



Safeguarding Children and Young People Policy & Procedure

Introduction

This document outlines Yellow Door's responsibilities and approach to safeguarding children (aged up to 18 years). All statements and procedures, apply to Yellow Door's (YD) work undertaken both on YD premises and at any other locations. This document should be read in conjunction with other YD Policies and Procedures. This policy is endorsed by Yellow Door's Board of Trustees.

YD's policy and procedures are consistent with current Hampshire, Isle of Wight, Portsmouth and Southampton's (HIPS) Local Safeguarding Partnership policies and guidance that can be found here: <https://hipsprocedures.org.uk> Working Together to Safeguard Children 2018 and The Children's Act 2004. Contact details for referrals to Children Services for Southampton and Hampshire are in Appendix 4.

The key guidance for child protection is Working Together to Safeguard Children (Department for Education, 2018). This states:

- everyone who works with children has a responsibility for keeping them safe
- everyone who comes into contact with children and families has a role to play in sharing information and identifying concerns.

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

(Working Together to Safeguard Children 2018)

1. Policy

All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs. YD recognises its responsibility to safeguard and promote the welfare of children and young people by protecting them from physical, sexual, emotional abuse, neglect and bullying as far as is possible within the scope of our work. This includes making the following commitments:

- Any person working for YD in a paid or voluntary capacity is required to be pro-active about safeguarding within the scope of their roles and take responsibility for the safeguarding of children and young people within the terms of this policy.
- The welfare of children and young people is paramount in any decision making and YD is committed, wherever possible, to acting in the best interests of any child or young person with whom we work (or have an awareness of) using the information we have at that time.
- We aim to develop respectful, considered and caring relationships with children / young people and those involved in their welfare or care.



Whose responsibility is safeguarding?

We believe at YD that safeguarding is everybody's business. Any person working for YD in a paid or voluntary capacity regardless of their role is required to be alert to risks and pro-active about safeguarding and to take responsibility for the safeguarding of children and young people within the terms of this policy.

The CEO of YD takes operational lead responsibility for Safeguarding and is a Designated Safeguarding Lead (DSL). The chair of trustees holds overall governance responsibility for safeguarding.

Underpinning principles

- YD fosters a culture of openness and integrity amongst workers providing an environment of support where safeguarding concerns can be aired safely and taken seriously.
- YD works to in a trauma informed way throughout the child or young person's journey and we ensure this approach is embedded throughout the safeguarding processes. Consultation and discussion with Service Users is at the heart of YD approach to safeguarding.
- All staff and volunteers will raise safeguarding concerns with an operational manager and / or designated safeguarding lead/s as required and detailed in the procedures that follow.
- YD intends to provide the highest possible level of confidentiality consistent with the law and the Ethical Framework for the Counselling Professions: 2018 <https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf>
- Whilst YD maintains confidentiality and respects client wishes regarding the sharing of information as far as is possible, these factors will always be balanced with the need to protect children and adults and statutory safeguarding obligations.
- YD is committed to working in partnership with other relevant agencies involved in safeguarding children and to providing relevant information to ensure children and adults are safeguarded from harm.
- Where YD decides that information should be disclosed to the appropriate authorities, consideration will be given to whether it is more appropriate to support a client to themselves disclose these concerns to appropriate authorities themselves.
- Where YD does disclose information, consent for this will be sought as far as safe and appropriate. Consent to share information will not be considered necessary where safeguarding and statutory obligations take precedence.

2. Procedure for Addressing Concerns:

Responding to an emergency level of risk.

When there is evidence that a child or young person is at high risk of immediate harm, YD staff and volunteers should contact the appropriate services including children's services or emergency (police / ambulance) services as required.

On some occasions it may be appropriate to also contact another person who supports or cares for the child or young person, however workers must always consider and assess if the person they are contacting is involved in the harm or risk to the child or young person and not to increase this risk by making contact.

When managing crisis or emergency situations on YD premises, staff and volunteers should work with other members of the YD team who may be present in the building and/or liaise with partner agencies to ensure:

- immediate safety of and minimise negative impact on all workers and clients
- maximise privacy, empowerment and choice for any person in crisis

Risk may relate to one event that is of significant concern or a series of events that mean the accumulated risk is believed to be high.



Non-Emergency Risk

In any situation where a YD worker becomes aware of risk to a child or young person they should respond calmly and in such a way that provides as much reassurance to the child or young person as possible. It should be made clear that confidentiality cannot be guaranteed and that their concerns will need to be discussed with appropriate others as detailed in our Underpinning Principles above.

Concerns should be discussed, at the earliest available opportunity, with an operational manager who is part of the Safeguarding Team (for the list of such managers see below), to determine the course of action. See below for a list of these managers. If deemed necessary/ appropriate, concerns should be escalated to a Designated Safeguarding Lead (DSL). If an operational line manager is not available, contact should be made with a DSL.

The DSL will assess the risk with regard to information received and give appropriate guidance to the person who has brought the concern. If the DSL assesses the risk as of significant concern, they should liaise with at least one other DSL in order to take a collaborative approach to decision making. A decision to refer a concern to statutory services should be taken wherever possible by at least one manager and a DSL, unless urgent circumstances demand otherwise. Any such referral will be allocated to the most appropriate staff member and recorded using the system outlined above. Where a client has not consented to a referral or information sharing with other services, this should be discussed, and action agreed by at least two DSL's. Please also refer to YD's Data Protection Policy.

The urgency of the process outlined above will depend upon the level and immediacy of the risk and should be actioned as soon as possible. This should always be within 1 working day of the concerns arising. A full written record, recorded on Client file in Lamplight, must be produced by the staff member or volunteer raising the concern within 1 working day.

Once discussed and actioned the YD worker will complete the appropriate client case record safeguarding section on Lamplight (YD Client Management System) and any resulting or ongoing actions and monitoring procedures; ensure that the reason for the concern, the detail of the risk assessment undertaken and rationale for any plans made as a result. These are carefully recorded/ dated safeguarding manager/DSL are linked in the records and are completed and signed off and per the Lamplight process (See Appendix 3)

The worker will use existing structures (i.e. line management meetings, group and individual supervision,) to review any ongoing areas of concern.

Challenging a decision

Occasionally a situation may arise when YD have raised a safeguarding concern in relation to a child/ children and it is felt the response from statutory services is not a safe one. The safety of individual children is the paramount consideration in any professionals' disagreement and workers should feel able to challenge decision making in a timely fashion in order to best safeguard the child. In any such event YD will follow the local safeguarding partnership 'escalation' policy and procedure.

Who to contact for Safeguarding Support in YD:

Everyone within YD has a responsibility to safeguard children, and most operational managers have additional responsibility for safeguarding, to support staff and volunteers with safeguarding practice and procedures, namely YD's DSL's and the Safeguarding Team.

An up to date DSL / Safeguarding Team Contact List is available on YD on notice boards in each team room and also on the YD HR system - Breathe. All staff who work off site are required to ensure they have access to this information both onsite and when working out of the building.



DSL's are readily contactable, urgent safeguarding work takes priority over other work. Whenever the service is operating a DSL will be available, either in the building or on the phone.

The DSL's are:

CEO (Lead Safeguarding Responsibility)

Duty Manager

Head of Therapeutic Services

Safeguarding Team of Operational Managers are:

Adult & CYP Therapy Manager

Domestic Abuse Team Manager

Diversity & Inclusion Manager

Family Therapy Manager

ISVA Manager

Trauma Manager

Providing a Safe and Trusted Environment

1:1 and group work should take place when another responsible adult is present in the building.

Any concern or allegation about a member of the YD team must be taken seriously and acted upon. Please refer to the Duty to Act (Whistle blowing) procedure in the Staff Handbook for details. When required a referral or contact must be made to the Local Authority Designated Officer (LADO). For Serious Incidents please refer to the Serious and Critical incidents Policy.

Safe Recruitment, Induction and Training

All workers who have direct contact with children and young people will:

Complete a form declaring any previous court convictions

Have appropriate DBS check undertaken and are updated every 3 years. YD is diligent in ensuring that no one is appointed who is disqualified as a trustee or to a senior manager position (at chief executive or finance director level) and the register of declarations is updated annually.

Provide identification and evidence of relevant qualifications

Provide two references asking specifically about their suitability to work with children or vulnerable people

Receive this policy and other associated policies and provide written confirmation that they have read and agreed to abide by the policies and procedures of the organisation.

Successfully complete a pre-determined probationary period which may be extended at the discretion of the service.



Attend mandatory local & Online Safeguarding Children and Young People level 1 and 2 training as appropriate to their role as part of induction and then every two years after. Safeguarding Team and DSLs will in addition attend Level 3 Safeguarding Training.

Have access to appropriate levels of supervision, training and other learning opportunities to develop their awareness of safeguarding and child protection

Receive information and guidance on issues relating to safeguarding and child protection in relation to their work for YD including being made aware of the Local Safeguarding Children Partnership policies and procedures

All applicants for paid employment at YD will be required to give full details of their working history including any reasons for gaps in employment.

Expectations of staff and volunteers include that they:

Remain alert to the possibility of child abuse and neglect.

Maintain appropriate professional boundaries (see Guidelines for YD services) and avoid behaviour which might be misinterpreted by others.

Report and record any concerning behaviour from a child or young person towards a worker or vice versa.

Remain conscious that their behaviour/ actions outside of the workplace could indicate an unsuitability to work with children or young people and lead to action being taken to safeguard service users.

Do not share any personal information with a child or young person and should not request, or respond to, any personal information from the child or young person, other than that which might be appropriate as part of their professional role.

Attend training in line with requirements set out above, provide certificates/ proof of attendance to their line manager.

Will adhere to any requirements from the Early Help services to help manage risk but do not meet the threshold for Safeguarding within the limits of our service remit under the Early Help Assessment: [Children and Families First \(previously Early Help\) \(southampton.gov.uk\)](https://www.southampton.gov.uk/services/children-and-families-first)

Cameras, mobile phones and other recording devices. (for further details please refer to our Data Protection Policy)

- Because many mobile phones have inbuilt cameras or recording devices which could inadvertently be on, members of groups will be asked to switch off mobile phones during sessions.
- Workers must not take cameras, mobile phones or any other recording devices into client sessions or make use of them during any contact with clients other than for the purpose of recording material as part of YD work with clients. Any photographing or filming during sessions should not be of the children or young people themselves but of the work they have created during the therapy. All such photographs or film will be stored on the internal server which is password protected and will only be put into the public domain if written consent is gained from the young person or people whose work was filmed.



Feedback, Concerns/ Complaints Policy/Procedure

At Yellow Door we are committed to transparent and clear communication with Service Users and other key stakeholders. We proactively seek feedback about our services. We respond openly to negative feedback, concerns and complaints, looking to resolve these fairly and learn when there is something that the service needs to change. Our Feedback, Concerns, Complaints policy and Procedure is available on our website and is available in alternative formats upon request.

This policy is made available on YD website, (www.yellowdoor.org.uk) YD Staff HR System, displayed on public notice-boards at YD premises. If an alternative format is required please contact YD Offices.

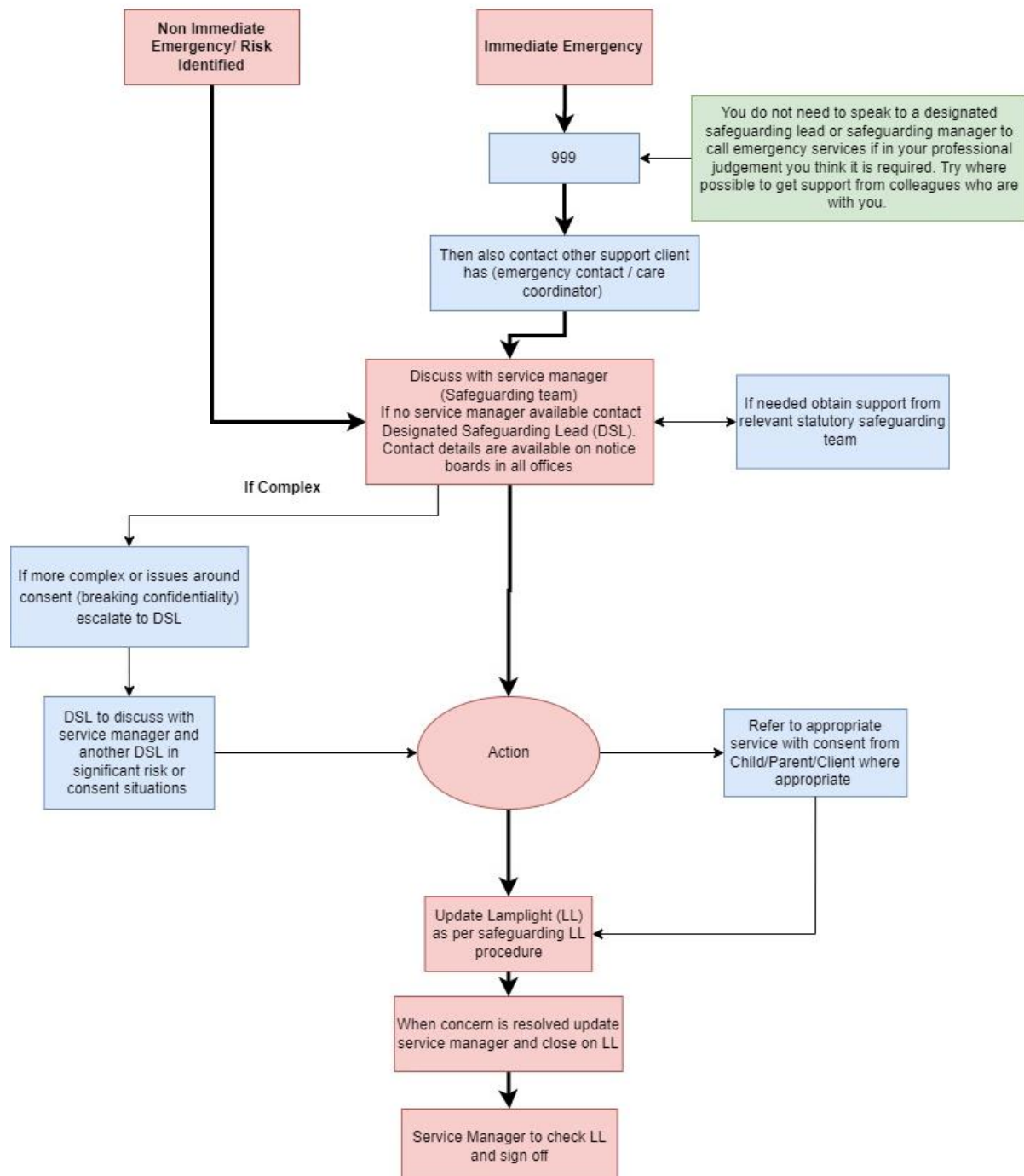
Related YD Policies:

Duty to Act Whistle blowing Policy and Procedure (Staff Handbook)
Safeguarding Adults* Policy and Procedure
YD Client Services Guidelines
YD Services Guidelines – Working with Suicidal Thoughts
Helpline and Therapeutic Services Minimum Standards
Equalities Statement (Staff Handbook)
Health & Safety Policy
Data Protection Policy
Recruitment Policy
Staff Handbook
Managing Incident and Serious Incidents Policy
Managing Challenging Behaviours Policy

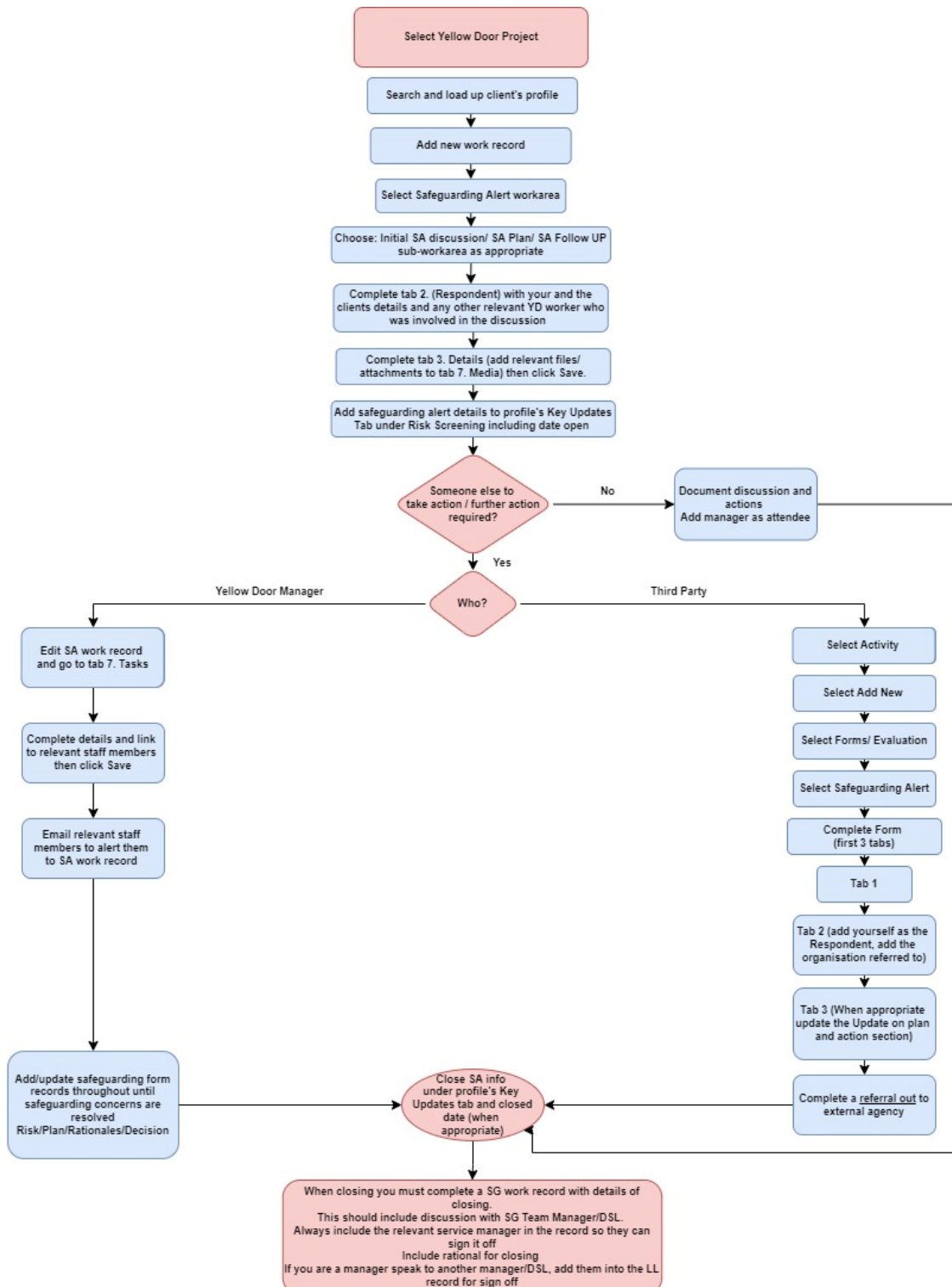
See also :[Hampshire, Isle of Wight, Portsmouth and Southampton \(hipsprocedures.org.uk\)](http://hipsprocedures.org.uk)

Appendix 2: Procedure Flow Chart for Safeguarding

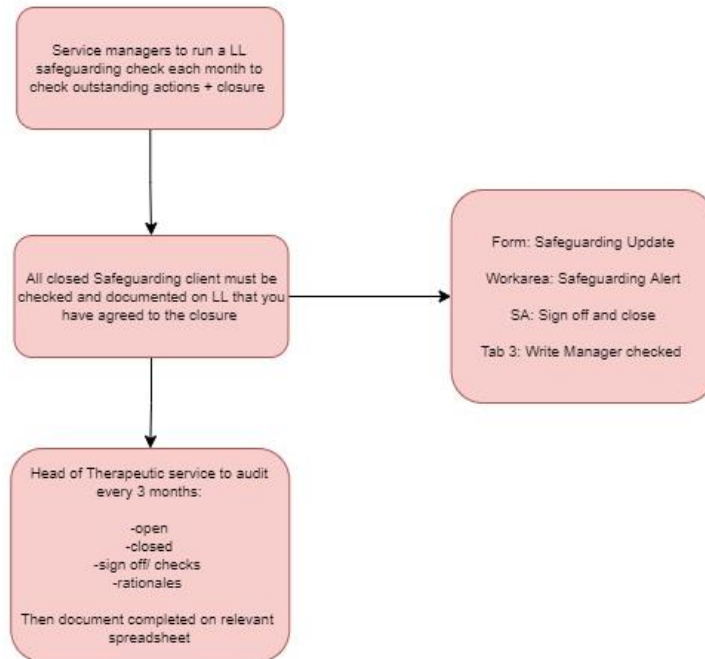
Yellow Door Safeguarding Procedure



Appendix 3: Lamplight Procedure for Safeguarding



LL Safeguarding Audit Process





Appendix 4: **Safeguarding Teams for Children & Young People & LADO**

Southampton:

If you are a professional you can contact the Children's Resource Service:

Tel: 02380 83 2300 (Monday to Friday 8.30am to 5pm and Friday 8.30am to 4.30pm)

Tel: 02380 23 3344 (weekends, Bank Holidays and outside of office hours)

<https://www.southampton.gov.uk/health-social-care/children/child-social-care/childrens-resource-service/>

Hampshire

If you have any concerns because you think that a child might be being abused and you want to talk to someone or ask someone to find out what is going on you should contact Children's Services:

Phone: 0300 555 1384 (office hours)

Phone: 0300 555 1373 (out of office hours)

Professionals should complete the Inter-Agency Referral Form on the link:

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren/childprotection/mash>

Portsmouth

During office hours (9.00am – 5.00pm) call Portsmouth Multi-Agency Safeguarding Hub (MASH) on 0845 671 0271 or 023 9268 8793.

Out of office hours (evenings, weekends and bank holidays) call the Duty Team on 0300 555 1373

This contact should be followed up with an [inter-agency contact form](#) within 48 hours.

LADO contacts:

Southampton:

LADO contact details:

Telephone: 023 8091 5535 / 07500 952 037

Email: LADO@southampton.gov.uk

Link to details for notification form

<https://sid.southampton.gov.uk/kb5/southampton/directory/family.page?familychannel=9-15>

Hampshire:

If you need to report an allegation you can contact the LADO.

Phone 01962 876364

Email: child.protection@hants.gov.uk

Link to details for notification form

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren/allegations>

Portsmouth

If you have a concern about a member of staff working with children (in either a paid or voluntary capacity) please contact the Local Authority Designated Officer (LADO) on 023 9288 2500 or email LADO@portsmouthcc.gov.uk



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| Stage | Date | Staff member | Comments |
|---------------------|----------------------------|--------------|---|
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| Edited | 4 th April 2022 | SL | Combined with other safeguarding children documents |
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