

Safeguarding Children's Policy

Yellow Door (YD) is committed to best safeguarding practice and to uphold the rights of all children to live a life free from harm from abuse, exploitation and neglect. We are committed to safeguarding children in line with national legislation and relevant national and local guidelines. We will safeguard children by ensuring that our activities are delivered in a way which keeps all children safe. The Procedure for responding to concerns is at the end of the policy and documented in a flowchart on Appendix 3. **Contact details for referrals to Children Services are in Appendix 5.**

This document outlines YD's responsibilities and approach to safeguarding children (aged up to 18 years). All statements and procedures apply to YD work by staff, volunteers, & contracted services 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 the Board of Trustees.

YD's policy and procedures are consistent with Working together to Safeguard Children 2023 (WTSC23) and The Children's Act 1989 and 2004 and current local safeguarding procedures. Hampshire, Isle of Wight, Portsmouth and Southampton's (HIPS) Local Safeguarding Partnership policies and guidance that can be found here:

<https://hipsprocedures.org.uk>

We have also used British Standard (BS 25800:2024 *Safeguarding for Organisations. A Guide*) British Standards are the UK National Standards Body, this guide is for UK organizations on how they can develop a consistent approach to safeguarding practice and demonstrate this.

YD is committed to creating a culture of zero-tolerance of harm to children, where safeguarding children is everybody's business. This necessitates: the recognition of children who may be at risk and the circumstances which may increase risk; knowing how child abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Definition of Child Abuse:

Child abuse is when anyone under the age of 18 is either being harmed or not properly looked after. There are four main categories of child abuse: These abuses can be adult on child, but also child on child.

- **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 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 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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- **Physical abuse** - A form of abuse which 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.
- **Emotional abuse** - The persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar

as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may 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. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **Neglect** - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
 - provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
 - protect a child from physical and emotional harm or danger
 - ensure adequate supervision (including the use of inadequate caregivers)
 - ensure access to appropriate medical care or treatment
 - provide suitable education.
 It may also include neglect of, or unresponsiveness to, a child's basic emotional needs
- **Domestic abuse** - The Domestic Abuse Act 2021 introduced the first ever statutory definition of domestic abuse (section 1 of the Act). The statutory definition is clear that domestic abuse may be a single incident or a course of conduct which can encompass a wide range of abusive behaviours, including a) physical or sexual abuse; b) violent or threatening behaviour; c) controlling or coercive behaviour; d) economic abuse; and e) psychological, emotional, or other abuse. Under the statutory definition, both the person who is carrying out the behaviour and the person to whom the behaviour is directed towards must be aged 16 or over and they must be "personally connected" (as defined in section 2 of the Domestic Abuse Act 2021). The definition ensures that different types of relationships are captured, including ex-partners and family members. All children can experience and be adversely affected by domestic abuse in the context of their home life where domestic abuse occurs between family members, including where those being abusive do not live with the child. Experiencing domestic abuse can have a significant impact on children. Section 3 of the Domestic Abuse Act 2021 recognises the impact of domestic abuse on children (0 to 18), as victims in their own right, if they see, hear or experience the effects of abuse. Young people can also experience domestic abuse within their own intimate relationships. This form of child-on-child abuse is sometimes referred to as teenage relationship abuse. Depending on the age of the young people, this may not be recognised in law under the statutory definition of domestic abuse (if one or both parties are under 16). However, as with any child under 18, where there are concerns about safety or welfare, child safeguarding procedures should be followed and both young victims and young perpetrators should be offered support.
- **Controlling or coercive behaviour** is a pattern of abuse (on two or more occasions) that involves multiple behaviours and tactics used by a perpetrator to (but not limited to) hurt, humiliate, intimidate, exploit, isolate, and dominate the victim. It is an intentional pattern of behaviour used to exert power, control, or coercion over another person. Controlling or coercive behaviour is often committed in conjunction with other forms of abuse and is often part of a wider pattern of abuse, including violent, sexual, or economic abuse. Children can be used to control or coerce the victim, for example, by frustrating child contact and/or child arrangements, telling the children to call the victim derogatory names or to hit the victim, or by threatening to abduct the children. This pattern of abuse causes fear, serious alarm

and/or distress which can lead to a substantial adverse effect on a victim's day-to-day life. This can have a significant impact on children and young people.

- **Bullying** is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable.
- **Child trafficking** is child abuse. It involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another. This may be for illegal sexual, employment or drug related activities.
- **County lines**, a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons. This activity can happen locally as well as across the UK; no specified distance of travel is required.
- **Child criminal exploitation** - where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.
- **Female genital mutilation (FGM)** is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.
- **Forced marriage** - any person may be forced into marriage, this includes people of all ages, genders, ethnicities and religions. A forced marriage is where one or both people do not or cannot consent to the marriage and pressure or abuse is used to force them into the marriage.
- **Financial exploitation** can take many forms. In this context, we use the term to describe exploitation which takes place for the purpose of money laundering. This is when criminals target children and adults and take advantage of an imbalance of power to coerce, control, manipulate or deceive them into facilitating the movement of illicit funds. This can include physical cash and/or payments through financial products, such as bank and cryptocurrency accounts.
- **Child sexual exploitation** is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology
- **Harmful sexual behaviour (HSB)** is developmentally inappropriate sexual behaviour which is displayed by children and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour. HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children and young people who display it, as well as the people it is directed towards may be coerced or groomed into exploitative situations and relationships. They may be given things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities

- **Some children are at more risk of abuse:** these include children under 12 months, children in care, young carers, children and young people who are LGBTQ+, and children with special educational needs and disabilities, children with communication needs and also children from families where there has been previous abuse, domestic abuse or parental mental health and or substance misuse. This is not an exhaustive list.

Allegations/ Concerns – internal and external

Safeguarding Allegations can include situations where an individual, group of individuals or an organisation has:

- a) Behaved in a way that has harmed or might have harmed an individual;
- b) Possibly committed a criminal offence against or related to an individual;
- c) Behaved in a way that indicates they pose a risk of harm to an individual; or
- d) Behaved in a way that indicates that they might not be suitable to work in their current role

(BSI 25800:2024)

What does Safeguarding children mean?

The key guidance for child protection is Working Together to Safeguard Children (Department for Education, 2023). This states:

Successful outcomes for children depend on strong partnership working between parents/carers and the practitioners working with them. Practitioners should take a child centred approach to meeting the needs of the whole family.

Safeguarding and promoting the welfare of children is defined in Working Together 2023 as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.

Policy

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 within the terms of this policy.

'A safeguarding concern is – any knowledge, anxiety, worry, suspicion or feeling that an individual has experienced or might be at risk of, any harm, mistreatment or neglect. The concern could be based on something seen or heard, a disclosure by the individual or someone else, or information obtained from any other source. A safeguarding concern might relate to the behaviours of the individual about whom the concern is raised or the actions or inaction of someone else and could be something that have happening in the context of services or activities provided by the organisation or in the individual's life at home or in the community. A safeguarding concern could also relate to a failure or weakness in the organisation's policies, procedures or operations that causes harm or creates the risk of harm'. (BS 25800:2024)*

All children without exception have the right to protection from abuse regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status and cognitive or learning ability. YD recognises its responsibility to safeguard and promote the welfare of children by protecting them from abuse as far as is possible within the scope of our work. We are committed to an anti-racist and non-biased provision of services including our safeguarding policies and procedures.

The welfare of children and young people is paramount in any decision making and YD is committed, 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.

A child-centred approach is fundamental to safeguarding and promoting the welfare of every child. (WTSC 23) We aim to develop respectful, considered and caring relationships with children and those involved in their welfare or care.

Whose responsibility is Safeguarding?

We believe at YD that safeguarding is everybody's responsibility. 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 within the terms of this policy.

Leadership and Management

YD's Leadership Team will create a safeguarding culture and uphold the highest standards of practice. Safeguarding is prioritised throughout the organisation through effective governance and management. (BSI 25800:2024) The CEO takes operational lead responsibility for Safeguarding and is a Designated Safeguarding Lead (DSL). The Chair of Trustees holds overall governance responsibility for safeguarding.

We recognise that anxiety around child protection could undermine good practice and so have established clear lines of accountability, supervision, training and advice to support the process and individual staff / volunteers as needed. Each operational area has a safeguarding manager and other managers or DSL can be contacted in their absence. Any individual can contact the designated safeguarding leads (DSL) if they have concerns about a child.

Underpinning principles

YD fosters a culture that embraces accountability and responsibility and actively pursues and models openness and integrity amongst workers, providing an environment of support where safeguarding concerns can be aired safely and taken seriously.

YD works in a trauma informed way throughout the child'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. (<https://www.gov.uk/government/publications/working-definition-of-trauma-informed-practice/working-definition-of-trauma-informed-practice>)

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 Service User wishes regarding the sharing of information as far as is possible, these factors will always be balanced with the need to protect children and our statutory safeguarding obligations. Timely and appropriate information sharing is essential for effective risk assessment and early identification of need.

YD is committed to working in partnership with relevant agencies involved in safeguarding children and to providing relevant information to ensure children are safeguarded from harm.

Where YD decides that information should be shared to the appropriate authorities, consent from parents/carers is not required but it is good practice to be transparent and inform parents/carers of the sharing information and YD will seek to work cooperatively with them, where it is safe to do so.

Where YD does share information, consent for this will be sought as far as is safe and appropriate. Consent to share information will not be considered necessary where safeguarding and statutory obligations take precedence. 'UK GDPR provides a number of bases for sharing personal information. It is not necessary to seek consent to share information for the purposes of safeguarding and promoting the welfare of a child provided that there is a lawful basis to process any personal information required. The legal bases that may be appropriate for sharing data in these circumstances could be "legal obligation" or "public task", which includes the performance of a task in the public interest or the exercise of official authority' (WTSC23) (See Data Protection Policy and the Data Protection Act 2018)

YD is committed to continual improvement in safeguarding - whole team safeguarding training is provided annually to create opportunity for learning and reflection on national/ local and internal safeguarding concerns. Staff should be mindful in identifying improvement opportunities and raising these with management to be actioned and to increase awareness and knowledge. Additional training will be provided to appropriate staff where there is an identified need to support Service Users and their vulnerabilities.

Providing a Safe and Trusted Environment

All 1:1 and group work should take place when a manager is present in the YD building. Offsite work should take place with an offsite risk assessment and when a safeguarding manager/ DSL is available for support. (Please refer to the Lone Working 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
- All applicants for paid employment at YD and volunteers who work with our services users will be required to give full details of their working history including any reasons for gaps in employment.
- Have appropriate Disclosure and Barring Service (DBS) check for all workers updated at least every 3 years, for some roles this may be more frequent. Depending on the role this check may be Enhanced with Barring list check. 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. See Staff handbook for further details of the informing about convictions. YD is required to make barring referrals. DBS information is stored on our HR database and updated accordingly.
- Where applicable and for roles that go into schools we adhere to Keeping Children Safe in Education (KCSIE 2024) including the safer recruitment requirements. Including:
- Provide identification and evidence of relevant qualifications

- Pre-employment online searches and check employment history and any gaps
- 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 organisation.
- 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 thereafter. Safeguarding Team and DSL will in addition attend Level 3/Advanced & DSL Safeguarding Training.
- All recruiting managers will attend Safer Recruitment training on induction and updated every three years
- 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 :[Hampshire, Isle of Wight, Portsmouth and Southampton \(hipsprocedures.org.uk\)](https://hipsprocedures.org.uk).

Touch

YD workers, both staff and volunteers should not instigate touch with a child. However, there will be occasions where touch maybe required to assist someone who needs first aid or support to move. It is also recognised when working with younger children safe touch will be important therapeutically or to restrain for safety, where this happens the worker should be thoughtful about the response to maintain safety, and not provide confusing messages around touch. If touch is required, this should be clearly documented in Lamplight (YD client management system) and where restraint is needed/ has been used more than once, a safeguarding discussion is required to establish if the work can continue safely.

Expectations of staff and volunteers include that they:

- Comply with YD's Dignity at Work Policy (Employee Handbook) and their Job Descriptions which have their Safeguarding responsibilities documented.
- Remain alert to the possibility of child abuse and neglect.
- Maintain appropriate professional boundaries (see Employee Contracts) and avoid behaviour which might be misinterpreted by others.
- Report and record any concerning behaviour from a child towards a worker or vice versa.
- Remain conscious that their behaviour/ actions outside of the workplace could indicate an unsuitability to work with children and lead to action being taken to safeguard service users.
- Do not share any personal information including social media requests with a service user and should not request, or respond to, any personal information from a service user, 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 other partner services (both statutory and non-statutory) to help manage risk but do not meet the threshold for Local Authority Safeguarding within the limits of our service.

Governance:

See Appendix 2 for Roles and Responsibilities of Safeguarding throughout the organisation.

YD maintains a Risk Register which documents contingency planning for unprecedented demand for safeguarding, supporting safe staffing levels of practitioners and managers to mitigate risk. (See Risk Register)

Safeguarding is a standing agenda item for the following meetings:

- Trustee Board
- Senior Leadership Team
- Management Team
- Whole Team Meetings
- All individual Service Team Meetings
- Line Management/ Case Management
- Supervision/ Reflective Practice

Safeguarding Governance Review Meetings take place 3 x per year led by a DSL and including representation from all levels of the organisation to support good practice, training, learning and updates on national and organisation changes to safeguarding.

As a Charity YD must follow the guidance from the Charity Commission on safeguarding and the responsibility of the Trustees to adhere to this: <https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities/strategy-for-dealing-with-safeguarding-issues-in-charities>

YD will undertake internal audits and comply with audits from the local authority and other contract providers and partners.

Cameras, mobile phones and other recording devices.

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 Service User sessions or make use of them during any contact with Service Users other than for the purpose of recording material as part of YD's work with Service Users and with their permission. Any photographing or filming during sessions should not be of the children 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. Please refer to our Data Protection Policy.

Complaints Policy

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 Complaints Policy is available on our website and is available in alternative formats upon request.

Procedure

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's staff and/ or 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's 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 Service Users and workers and
- 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.

For offsite working please refer to the Lone Working Policy & offsite risk assessments completed for that activity to gain support.

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. Workers should be transparent with children and their families about their concerns and the information they are sharing.

Concerns should be discussed, at the earliest available opportunity, with an operational manager who is part of the Safeguarding Team, to determine the course of action. To refer to a statutory service a Safeguarding Manager's advice should be sought. 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 safeguarding manager is not available, contact should be made with a DSL.

The DSL will assess the risk regarding the information received and give guidance. If the risk is significant, they should liaise with another DSL. Where a child and or parent/carer has not consented to information being shared this should be discussed and action agreed by the DSL and a Safeguarding Manager. The rationale and legal basis for sharing should be documented in the safeguarding notes. Please also refer to the 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 Service User file in Lamplight (Client Management System), 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 Service User 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 actions should be carefully recorded/ dated with a safeguarding manager/ DSL linked in the records and are completed and signed off and per the Lamplight process (See Appendix 4). It should be clearly documented what information has been shared and with whom. Where decisions have been made not to share information a rationale must be provided in the records.



The worker will use existing structures (i.e. line management meetings, group and individual supervision) to review any ongoing areas of concern. Safeguarding supervision will be provided by managers where required to support effective work with clients and to manage complex presentations. Please ask your line manager if you feel you require this, Managers are also responsible for identifying this need.

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 may not provide the safest outcome for the child. 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. The worker will be supported to do this by a safeguarding manager and a DSL

Allegations/ Concerns about a member of the YD team or a about a Person in a position of Trust

Any concern or allegation about a member of YD's team must be taken seriously and acted upon. Please refer to the Duty to Act (Whistle blowing Policy) in the Employee 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 and Employee Handbook.

Any worker (employed or volunteer) should be aware that working with Service Users (children or adults) has the potential for Safeguarding allegations. If a YD worker (staff or volunteer) should become subject to safeguarding allegations YD has the right to instigate no-blame suspension, restricting their role and providing increased supervision until such time as there is an outcome. (See Employee Handbook)

Allegations against Other Professionals/ Organisations

These should be reported to a safeguarding manager and DSL. Advice should be sought from relevant statutory bodies (Police/ Local Authority/ other regulatory bodies – ICO / BACP etc...) before any investigation processes commence. Then follow procedures in the Duty to Act Policy and Employee Handbook.

*** (BSI 25800:2024)**

British Standards Institute: BS25800: 2024 Safeguarding for Organisations Guide.



Who to contact for Safeguarding Support in YD:

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

An up-to-date DSL / Safeguarding Team Contact List is available on YD's notice boards in each team room and also on the 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 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. See contact numbers below in Appendix 1.

Lead Safeguarding Responsibility:

CEO

The Designated Safeguarding Lead:

Head of Therapeutic Services

Deputy Designated Safeguarding Lead:

Head of Service Development

Safeguarding Team of Operational Managers are:

Head of Advocacy

Head of Business Operations & Strategy

Therapeutic Services Manager

Domestic Abuse Team Manager

Diversity & Inclusion Manager

Family Therapy Manager

ISVA Manager

Therapeutic Service Manger (Frankie Worker Service)

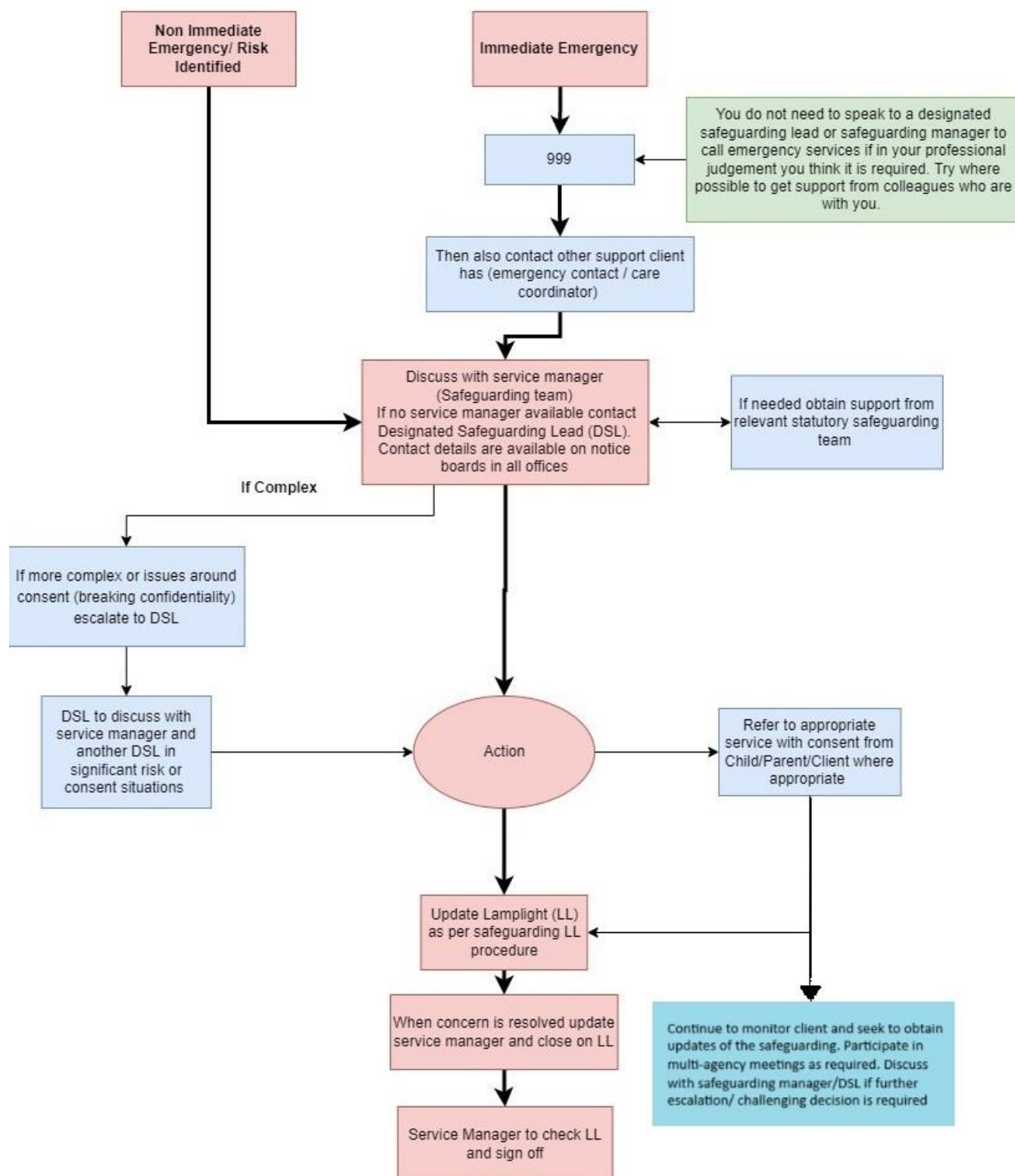
This policy is made available on our website, (www.yellowdoor.org.uk) Staff HR System. If an alternative format is required please contact Yellow Door Offices.

Appendix 2: Roles and Responsibilities

Role	Responsibilities
Trustees	• Ratify the Safeguarding Policies and Procedures and ensure that they are reviewed on an annual basis • Design of KPIs and other performance measures to ensure safeguarding is at the forefront of business provision • Review significant safeguarding risks e.g. serious case reviews • Keep abreast of the Charity Commission's strategy for Safeguarding Charities • Attend regular role appropriate training and read updates • Review the risk register in regard to safeguarding annually
Senior Leadership Team (SLT)	• Ensure Policy and Procedures are updated annually • Communicate the Safeguarding Policies to Staff and Volunteers • Provide annual Safeguarding training • Create and maintain a culture of safeguarding in the organisation • Ensure learning is fed back to the team on a regular basis • Ensure details on Safeguarding are included in the relevant Service Level Agreements • Report serious incidents to Trustees • Update the Risk Register with relevant Safeguarding measures • Facilitate regular Safeguarding Governance Review Meetings • Attend regular role appropriate training and read updates
Managers	• Ensure that staff / volunteers are following the processes established to ensure safeguarding. • Provide evidence as part of regular auditing processes • Work with the SLT when new services are established or existing services changed to ensure that Safeguarding processes are in place • Flag/ escalate any risks to SMT • Attend regular role appropriate training and read updates • Complete regular safeguarding audits • Contribute to the safeguarding culture of the organisation
Safeguarding Team	• Communicate on safeguarding regularly to inform learning and build a culture of safeguarding in the organisation. • Lead and support auditing process • Safeguarding Plans are in place and regularly reviewed • Lamplight – open concerns are monitored/ signed off • Attend regular role appropriate training and read updates
All Staff Members	• Follow the Safeguarding Policy and Procedures • Flag/ escalate any risk to Safeguarding Managers and or DSL • Attend regular role appropriate training and read updates
Volunteers	• Follow the Safeguarding Policy and Procedures • Flag/ escalate any risk to Safeguarding Managers and or DSL • Attend regular role appropriate training and read updates

Appendix 3: Procedure Flow Chart for Safeguarding

Yellow Door Safeguarding Procedure





Appendix 5: Safeguarding Teams for Children & Young People & LADO

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

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:

[Multi-Agency Safeguarding Hub | Children and Families | Hampshire County Council \(hants.gov.uk\)](https://hants.gov.uk/multi-agency-safeguarding-hub)

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.

Isle of Wight

[Report a concern \(iow.gov.uk\)](https://iow.gov.uk) See Hampshire MASH

Local Area Designated Officers (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

Isle of Wight

[Local Area Designated Officer \(LADO\) \(iow.gov.uk\)](https://iow.gov.uk) See Hampshire.



For office use only

Stage	Date	Staff member	Comments
Review date	1 Oct 2024	RE	
Update and Review	Nov 2024	RE	Significant Update
Approved by SLT	Nov 2024	NK and SL	
Signed off by Board	Nov 2024	Board of Trustees	
Review Date	Nov 2025	RE	