

<b>Policy Name</b>	<b>SAFEGUARDING OF CHILDREN AND YOUNG PEOPLE</b>
<b>Approved by</b>	<b>BOARD</b>
<b>Responsible Director</b>	<b>DIRECTOR OF OPERATIONS</b>
<b>Date of Approval</b>	<b>AUGUST 2025</b>
<b>Next Review Date</b>	<b>AUGUST 2026</b>
<b>Staff notified of updated policy and where this can be located</b>	<b>AUGUST 2025 / PEOPLEHR</b>
<b>Who does this Policy Apply to?</b>	<b>TRUSTEES, STAFF, VOLUNTEERS &amp; STUDENTS ON PLACEMENT</b>
<b>This policy will be reviewed in accordance with the designated review schedule. It will remain live &amp; active until such time as the review prompts necessary changes.</b>	

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Rationale</b>
0.1	01.03.2024	Alex Michael	Annual policy review
0.2	12/04/2024	Helen Turner	Formatting / reviewing /amending
0.3	25/04/2024	John Ingham	Reviewing and commenting
0.4	23/07/2024	Alex Michael	Making amendments
0.5	26/07/2024	John Ingham	Reviewing and commenting
0.6	20/09/2024	Alex Michael & Helen Turner	Final amendments
0.7	18/10/2024	John Ingham	ELT review
0.8	25/10/2024	Alex Michael	Final amendments
1.0	11/12/2024	Helen Turner	Board sign off
1.1	11/07/2025	Alex Michael	Annual policy review
1.2	14/07/2025	Chloe Roe	Reviewing and formatting
1.3	17/07/2025	Alex Michael	Amendments
1.4	21/07/2025	Sonja Chilvers	Review and comments
1.5	22/07/2025	Sonja Chilvers	Review and ELT sign off
2.0	23/07/2025	Sonja Chilvers & Helen Turner	Final amends
3.0	13/08/2025	Helen Turner	QPP committee sign off

## 1. Policy Statement

- 1.1 The purpose of Norfolk and Waveney Mind's, (hereafter known as N&WM) safeguarding policy is to state our commitment to keeping every child/young person in contact with the organisation safe and protected

from harm. We recognise our responsibility to protect children and young people from harm, abuse, exploitation, and neglect.

1.2 This policy is underpinned by the Children Act 1989 and 2004, which place a duty on organisations to safeguard and promote the welfare of children.

1.3 This means that N&WM will strive to;

- Protect children and young people who N&WM may come into contact with from maltreatment and harm.
- Prevent the impairment of children and young people's health and/or development.
- Enable young people and children who N&WM may come into contact with in the course of their work to grow up in circumstances consistent with the provision of safe, effective and appropriate care.
- Take action to enable all children and young people who N&WM may come into contact with to thrive and meet the best outcomes.

1.4 This policy should be read in conjunction with the following policies and further related procedures;

- Safeguarding adults policy
- Whistleblowing policy
- Code of conduct policy
- Incident management and reporting policy
- Confidentiality policy
- Disclosure and barring services policy
- Recruitment of ex-offenders policy
- Professional boundaries policy
- Equality, diversity and inclusion policy
- Governance of services policy
- Information governance policy
- Liberty, protection and mental capacity policy

## **2. Aims**

2.1 This policy aims to give clear direction to staff, volunteers, students on placement, visitors, parents and trustees around N&WM's expected behaviour and our legal responsibility to safeguard and promote the welfare of all the young people and children N&WM come into contact with.

2.2 N&WM will establish and maintain an ethos where children and young people we may come into contact with feel secure, are encouraged to talk,

are listened to and feel safe. Children and young people must be able to talk freely to any member of staff, trustee, volunteer, student on placement within N&WM if they are worried or concerned about anything.

- 2.3 All staff, trustees, volunteers and students on placements will receive thorough training and induction, know how to recognise a disclosure from and about a child or young person and will know how and when to report this appropriately to ensure the child/young person's safety.
- 2.4 N&WM staff, trustees, volunteers and students on placements will not make any promises to any child and young person and we will not keep secrets.

### **3. Scope**

- 3.1 N&WM fully recognises the contribution it can make to protect children and young people from harm and supporting and promoting the welfare of all.
- 3.2 This policy applies to all young people and children the organisation may come into contact with, directly or indirectly.
- 3.3 This policy applies to all staff, trustees, volunteers, and students on placements.
- 3.4 A child and/or young person is someone under the age of 18.
- 3.5 N&WM will support anyone who, in good faith, reports a concern that a child or young person is being abused or neglected, or at risk of abuse or neglect, even if those concerns prove to be unfounded.
- 3.6 This policy covers all work completed by the N&WM, including face to face, digital, online and phone support and N&WM ensures that clear, service-specific arrangements are in place where work is delivered in partnership with other organisations.

### **4. What is Abuse and Neglect?**

- 4.1 Abuse and neglect are forms of maltreatment of a child or young people. A person may abuse or neglect a child by inflicting harm, or by failing to prevent harm. Children and young people may be abused in a family, institutional or community setting, by those known to them, or more rarely unknown to them. For example, via the internet. They may be abused by an adult/adults, or another child or young person/s or engage with self-harm.

#### 4.2 Types of abuse include;

- **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child or young person.

- **Emotional abuse**

Emotional abuse is the persistent emotional maltreatment of a child or young person such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children or young people that they are worthless or unloved, inadequate, or valued insofar as they meet the needs of the other person. Emotional abuse may also include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say and how they communicate.

Other signs of emotional abuse could feature age or developmentally inappropriate expectations being placed on children and young people. These may include interactions that are beyond the child/young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child/young person from participating in normal social interaction. This type of abuse may also involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber-bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children and young people. Some level of emotional abuse is involved in all types of maltreatment of a child/young person, although it may occur alone.

- **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child/young person is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching inside and outside of clothing. This can also include non-contact activities, such as involving children and young people in looking at, or in the production of sexual images, watching sexual activities, encouraging them to behave in sexually inappropriate ways, or

grooming in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse.

- **Neglect**

Failure to provide for a child or young person's basic needs, resulting in the child or young person's physical, emotional or developmental harm or impairment. This may also occur during pregnancy as a result of sustained substance misuse.

- **Self-harm**

Self-harm, also known as self-injury or self-mutilation, is the act of deliberately inflicting pain or damage to one's own body as a way to cope with emotional distress, psychological pain, or overwhelming situations. Common methods include cutting, burning, scratching, hitting oneself, biting, hair pulling, and interfering with wound healing.

## 5. What is exploitation?

5.1 Exploitation refers to the act of taking advantage of a child or young person's vulnerability, trust or lack of power for personal, financial or other gains. Exploitation is a violation of basic human rights and can have long lasting effects on all aspects of a child or young person's wellbeing. Exploitation comes in many forms such as child labour, trafficking, forced marriage, child soldiering, street begging, organ trafficking and/or sexual exploitation.

5.2 Prevent and vulnerability to Radicalisation and Extremism  
Prevent is the multi-agency set of arrangements aimed at preventing individuals and groups from engaging in violent and/or extremist activities. Not aimed at suppressing freedom of thought and expression.

## 6. Responsibilities

6.1 The Board of Trustees are responsible for ensuring that appropriate resources, training and policies and procedures are in place to safeguard the children and young people that NW&M may come into contact with.

6.2 The Director of Operations holds the key responsibility as the **Executive Lead for Safeguarding** within N&WM. In this capacity, the Director oversees the strategic implementation and governance of safeguarding policies, ensuring the organisation fulfils its duty to protect vulnerable individuals.

- 6.3 Staff, volunteers and students on placement all have a duty to ensure they are familiar with this policy, that they undergo appropriate training and adhere to safeguarding policies and procedures at all time.
- 6.4 A designated safeguarding lead is appointed to oversee the implementation of this policy and procedure, provide guidance and support and ensure and oversee compliance with all safeguarding legal requirements for NW&M. The safeguarding Lead is responsible for referring any allegations against staff or volunteers to the Local Authority Designated Officer (LADO) and for ensuring procedures are followed in accordance with local guidance.
- 6.5 Service managers are responsible for ensuring staff are aware and compliant with safeguarding policies and procedures and addressing any learning needs identified. Service managers are responsible for working alongside the training department to facilitate timely training ensuring staff members are competent and confident in their delivery of safeguarding procedures.
- 6.6 The board understand and exercises oversight in relation to safeguarding and receives regular reports.

## **7. Safer recruitment and Selection:**

- 7.1 The Director of People and Partner Development is responsible for implementing and overseeing robust recruitment and selection processes, including background checks, obtaining references and interviewing. This ensures that all staff, volunteers and students on placements who may be working with children and young people are both safe and suitable.
- 7.2 Safer recruitment is designed to help prevent unsuitable people from working with adults at risk of abuse and neglect and an integral part of this is ensuring we have robust processes in place regarding the Disclosure and Barring Service (DBS) checks.
- 7.3 N&WM has conducted a safeguarding risk assessment determining which roles (including trustees) are required to have which level of Disclosure and Barring Service (DBS) checks and frequency of updates.
- 7.4 DBS checks are carried out and kept up to date by the HR department. There is a procedure in place for managing positive DBS disclosure.

## **8. Training**

- 8.1 The Director of People and Partner Development and Director of Operations are responsible for providing and overseeing the regular and appropriate training of all staff, trustees, volunteers and students on placements. This training includes, child protection, safeguarding of adults, children and young people, PREVENT training identifying signs of abuse, neglect and exploitation and appropriate recording and reporting procedures.
- 8.2 Staff, trustees, volunteers and students on placement undertake safeguarding for adults, and children and young people training at the level outlined in the organisational safeguarding risk assessment.
- 8.3 All staff, where appropriate, volunteers and students on placements are supported with appropriate supervision (and reflective practice if the director of that service deems this level of supervision appropriate).
- 8.4 N&WM actively encourages all staff, volunteers and students on placements to keep up to date with the most recent local and national safeguarding advice and guidance.

## **9. Responding to and reporting**

- 9.1 All concerns around abuse, neglect, exploitation and/or the harm of a child or young person will be reported immediately to the relevant line manager, N&WM's designated children's safeguarding lead and/or relevant authorities via email and/or phone. (Contacts can be found at the bottom of this policy).
- 9.2 N&WM will respond to any children or young people safeguarding concerns promptly and effectively to ensure their safety.
- 9.3 All safeguarding concerns are documented on an Incident Report and sent to the designated safeguarding lead and the Assurance department as well as being sent through channels as outlined on the incident management and reporting policy and procedure.
- 9.4 Secure records are kept for incidents, disclosures and concerns. These are appropriately stored electronically and systematically reviewed.
- 9.5 The Assurance department collates all incident reports and logs to review on a monthly basis. This information is used to identify trends, learning outcomes and preventative actions. These records are shared with the relevant department Director monthly.



- 9.6 The operational service managers hold a centrally and shared incident report action log, which is updated regularly. The Operational Heads of service and Director of Operations have oversight and monitor this in relation to service managers performance.
- 9.7 In some cases, it may be appropriate and/or necessary for N&WM to share information with other agencies and organisations about an individual due to risk of harm or abuse for example, the police, Children's Services and where appropriate, Ofsted.

## **10. Managing allegations against staff, volunteers and students on placement**

- 10.1 Any concerns or allegations regarding the above must be reported immediately to the appropriate Service Manager, Head of Service and designated Safeguarding Lead via phone and in writing.
- 10.2 All concerns and allegations will be taken seriously and investigated promptly and impartially. Investigations will be conducted in line with the appropriate procedure and will put the safety of the child and/or young person at the forefront.
- 10.3 If an incident relates to a staff member, where appropriate, those facing allegations may be suspended from their duties pending an investigation outcome. The results of the investigation could lead to the termination of employment, if the allegations are substantiated.
- 10.4 All information in relation to the concerns, allegations and subsequent investigation will be handled confidentially, respecting the privacy of all involved, both alleged victim and the accused. Appropriate support will be provided to all parties throughout. Please refer to the Whistleblowing policy if the allegation concerns a member of staff, Trustee, volunteer or student on placement.
- 10.5 Where appropriate and necessary, allegations will be reported to the relevant authorities, such as law enforcement agencies and/or child protection services, in line with legal requirements.
- 10.6 In any case where it is alleged that a member of staff, volunteer or student on placement has:
- 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;
  - or
  - Behaved towards a child or children in a way that indicates they may pose a risk of harm to children;



The Designated Safeguarding Lead (DSL) will immediately report the matter to the Local Authority Designated Officer (LADO), in line with statutory requirements and local safeguarding procedures.

## **11. Useful contacts**

### **Norfolk**

Norfolk Police: 101

In an emergency: 999

Care Quality Commission: 0300 061 6161

NHS and Social Care Whistleblowing Helpline: 0800 072 4725

Norfolk Children's safeguarding Partnership: 01603 233409

CADS: 0344 800 8021

Norfolk County Council's Children's services: 0344 8008020

OFSTED: 0300 1234666

### **Suffolk:**

Suffolk Police: 101

In an emergency: 999

Suffolk County Council Children's services: 0808 8004005

Suffolk Children's Safeguarding partnership: 0345 6061499

LADO: 0300 1232044

OFSTED: 0300 1234666

Local Authority Designated Officer (LADO): referral forms should be completed and sent to [LADO@Norfolk.gov.uk](mailto:LADO@Norfolk.gov.uk)

### **Named Designated Safeguarding Officers**

The following designated members of staff are in post:

Designated Lead - Adult Safeguarding: David Jessup

Telephone: 07593563074

Email: [David.Jessup@norfolkandwaveneymind.org.uk](mailto:David.Jessup@norfolkandwaveneymind.org.uk)

Designated Lead - Children and Young People Safeguarding: Keir Brisbane-Langsdon

Telephone: 07955279245

Email: [Keir.brisbane-langsdon@norfolkandwaveneymind.org.uk](mailto:Keir.brisbane-langsdon@norfolkandwaveneymind.org.uk)

## **12. Monitoring and review**

- 12.1 The safeguarding of children and young people policy should be reviewed annually or in response to significant changes in the organisation, its environment and/or legislative changes.
- 12.2 The Director of Operations is responsible for this policy and its contents.