunteers, supporters and young people
9. Strive to uphold *ReachOut's* reputation if speaking about the organisation publicly, for example on social media, and being a representative of *ReachOut* at all times
10. Dress in an appropriate manner for working with young people

If any aspect of the code of conduct is not maintained, *ReachOut* will be required to follow the volunteer dismissal process below:

- Your Project Officer will have a conversation with you to raise the concern and give a verbal warning, outlining the behavioural change needed. This warning will be followed up in an email
- If this change is not followed through within the next two weeks, your volunteering role with *ReachOut* will come to an end and this will be confirmed in writing
- You may be removed from the project straight away without a warning, if the Code of Conduct breach is severe
- In the case of a low level safeguarding concern, we will follow the process outlined in our Safeguarding Policy

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Staff Code of Conduct

At ReachOut we expect everyone to behave respectfully towards each other in order to get the most out of the project and support our young people to develop. We therefore ask you to agree to the code of conduct below which sets out these expectations.

I commit to:

1. Bring a positive attitude to ReachOut, being kind and fair and performing my role to the best of my ability.
2. Role model the behaviour that we want to see in our young people, demonstrating ReachOut's four character strengths of Fairness, Good Judgement, Self-Control and Staying Power.
3. Display integrity and professionalism whilst undertaking my role, showing respect towards all stakeholders and being open to giving and receiving feedback.
4. Maintain appropriate boundaries with young people, ensuring that the relationship is professional and no behaviours are displayed that would indicate a low level concern as outlined in our Safeguarding Policy.
5. Follow ReachOut's safeguarding guidance, promoting the welfare of young people and recording and reporting all concerns about a young person's safety. This includes any concerns relating to a volunteer or ReachOut staff member. In this situation the concern should be reported directly to Designated Safeguarding Lead.
6. Meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
7. Act responsibly and within the law at all times and adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to staff, volunteers and young people.
8. Maintain the confidential information of the organisation, it's activities, volunteers, supporters and young people.
9. Strive to uphold ReachOut's reputation if speaking about the organisation publicly, or example on social media, and being a representative of ReachOut at all times.
10. Dress in an appropriate manner for working with young people.