

SKILLS & VOLUNTEERING CYRMU (SVC)



Child Protection Policy and Procedure

Reviewed December 2022

	Child Protection Policy and Procedure
1.0	Introduction
1.1	<p>The purpose of this policy is to set out clearly for all (volunteers, trustees, and staff who support SVC) the framework for the protection of children whilst the children are under the care of SVC. It aims to recognise and minimise opportunities for situations where abuse of a child is possible.</p> <p>Every child has the right to be protected from any physical, sexual, emotional harm or neglect and it is everyone’s responsibility to share concerns that they may have about a child.</p> <p>Everyone who participates in SVC’s projects is entitled to do so in an enjoyable and safe environment. SVC has a moral and legal obligation to ensure that, when given responsibility for children, volunteers, trustees, and the staff who support SVC provide them with the highest possible standard of care. The purpose of this policy is to set out a clear framework to protect children under the care of SVC.</p> <p>SVC is committed to devising and implementing policies so that everyone involved in SVC accepts their responsibilities to safeguard children from harm and abuse. This means to recognise and minimise opportunities of abuse, follow procedures to protect children and report any concerns about their welfare to appropriate authorities.</p> <p>The aim of the policy is to promote good practice, provide children with appropriate safety and protection whilst in the care of SVC and to allow volunteers, trustees and staff to make informed and confident responses to specific child protection issues. Every child has the right to be protected from any physical, sexual, emotional harm or neglect and it is everyone’s responsibility to share concerns that they may have about a child.</p>
2.0	Scope of policy
2.1	<p>This policy applies to:</p> <ul style="list-style-type: none"> • All volunteers working for SVC • All staff who support SVC • The SVC Board of trustees
2.2	<p>In keeping with good practice, SVC will:</p> <ul style="list-style-type: none"> • Regularly monitor and review the implementation of the policy and procedures. • The policy should be reviewed every year or whenever there is a major change at SVC or in relevant legislation.

	<ul style="list-style-type: none"> • Not make judgement about whether or not abuse is taking place but understand that it is their responsibility to identify poor practice and possible abuse and act if they have concern about the welfare of a child in SVC's care.
2.3	It is hoped that all of your questions relating to this policy have been clearly answered. If you have any questions which remain unanswered then please refer to the manager of SVC
3.0	Technical terms and abbreviations use in this policy
	<p>For the purpose of this policy 'children' refers to all people up to 18 years of age.</p> <p><u>Abuse</u>: A single or repeated act or lack of appropriate action which causes harm or distress to a child.</p> <p><u>Neglect</u>: The persistent failure to meet a person's basic physical and/or psychological needs, likely to result in serious impairment of the person's health, development and wellbeing.</p> <p><u>Safeguarding</u>: As defined by the 'Working together to Safeguard Children 2015' safeguarding means:</p> <ul style="list-style-type: none"> • Protecting children from maltreatment. • Preventing impairment of children's health or development. • Ensuring the children grow in circumstances consistent with the provision of safe and effective care. • Taking action to enable all children to have the best outcomes. <p><u>Whistle Blowing</u>: The disclosure for communication of information about possible malpractice by individuals or organisations either internally or externally, or to an outside organisation.</p>
3.0	Policy
3.1	<p>SVC will ensure that all incidences of suspected or actual abuse are investigated in line with procedures outlined by the Cardiff and Vale of Glamorgan Regional Safeguarding Board, Social Services and Well-being (Wales) Act 2014 and the Working Together to Safeguard Children 2015.</p> <p>SVC recommends that all staff, volunteers and trustees engaged in regulated activity, download for free the Wales Safeguarding Procedures (WSP) app for advice regarding our duty to report concerns.</p>
3.2	<p>Appropriate Workforce</p> <p>SVC (and Innovate Trust as the employers of SVC staff) will operate a rigorous staff and volunteer selection recruitment process. Pre-requisite for all staff and volunteers working with children will include satisfactory written references from two known referees for a minimum of 2 years. Also in line with the Safeguarding Vulnerable Groups Act 2006 Disclosure and Barring Service (DBS) checks will be completed.</p>

	All SVC volunteers working with children must obtain an enhanced DBS certificate with a children's barred list check.
3.3	<p>Training</p> <p>SVC will ensure that specific child protection training on recognition of abuse and reporting procedures will be available for all staff and volunteers. This will include online safety.</p>
3.4	<p>Use of Photographic/Filming</p> <p>SVC staff, volunteers and trustees are not to take pictures or film any child on the SVC projects without permission from the child's parent/guardian/ careers.</p> <p>In addition, any pictures or films must never be taken on a personal electronic device.</p> <p>Furthermore, pictures will not be used for the promotion of SVC unless consent is given. Parents are provided with a consent form outlining how photos taken would be used. E.g. for website, promotional materials, etc.</p> <p>All members of SVC should be vigilant on outings with the child and report any concerns of inappropriate photographs or film footage to the Designated Safeguarding Person (SVC Manager).</p> <p>No photos of young people are to be accompanied by their full name when on promotional materials, unless consent has been given.</p>
3.5	<p>Online Safety</p> <p>SVC staff, volunteers and trustees will undergo Child Protection training which will include how to remain safe online, and how to help beneficiaries do the same.</p> <p>Volunteers and beneficiaries will be provided with SVC's Digital Guidelines which discusses how to behave in an appropriate way online.</p> <p>SVC staff, volunteers and trustees are never to share their social media details with beneficiaries, nor vice versa. If beneficiaries reach out to SVC staff, volunteers or trustees, then they are not to reply.</p> <p>Regarding video calls:</p> <ul style="list-style-type: none"> • To ensure the safety of participants SVC uses Zoom, a secure video platform. SVC pays for a monthly subscription which allows additional security functions (in comparison to the free version of Zoom). • All Zoom sessions require a specific meeting ID and are password protected. • The meeting ID and password are only shared with vetted volunteers and beneficiaries - through email addresses via Twilio so that volunteers do not have access to beneficiary email addresses and vice versa. • All Zoom sessions will have a waiting room facility enabled, the staff member, Lead volunteer, or general volunteer hosting, or co-hosting the session is responsible for admitting participants.

	<ul style="list-style-type: none"> • After 15 minutes, all Zoom sessions will be locked, to ensure no one else is able to join the session. <p>Regarding phone calls:</p> <ul style="list-style-type: none"> • To ensure the safety of participants, SVC uses Twilio, which uses a central server to ensure that volunteers and beneficiaries' details remain anonymous, and that neither has direct access to the details of the other. <p>SVC seeks to support and empower young people to manage their online lives. SVC volunteers look to aid the digital skill development of young people by supporting them to access the digital communication, and navigate online in a safe way.</p>
<p>3.6</p>	<p>Reporting</p> <p>SVC staff, volunteers and trustees will report incidences of concern to the SVC Manager – Adrienne Earls (a.earls@svcmru.org / 02921 676780), ensuring that opportunities for debriefing and counselling, as appropriate are provided.</p> <p>The aim is to report the concern as soon as possible and at least within 24 hours.</p> <p>The SVC manager is responsible for listening to concerns and referring reported incidences to the appropriate case manager and/or duty social worker at the Local Safeguarding Children Board office.</p> <p>In addition the SVC manager will work cooperatively and collaboratively to prescribed policies and procedures set out by the Child Acts 1989 & 2004, Social Services and Wellbeing (Wales) Act 2014, and the Wales Safeguarding Procedures.</p>
<p>3.7</p>	<p>Recording</p> <p>SVC staff and volunteers must ensure that a recording is sufficient, accurate, prompt, concise, legible, dated and factual. Original recordings must be forwarded to the SVC manager (Adrienne Earls – a.earls@svcmru.org / 02921 676780) within 24 hours of reported incidences. For further details see section 5.2.</p>
<p>4.0</p>	<p>Types and Indicators of Abuse</p>
<p>4.1</p>	<p>SVC recognises the following may indicate abuse and will act appropriately upon receipt of such information.</p> <p><u>Physical Abuse</u> Deliberate infliction of pain, withholding or misuse of medication, undue restraint or sanctions, hitting, slapping. Some indicators of physical abuse are: multiple bruising, unexplained falls/injuries, marks to the skin, black eyes, burns, abrasions, hair loss, finger hand marks and behaviour changes.</p> <p><u>Emotional Abuse</u></p>

Threats of harm, humiliation, bullying, verbal abuse, enforced isolation, denial of dignity, withdrawal from supportive networks. It is the persistent emotional maltreatment of a child causing severe and adverse effects on the child's emotional development.

Some indicators of psychological abuse are: anxiety, submissiveness, behaviour changes, loss of confidence, character changes in presence of certain persons, restrictions of freedom.

Sexual Abuse

This involves forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, children are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Some indicators of sexual abuse are: relationships power is imbalanced or consent not informed. Unexplained bruising/soreness in genital area, blood on clothing, behaviour change, unexplained difficulty in walking, urinary tract infections, sexually transmitted disease, pregnancy.

Psychological Abuse

Threats of harm, humiliation, bullying, verbal abuse, enforced isolation, denial of dignity, withdrawal from supportive networks.

Some indicators of psychological abuse are: anxiety, submissiveness, behaviour changes, loss of confidence, character changes, in presence of certain persons, restrictions of freedom.

Financial Abuse

This can involve taking or misusing someone else's money or belongings for own gain, and harming, depriving or disadvantaging the

	<p>victim. This can also involve controlling someone's purchases or access to money.</p> <p><u>Neglect</u> Neglect is the persistent failure to meets a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Including deliberate negligence failure to provide or access services, failure to provide medication/medical care, poor nutrition or lack of heating, failure to follow support plans and procedures. Some indicators of neglect are: lack of supervision, denial of needs physical/medical/mental health problems; behaviour changes, poor hygiene/dress, inappropriate clothing for situation, poor environment, limited activities and physical illness.</p>
5.0	Procedure
5.1	<p>SVC expects all staff, volunteers and trustees to follow the procedure detailed below in all instances of suspect or alleged abuse.</p> <p>SVC acknowledges that abuse may be reported because the person has seen it happen, may suspect it happening because of signs such as those listed in section 5.1 of this document, it may be reported to SVC by someone else or directly by the child affected. If a child says or indicates that they are being abused, you should:</p> <ul style="list-style-type: none"> • Stay calm so as not to frighten the child. • Reassure the child that they are not to blame and that it was right to tell. • Listen to the child, showing that you are taking them seriously. • Keep questions to a minimum so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led, or words and ideas have been suggested during questioning. Only ask questions to clarify. • Inform the child that you have to inform other people about what they have told you. • Tell the child this is to help stop the abuse continuing. • Never tell the child anything is confidential. • Your role is not to investigate or make judgements, but to listen, support and pass on to the appropriate person. • Report to the Lead Volunteer, Project Co-ordinator or SVC Manager immediately who will act in one of the following ways, if you are not volunteering on a group project the following also applies to you: <ol style="list-style-type: none"> 1. Contact the SVC manager immediately (Adrienne Earls – a.earls@svcmru.org / 02921 676780). 2. If the SVC manager is not contactable contact the local Social Services duty social worker or the NSPCC Child Protection Help Line and act only on their advice. (NSPCC Wales Hour help line

(Mon – Fri 10.00am – 6.00pm). Tel No: 08081002524 or the NSPCC 24 hour help line Tel No: 0800800500).

3. Do not tell anyone else who does not need to know.

The safety of the child is paramount.

- If the child needs urgent medical attention call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue.
- All physical evidence must be preserved.
- Do not contaminate evidence.
- Do not inform alleged abuser of reporting.
- Do not inform abuser of retained evidence.
- Record all information.

If concerns that abuse may be happening or has happened, a safeguarding report may be made on the basis of having “reasonable cause to suspect” that abuse has occurred or is happening.

Depending on the circumstances the report can be made directly to the SVC manager as the Designated Safeguarding Person (A.Earls@SVCymru.org / 02921 676780).

However, if the concerns regard the SVC Manager, the concerns can be reported to the SVC Chair Chair@SVCymru.org as the Safeguarding Officer. If the concern is regarding both the SVC Manager and the SVC Chair, then concerns can be made to the Regional Safeguarding Board [Safeguarding Adults Board - Cardiff and Vale of Glamorgan Regional Safeguarding Board \(cardiffandvalersb.co.uk\)](http://cardiffandvalersb.co.uk)

5.2 In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

What to record?

- If known, information should include the following:
- The child’s name, age and date of birth.
- The child’s home address and telephone number.
- Whether or not the person making the report is expressing their concern or someone else’s.
- The nature of the allegation, including dates, times and any other relevant information.
- A description of any visible bruising or injury, location, size etc.
- Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child’s account, if it can be given, of what has happened and how any bruising/injuries occurred.
- Have the parents been contacted? If so what has been said?

	<ul style="list-style-type: none">• Has anyone else been consulted? If so record details.• Has anyone been alleged to be the abuser? Record detail.
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A handwritten signature in cursive script, appearing to read "J King", is centered on a light gray rectangular background.