The Pump (East Birmingham) Limited

SAFEGUARDING POLICY

“It is the right of all children and young people to be free from violence, abuse and neglect “


Dec 2018 Update
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Statement</td>
<td>4</td>
</tr>
<tr>
<td><strong>Part 1: Safeguarding Policy</strong></td>
<td></td>
</tr>
<tr>
<td>1. Introduction</td>
<td>6</td>
</tr>
<tr>
<td>2. Overall aims</td>
<td>7</td>
</tr>
<tr>
<td>3. Key Principles</td>
<td>7</td>
</tr>
<tr>
<td>4. Key Processes</td>
<td>8</td>
</tr>
<tr>
<td>5. Expectations</td>
<td>8</td>
</tr>
<tr>
<td>6. The Designated Safeguarding Lead</td>
<td>8</td>
</tr>
<tr>
<td>7. The Board of Trustees</td>
<td>9</td>
</tr>
<tr>
<td>8. A Safer Education Culture</td>
<td>10</td>
</tr>
<tr>
<td>8.1 Safer recruitment and selection</td>
<td>10</td>
</tr>
<tr>
<td>8.6 Staff support</td>
<td>10</td>
</tr>
<tr>
<td>9. Our Role in the Prevention of Abuse</td>
<td>11</td>
</tr>
<tr>
<td>10. Safeguarding Young People who are at risk of Radicalisation</td>
<td>11</td>
</tr>
<tr>
<td>10.6 Risk reduction</td>
<td>12</td>
</tr>
<tr>
<td>10.8 Response</td>
<td>12</td>
</tr>
<tr>
<td>10.14 Channel</td>
<td>12</td>
</tr>
<tr>
<td>11. Safeguarding Young People who are at risk of Exploitation, Forced Marriage, Female Genital Mutilation or Trafficking</td>
<td>13</td>
</tr>
<tr>
<td>11.8 Reporting of female genital mutilation</td>
<td>14</td>
</tr>
<tr>
<td>12. Children Who May be Avoiding Attending Education</td>
<td>14</td>
</tr>
<tr>
<td>13. What We Do when we are Concerned</td>
<td>14</td>
</tr>
<tr>
<td><strong>Part 2: The Key Procedures</strong></td>
<td></td>
</tr>
<tr>
<td>Flow Chart: Responding to concerns about a child</td>
<td>15</td>
</tr>
<tr>
<td>14. Our Role in Supporting Children</td>
<td>16</td>
</tr>
<tr>
<td>15. Responding to an Allegation about a Member of Staff</td>
<td>16</td>
</tr>
<tr>
<td>16. Data Protection &amp; Management of Confidential Information</td>
<td>17</td>
</tr>
<tr>
<td>17. Photography</td>
<td>17</td>
</tr>
<tr>
<td>18. Outreach Work</td>
<td>18</td>
</tr>
<tr>
<td>19. Taking Children &amp; Young People Off Site</td>
<td>18</td>
</tr>
<tr>
<td>20. Storage of Risk Assessments</td>
<td>18</td>
</tr>
<tr>
<td>21. Emergency Situations &amp; Lock Down</td>
<td>18</td>
</tr>
</tbody>
</table>
### Appendices

| Appendix 1: Definitions and Indicators of Abuse | Page 21 |
| 1. Neglect | Page 21 |
| 2. Physical Abuse | Page 21 |
| 3. Sexual Abuse | Page 22 |
| 4. Sexual Exploitation | Page 23 |
| 5. Emotional Abuse | Page 23 |
| 6. Responses from Parents / Guardians | Page 24 |
| 7. Disabled Children & Young People | Page 24 |
| Appendix 2: Dealing with a disclosure of abuse | Page 25 |
| Safeguarding Proforma (Bound Book Two) | Page 27 |
| Appendix 3: Allegations about a Member of Staff, Volunteer or Other Adult in the Building | Page 28 |
| Appendix 4: Indicators of Vulnerability to Radicalisation | Page 29 |
| Appendix 5: Preventing Violent Extremism – Roles and Responsibilities of the Single Point of Contact (SPOC) | Page 31 |
| Appendix 6: Roles and Responsibilities of Everyone in the Building in Regards to Safeguarding | Page 32 |
| 1. The Charity | Page 32 |
| 2. Personnel | Page 32 |
| 3. Resident Organisations | Page 33 |
| 4. Safe Working Practice Guidance for Staff & Building Users | Page 34 |
| o 4a ‘Dos’ | Page 34 |
| o 4b ‘Don’ts’ | Page 36 |
| Appendix 7: Data and Information Sharing | Page 37 |
| 1. Public Information | Page 37 |
| 2. Record Keeping & Information Sharing | Page 37 |
| Appendix 8: Emergency Incident Protocol | Page 38 |
| Appendix 9: Terrorism, Firearms & Weapon Attacks | Page 42 |
| Appendix 10: Notification of Departmental Visit Form (NODV) | Page 43 |
| Notice for Parents & Carers Using The Pump | Page 48 |
| Notice for Adults & Young People Using The Pump | Page 49 |
| Notice for Adults & Young People Using Computers and Internet at The Pump | Page 50 |
| Useful Links | Page 51 |
“Children in all age groups can be vulnerable so it is important that … services also address the needs of older children to provide a timely offer of help to teenagers. The importance of early help for this age group is as vital as it is for young children.”

The Government’s response to the Munro review of child protection July 2011

POLICY STATEMENT

The Pump is committed to practice that protects children (those under the age of 18), young people, those who may be disabled and others who may be particularly vulnerable, from harm, in keeping with the Objects (4.1.1-4.1.7) of the Charity. Staff and volunteers who work for The Pump will recognise and accept our responsibilities to develop the awareness of the issues that may cause young people harm.

We will ensure our staff and volunteers are carefully selected, screened, trained and supervised. Furthermore, we will endeavour to keep up to date with national developments relating to the care and protection of young people.

We, as an organisation, should equip staff with the necessary information and knowledge to give young people the support, guidance and help needed.

Our aim is to foster a culture of awareness and openness, which enables issues about safeguarding and promoting welfare to be:

- raised – whether by staff, children & young people or other Centre users
- addressed - using effective and clearly understood procedures and working practices including those that involve working with appropriate partner agencies to this end

All young people regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity will have the equal right to protection from all types of harm and abuse.

The Pump will fulfil its safeguarding responsibilities by ensuring that:

The Charity:

- Develops & uses clear processes and systems which actively promote welfare and facilitate the safeguarding of all its agents and users of its premises and services in the context of its operations (see safeguarding policy and procedures: CHARITY)

Safeguarding Policy 2018
Review by: Louise Edwards, Safeguarding Trustee
Staff:

- Are aware of and supported to implement, agreed child protection and safeguarding procedures and comply with safe working practice guidelines (see safeguarding policy and procedures: STAFF APPENDIX SIX)

Resident organisations:

- Will be mindful of the mission of The Pump namely that of working with children and young people. They must therefore sign an agreement to acknowledge that they will have a role in contributing toward a safe culture and will recruit staff with this in mind.
- Must inform the Pump Director of any member of their staff who has committed any offences which make them unsuitable to be around children or young people
- Must ensure their staff understand the protocols of interacting with the users of The Pump which may include children, young people and vulnerable adults
- Must undertake safe practices in their method of working so that no-one else’s Health and Safety is put at risk by the actions of a resident organisation. This includes an omission to do something to keep people safe.
- Co-operate with and contribute to a building-wide safeguarding agenda including appropriate information sharing (see safeguarding policy and procedures: RESIDENT ORGS APPENDIX SIX)
PART ONE: SAFEGUARDING POLICY

Charlotte Linforth (Project Director) and Louise Edwards (Safeguarding Trustee) are responsible for developing and reviewing the organisation’s Safeguarding Policy. However, all workers (paid or unpaid) of The Pump are required to implement the policy and associated procedures.

Ratified by the Board of Trustees (Dec 2018)

To be reviewed annually with next review: Dec 2019
Version number: 02/2018

1. INTRODUCTION

1.1 Safeguarding is defined as –

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best life chances.

1.2 The Pump is committed to safeguarding and promoting the welfare of all young people using the service. We believe that:

- All children/young people have the right to be protected from harm;
- Children/young people need to be safe and to feel safe in our centre;
- Children/young people need support that matches their individual needs, including those who may have experienced abuse;
- All children/young people have the right to speak freely and voice their values and beliefs;
- All children/young people must be encouraged to respect each other's values and support each other;
- All children/young people have the right to be supported to meet their emotional, and social needs as well as their educational needs – a happy, healthy, sociable child/young person will achieve better educationally;
- Organised activity at The Pump can and does contribute to the prevention of abuse, victimisation, bullying, exploitation, extreme behaviours, discriminatory views and risk taking behaviours; and
- All staff and visitors have an important role to play in safeguarding children and protecting them from abuse. They should also sign in and out of the staff/visitor signing in/out books and wear identification at all times.

1.3 The Pump will fulfil their local and national responsibilities as laid out in the following documents:-

- Keeping Children Safe in Education: Updated Sept 2018 (DfE)
We recognise our role in the new safeguarding partner arrangements

As per the updated Working Together to Safeguard Children 2018 guidance, Keeping Children Safe in Education now identifies 3 safeguarding partners we will work going forward:

- The local authority (LA)
- A clinical commissioning group for an area within the LA
- The chief officer of police for a police area in the LA area

2. OVERALL AIMS

2.1 This policy will contribute to safeguarding our students and promoting their welfare by:

- Clarifying standards of behaviour for staff and those young people utilising the services and activities at The Pump
- Contributing to the establishment of a safe, resilient and robust ethos in the centre, built on mutual respect, and shared values;
- Alerting staff to the signs and indicators that all might not be well;
- Developing staff awareness of the causes of abuse;
- Developing staff awareness of the risks and vulnerabilities that young people may face
- Addressing concerns at the earliest possible stage; and
- Reducing the potential risks young people face of being exposed to violence, extremism, exploitation or victimisation.

2.2 This policy will contribute to supporting and protecting young people by:

- Identifying and protecting the most vulnerable;
- Identifying individual needs where possible;
- Implementing child protection policies and procedures; and
- Working in partnership with students, parents and agencies.

3. KEY PRINCIPLES

3.1 These are the key principles of safeguarding, as stated by Birmingham Safeguarding Children Board -

- Always see the child first.
- Never do nothing.
- Do with, not to, others.
- Do the simple things better.
- Have conversations, build relationships.
- Outcomes not outputs.
4. KEY PROCESSES
4.1 All staff should be aware of the guidance issued by Birmingham Safeguarding Children Board in Keeping Children Safe is Everybody’s Business (Right Service Right Time), and Early Help.

5. EXPECTATIONS
5.1 All staff and visitors will:
- Be familiar with this safeguarding policy;
- Be subject to Safer Recruitment processes and checks, whether they are new staff, contractors, volunteers etc.;
- Be alert to signs and indicators of possible abuse (See Appendix One for current definitions and indicators);
- Record concerns and give the record to the Designated Safeguarding Leads, Charlotte Linforth and Ricky Towner
- Deal with a disclosure of abuse from a child in line with the guidance in Appendix Two - you must inform the Designated Safeguarding Lead immediately, and provide a written account as soon as possible.

5.2 All staff will receive safeguarding training at intervals of no more than three years and there will be regular safeguarding awareness raising activities. Key staff will undertake more specialist child protection training as agreed by the Board of Trustees.

5.3 Safeguarding is a standing item at each board meeting. This includes an update on safeguarding from The Pump Director and also includes a strand of training from either The Pump Director or the Safeguarding Trustee.

6. THE DESIGNATED SAFEGUARDING LEAD
6.1 Our Designated Safeguarding Lead on the senior leadership team is Charlotte Linforth. She has lead responsibility and management oversight and accountability for child protection. Charlotte Linforth is supported in her work of safeguarding by the second DSL at The Pump, Ricky Towner.

6.2 When we have concerns about a child, the Designated Safeguarding Lead will decide what steps should be taken and should advise the Project Director.

6.3 Child protection information will be dealt with in a confidential manner. Staff will be informed of relevant details only when the Designated Safeguarding Lead feels their having knowledge of a situation will improve their ability to deal with an individual child and/or family. A written record will be made of what information has been shared with whom, and when.

6.4 Child protection records will be stored securely in a central place separate from academic records. Individual files will be kept for each child: the centre will not
keep family files. Files will be kept in line with current data legislation and guidance.

6.5 Access to these records by staff other than by the Designated Safeguarding Lead will be restricted, and a written record will be kept of who has had access to them and when.

6.6 **Under no circumstances should you speak to or confront the abuser. Do not share suspicions or information with any other person other than your line manager, CASS and the Police. Information given to CASS or the Police will be taken seriously, handled sensitively and shared only on a 'need to know' basis, wholly to protect the child. However, in order to ensure that children are safeguarded on the basis of proper evidence, the source of the referral cannot be kept anonymous.**

6.7 When a Designated Safeguarding Lead resigns their post or no longer has child protection responsibility, there should be a full face to face handover/exchange of information with the new post holder.

6.8 In exceptional circumstances when a face to face handover is unfeasible, the Project Director will ensure that the new post holder is fully conversant with all procedures and case files.

7. **THE BOARD OF TRUSTEES**

7.1 The Board of Trustees is the accountable body for ensuring the safety of the centre

7.2 The accountable body will ensure that:

- The Pump has a safeguarding policy in accordance with the procedures of Birmingham Safeguarding Children Board;
- The Pump operates, “safer recruitment” procedures and ensures that appropriate checks are carried out on all new staff and relevant volunteers;
- At least one senior member of the Pump’s leadership team acts as a Designated Safeguarding Lead;
- The Designated Safeguarding Lead attends appropriate refresher training every two years;
- The Project Director and all other staff who work with children undertake training at three yearly intervals;
- Temporary staff and volunteers are made aware of the Pump’s arrangements for child protection and their responsibilities;
- The Pump remedies any deficiencies or weaknesses brought to its attention without delay; and
- The Pump has procedures for dealing with allegations of abuse against staff/volunteers.
- The Trustees board meetings has a standing item of safeguarding at each meeting and this includes an element of training on each occasion.

7.3 The accountable body reviews its policies/procedures annually.
7.4 The Nominated Trustee for child protection at the centre is Louise Edwards. The Nominated Trustee is responsible for liaising with the Project Director as Designated Safeguarding Lead over all matters regarding child protection issues. The role is strategic rather than operational – they will not be involved in concerns about individual young people.

7.5 The Chair of the Trustees Board is nominated to be responsible for liaising with the local authority and other partner agencies in the event of allegations of abuse being made against the Project Director.

8. A SAFER CENTRE CULTURE

Safer Recruitment and Selection

8.1 The centre pays full regard to ‘Keeping Children Safe in Education’. Safer recruitment practice includes scrutinising applicants through interview, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history, has the right to work in the UK and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and undertaking appropriate checks through the Disclosure and Barring Service (DBS).

8.2 All recruitment materials will include reference to the centre’s commitment to safeguarding and promoting the wellbeing of children and young people.

8.3 The Project Director has undertaken appropriate training in Safer Recruitment and will be involved in all staff / volunteer recruitment processes and sit on the recruitment panel.

8.4 All applicants are subject to DBS procedures, whilst there are a number of situations preventing applicants from working with children / young people at The Pump, the appointment panel will review individual circumstances and may, on occasion, and without precedent employ former offenders providing they are not on the sex offenders register, have a schedule one conviction or subject to license or court orders preventing them from working with children.

8.5 All employees and volunteers should receive an induction, during which:

- The job requirements and responsibilities should be clarified.
- Child Protection Procedures should be explained and training needs identified.

Staff support

8.6 We recognise the stressful and traumatic nature of child protection work. We will support staff by providing an opportunity to talk through their anxieties with the Designated Safeguarding Lead and to seek further support as appropriate.
9. OUR ROLE IN THE PREVENTION OF ABUSE

9.1 Through the course of our activities we will be mindful of potential opportunities for young people to develop skills, concepts, attitudes and knowledge that promote their safety and well-being.

9.2 All our policies which address issues of power and potential harm, for example equal opportunities, conduct, health and safety will be linked to ensure a whole centre approach.

9.5 Our safeguarding policy cannot be separated from the general ethos of the centre, which should ensure that young people are treated with respect and dignity, taught to treat each other with respect, feel safe, have a voice, and are listened to.

10. SAFEGUARDING YOUNG PEOPLE WHO ARE VULNERABLE TO RADICALISATION

10.1 Since 2010, when the Government published the Prevent Strategy, there has been an awareness of the specific need to safeguard children, young people and families from violent extremism. There have been several occasions both locally and nationally in which extremist groups have attempted to radicalise vulnerable children and young people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

10.2 The Pump values freedom of speech and the expression of beliefs and ideology as fundamental rights underpinning our society’s values. Both young people and staff have the right to speak freely and voice their opinions. However, freedom comes with responsibility and free speech that is designed to manipulate the vulnerable or that leads to violence and harm of others goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

10.3 The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation. The Pump is clear that this exploitation and radicalisation should be viewed as a safeguarding concern and that protecting children from the risk of radicalisation is part of the centre’s safeguarding duty.

10.4 Definitions of radicalisation and extremism, and indicators of vulnerability to radicalisation are in Appendix Four.

10.5 The Pump seeks to protect children and young people against the messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right/Neo Nazi/White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.
Risk reduction

10.6 The Trustees and the Project will assess the level of risk within the centre and put actions in place to reduce that risk. Risk assessment may include consideration of The Pump’s activities, the use of centre premises by external agencies, integration of young people by gender, racial heritage, disability, sexual orientation and other issues specific to the centre’s profile, community and philosophy.

10.7 This risk assessment will be reviewed as part of the annual safeguarding review.

Response

10.8 With effect from 1st July 2015 all statutory/voluntary agencies are subject to a duty to have “due regard to the need to prevent people being drawn into terrorism” (section 26, Counter Terrorism and Security Act 2015). This is known as The Prevent Duty.

10.9 There is no single way to identify an individual who is likely to be susceptible to an extremist ideology. Specific background factors may contribute to vulnerability and these are often combined with specific needs for which an extremist group may appear to provide answers, and specific influences such as family, friends and online contacts. The use of social media has become a significant feature in the radicalisation of young people. More information on these factors is in Appendix 4.

10.10 Our centre, like all others, is required to identify a Prevent Single Point of Contact (SPOC) who will be the lead within the organisation for safeguarding in relation to protecting individuals from radicalisation and involvement in terrorism: this will normally be the Designated Safeguarding Lead. The SPOC for The Pump is Charlotte Linforth. The responsibilities of the SPOC are described in Appendix Five.

10.11 Staff of The Pump will be alert to changes in a young person’s behaviour or attitude which could indicate that they are in need of help or protection.

10.12 When any member of staff has concerns that a young person may be at risk of radicalisation or involvement in terrorism, they should speak with the SPOC.

10.13 Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most young people do not become involved in extremist action. For this reason, the appropriate interventions in any particular case may not have any specific connection to the threat of radicalisation, for example they may address mental health, relationship or drug/alcohol issues.

Channel

10.14 Channel is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist related activity. It is led by the West Midlands Police Counter-Terrorism Unit, and it aims to:
• Establish an effective multi-agency referral and intervention process to identify vulnerable individuals;
• Safeguard individuals who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity; and
• Provide early intervention to protect and divert people away from the risks they face and reduce vulnerability.

10.15 The Channel programme focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. It provides a mechanism for centres to make referrals if they are concerned that an individual might be vulnerable to radicalisation. An individual’s participation in the programme is entirely voluntary at all stages.

10.16 The Organisation has a duty to cooperate with the Channel programme in the carrying out of its functions, and with the Police in providing information about an individual who is referred to Channel (Section 38, Counter Terrorism and Security Act 2015).

Further guidance about duties relating to the risk of radicalisation is available in the Advice for Organisations on The Prevent Duty.

11. SAFEGUARDING YOUNG PEOPLE OR VULNERABLE ADULTS WHO ARE AT RISK OF EXPLOITATION, FORCED MARRIAGE, FEMALE GENITAL MUTILATION, TRAFFICKING OR ANY OTHER FORM OF ABUSE.

11.1 Our safeguarding policy above, and the organisation’s values, ethos and behaviour policies, provide the basic platform to ensure children and young people are given the support to respect themselves and others, stand up for themselves and protect each other.

11.2 Our organisation keeps itself up to date on the latest advice and guidance provided to assist in addressing specific vulnerabilities and forms of exploitation.

11.3 Our staff are supported to recognise warning signs and symptoms in relation to specific issues, and include such issues in an age appropriate way in the activities the Pump undertakes

11.4 Where suitable, the organisation works with and engages our families and communities to talk about such issues.

11.5 Our Designated Safeguarding Lead knows where to seek and get advice as necessary.

11.6 Our organisation brings in experts and uses specialist material to support the work we do.
REPORTING OF FEMALE GENITAL MUTILATION (FGM)

11.7 When a member of staff discovers that an act of FGM appears to have been carried out on a girl aged under 18, that a member of staff has a statutory duty to report it to the police. Failure to report such cases will result in disciplinary sanctions.

11.8 When a member of staff has reasons to suspect that an act of FGM has been carried out or is planned to be carried out on a child, s/he will discuss the situation with the Designated Safeguarding Lead, who may consult children’s social care before a decision is made as to whether the mandatory reporting duty applies.

12. CHILDREN WHO MAY BE AVOIDING ATTENDING EDUCATION

12.1 A child who appears to be not attending education is a potential indicator of abuse or neglect, including sexual exploitation, FGM, forced marriage or travelling to conflict zones. Organisation staff will be alert to these safeguarding concerns when a child is seen in the Pump during school hours and will approach the child or young person to ask why they are not at school.

13. WHAT WE DO WHEN WE ARE CONCERNED

All staff will adhere to the following guidelines:

- All incidents of direct disclosure must immediately be reported to your immediate Line Manager.
- All incidents of concern where there is a significant suspicion of abuse must be reported directly to your immediate Line Manager.
- All incidents of concern where there is reasonable doubt as to a child’s well being must be reported to your immediate Line Manager.
- Incidents must be recorded, signed and dated using the Pump’s documentation in Bound Book One for incidents and Bound Book two for safeguarding. They must be recorded by the person reporting the incident. Information must be counter signed by the Line Manager to indicate that the concern has been expressed and received by the Line Manager.
- The line manager is to report all concerns to the Pump’s DSL/SPOC.
- The DSL/SPOC will take all reasonable steps to report the concern/incident directly to CASS and ask to be updated on any developments.
- ALL information will be dealt with in the strictest confidence and will remain the sole knowledge of the DSL and those reporting any incidents/concerns. (SEE FLOW CHART – REFER TO QUICK REFERENCE GUIDE ON PAGE 15)
- This includes concerns about a child/young person who is affected by the behaviour of a parent or other adult in their household.
PART TWO – THE KEY PROCEDURES

RESPONDING TO CONCERNS ABOUT A CHILD / YOUNG PERSON

Are you concerned about a case of child abuse?

Ensure that the young person is safe and receives any necessary medical attention

↓

Report your concerns to your immediate Line Manager

↓

If your Line Manager is not available, refer the matter straight to the Pump DSL

↓

The Pump DSL will proceed from here but you must complete information in bound book one for an incident and bound book two for safeguarding

↓

If you are concerned about poor working practice around safeguarding

↓

Complete an Incident Report Form and submit it to your Line Manager

↓

- If the safeguarding report relates to the Centre Manager/DSL or your Line Manager, then ensure you try to resolve the issue with them first. If you are the Line Manager report to The Pump DSL in first instance.
- If this does not resolve your concern then refer directly to the Safeguarding Trustee, Louise Edwards (Contact details can be obtained from the admin department)

CASS: 0121 303 1888   LADO: 0121 464 2612  Out of office hours 0121 675 4806

Safeguarding Policy 2018
Review by: Louise Edwards, Safeguarding Trustee
14. OUR ROLE IN SUPPORTING CHILDREN

14.1 We will offer appropriate support to individual children who have experienced abuse or who have abused others.

14.2 Children and young people who abuse others will be responded to in a way that meets their needs as well as protecting others within the organisation community through a multi-agency risk assessment. We will ensure that the needs of children and young people who abuse others will be considered separately from the needs of their victims.

14.3 We will ensure the organisation works in partnership with parents / carers and other agencies as appropriate.

15. RESPONDING TO AN ALLEGATION ABOUT A MEMBER OF STAFF (INSTITUTIONALISED ABUSE)

See also Birmingham Safeguarding Children Board Procedures on Allegations against Staff and Volunteers.

15.1 This procedure should be used in any case in which it is alleged that a member of staff, trustee, visiting professional or volunteer has:

- Behaved in a way that has harmed a child or may have harmed a child/ young person;
- Possibly committed a criminal offence against or related to a child/ young person; or
- Behaved in a way that indicates s/he is unsuitable to work with children.

15.2 Although it is an uncomfortable thought, it needs to be acknowledged that there is the potential for staff in a young people’s organisation to abuse children. Young people.

15.3 All staff working within our organisation must report any potential safeguarding concerns about an individual’s behaviour towards children and young people immediately. Allegations or concerns about colleagues and visitors must be reported direct to the Project Director unless the concern relates to the Project Director. In this case, it must be reported immediately to the Chair of the Board of Trustees, who will liaise with the Local Authority Designated Officer Team (LADO) in children’s social care and they will decide on any action required including whether the alleged perpetrator should be suspended pending further police and social services inquiries. Irrespective of the findings of the social services or police inquiries. The Pump will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases The Pump must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true.
15.4 Under no circumstances must any staff be alerted to the fact that a complaint/allegation/suspicion has been made against them. This must only be done by the person/s leading any investigation.

**The welfare of the child should remain of paramount importance throughout.**

15.5 Consideration should be given to the kind of support that children, parents and members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process.

15.6 Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

15.7 Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is currently working with children). Where such an allegation is made, staff should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children may be at risk from this person. Anyone who has a previous criminal conviction for offences related to child abuse is automatically excluded from working with children.

**If you have any concerns about an adult’s behaviour who is using The Pump’s facilities, towards children or young people report this straight away.**

16 **DATA PROTECTION & MANAGEMENT OF CONFIDENTIAL INFORMATION**

The Pump is committed to the safe and secure management of confidential information. All personnel information, including volunteer information, is kept locked and can only be accessed by those that require it to carry out their role. Only relevant information is kept and this is regularly reviewed and outdated information destroyed appropriately.

The Pump is also committed to the rights of children and young people to confidentiality and this will be respected by all workers. However, where a worker feels that the information disclosed by a child or young person should be referred to their line manager for investigation by an appropriate agency, the young person should be told that confidentially cannot be kept.

The Pump will ensure all data is kept and shared in accordance with it’s GDPR policy and associated requirements.

17. **PHOTOGRAPHY**

Since young people may be photographed while participating in The Pump’s events and activities, written permission from parents/guardians will be obtained which will also allow photographic material to be used in the public domain.
18. TAKING CHILDREN & YOUNG PEOPLE OFFSITE

When children or young people go off site there must be a signed consent form and a notification of departmental visit doc (NODVA) completed. This will then be signed by Charlotte Linforth. This form states staff numbers, DBS numbers and risk assessments undertaken. (See Appendix Ten for this form)

19. OUTREACH WORK

Workers who undertake outreach work should be aware that they have additional levels of vulnerability as they are often working in more challenging circumstances and have less support around them in a crisis. All outreach workers should make their line manager aware of exactly where they are working geographically and should this change they must update this person too. Lone workers should be especially cautious as they are also at risk to allegations of abuse against them (with potentially no adult witnesses) and so should think even more carefully about what they do, what they say and how they dress.

If an outreach worker becomes concerned about a child or young person at any point then the same procedures should be followed as if the child / young person was in centre at The Pump.

20. STORAGE OF RISK ASSESSMENTS

The building services manager (Ricky Towner) holds all risk assessments for activities at The Pump. The adult who is organising the event will complete the risk assessment and where these are used on an ongoing basis they will be reviewed six monthly to ensure they are still fit for purpose.

21. EMERGENCY SITUATIONS & LOCKDOWN

Incidents that may cause harm to others can happen both inside or outside the building. A measured and active decision is taken each time with the broad principle of the incident being isolated to one area and anyone else being kept away from this area/moved to another level of the building/ being kept from entering the building etc.

The emergency protocols flowchart should be known by all centre workers (Appendix Eight)
If you have any concerns about the safety and/or welfare of a child or young person telephone the Children’s Advice & Support Service (CASS) on 0121 303 1888 or e-mail.

If you have access to secure e-mail: secure.cass@birmingham.gcsx.gov.uk, if you do not have access to a secure e-mail: cass@birmingham.gov.uk

Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team
DEFINITIONS AND INDICATORS OF ABUSE

NEGLECT

Neglect is 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 as a result 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.

The following may be indicators of neglect (this is not designed to be used as a checklist and is not exhaustive):

- Constant hunger;
- Stealing, scavenging and/or hoarding food;
- Frequent tiredness or listlessness;
- Frequently dirty or unkempt;
- Often poorly or inappropriately clad for the weather;
- Affection or attention seeking behaviour;
- Illnesses or injuries that are left untreated;
- Responsibility for activity that is not age appropriate such as cooking, ironing,
- The child is left at home alone or with inappropriate carers
- failing to seek medical attention for injuries.
- low self-esteem
- poor peer relationships

2. PHYSICAL ABUSE

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

The following may be indicators of physical abuse (this is not designed to be used as a checklist and is not exhaustive):

- Multiple bruises in clusters, or of uniform shape;
- Bruises that carry an imprint, such as a hand or a belt;
- Bite marks;
- Round burn marks;
- Multiple burn marks and burns on unusual areas of the body such as the back, shoulders or buttocks;
- Bald patches;
- Symptoms of drug or alcohol intoxication or poisoning;
- Unaccountable covering of limbs, even in hot weather;
- Fear of going home or parents being contacted;
- Fear of medical help or refusal to discuss injuries or improbable excuse given to explain injuries;
- Changing or different accounts of how an injury occurred;
- Inexplicable fear of adults or over-compliance;
- Violence or aggression towards others including bullying; or
- Isolation from peers.

3. SEXUAL ABUSE

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit act of sexual abuse, as can other children.

The following may be indicators of sexual abuse (this is not designed to be used as a checklist and is not exhaustive):

- Pregnancy (real or imagined)
- Sexually explicit play or behaviour, language or jokes, or age-inappropriate knowledge;
- Anal or vaginal discharge, soreness or scratching;
- Reluctance to go home;
- Inability to concentrate, tiredness;
- Refusal to communicate;
- Thrush, persistent complaints of stomach disorders or pains;
- Eating disorders, for example anorexia nervosa and bulimia;
- Attention seeking behaviour, self-mutilation, substance abuse;
- Aggressive behaviour including sexual harassment or molestation;
- Unusual compliance;
- Regressive behaviour, enuresis, soiling;
- Frequent or open masturbation, touching others inappropriately;
- Depression, withdrawal, isolation from peer group;
- Bruises or scratches in the genital area.
4. SEXUAL EXPLOITATION

Child sexual exploitation occurs when a child or young person, or another person, receives "something" (for example food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of the child/young person performing sexual activities, or another person performing sexual activities on the child/young person.

The presence of any significant indicator for sexual exploitation should trigger a referral to children’s social care. The significant indicators are:

- Having a relationship of concern with a controlling adult or young person (this may involve physical and/or emotional abuse and/or gang activity);
- Entering and/or leaving vehicles driven by unknown adults;
- Possessing unexplained amounts of money, expensive clothes or other items;
- Frequenting areas known for risky activities;
- Being groomed or abused via the Internet and mobile technology; and
- Having unexplained contact with hotels, taxi companies or fast food outlets.

5. EMOTIONAL ABUSE

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 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 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 also involve seeing or hearing the ill-treatment of another person. 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. It can also involve situations where a child or young person see or hear ill-treatment of another person.

The following may be indicators of emotional abuse (this is not designed to be used as a checklist):

- The child consistently describes him/herself in very negative ways – as stupid, naughty, hopeless, ugly;
- Over-reaction to mistakes;
- Delayed physical, mental or emotional development;
- Sudden speech or sensory disorders;
- Inappropriate emotional responses, fantasies;
- Neurotic behaviour: rocking, banging head, regression, tics and twitches;
- Self harming, drug or solvent abuse;
- Fear of parents being contacted;
- Running away;
- Compulsive stealing;
- Appetite disorders – anorexia nervosa, bulimia; or
- Soiling, smearing faeces, enuresis.
N.B.: Some situations where children stop communication suddenly (known as “traumatic mutism”) can indicate maltreatment.

6. RESPONSES FROM PARENTS / GUARDIANS

Research and experience indicates that the following responses from parents/ guardians may suggest a cause for concern across all four categories:

- Delay in seeking treatment that is obviously needed;
- Unawareness or denial of any injury, pain or loss of function (for example, a fractured limb);
- Incompatible explanations offered, several different explanations or the child is said to have acted in a way that is inappropriate to her/his age and development;
- Reluctance to give information or failure to mention other known relevant injuries;
- Frequent presentation of minor injuries;
- A persistently negative attitude towards the child;
- Unrealistic expectations or constant complaints about the child;
- Alcohol misuse or other drug/substance misuse;
- Parents request removal of the child from home; or
- Violence between adults in the household.

7. DISABLED CHILDREN & YOUNG PEOPLE

When working with children with disabilities, practitioners need to be aware that additional possible indicators of abuse and/or neglect may also include:

- A bruise in a site that might not be of concern on an ambulant child such as the shin, might be of concern on a non-mobile child;
- Not getting enough help with feeding leading to malnourishment;
- Poor toileting arrangements;
- Lack of stimulation;
- Unjustified and/or excessive use of restraint;
- Rough handling, extreme behaviour modification such as deprivation of medication, food or clothing, disabling wheelchair batteries;
- Unwillingness to try to learn a child’s means of communication;
- Ill-fitting equipment for example callipers, sleep boards, inappropriate splinting;
- Misappropriation of a child’s finances; or
- Inappropriate invasive procedures.
APPENDIX TWO

DEALING WITH A DISCLOSURE OF ABUSE

When a child or young person tells me about abuse s/he has suffered, what must I remember?

- Stay calm.
- Believe what the person is saying and take it seriously. Any allegations of harm or potential harm **must** be acted upon.
- Do not communicate shock, anger or embarrassment.
- Tell her/him that you believe them. Children/young people very rarely lie about abuse; but s/he may have tried to tell others and not been heard or believed.
- Reassure the child/young person. Tell her/him you are pleased that s/he is speaking to you and that they have done the right thing in telling you.
- Never enter into a pact of secrecy with the child/young person.
- Assure her/him that you will try to help but let them know that you will have to tell other people in order to do this. State who this will be and why.
- Tell the child/young person that it is not her/his fault.
- Encourage and give the child/young person time to talk but do not ask “leading questions” or press for information. Investigation is not your responsibility.
- Listen and remember.
- Check that you have understood correctly what the child is trying to tell you.
- Praise the child/young person for telling you. Communicate that s/he has a right to be safe and protected.
- Do not tell the child/young person that what s/he experienced is dirty, naughty or bad.
- It is inappropriate to make any comments about the alleged offender. Remember that the offended could be a family member who the child/young person still feels love for. Negative feelings to the offender can add to the child’s/young person’s discomfort.
- Be aware that the child may retract what s/he has told you. It is essential to record all you have heard.
- At the end of the conversation, tell the child/young person again who you are going to tell and why that person or those people need to know. Use simple language.
- As soon as you can afterwards, make a detailed record of the conversation using the child/young person’s own language. Include any questions you may have asked. Do not add any opinions or interpretations. Inform the DSL who will decide what to do next.
- E-mails or texts received detailing suspected abuse should be immediately responded to within 24 hours by contacting the young person by phone or face-to-face to obtain further information.
- **UNDER NO CIRCUMSTANCES** must you approach the alleged abuser not attempt to take matters into your own hands.
- Do not prevent the child/young person from going home.

**NB** It is not a staff members’ role to seek disclosures. Their role is to observe that something may be wrong, ask about it, listen, be available and try to make time to talk.

---

Safeguarding Policy 2018  
Review by: Louise Edwards, Safeguarding Trustee
RESPONDING TO CONCERNS ABOUT A CHILD

Are you concerned about a case of child abuse?

Ensure that the young person is safe and receives any necessary medical attention

↓

Report your concerns to your immediate Line Manager

↓

If your Line Manager is not available, refer the matter straight to the Pump DSL

↓

The Pump DSL will proceed from here but you must complete information in bound book one for an incident and bound book two for safeguarding

↓

If you are concerned about poor working practice

↓

Complete an Incident Report Form and submit it to your Line Manager

↓

- If the safeguarding report relates to the Centre Manager/DSL or your Line Manager, then ensure you try to resolve the issue with them first. If you are the Line Manager report to The Pump DSL in first instance.
- If this does not resolve your concern then refer directly to the Safeguarding Trustee, Louise Edwards (Contact details can be obtained from the admin department)

CASS: 0121 303 1888  LADO: 0121 464 2612  Out of office hours 0121 675 4806
<table>
<thead>
<tr>
<th>Ref No:</th>
<th>Actions complete</th>
<th>Lead Staff Signature / Project Director Signature</th>
<th>Date Filed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes / No</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lead Staff:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Director:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Safeguarding Policy 2018
Review by: Louise Edwards, Safeguarding Trustee
APPENDIX THREE

ALLEGATIONS ABOUT A MEMBER OF STAFF, VOLUNTEER OR OTHER ADULT IN THE BUILDING

1. Inappropriate behaviour by staff/volunteers could take the following forms:
   - **Physical**
     For example, the intentional use of force as a punishment, slapping, use of objects to hit with, throwing objects or rough physical handling.
   - **Emotional**
     For example, intimidation, belittling, scapegoating, sarcasm, lack of respect for children’s rights, and attitudes that discriminate on the grounds of race, gender, disability or sexuality.
   - **Sexual**
     For example, sexualised behaviour towards pupils, sexual harassment, sexual assault and rape.
   - **Neglect**
     For example, failing to act to protect a child or children, failing to seek medical attention or failure to carry out an appropriate risk assessment.

2. If a child / young person makes an allegation about a member of staff, visitor, volunteer, then the DSL / Project Director should be informed immediately. The Project Director should carry out an urgent initial consideration in order to establish whether there is potential substance to the allegation and whether it should be referred to LADO.

3. The Project Director must exercise, and be accountable for, their professional judgement on the action to be taken, as follows –
   - If the actions of the alleged offender, and the consequences of the actions, raise credible child protection concerns the Project Leader / DSL will notify the police
   - If the actions of the member of staff, and the consequences of the actions, do not raise credible child protection concerns, but do raise other issues in relation to the conduct of the member of staff or the young person/people, then these should be addressed through the centre’s own internal procedures.
   - If the Project Director decides that the allegation is without foundation and no further formal action is necessary, all those involved should be informed of this conclusion, and the reasons for the decision should be recorded on the child protection file.

4. Where an allegation has been made against the DSL / Project Director, then the Chair of the Trustees takes on the role of liaising with the police in determining the appropriate way forward. The contact details of this person can be found via the admin department.

See flowchart on previous page for quick guide
APPENDIX FOUR

INDICATORS OF VULNERABILITY TO RADICALISATION

1. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

2. Extremism is defined by the Government in the Prevent Strategy as:
   Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

3. Extremism is defined by the Crown Prosecution Service as the demonstration of unacceptable behaviour by using any means or medium to express views which:
   - Encourage, justify or glorify terrorist violence in furtherance of particular beliefs;
   - Seek to provoke others to terrorist acts;
   - Encourage other serious criminal activity or seek to provoke others to serious criminal acts; or
   - Foster hatred which might lead to inter-community violence in the UK.

4. There is no such thing as a “typical extremist”: those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity.

5. Young people may become susceptible to radicalisation through a range of social, personal and environmental factors – it is known that violent extremists exploit vulnerabilities in individuals to drive a wedge between them and their families and communities. It is vital that centre staff are able to recognise those vulnerabilities.

6. Indicators of vulnerability include:
   - Identity Crisis – the young person is distanced from their cultural / religious heritage and experiences discomfort about their place in society;
   - Personal Crisis – the student / pupil may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging;
   - Personal Circumstances – migration; local community tensions; and events affecting the student / pupil’s country or region of origin may contribute to a
sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy;
- Unmet Aspirations – the young person may have perceptions of injustice; a feeling of failure; rejection of civic life;
- Experiences of Criminality – which may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration;
- Special Educational Need – young person may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others.

7. However, this list is not exhaustive, nor does it mean that all young people experiencing the above are at risk of radicalisation for the purposes of violent extremism.

8. More critical risk factors could include:
- Being in contact with extremist recruiters;
- Accessing violent extremist websites, especially those with a social networking element;
- Possessing or accessing violent extremist literature;
- Using extremist narratives and a global ideology to explain personal disadvantage;
- Justifying the use of violence to solve societal issues;
- Joining or seeking to join extremist organisations;
- Significant changes to appearance and/or behaviour; and
- Experiencing a high level of social isolation resulting in issues of identity crisis and/or personal crisis.
APPENDIX FIVE

PREVENTING VIOLENT EXTREMISM – ROLES AND RESPONSIBILITIES OF THE SINGLE POINT OF CONTACT (SPOC)

The SPOC for The Pump is Charlotte Linforth, who is responsible for:

- Ensuring that staff of The Pump are aware that you are the SPOC in relation to protecting students from radicalisation and involvement in terrorism;

- Maintaining and applying a good understanding of the relevant guidance in relation to preventing young people from becoming involved in terrorism, and protecting them from radicalisation by those who support terrorism or forms of extremism which lead to terrorism;

- Raising awareness about the role and responsibilities of The Pump in relation to protecting students/pupils from radicalisation and involvement in terrorism;

- Raising awareness within The Pump about the safeguarding processes relating to protecting students from radicalisation and involvement in terrorism;

- Acting as the first point of contact within The Pump for case discussions relating to young people who may be at risk of radicalisation or involved in terrorism;

- Collating relevant information from in relation to referrals of vulnerable young people into the Channel* process;

- attending Channel* meetings as necessary and carrying out any actions as agreed;

- Reporting progress on actions to the Channel* Co-ordinator; and

- Sharing any relevant additional information in a timely manner.

*Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

- identifying individuals at risk
- assessing the nature and extent of that risk
- developing the most appropriate support plan for the individuals concerned
APPENDIX SIX

ROLES & RESPONSIBILITIES OF EVERYONE IN THE BUILDING
IN REGARD TO SAFEGUARDING

Everyone shares responsibility for safeguarding and
Promoting the welfare of children and young people

HM Govt Working Together to safeguard Children 2013

THE CHARITY:

The Designated Senior Person with responsibility for Safeguarding is The Director. In the absence of The Director (e.g. sickness, holiday, out-of-hours), a named person will deputise (Ricky Towner/DSL).

PERSONNEL:

All persons directly or indirectly acting on behalf of The Pump e.g. trustees, members of advisory committees/groups, consultants, visiting specialists etc will:

- be made aware of the Safeguarding Policy and procedures
- agree to comply with the behaviour code and/or safe working practices as appropriate to their involvement (this agreement to be recorded)
- be subject to DBS clearance where appropriate

All persons working directly for The Pump e.g. paid staff – permanent, temporary or casual, and volunteers will:

- Receive induction training which includes Safeguarding and Child protection policy and procedures
- Have access to the safeguarding policy, procedures, working practice guidance and support systems as needed
- Receive Safeguarding and child protection training appropriate to their role

All Recruitment and Selection processes will follow Safer Recruitment guidance. All staff members/volunteers with direct contact with and/or access to information about, children and young people will require an appropriate DBS clearance

All staff members have safeguarding responsibilities within their role. The Pump will support each person to carry out their role effectively. No-one should ever be afraid to ask The Director / DSL if they are unsure about anything, or concerned about the wellbeing of a child or young person.
RESIDENT ORGANISATIONS:

The Government agrees with Professor Munro that effective multi-agency working across a wide range of professionals is critical to building an accurate understanding of what is happening in the child or young person’s life, so that the right help can be provided.

The Government’s response to the Munro review of child protection July 2011

The Pump is fortunate to host and work in partnership with a wide range of organisations. Between us we represent a microcosm of the multi-agency framework – offering services to children and young people from 0-25

Sharing relevant information between projects will enable us all to better meet the needs of all our user groups.

All resident organisations are required to:

• Have and implement their own Safeguarding and Child Protection policy and procedures, which is agreed to be compatible with the overall policy of The Pump
• Lodge a copy, to be kept on file, by The Director
• Inform The Director of any revision/update
• Be responsible for ensuring the suitability of own staff/volunteers
• Agree to comply with The Pump protocols/codes of behaviour/safe working practices, both in their own areas and when engaging with other user groups / public areas of the building
• Notify the Director of any:
  
  o Information which may have relevance/practice implications for other users of The Pump e.g. concerns about the suitability of a person to have contact children; concerns about the wellbeing of a young child whose parent uses another service in the building; it will be the responsibility of the Director to share this information appropriately.

The Director will notify organisations of any local or national Safeguarding developments which may impact on operational practice.

All Building-wide meetings e.g. AGM, user Groups etc to have Safeguarding as a Standing Item on the agenda – to facilitate sharing of good practice, highlight emerging issues, review practice and development.
SAFE WORKING PRACTICE GUIDANCE FOR STAFF AND BUILDING USERS:

This will be produced explained to relevant persons and its implementation regularly monitored and reviewed for all aspects of The Pump’s operations where there is Safeguarding implications e.g.

- e. Safety and use of social media
- public access to the premises including casual users of facilities, visitors to projects, maintenance contractors etc
- management of risks associated with multiple/conflicting interests of user groups
- It is essential that all staff are conscious of how they should conduct themselves to minimise the risk of finding themselves the subject of any child protection processes.
- All staff should be aware of the following summary of things to do and not to do when working with children or young people.

“DO’s”

- Read and follow these procedures
- Wear your identification at all times
- Sign in and out in the staff signing in book
- Report to Charlotte Linforth any concerns about child / young people’s welfare/safety
- Report to the Charlotte Linforth any concerns about the conduct of other staff/volunteers/contractors
- Record in writing all relevant incidents
- Work in an open and transparent way
- Discuss and report any incidents of concern or that might lead to concerns being raised about your conduct towards a child.
- Report to Charlotte Linforth any incidents that suggest a child or young person may be infatuated with you or taking an above normal interest in you.
- Dress appropriately for your role
- Only use e-mail contact with children / young people via any authorised system
- Avoid unnecessary physical contact with children / young people
- Ensure you only use physical restraint as a last resort based on an assessment of immediate risk, use the minimum amount of force necessary, and NEVER use it as a form of punishment
• Where physical contact is essential for an activity or safety reasons, gain the young person’s permission for that contact wherever possible

• Allow children / young people to change clothes with levels of respect and privacy appropriate to their age, gender, culture and circumstances

• Avoid working in one-to-one situations with children / young people or if you do then ensure the door is open and work in a public area if possible

• Ensure that there are safe staff to adult ratios appropriate to the activity being organised. If activities are happening in different levels of the building then more adults will be needed (at least one on each level and more if there are more young people being supervised)

• Plan for the event of a member of staff being absent due to dealing with an incident or becoming unwell

• Ensure children young people /have a safe place to talk or report an incident

• Never volunteer to house children / young people overnight

• Be careful about recording images of children / young people and do this only when it is an approved activity and never on your personal mobile phone.

• Follow Health & Safety and Risk Assessment Guidelines and ensure you know who the first aider and DSL are for the activity you are involved with

• Contact your professional association or trade union (if applicable) if you are the subject of concerns or allegations of a child protection nature

• Fully co-operate with any investigation into child protection issues at The Pump. Listen to children / young people when they express concern (rumours) about staff or volunteers and report such rumours to Charlotte Linforth

• Remember that trips out require: safe transport with seat belts fitted, insurance, parental consent (signed) with contact details, first aider present, emergency contact number for The Pump, you have an agreed ‘lost’ procedure, there is a nominated person in charge, all equipment is checked, everyone is clear of their responsibilities, young people know boundaries, you ensure all children/young people are safely handed back to a responsible adult

• When working on outreach provision: be aware that you have additional levels of vulnerability as you are often working in more challenging circumstances and have less support around you in a crisis. Do make your line manager aware of exactly where you are working geographically and should this change you must update this person too. Lone workers should be especially cautious as you are also at risk to allegations of abuse against you with no witnesses and so should think even more carefully about what you do, what you say and how you dress.

• Follow the same procedures when you working away from the centre in regard to a concern about a child just as if the concern was in the centre
DON’T’s”

- Take any action that would lead a reasonable person to question your motivation and/or intentions
- Misuse in any way your position of power and influence over children / young people
- Use any confidential information about a child / young person to intimidate, humiliate or embarrass them
- Engage in activities out of the workplace/setting that might compromise your position with children or young people.
- Establish or seek to establish social contact with children / young people outside of the workplace or setting including accepting such young people on social media as ‘friends’ etc
- Accept regular gifts from children / young people
- Give personal gifts to children / young people
- Communicate with children / young people in inappropriate ways, including through the media of personal e-mails, social networking and mobile telephones
- Pass your home address, phone number, e-mail address or other personal details to children or young people
- Make physical contact secretive
- Arrange to meet with children / young people in closed rooms without other staff being made aware of this in advance
- Use physical punishment of any kind
- Confer special attention on one child / young person
- Transport children / young people in your own vehicle without prior management approval and this will include providing proof of business insurance that covers such an activity
- Take, publish or share images of children / young people without their parents’ permission
- Access abuse images (sometimes referred to as child pornography) or other inappropriate material
- Abuse your position of trust with children or young people
- Allow boundaries to be unsafe in more informal settings such as trips out
- Ever take photos of children /young people on your personal mobile phone, ipad or other device that does not belong to The Pump
APPENDIX SEVEN

DATA & INFORMATION SHARING

The Pump will ensure that all requirements of GDPR are met within its Data and information sharing processes.

PUBLIC INFORMATION

The Pump’s commitment and approach to Safeguarding will be displayed in public areas of the building, including:

- process for raising concerns
- a named contact person
- confidentiality and the duty to share information when appropriate

Information including appropriate safeguarding guidance and sources of internal and external support and advice will be displayed and made available to children and young people

RECORD KEEPING & INFORMATION SHARING

All records relating to safeguarding issues, concerns and Referrals to other agencies will be stored confidentially under the control of the Director

Children’s welfare comes first

The updated Keeping Children Safe in Education makes clear that fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety, of children.

If staff are in any doubt about sharing information, they should speak to the designated safeguarding lead (or deputy).

The guidance emphasises that the Data Protection Act (DPA) 2018 and GDPR do not prevent, or limit, the sharing of information for the purposes of keeping children safe.

As a Trust board, we ensure relevant staff:

- Have due regard to the data protection principles, which allow them to share personal information
- Are confident of the processing conditions which allow them to store and share information for safeguarding purposes
- Are aware that, if they need to share ‘special category personal data’, the DPA 2018 contains ‘safeguarding of children and individuals at risk’ as a processing condition that allows practitioners to share information

Safeguarding Policy 2018
Review by: Louise Edwards, Safeguarding Trustee
APPENDIX EIGHT

EIP - Emergency Incident Protocol
(Rev. 2018)

As a public building, we realise that we are potentially vulnerable to threatening or harmful situations. We take a proactive stance on this and regularly review our Emergency Incident Protocol for the whole building. This ensures our response to such incidents are robust and effective, implementing new measures where applicable and embellishing measure already in place.

This updated protocol will be incorporated into the organisation’s wider Safeguarding Policy and will be reviewed at regular intervals in line with ISO 9001 audit guidelines. When both reading and putting this protocol into action you should always remember every incident is different and whilst you should follow these guidelines as closely as possible as a member of staff you should always make a dynamic risk assessment based on the current incident and the environment around you, always ensuring your own safety and the safety of others is paramount.

Step-by-Step Actions for Non-Group Sessions

The following guidelines will outline what actions you should take in the event of an emergency situation involving an individual or group of aggressors when there are no group sessions taking place in the building.

A: Reception area and Ground Floor Offices, including Kitchen.

1. Go into the office or kitchen and lock all access points as securely as possible.
2. Where possible and available activate panic alarm, and/or use a phone to alert other members of staff or building users of the situation.
3. If time and situation allows call 999 to report an immediate police emergency and give the call handler as much information as possible to assist in their response.
4. If the panic alarm has been activated Birmingham City Council Control Centre (Our alarm response contractor) will phone the main reception line to identify if the activation was a false alarm, if possible answer this call to inform them of the current situation, if you are unable to answer this call they will assume that the need for assistance is genuine and follow procedure to get assistance to you as soon as possible.
B: Ground Floor open area and Den (non-group sessions)

1. If possible, safely exit the area via a fire exit to the outside of the building take this option activating the fire alarm as you exit the building and proceed to the fire evacuation point or another safe place.
2. If this is not possible, Go into the closest ‘safe’ room, where possible this should be a room with a telephone or panic button if you do not have a mobile phone on your person and lock all access points.
3. If you know that once you have locked yourself in this room you will have no means of alerting others of the situation, where possible activate the fire alarm by activating one of the red call points situated throughout the building.
4. If time and situation allows call 999 to report an immediate police emergency and give the call handler as much information as possible to assist in their response.

C: First and Second Floor Corridors and Rooms (non-group sessions)

1. If possible, safely exit the area via a fire exit to the outside of the building take this option activating the fire alarm as you exit the building and proceed to the fire evacuation point or another safe place.
2. If this is not possible, Go into the closest ‘safe’ room, where possible this should be a room with a telephone or panic button if you do not have a mobile phone on your person and lock all access points.
3. If you know that once you have locked yourself in this room you will have no means of alerting others of the situation, where possible activate the fire alarm by activating one of the red call points situated throughout the building.
4. If time and situation allows call 999 to report an immediate police emergency and give the call handler as much information as possible to assist in their response.
Step-by-Step Actions for Group Sessions

The following guidelines will outline what actions you should take in the event of an emergency situation involving an individual or group of aggressors when there are group sessions (e.g. Youth Club, Play Scheme or Meeting) taking place in the building. Each member of staff working within the building should be aware of their ‘key area’ they are responsible for should an incident arise. These areas can be appointed by the session leader at the start of each session or they can be an ongoing agreement with all staff knowing their ‘key area’ for each session with any changes being communicated.

A: Ground Floor & Den.

1. Raise the alarm – make other members of staff aware of the incident while making sure you and others in the area are safe while doing so. If you are unable to do so verbally activate the fire or panic alarm.
2. Other members of staff where possible should keep their attendees in their current location and away from the incident unless they feel need to evacuate the building to a safe place.
3. If time and situation allows call 999 to report an immediate police emergency and give the call handler as much information as possible to assist in their response.
4. Evacuate all people from the area as soon as possible to a safe location inside or outside of the building, if the decision is made to exit the building activate the fire and panic alarms where possible and await police response or authority from the Incident Controller before re-entering the building.

B: First and Second Floor

1. Lead all attendees into the closest ‘safe’ room where possible, this should be a room with a telephone if you do not have a mobile phone on your person and lock all access points.
2. If you know that once you have locked yourself in this room you will have no means of alerting others of the situation, where possible activate the fire alarm by activating one of the red call points situated throughout the building.
3. If time and situation allows call 999 to report an immediate police emergency and give the call handler as much information as possible to assist in their response.
4. If possible, safely exit the area via a fire exit to the outside of the building take this option activating the fire alarm as you exit the building and proceed to the fire evacuation point or another safe place.
**Incident Control**

The Health and Safety Executive (HSE) and The Management of Health and Safety at Work Regulations 1999 Act state that all organisations must have a number of appointed Incident Controllers, these must be someone who is able to provide technical and other site-specific information and be suitable and trained to take control of any situation and liaise with the emergency services where required.

The Incident Controller is responsible for overall management of an incident and will focus on the co-ordination of the Evacuation Martials and the Health & Safety of all staff and involved members of the public during the incident.

An Incident Controller must always be contacted as soon as possible when an emergency incident is declared or if not possible must be contacted as soon as it is safe to do so. It is paramount that an Incident Controller is notified of any incident as soon as possible.

**Designated Incident Controllers**

Due to the nature of our organisation we have a number of designated people who can act as the designated incident controller for all emergency incidents, and they should be contacted in order of the below priority (if number one cannot be contacted try to contact number two and so on).

1. Ricky Towner – Facilities Manager – 07784379994
2. Jullett Barrett – Administration and Finance Manager – 07807115882
3. Charlotte Linforth – Project Director – 07818510672

**Useful Numbers**

- Birmingham City Council Control Centre – 0121 303 4149 or 0121 303 6745
- Police Non-Emergency – 101
- Police Emergency – 999
- The Pump Reception – 0121 675 8381
APPENDIX NINE

TERRORISM, FIREARMS AND WEAPON ATTACKS

**RUN**
Run to a place of safety. This is a far better option than to surrender or negotiate. If there’s nowhere to go, then...

**HIDE**
It’s better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

**TELL**
Tell the police by calling 999.
NOTIFICATION OF A DEPARTMENTAL VISIT FORM (NODV)
(In conjunction with Policy & Guidance for Educational Visits)

Section 1: Information

1. Name of your Organisation: ________________________________

   Address: _______________________________________________

   Tel N°: ______________________ Fax: __________________________ E-Mail: __________________________

   Date of visit and times: ___________________________________

   Note: You can submit one form if you are visiting the same place on a number of occasions.

3. Dates of visit if more than one day: _________________________

   From: ______________________ To: ___________________________

   Venues (if known) and activities:

   a: ______________________________________________________
   b: ______________________________________________________
   c: ______________________________________________________

   If a variety of activities are taking place a detailed programme must be attached.

4. Name of worker in charge? _________________________________

   CRB Clearance N°: ___________________________ Contact number: ___________________________

   Name all staff attending the visit including voluntary leaders. If any leader voluntary or paid are under 21 years please state their age: ___________________________

5. Number of young people attending: _________________________

   Male: _______ Female: _______
If group is comprised of both female and male young people, are both male and female workers present on the visit?

Name of first course

Date of course

a) Does the visit involve the use of City mini buses driven by City workers?
b) If the mini bus is not a city bus i.e. charities bus/school bus what are the insurance details?

6.

7.

8.

9.

N/A

c) Have you sufficient drivers for the length of journey?

d) Drivers name/s:

Have they completed City or Midas test?  Yes/No

Test expiry date

i) ___________________________  i) ___________________________

ii) ___________________________  ii) ___________________________

iii) ___________________________  iii) ___________________________

Does the visit involve the use of transport with a driver provided by an outside organisation?

If yes, a) Which organisation?

b) Name of their Insurance Company and their Policy Number

10.
Apart from public transport does the visit include any other form of transport such as coaches, boats, ferries, planes or staff cars with appropriate insurance?
Please Note: Staff may only use their own vehicles if the vehicle is insured for “Business Use”. In general it is recommended that passengers are not carried in private vehicles, but if they are, staff should gain approval from their insurance company. Staff should also be mindful of the need to keep both young people and staff safe.

If yes, please provide full details, including insurance details:

11.

Is the visit covered for public liability?
Have you chosen to take out personal accident policies for the young people?
   a) Will you have consent/medical forms for all young people taking part?
   b) Will the leaders have completed medical forms in case of an accident?
   c) Have you completed your initial risk assessment
   d) Will you have emergency telephone numbers for all young people and staff? Do you have emergency telephone numbers for your Line Manager?
   e) Line Manager
      (i)
      (ii)
      (iii)
   f) If a significant incident occurs and the above are unavailable I will contact the person below who will then contact officers on my behalf:
      Name:                                       Tel No.

12.

13.

14.
### Section 2: Information on external providers of visits/activities.

#### Day/Evening Visits:

<table>
<thead>
<tr>
<th>Name/Address, Telephone N° and E-mail address of provider:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Tel: Fa E-Mail:</td>
</tr>
</tbody>
</table>

What activity/event are they providing?

15.

16.

17.

a) What is the name of the insurance company providing public liability:

b) What is their policy number:  

c) Expiry date of policy:  

a) Do the staff have CRB clearance? 

b) Does the organisation have safeguarding policies? 

c) Does the visit include adventurous outdoor activities 

| Does the organisation have an Adventure Activities Licensing Scheme licence (AALS)? |
|---------------------------------------------------------------------------|----------------|
| No (if no go to 21) |

If yes what is the full name and number of the licence holder:  

Are the staff suitably qualified?  

| Yes | No |

---

Safeguarding Policy 2018  
Review by: Louise Edwards, Safeguarding Trustee
Section 3:

Are all relevant sections completed on the form and do they comply with the Pump’s Policy and Guidance for Trips out?

Signed: ___________________________ Date: ___________________________
(Worker in charge)

Name in full: ___________________________ (Please print)

Approved by Project Director

Signed: ___________________________ Date: ___________________________

Name in full: ___________________________ (Please print)
NOTICE FOR PARENTS AND CARERS USING THE PUMP

Welcome. We hope you enjoy your visit.

Please remember, this is a community space, open to all.

Keep your child safe: please don’t leave them unaccompanied.

Children under 10 must never be left unaccompanied.

Parents and Carers remain responsible for their children at all times.

If your child is coming to a provision at The Pump they should be handed over to an employee who is in charge of the activity and will then know your child is here.

Please treat everyone with care and respect at all times.

If you have any concerns about the safety or wellbeing of any child or young person at The Pump, please contact the Director (Charlotte Linforth) either in person or on 0121 675 8381.
NOTICE FOR ADULTS AND YOUNG PEOPLE USING THE PUMP

Welcome. We hope you enjoy your visit.

Please remember, this is a community space, open to all.

Keeping everyone safe is very important to us.

Please report anything you see that makes you concerned about your own or someone else’s safety.

Please report anything that makes you feel uncomfortable.

Please report any building faults that you observe so that we can ensure things are sorted out.

Please treat everyone with care and respect at all times.

If you have any concerns about the safety or wellbeing anyone at The Pump, please contact the Director (Charlotte Linforth) or the Building Services Manager (Ricky Towner) either in person or on 0121 675 8381
NOTICE FOR ADULTS AND YOUNG PEOPLE USING THE COMPUTERS AND INTERNET AT THE PUMP

- We operate an e-safety policy.
- Computers are in a place where everyone can see sites being accessed
- We do supervise usage and you may be asked what sites you are accessing
- Do not access any sites that involve nudity or profanity
- Do not access any sites that discuss acts of terrorism
- Children and young people should not give out their personal details over the net.
- You should be aware that there are multiple users on these computers and so you should be cautious about giving any personal information that might still be retained on the computer
- Please report to the desk if you come across anything, which you feel is abusive or offensive on these computers.

Please treat everyone with care and respect at all times.
USEFUL LINKS:

Abuse Linked to Spiritual Belief

Bullying

Child Sexual Exploitation

Children Affected by Gang Activity

Children and Families that Go Missing

Children Living away from Home

Children Missing from Care, Home and Education

Children of Parents who Misuse Substances

Children of Parents with Learning Difficulties

Children of Parents with Mental Health Problems

Disabled Children

Domestic Violence and Abuse

E-Safety – Children Exposed to Abuse through the Digital Media

Fabricated or Induced Illness

Female Genital Mutilation

Forced Marriage

Honour Based Violence

Peer Abuse – Children and Young People who Abuse Others

Sexually Harmful Behaviour

Trafficked Children

Underage Sexual Activity

Safeguarding Children and Young People against Radicalisation and Violent Extremism