

Safeguarding Policy

Appendix A: Code of Conduct

General

In order that staff or volunteers do not place themselves, children or adults at risk of harm or of allegations of harm to a child/adult at risk, we require all Future First staff and volunteers to:

- Conduct yourself in a professional manner with any children/adults at risk, both in-person and online, avoiding any sense of friendship or favouritism;
- Avoid situations where you are on your own with a child or adult at risk and, in such circumstances, plan ahead, and signal the arrangement to another staff member. Measures include ensuring that there is easy sight into the room (no closed doors); having another adult in the vicinity;
- Do not give lifts in cars (or any private vehicle) to children/adults at risk, particularly one-to-one, other than in an emergency when another staff member should be informed of the circumstances as soon as practicable;
- Seek advice from Future First's Safeguarding Lead if any interaction with a child or adult at risk seems out of the ordinary or makes you feel uncomfortable.
- Contact Future First's Safeguarding Lead immediately if you are concerned about a child or adult at risk

Recognising Abuse (children)

Physical

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.

Most children and young people will collect cuts and bruises as part of the rough-and-tumble of daily life. Injuries should always be interpreted in light of the child's medical and social history, developmental stage and the explanation given. Most accidental bruises are seen over bony parts of the body, e.g., elbow, knees, shins, and are often on the front of the body. Some children, however, will have bruising that is more than likely inflicted rather than accidental.

Important indicators of physical abuse are bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, e.g., cheeks, abdomen, back and buttocks. A delay in seeking medical treatment when it is

obviously necessary is also a cause for concern, although this can be more complicated with burns, as these are often delayed in presentation due to blistering taking place sometime later.

Emotional

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children 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 own opinion, 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 the 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.

Emotional abuse can be difficult to measure, as there are often no outward physical signs. There may be a developmental delay due to a failure to thrive and grow, although this will usually only be evident if the child puts on weight in other circumstances, for example when hospitalised or away from their parents' care. Even so, children who appear well-cared for may nevertheless be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix or play with other children.

Sexual abuse and exploitation

Sexual abuse involves forcing or enticing a young person or adult at risk to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child/adult at risk 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 participating in the production of, sexual images, watching sexual activities, encouraging children/adults at risk to behave in sexually inappropriate ways, or grooming a child/adult at risk in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child sexual exploitation (CSE) is a type of [sexual abuse](#). When a child or young person is exploited they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called [grooming](#). They may trust their abuser and not understand that they're being abused.

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. (Child Sexual Exploitation DfE 2017 guidance)

Neglect

Neglect is the persistent failure to meet an adult at risk's or child's basic physical and/or psychological needs, likely to result in the serious impairment of the adult at risk's or child's health or development. Neglect may occur during pregnancy 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 care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. Neglect can be a difficult form of abuse to recognise yet have some of the most lasting and damaging effects on children.

Recognising Abuse (adults)

1. **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions. Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so, called 'honour' based violence.
2. **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
3. **Domestic Abuse** - any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to **psychological, sexual, financial and emotional abuse**.
4. **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
5. **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
6. **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive

and force individuals into a life of abuse, servitude and inhumane treatment. (Modern Slavery Bill awaiting Royal Assent)

7. **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
8. **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
9. **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
10. **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

If you suspect a child or adult at risk may be at risk of harm (in-person events)

The seven golden rules to sharing information.

1. Remember that the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately.

2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

3. Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.

4. Where possible, share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.

5. Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.

6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to-date, is shared in a timely fashion, and is shared securely (see principles).

7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

If, as a Future First member of staff or volunteer, you have any reason to suspect that a child or adult at risk may be at risk of harm, the following procedure should be followed:

- Stay calm.
- If a disclosure has been made, reassure the child/adult at risk that they are right to tell someone of their concerns.
- Do not promise confidentiality. Be honest. Explain who you need to pass the information on to and why (i.e. the appropriate person who will seek further advice and help.) The individual can accompany you if they wish. Only the people who need to know will be told.
- Allow the child/ adult at risk to speak in their own way and at their own pace, avoid interrupting when they are recalling significant events. Take a note if you can.
- Do not be judgemental, but make a professional judgement on the likelihood of harm occurring.
- Do not interview the child or adult at risk; do not ask leading questions. Some factual questions are permitted in order to gather as much information as possible to create a full picture of what has happened so that this can be reported to the safeguarding designated person.
- Only clarify what the child/adult at risk is trying to say and ascertain whether there are any immediate issues of safety for the child/adult at risk or any other children/adult at risk.
- If you are a volunteer, tell the Future First staff member who you are working with that you have concerns. The Future First staff member will provide you with a Safeguarding Concern Report Form to complete. Note as accurately as possible what was said using the Safeguarding Concern Report Form in Annex 1. Use the adult at risk / child's own words, do

not interpret. You should pass on any written notes (taken while speaking to the child or adult at risk) to the Future First staff member as well.

- The Future First staff member will alert Future First's Safeguarding Lead. Future First's Safeguarding Lead will alert the school/college Designated Safeguarding Lead.
- If you are a Future First staff member, do not investigate any suspicions, allegations or incidents of abuse, or contact the individual's parents or carers, but report the incident within the hour (or as soon as practicable) to Future First's Safeguarding Lead using the Safeguarding Concern Report Form in Annex 1. You should pass on any written notes (taken while speaking to the child or adult at risk) to the Safeguarding Lead as well.
- Future First's Safeguarding Lead will, in the first instance, make contact with the school/college's Safeguarding Lead. However, where there is a concern that a child or adult at risk is experiencing, may already have experienced abuse or neglect, is suffering or is likely to suffer 'significant harm' then Future First's Safeguarding Lead will refer immediately to the Local Authority Children's Services at the local authority and, in emergencies, the police.
- Where there is concern of a real threat to life, Emergency Services must be contacted immediately.
- If Future First's Safeguarding Lead is not available, advice should be sought from the Deputy Safeguarding Lead. Appendix B provides further guidance on recording and storing details of incidents, and contacting the relevant authorities.

Specific advice relating to use of online digital communication including social media

General advice

- Transparency, openness and appropriate professional purpose must underpin any of Future First's interaction with children/adults at risk via digital means.
- It is good practice to keep email contact with children and adults at risk brief, formal and professional.
- Other than general communications on behalf of the Charity itself, digital messaging services should not be used to communicate with children or adults at risk. Where it is necessary (for example when delivering an online programme) and it entails volunteers having direct contact with children or adults at risk, digital technology will be used only if it allows communication to be monitored, and the volunteer will receive additional safeguarding training and will be DBS checked to an enhanced level. Where Future First staff need to use digital messaging services to contact children or adults at risk, they will only do this on a phone and using a number provided by Future First.

- Mobile numbers of students must not be stored on a Future First staff member's personal mobile and children/adults at risk should not have access to Future First staff or volunteer personal mobile numbers.
- Staff should never give children or adults at risk their personal email addresses.
- Volunteers should not exchange any personal contact details with children or adults at risk. Any contact between volunteers and pupils should be facilitated by the Charity or the school/college.
- It is not appropriate for staff or volunteers to connect with (e.g. become Facebook "friends" or connect with/follow on social media) any child or adult at risk met through Future First.

Using the Future First Hub

Schools may allow students (under 18s and/or those still in full time education) to access the Future First Hub. Student access will be restricted to public areas of the site only, and their profiles will be anonymised. Volunteer profiles will also be anonymised for student users. Student posts are subject to regular, stringent moderation.

Students

- Must sign and adhere to a code of conduct before being allowed access to the Hub

Volunteers

- Must sign and adhere to a code of conduct before being allowed access to the Hub
- Have the functionality to be able to report safeguarding concerns through the Hub
- Will only receive direct messages from their school or college and other alumni users (provided a connection request is accepted)

Schools

- Are responsible for providing Hub access to suitable students and will be issued with guidance notes from Future First in order to identify such students
- Are responsible for ensuring that students leaving school before the age of 18 are registered as student users, and for providing a date in the future (once the individual is 18) when the student user record can be converted to a volunteer record
- Agree to monitor moderation of posts and act quickly and appropriately on any concerns

Photography, video recording and audio recording

- Any photograph, video or audio recording taken of a child or adult at risk must be for legitimate purposes in accordance with the Charity's objectives. The validity and necessity of

such photograph or recording must be transparent, obvious and approved in advance by the Safeguarding Lead.

- Consent for taking and use of photographs, video or audio recording must be obtained; recordings must never be clandestine. The consent form can be found [here](#).
- Full details of the consent policy and process for photography, video and other media can be found by Future First staff on the knowledge base site.

Annex 1: Safeguarding Concern Recording Form

Name of Adult or child subject of concern		
Address		
Contact Number		
Day/Date/Time		D.O.B.
Person raising the concern.	Name	
	Contact Details	

Please indicate the type of abuse suspected (please tick more than one if appropriate):			
Physical	<input type="checkbox"/>	Financial/Material	<input type="checkbox"/>
Sexual	<input type="checkbox"/>	Self-Neglect	<input type="checkbox"/>
Neglect/acts of omission	<input type="checkbox"/>	Domestic Abuse	<input type="checkbox"/>
Emotional/ Psychological	<input type="checkbox"/>	Modern Slavery	<input type="checkbox"/>
Discriminatory	<input type="checkbox"/>	Organisational	<input type="checkbox"/>
Location of the incident or event that is the subject of the concern:			
<p>Details of the concern/incident - <i>Include clear and factual outline of the concern being raised with dates, times, people and places, and any witnesses where appropriate. (please use additional sheet if required)</i></p>			

Where is the adult or child (or both) now in relation to the source of harm or alleged abuser?		
In your opinion does the alleged abuser pose a risk of harm to others. <i>If yes, please describe the risk and names of others potentially at risk from this concern.</i>	Yes	No

In your opinion does the adult or child have any vulnerability or communication difficulties? <i>(i.e., a physical or mental impairment or illness - give details)</i>		
Is the adult or child aware that the concern is being reported? <i>If no, why?</i>	Yes	No
Are you aware if a Safeguarding concern has been made about this person before?		
Yes	No	Not Known
Is the relevant person involved with any other agencies?		
Yes	No	Not Known
<i>If YES provide details</i>		

Actions Taken			
Date	Person taking action	Action taken	Signature

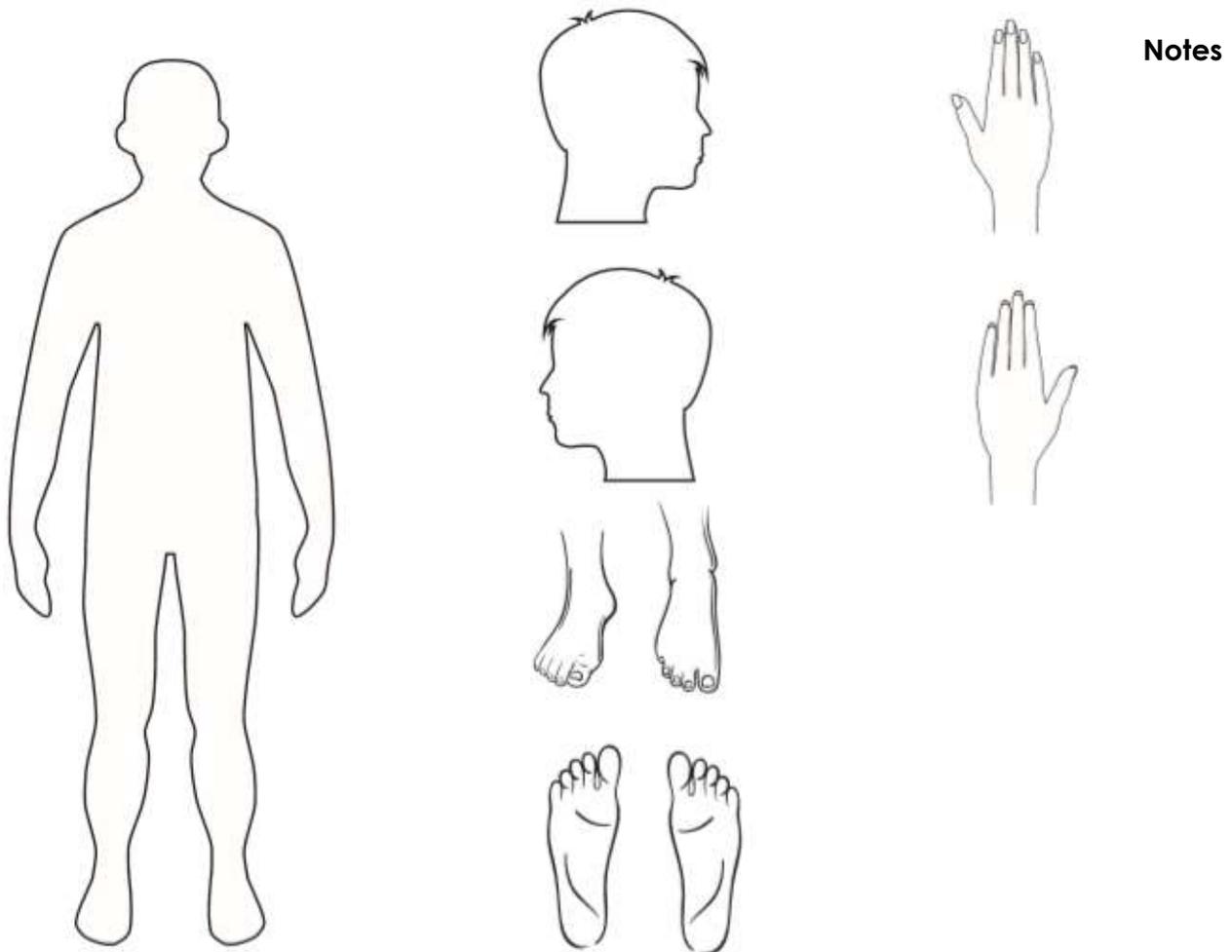
You should forward this completed form to Future First's Safeguarding Lead using laura.underwood@futurefirst.org.uk within the hour or as soon as practically possible.

Annex 2: Body Chart

Name of child/adult:

This chart must be issued together with the Safeguarding Concern Reporting Form.

You should show clearly the location of your concern and label with a number and a brief description e.g., "1. Burn about 4cm". On the Safeguarding Concern Form refer to the injury using the same number and description.



Annex 3: Guidance on completing the Safeguarding Concern Form

It is important that this concern form is fully completed in a timely manner. The details are important. To help the Safeguarding Lead respond and refer appropriately you should follow the guidance below.

- Enter all the admin details including date of birth, if known (this will be asked for when a safeguarding referral is made to either Social Services or the police)
- Include full names (not initials)
- Make sure the concern is given in detail using the words of the child/adult who the concern is about
- Don't report what other people have told you – they must write their own concern form
- Only write about one child/adult on each form
- Remember that concern forms are used in court cases and inquests as primary documents – so they must be complete, factual and accurate
- Make sure you use the Future First Safeguarding Concern Reporting Form to record your concern. Do not use any other forms or simply a piece of paper. Writing on other forms can cause confusion and errors
- If you jotted your notes down on a piece of paper whilst talking to the child/adult or immediately afterwards, retain and forward in person to the Future First Safeguarding Lead where it will be scanned and retained electronically
- If you cannot access a copy of the Future First Safeguarding Concern Form, then contact the DSL (or Deputy) as soon as you are able.
- Once completed, the concern form should be emailed to laura.underwood@futurefirst.org.uk
- Please contact the Safeguarding Lead (or Deputy) about your safeguarding concerns by telephone as soon as possible. It can take several hours to deal with even urgent concerns and the earlier the contact the better
- Finally, ensure you sign, date and time the concern form

Annex 4: Chronology Sheet

This information is gathered to provide an overview of the nature of concerns and details of significant professional interventions.

Date & Time	Nature of contact including name of person(s)	Key issues discussed, risks identified, actions agreed or taken in response	Signature and role of record keeper