



Monty's Community Hub

SAFEGUARDING POLICY

(CHILDREN, YOUNG PEOPLE & ADULTS AT RISK)

1. POLICY STATEMENT

Monty's Community Hub is committed to safeguarding children and adults at risk, and believes their safety and wellbeing to be of paramount importance. Monty's expects everyone who works with children and adults at risk to:

- Be attentive to the needs of children and adults at risk, doing whatever is needed to maintain their safety and wellbeing;
- Treat children and adults at risk with respect and dignity, defending their innocence and upholding their trust;
- Treat everyone in a way which demonstrates their high value as individuals and their right to protection from abuse – regardless of age, culture, ability, gender, ethnicity, religious belief, sexual orientation or identity;
- Be aware of potential risks to children and adults at risk, and do what we can to minimise these risks;
- Listen to children and adults at risk – taking their concerns seriously, and responding to all suspicions and allegations of abuse and poor practice without delay.

—REMEMBER: it's everyone's responsibility to help safeguard children and adults at risk!—

This policy applies everyone who works with children and adults at risk through Monty's, including all staff and volunteers (including trustees) even if they themselves are not yet 18 years old. Following this policy is part of our commitment to the Charity Commission and other organisations which require us to be diligent in safeguarding children and adults at risk. A statement reaffirming this commitment will be included in our annual reports.

This policy should be read in conjunction with Monty's other relevant policies and procedures (ie, Health & Safety, Lone Working, etc) which outline our expectations within specific settings. Monty's is supported by the Diocese of Winchester, part of the Church of England, which includes the support and advice of the Diocesan Safeguarding Manager.

2. OVERSIGHT & LEGAL RESPONSIBILITIES

The trustees of Monty's Community Hub are ultimately responsible for ensuring all vulnerable groups are safeguarded, and that we meet all legal responsibilities in this area.

The trustees will ensure our Safeguarding Officer maintains an overview of what is happening with regard to the safety and wellbeing of children and adults at risk, and seek to improve this where possible.

3. DEFINITIONS OF CHILDREN & ADULTS AT RISK

CHILDREN: We define a child as anyone who has not reached their 18th birthday.

ADULTS AT RISK: We define adults at risk as those who are over the age of 18, but who have a reduced capacity to protect themselves against significant harm, abuse or exploitation. This may include anyone who is elderly or frail due to ill health, physical disability or cognitive impairment; has a learning/physical disability or sensory impairment; has mental health needs including dementia or a personality disorder; has a long-term illness/condition; misuses substances or alcohol; is a carer (family member/friend) and subject to abuse; does not have capacity to make a decision and is in need of care and support.

NOTE: We use the phrase 'adults at risk' where previously we may have used 'vulnerable adults'. The phrase 'vulnerable adults' is now defined as anyone receiving specific support (eg, medical care), referring to the notion that any adult is considered vulnerable at the point of receiving this support, and is not necessarily considered 'vulnerable' at other times.

4. STAFF & VOLUNTEERS

Monty's is committed to a 'safer recruitment' process for all staff and volunteers (including trustees). Full details of our procedures for recruiting, inducting and training staff/volunteers can be found in other policies (*Volunteering, Safer Recruitment, etc*), but the general principles of 'safer recruitment' includes:

- a written **Role Description**
- a completed **Application Form** & Confidential Declaration
- at least two **References** (*essential for staff/trustees, good practice for volunteers*)
- an **Interview** or Discussion – with written record
- a satisfactory **DBS Check**
- approval by Trustees
- an **Induction**
- a **Probation**/settling-in period
- **Basic Training** – including Safeguarding, GDPR, H&S, etc
- regular **Supervision** meetings (*monthly for staff, termly for volunteers*)
- an Annual **Appraisal** (*for staff*)

DBS Checks will be completed for all staff/volunteers before starting any regular role with children or adults at risk. (DBS checks with a check of Barred Lists will always be done before people begin Regulated Activity with children or adults at risk.)

Compulsory Safeguarding Training will be given to all staff/volunteers on an annual basis.

Monty's expects all its staff and volunteers:

- to behave in a way which is above reproach at all times, taking care not to act inappropriately or in a way which could be seen by others as inappropriate;
- to never be alone with a child/adult at risk, out of sight of others, unless this serves the express wellbeing of the child/adult at risk (this should be agreed with the Team Leader in advance, and any time spent alone should be kept to a minimum);

- to ensure there is always at least two adults in the room with children or adults at risk (or at least one other adult within line of sight and easy calling distance);
- to keep any physical contact to an absolute minimum – only ever at the instigation of the child/adult at risk, only in public, and only if it's for their wellbeing.

5. WHAT IS ABUSE?

- **PHYSICAL ABUSE** is when a child or adult at risk is deliberately hurt or harmed. This may include hitting, shaking, throwing, poisoning, burning, suffocating, or inducing/fabricating an illness. This may also include female genital mutilation (FGM).
- **SEXUAL ABUSE** involves forcing or enticing a child or adult at risk to take part in sexual activities. This may involve physical contact (eg, penetration or sexual touching), non-contact activities (eg, encouraging sexual behaviour, or involving children in watching pornography or sexual activities), or grooming in preparation for abuse. Sexual abuse can be perpetrated by men or women, or by other children.
- **PSYCHOLOGICAL or EMOTIONAL ABUSE** is the consistent maltreatment of a child or adult at risk, causing adverse effects on their psychological/emotional wellbeing or development. This may include being made to feel unloved or inadequate, being shamed, taunted, humiliated or bullied, suffering from over-protection, or being given responsibility beyond their years or capability.
- **FINANCIAL or MATERIAL ABUSE** is the misuse of money and assets belonging to a child or adult at risk. This may include scams, theft, fraud, exerting pressure regarding wills/inheritance, misappropriation of property or benefits, controlling the use of money or assets, or using these in ways which are not in their best interests.
- **NEGLECT** is the persistent failure to meet the basic needs of a child or adult at risk; not being given the care needed to maintain their health, safety, and wellbeing.
- **DISCRIMINATORY ABUSE** is abuse motivated by discriminatory and oppressive attitudes towards age, race, gender, cultural background, religion, disability or impairment, sexual orientation, or other factors.
- **INSTITUTIONAL ABUSE** (including neglect and poor practice) may take the form of isolated incidents of poor or unsatisfactory professional practice (eg, in a care home), through to persuasive ill treatment or gross misconduct.
- **VERBAL ABUSE** such as shouting or swearing.
- **SPIRITUAL ABUSE** is the use of faith or spirituality to manipulate or control people.
- **GROOMING** is when someone builds an emotional connection with a child or adult at risk to gain their trust for the purposes of abuse or exploitation; this can be online or face-to-face, by a stranger or someone they know (eg, family, professionals); and they may not understand that they have been groomed/abused.
- **DOMESTIC ABUSE** (*see Section 6 below*).

Abuse may also take the form of scams, abuse of trust, radicalisation, forced marriage, 'honour-based' violence, female genital mutilation, human trafficking or modern slavery.

Signs of Abuse:

All staff and volunteers have a responsibility to be aware of signs of abuse and neglect, so that they are able to identify cases where children or adults at risk may be in need of help or protection. Signs of abuse or neglect may include:

- Physical injuries.
- Aggressive behaviour towards children or adults at risk (physical/verbal)..
- Very young children left unsupervised.
- Fighting or bullying behaviour.
- Unexpected change or oddness in behaviour.
- A child or adult at risk disclosing their experience (writing, drawing, speaking).
- An adult spending a lot of time alone with children.

These are just a few of the more obvious indications of abuse; we should all be vigilant in looking out for these and other indications.

Further guidance about child sexual exploitation, cyberbullying, domestic violence, fabricated illness, female genital mutilation (FGM), forced marriage, gangs and youth violence, radicalisation, sexting, teenage relationship abuse, trafficking, and violence against women and girls (VAWG) can be found at www.nspcc.org.uk and via the GOV.UK website.

6. DOMESTIC ABUSE

Monty's is committed to promoting and supporting an environment which:

- Ensures all people feel welcomed, respected and safe from abuse.
- Helps protect those vulnerable to domestic abuse from actual or potential harm.
- Recognises equality among people and within relationships.
- Enables concerns to be raised and responded to openly and consistently.

Monty's affirms that:

- All forms of domestic abuse cause damage to the survivor and express an imbalance of power in relationships.
- All survivors have the right to equal protection from all types of harm or abuse.
- Domestic abuse can occur in all communities.
- Domestic abuse may be a single incident, but is usually a systematic, repeated pattern which escalates in severity and frequency.
- Domestic abuse, if witnessed or overheard by a child, is a form of child abuse by the perpetrator of the abusive behaviour.
- Working in partnership with children, adults and other agencies is essential in promoting the welfare of any child or adult suffering abuse.

Monty's aims to respond to domestic abuse by:

- Valuing, listening to and respecting survivors and perpetrators of domestic abuse.
- Raising awareness about support services, resources and expertise, through providing contact information in public and private areas.
- Ensuring that those who have experienced abuse can find safety and informed help.

- Working with the appropriate statutory bodies during an investigation into domestic abuse, including when allegations are made against a member of our community.
- Offering informed and appropriate pastoral care to any child, young person or adult who has suffered or perpetrated abuse (and identifying/outlining appropriate relationships for them and those with pastoral care responsibilities).

7. REPORTING SUSPECTED ABUSE

General guidance for reporting suspected abuse:

- Remember that the welfare of the child or adult at risk is more important than any other consideration (eg, whether you could upset or offend someone).
- You can trust the Safeguarding Officer to take reports seriously, but not to overreact.
- Reporting even small or seemingly insignificant things is important, because there may be a number of small things which, taken together, become significant.
- Do not talk to other people about the situation (not even the parent/carer), only the person you are reporting to and anyone you/they agree should be informed.
- Especially do not challenge/confront/question people who are suspected of abuse.
- Ensure that the alleged perpetrators do not know that you are referring them, since they may become aggressive towards you or towards the child or adult at risk in question, or try to persuade you to not report it, or even destroy evidence.

Dealing with disclosures from children or adults at risk:

People who are abused often let small clues slip out in normal conversation over a period of time. You should take note of these clues, write them down and take advice from the Safeguarding Officer. If a child or adult at risk starts to directly tell you about abuse, your response (ie, what you do and say) is very important because:

- Your attitude could stop a child or adult at risk telling you something which they may have taken a long time to get up courage to say.
- It can affect the outcome of any future court case/custody case.

What to do if a child or adult at risk makes a disclosure:

- Never promise to keep anything a secret (*instead explain that you will be treat it with confidence, but under certain circumstances disclosure will be necessary*).
- Listen carefully – without asking leading questions, while avoiding making any comments or judgements.
- React calmly (be aware of your body language/non-verbal signs).
- Even if they have broken a rule, reassure them they are not to blame for the abuse.
- Be aware they may have been threatened.
- Reassure them they have done the right thing by telling you.
- Never push for information – if they decide not to tell you anything after all, you should accept their decision, and let them know you are always ready to listen.
- Tell them what you're going to do next, and that they will be kept informed about what's happening at each stage.
- Report it to the Monty's Safeguarding Officer as soon as possible (within 24 hours).
- Find support for yourself (the Safeguarding Officer will be able to help with this).

Helpful things to say or convey:

- ✓ "I believe you."
- ✓ "I'm glad you have told me."
- ✓ "It's not your fault."
- ✓ "I will help you."

Things you should avoid saying:

- × "Why didn't you tell anyone before?"
- × "Are you sure this is true?"
- × "Why?" "How?" "When?" "Who?" "Where?"
- × "I am shocked", or "Don't tell anyone else."

Concluding:

Reassure the child or adult at risk that they were right to tell you. Inform them of what you are going to do next, and that you will let them know what happens. (Your next steps are to write notes and report everything as outlined below.) Concerns and allegations will be taken seriously, with referrals to relevant agencies and/or the police where appropriate.

Making notes:

As soon as possible following the disclosure (ideally within an hour) you should make full notes of what you have been told. It is best to use our SAFEGUARDING REPORT form, but if this isn't possible, remember to record the following information in your notes:

1. **Who was involved** (names of key people)
2. **What happened** (facts not opinions)
3. **Where it happened**
4. **When it happened** (date/time)
5. **How it happened** (how the disclosure took place)
6. **Whom you contacted/referred to**

Always use the actual words the person making the disclosure used (ie, do not 'translate' into proper names, etc). As far as possible use the exact words used in the disclosure.

You may find it helpful to use a "body map" diagram to indicate areas of injury/abuse (copies of this diagram will be kept with our safeguarding report forms).

The original copies of all notes/documents should be kept safely and passed on to the Safeguarding Officer, who will forward a copy to the Diocesan Safeguarding Manager. (If you type up your notes, keep a copy of the hand-written notes.) All records should be kept in a secure place; the Safeguarding Officer will show you where these will be stored.

How to report if you see or hear something which concerns you:

Tell the Safeguarding Officer what you observed. Your vigilance could save a child or adult at risk from harm. This could include negligent or aggressive behaviour by a parent or carer, or inappropriate behaviour by adults or children. All concerns will be investigated and relevant action taken where this is appropriate. Concerns must be reported following the principle of no delay, with due consideration to the level of presenting risk.

Allegations of historic abuse:

All staff/volunteers should bear in mind that, as well as children and adults at risk, disclosures might also be made by adults who suffered from abuse or neglect as a child. This still counts as child abuse, and these same guidelines should be followed.

NOTE: See APPENDIX for a flowchart outline for how to report safeguarding concerns.

NOTE: See separate SAFEGUARDING HELPSHEET for a handy summary of this information.

8. WHISTLE-BLOWING

Monty's is committed to fostering a culture which encourages and enables transparency, reporting of concerns, and whistleblowing. We recognise that our staff/volunteers are likely to be the first to notice suspicious behaviour from a team member, or to recognise that something is wrong. We also recognise that staff/volunteers may feel uncomfortable or reluctant to "blow the whistle" on a friend or colleague (for example, they may worry about the repercussions, disrupting the project, damaging reputations, getting it wrong, not being believed, or being victimised). However, for the wellbeing of the people concerned and of the charity as a whole, Monty's encourages anyone who has a concern, suspicion or uneasiness about the behaviour, practice or performance of anyone else, to voice their concern as soon as possible. *See Whistleblowing Policy for more information.*

9. RECORD KEEPING & STORAGE

Incidents of abuse may only come to light after a long period of time, in some cases many years. Therefore, all relevant records, documents, and correspondence must be securely retained for a minimum of 50 years. This should include:

- Staff and volunteer recruitment and training records;
- Copies of our Safeguarding Policy and revisions;
- Records of abuse allegations/incidents and notification to appropriate authorities;
- A record of our historic insurance policies.

Individuals mentioned in these records should be notified that this information may be held for a long time. All such records should be reviewed periodically to ensure that the storage of such information is still appropriate in accordance with GDPR regulations.

All records are kept separately and securely in lockable storage containers, with access strictly limited to those who are entitled to see it as part of their duties. In the event that Monty's ceases to operate, alternative storage provision must be arranged to ensure that the documents are available if an allegation of abuse arises.

10. ELECTRONIC COMMUNICATIONS

Monty's expects all staff and volunteers to ensure that all their communications with children and adults at risk (including email, text, online messaging, social networking):

- Are appropriate and wholesome in content.

- Are at appropriate times (good practice would be not to contact children or adults at risk between 9pm and 7am).
- Avoid children or adults at risk getting the idea that there is a “special relationship” developing beyond a normal relationship with a member of the Monty’s team.
- Ensure no personal or contact information is shared with others (*always think: will this allow others to see their contact information?*).

Furthermore, all staff and volunteers are expected to follow these guidelines:

- Staff should not be ‘friends’ with any of the children or adults at risk that we work with on Facebook or other social networking platforms, nor use their messaging services to communicate with them. Monty’s will sign up for an account with the most relevant platforms and, if necessary, staff/volunteers will be able to communicate with children or adults at risk through this account.
- Staff and volunteers should never share their personal phone/contact information with children or adults at risk. When necessary, staff should only text children or adults at risk via official staff mobile phones.
- If children or adults at risk attempt to contact you via social media or private phone numbers, staff/volunteers should politely decline, and direct them towards the Monty’s phone number/social media accounts. If necessary, staff/volunteers might need to block children and adults at risk from their accounts.
- All staff and volunteers should keep a record of any electronic communications with children and adults at risk in case of misunderstandings – this applies to all messages in both directions. Trivial items only need be kept for a month or so, but more significant items should be kept for at least a year (although if the communication is the subject of further action, they may need to be kept for a long time).
- As always, any indication which suggests a child or adult at risk is being harmed or neglected must be referred to the Safeguarding Officer.

More information about safer internet use and social networking for children and adults at risk can be found in our relevant policies. The Safeguarding Officer can also direct staff and volunteers to information which helps people understand how to keep safe online.

11. PHOTOS/VIDEOS

Following GDPR, photos/videos of individuals should only be taken with the explicit advance consent of the individual or their parent/carer.

At Monty's, photos/videos should only be taken with the express permission of the Team Leader for that session, only using Monty’s cameras/phones, and must only be stored on secure password-protected devices. (This means that staff and volunteers should never take photos/videos of individuals at Monty's on their personal cameras/phones.)

If photos of children or adults at risk are used in publicity or social media, their first name can be used but no other personal information should be shared.

NOTE: Following GDPR, we must always identify our reason for processing personal data (eg, photos/videos) in order to decide which lawful basis you are using to do so. At Monty's we always aim to gain explicit consent – however, this is only one lawful basis for processing personal data. Another lawful basis is 'legitimate interest' which, according to the ICO, is "likely to be most appropriate where you use people's data in ways they would reasonably expect and which have a minimal privacy impact." For example, at a public performance or event, people may reasonably expect photographs to be taken of the crowds or performers, which is likely to have minimal privacy impact on the subjects of the images. If so, 'legitimate interest' is a lawful basis to take, store and use those images.

USEFUL CONTACT DETAILS

Safeguarding Officer: Anna Jacklin – 07493 306046 / safe@montys.org.uk

Deputy Safeguarding Officers: Josh Allen – 07411 517900
Tammy Oliver – 023 8178 2238

Diocesan Safeguarding Manager: Jackie Rowlands – 01962 737317 / 07921 865374
/ safeguarding@winchester.anglican.org

MASH (Multi-Agency Safeguarding Hub) 023 8083 3336 / mash@southampton.gov.uk

Local Safeguarding Children Board 023 8083 2995 / lscb@southampton.gov.uk

Local Safeguarding Adults Board 023 8083 2995 / lsab@southampton.gov.uk

APPENDIX 1 – SAFEGUARDING REFERRAL FLOWCHART – *see back page*

APPENDIX 2 – LEADER TO PARTICIPANT RATIOS

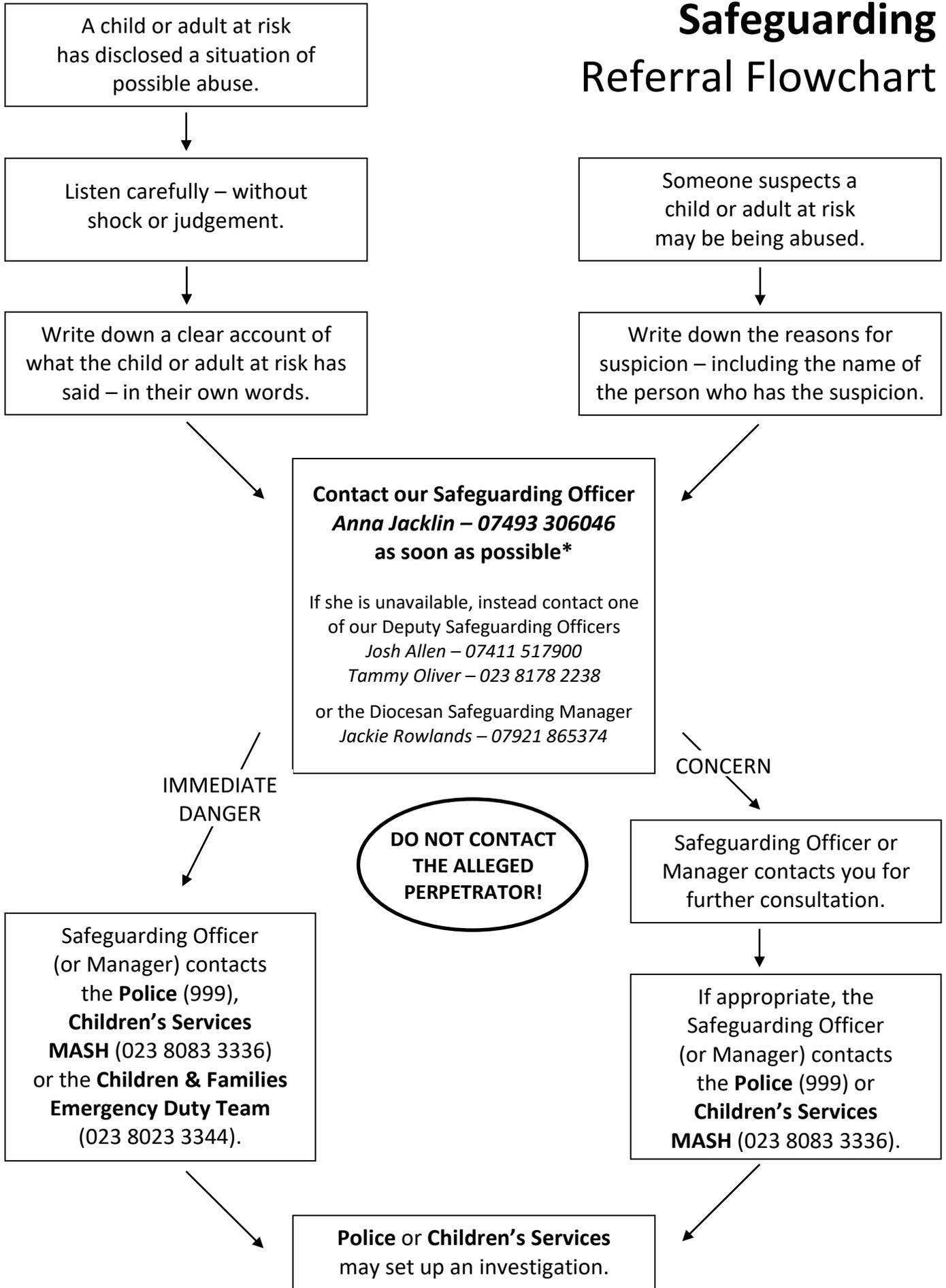
When working with groups of children, young people or adults at risk, it’s important that the level of supervision is appropriate to their age and needs – which may be very specific.

The Diocese of Winchester recommends we use the following ratios for children under 8 years old. For older children/adults, appropriate ratios should be decided during risk assessment – but the recommendation is three leaders for groups of up to 20 people; with more for larger groups.

REMEMBER: ALL OUR GROUPS/ACTIVITIES SHOULD HAVE AT LEAST TWO ADULT LEADERS (IDEALLY ONE MALE AND ONE FEMALE FOR MIXED GROUPS).

AGE RANGE	ADULTS:CHILDREN
0-2 yrs	1:3
2-3 yrs	1:4
3-8 yrs	1:8
8 yrs +	Risk Assessment

Safeguarding Referral Flowchart



*If you cannot reach the Safeguarding Officer (or alternative contacts) and it is deemed that the child or adult at risk is in immediate danger, you must contact **Police** or **Children's Services MASH** directly using the numbers above.