



Mission: working together to help make people and communities stronger and healthier through education, training, and support for mental health and wellbeing

Vision: to be the most trusted mental health and wellbeing charity

Safeguarding Children Policy and Procedure

Policy Owner and Lead	CEO
Author	Counselling Service Manager
Applies to	All staff, volunteers, trustees, and clients
Formally endorsed by	Trustees
Endorsement date	March 2022
Next review	March 2024

Policy Statement

We acknowledge we have a duty of care to safeguard and promote the welfare of children and we're committed to ensuring our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Local Safeguarding Children's Board requirements.

Key Principles

If a child is injured or in immediate physical danger, or if a crime has just been committed, we must contact the Police and other appropriate emergency services – by dialling 999. Dealing with an immediate emergency always takes precedence.

This policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socioeconomic background, all children:

- have a positive and valued experience of the support provided by us in a safe environment

- are protected from abuse whilst engaging with support services or participating in activities provided by us.

As part of our safeguarding policy we will:

- promote and prioritise the safety and wellbeing of children and young people
- ensure all our staff understand their roles and responsibilities in respect of safeguarding and are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored and
- ensure robust safeguarding arrangements and procedures are in operation.

Arrangements

Abuse

“Abuse is a violation of an individual’s human and civil rights by any other person or persons which results in significant harm” No Secrets, DOH 2000

Lead Safeguarding Officers within Tyneside & Northumberland Mind (TNM)

The Lead Safeguarding Officer at TNM is the Clinical Lead.

The Safeguarding Lead works closely with Trustees, SMT and wider teams to ensure TNM’s statutory safeguarding responsibilities are met and that our people have the resources and skills to work confidently in safeguarding matters.

The Safeguarding Lead is responsible for ensuring that:

- the policy supports the effective safeguarding of children
- cases or suspected cases are alerted to the relevant safeguarding board in the persons locality.
- Staff, volunteers and Trustees are trained in safeguarding and know how to spot and raise concerns.
- our recording and reporting procedures are adequate and followed.
- routine reports are produced for the Senior Management Team (SMT) and board of Trustees at TNM.
- internal investigations are carried out, the findings are reported to relevant staff and that learning from investigations is implemented.

- best safeguarding practice and confidence amongst all teams is provided through support, information and guidance.
- everyone at TNM is keep up to date with best practice by undertaking training.

Compliance with the policy will be supported by:

- ensuring that all our people have access to this policy,
- ensuring that during induction our staff, volunteers and Trustees are informed about the importance we place on our safeguarding responsibilities,
- recording safeguarding concerns and developing systems which maximise the use of and learning from incidents,
- ensuring the SMT review safeguarding alerts at monthly meetings and share routinely with the Board of Trustees.
- using internal and external reports of concerns for continuous improvement and to inform safeguarding audits.

Types of Abuse

Physical abuse

Physical abuse is 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, hitting, slapping, punching, burning.

Sexual abuse

When a child or young person is sexually abused, they're forced or tricked into sexual activities. It can happen anywhere; in person or online.

Contact abuse is where an abuser makes physical contact with a child. This includes, 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. It can include touching, kissing and oral sex – sexual abuse isn't just penetrative.

Non-contact abuse is where a child is abused without being touched by the abuser. This can be in person or online and includes, 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 otherwise.

Emotional or psychological abuse

Emotional abuse is 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.

Types of emotional abuse might include humiliating or constantly criticising a child, threatening, shouting at a child, 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, exposing a child to upsetting events or situations such as domestic abuse or drug taking, failing to promote a child's social development, not being present.

Criminal Exploitation

Criminal exploitation is child abuse where children and young people are manipulated and coerced into committing crimes.

Neglect

Neglect is 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.

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 - Basic needs, such as food, clothing or shelter, are not met or they aren't properly supervised or kept safe.
- Educational neglect - A parent/carer 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 and acts of omission; leaving them in soiled clothes, failing to feed properly.

Domestic Abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse.

Online abuse

Online abuse is 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. And it can happen anywhere online, including:

- social media
- text messages and messaging apps
- emails
- online chats
- online gaming
- live-streaming sites.

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.

Common Signs of Abuse

Some common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body
- taking risks like running away from home, using drugs and/or alcohol or breaking the law
- Getting into dangerous relationships

Children and Young People experiencing Domestic Violence

Staff may receive information from adult clients at risk of or experiencing domestic violence where there are children and/or young people in the family.

This may be that children have witnessed an assault, be distressed by the suffering of a parent or become victims themselves.

Prolonged or regular exposure to domestic violence or abuse can have a serious impact on a child's development and emotional well-being, despite the best efforts of the victim parent to protect the child. Where there is domestic abuse, the wellbeing of children (including unborn children) and/or young people in the household must be considered and staff should inform a Safeguarding Lead or their Line Manager of their concerns.

Receiving a Disclosure or Information of Concern

It is not the responsibility of staff to investigate suspected abuse or to decide whether abuse has occurred.

Emergency Situations

If a person is injured or in immediate physical danger, or if a crime has just been committed, staff must contact the Police and other appropriate emergency services by dialling 999.

Please Note: This policy does not override such responsibility. Dealing with an immediate emergency always takes precedence.

Before raising an alert to the appropriate Safeguarding Board (see below for contact details), wherever possible, the staff member should speak to the Safeguarding Lead within TNM or to their line manager if the safeguarding lead isn't available.

The staff member and safeguarding lead or manager will then explore if an alert is to be raised and if so, who will raise the alert.

The decision to share information with an external agency should, wherever possible, be made in consultation with TNM's Safeguarding Lead.

Guidelines for staff on how to deal with a disclosure

When dealing with a disclosure, the following must be followed;

- Remain calm and do not show shock or disbelief
- Listen to what they are saying
- Reassure the person concerned
- Tell them that the information will be treated seriously
- Do not start to investigate or ask detailed or probing questions
- Remind the client of the exemptions from confidentiality

- Receive information that clarifies the context of the situation and make it clear that advice will be taken from our Safeguarding Lead and possibly the Children's Safeguarding Board within the relevant locality
- Do not guarantee any outcome
- Inform one of the Safeguarding Leads or line manager ASAP
- Complete a safeguarding reporting template.

Local Safeguarding Boards Contact Details for raising Safeguarding Alerts

Area	Website	Tel No
Gateshead	https://www.gatesheadsafeguarding.org.uk/article/9298/Child-protection-child-in-need-child-care-concern-referral	Office hours 0191 4332653 Out of hours 0191 477 0844
Newcastle	https://nccportal.newcastle.gov.uk/forms/referral/professional	Initial Response: 0191 277 2500 Emergency Duty Team: 0191 278 7878
North Tyneside	https://my.northtyneside.gov.uk/category/488/are-you-worried-about-child	Office Hours: 0345 2000 109 Out of Hours: 0191 200 6800
South Tyneside	https://www.southtyneside.gov.uk/article/58531/Report-a-concern	Office Hours: 0191 424 5010 Out of hours: 456 2093
Northumberland	https://online.northumberland.gov.uk/citizenportal/form.aspx?form=SafeGuardingchild	01670 536400

Reviewing and Learning from Alerts Raised or near misses

All safeguarding alerts and near misses are recorded in a central, secure folder on our Cloud system; M365 by the Safeguarding Lead. This is only accessible to the Safeguarding Lead and SMT.

The Safeguarding Lead reports all safeguarding alerts and near misses to senior managers at monthly SMT meetings.

In the event of a serious alert, a meeting of the SMT will be convened immediately by the Safeguarding Lead. The team will meet in order to review the incident rather than wait for the next SMT meeting.

Any learning and necessary changes to procedure or practice from such reviews are then embedded across the organisation. This may be through a range of approaches;

- Training for staff and volunteers
- Email updates
- Line Management sessions
- Team meetings

Training

For our staff, volunteers and Trustees to work safely and effectively in meeting safeguarding standards and expectations, they are expected to undertake safeguarding training.

All new staff, volunteers and trustees must undertake the appropriate safeguarding training to their role within one month of their start date with TNM.

Safeguarding training must be refreshed by all staff and volunteers every 2 years and sourced from a range of providers. The training provider is determined by the geographical location of the team member and the availability of the training at the necessary time.

Safeguarding Training Framework

Role	Level of Training in both Adults and Children's and Young People's Safeguarding	Training Framework
All Trustees	Level 2	Provided iHASCO/NSPCC
CEO/Chair	Level 2	Provided iHASCO/NSPCC
Safeguarding Lead	Level 3 minimum plus experience	RQF
SMT	Level 2/3 – need to think about i.e. do they have frontline contact?	Provided iHASCO/RQF
Leadership team	Level 3	RQF
All Front line staff	Level 2	Provided iHASCO
Other staff and volunteers	Level 2	Provided iHASCO

Ongoing Support for Staff and Volunteers

In addition to formal safeguarding training, staff, volunteers and Trustees will (wherever possible) be offered ongoing opportunities to learn about safeguarding matters.

Sharing Information

Information should be shared on a 'need to know' basis and follow Caldicott principles i.e. staff must ensure that the information they share is:

- Accurate and up to date (historical information may be relevant too).
- Necessary for the purpose for which you are sharing it.
- Shared only with those people who need to see it.
- Shared securely.

Record Keeping

Staff must note client details and make detailed records of information which concerns them, of all communications including telephone calls, people spoken to, agreed actions and outcomes.

Information should be factual, in chronological order, leaving no spaces and alterations. The staff member must sign and date any notes.

A Safeguarding Reporting Form is completed by the member of TNM team involved in the case and the Safeguarding Lead. This records client details, relevant information, agreed actions and where information is shared, the reasons for doing so. This is uploaded to the central Safeguarding CYP folder on M365.

Training and Support

In addition to formal safeguarding training, staff, volunteers and Trustees will (wherever possible) be offered ongoing opportunities to learn about safeguarding adult matters.

Line managers are available to discuss safeguarding concerns in staff 1:1 sessions but also outside their Line Management meetings, during the working day and outside of these times in urgent situations.

Safeguarding is also discussed as a set agenda item at team meetings.

Line managers are available to discuss Child Protection/Safeguarding concerns in their 1:1 sessions but also outside their Line Management meetings, during the working day and outside of these times in urgent situations.

Safeguarding Reporting Form

Name of person completing the form:

Job title or role at Tyneside & Northumberland Mind:

Date alleged abuse became a concern:

Date form passed to safeguarding lead/ manager:

Please note that wherever possible, this form should be completed and passed over on the same day that the concern of abuse was raised.

Date, Time and Place of Alleged Incident

Date of alleged incident:

Area/place where incident took place:

Time of alleged incident:

Details of who was involved

Detail of Alleged Victim

Name:

Date of Birth:

Address and Phone Number:

Detail of Alleged Perpetrator (if known)

Name:

Address:

Relationship to victim:

Type of Abuse (Please tick all that apply)

Sexual	<input type="checkbox"/>	Physical	<input type="checkbox"/>
Psychological/Emotional	<input type="checkbox"/>	Domestic Abuse	<input type="checkbox"/>
Neglect	<input type="checkbox"/>	Criminal Exploitation	<input type="checkbox"/>
Other, please state:	<input type="checkbox"/>		<input type="checkbox"/>

Description of alleged incident, detailing all people involved including witnesses
Please provide as much detail as you can about the alleged incident. As far as possible record what the alleged victim has told you and record only the facts/what you were told/what you witnessed directly etc.

You are not investigating the situation; you need only gather facts to pass onto the Safeguarding Team at the Local Safeguarding Board.

Try to steer away from adding your own opinions or views. If necessary, attach further pages.

What action did you take immediately after the incident?

(E.g. administered 1st aid, asked alleged perpetrator to leave, took victim to secure area, contacted Police)

Have you made the alleged victim aware that details of the incident are being recorded and will need to be passed onto the Safeguarding Team?

Yes/No

If not, why not? (e.g. concerns about the mental capacity of the alleged victim to make decisions)

If yes, detail any known wishes of the alleged victim about sharing information, being careful not to promise anything which can't be guaranteed.

Were any emergency services called?

Yes/No If yes, which services?

Are any other agencies involved?

Yes/No If yes, which agencies?

Does the alleged victim appear to be in immediate danger of further abuse?

Yes/No If yes, provide further detail

Have any immediate actions been identified to reduce the potential for further abuse?

Yes/No If yes, provide further detail

In addition to passing on the alert to the Local Authority, are there specific follow up actions you recommend because of this alert?

Yes/No If yes, please provide details

Signed:

Date:

Time:

Next Steps

- 1) Pass this form onto our Safeguarding Lead (or the service manager) as soon as possible
- 2) Do not leave this form unattended e.g. on the managers desk in the hope that it will be picked up