

Safeguarding, Integrity and Child Protection Procedure

Purpose and aim

This procedure is designed to be used as a practical guide to consolidate the Safeguarding and Child Protection Policy. It highlights what is expected of you to protect children and vulnerable adults when working in the field. It offers good practice guidance from consultation with staff, volunteers and beneficiaries of Refugee Youth Service.

This procedure offers practical steps from other policies which are referenced in the overarching Safeguarding Policy, such as; Responding to Allegations, Safer Staff Recruitment, Bullying and Harassment, Whistleblowing, Health and Safety, Code of Conduct.

Scope

This is for the use of all staff, volunteers and visitors with Refugee Youth Service. Safeguarding is everybody's responsibility regardless of whether you are working with an organisation or not.

When working or volunteering on behalf of Refugee Youth Service any breaches to these procedures may result in disciplinary action. If at any point you are unsure about what to do, you can always access support from the Safeguarding Lead.

Overview

The following detailed procedures are for the use of all staff and volunteers, followed by an outline of the responsibilities that the management of Refugee Youth Service will take to ensure you have the support and training you need to meet these expectations.

Volunteer and staff responsibilities

Recruitment

Do:

- Ensure you get a copy of, read and sign the RYS Safeguarding, Integrity and Child Protection Policy
- Ensure you obtain an enhanced DBS check
- Ensure you attend all bespoke training courses and take responsibility for consolidating your learning into practice
- Seek support and guidance where needed

Do not:

- Delay processing for a DBS check or start working in the field without one
- Miss mandatory training sessions

Responding to Allegations and Raising Safeguarding Concerns

Do:

- Use the flow-chart given below to respond to allegations or safeguarding concerns (Annex A)
- When working directly with children, always make clear our confidentiality policy (if they say something that worries us, we might have to talk to someone else within or outside of the team so that we can keep them safe) when you meet them so that they understand that we have a duty to report certain things.
- If someone makes an allegation towards another member of staff or a volunteer, you must listen to them, take it seriously, and refer to the RYS Whistleblower Policy
- Tell the person you have heard them and will take their evidence seriously. If something negative has happened to them, make it clear that they didn't deserve it, actively listen to them and ask open questions. For example, when they have finished speaking, ask "is there anything else you want me to know?"
- Alert the Designated Safeguarding Lead and Project Manager as soon as possible after your interaction with the child.
- Record the allegation in writing within 24 hours. The RYS Cause for Concern form or Safeguarding Reporting Form should be used for this.
- Keep them informed about what action you have taken and what is happening next so that they know their voice was heard and taken seriously, and things have been put in place to protect them and others.
- Should you have any concerns regarding the response of the Designated Safeguarding Lead or Manager following you alerting them to the allegation or safeguarding concern you must raise your concerns with them and discuss next steps, should you continue to be unsatisfied please refer to the Whistleblower Policy.

Do not:

- Ask closed or probing questions as this may re-traumatise the individual, alter or 'misdirect' the information that they want to share with you, or affect the evidence if legal processes are involved at a later stage.
- Forget to tell the person explicitly you are taking their allegation seriously.
- Don't make any promises about confidentiality, you have a duty to report the allegation to ensure the child and other children are protected from further harm.

Harassment and Bullying**Do:**

- Ensure you get a copy of, read, sign and adhere to the RYS Code of Conduct and Harassment and Bullying Policy.
- Self reflect and use one to one supervision to reflect on your behaviour and that of others in relation to the Code of Conduct and Harassment and Bullying Policy.
- Work collaboratively together as a team to build clear definitions of respectful behaviour and promote a positive working environment.
- Behave at all times with respect and humility towards others, especially in regards to gender, sexuality, race, culture, religion.

- Respect others' need for personal space. If you feel that someone may want physical comfort, you can always check with them first.
- If you believe another member of staff or a volunteer is behaving in a negative or harmful way towards others, discuss this with them directly (with care and concern) if you feel able to do so, or make your manager aware of the situation. If the concern is serious or persists beyond an informal conversation then the Cause for Concern form can be used to record and communicate this formally with the Project Manager and Safeguarding Lead. The boards of directors can also be contacted directly.
- If you feel unable to speak with the individual directly, please speak to the Project Manager. If you feel unable to speak to the Project Manager, please speak to the Safeguarding Lead.
- If you see negative or harmful behaviour towards someone, check in with that person to see how they are and discuss what support they may want or action they want to take, or discuss with your manager.

Do not:

- Assume or disrespect people's sexuality, gender, race, culture or religion.
- Behave in any way that may coerce, undermine or affect a person's sense of self worth or value.
- Ignore or fail to report incidents of bullying or harassment that you either witness or hear of.

Whistleblowing**Do:**

- Ensure you read and understand the RYS Whistleblower Policy
- Should you have any concerns at all regarding the service RYS provides or its treatment of staff, volunteers or beneficiaries the first thing you can do is speak directly to your manager.
- To ensure your concerns are heard and appropriately responded to, please write your concerns in an email.
- If you do not receive an adequate response please address your concerns to the CEO by emailing jonny@refugeeyouthservice.org, or one of the board of directors (see below)
- Educate beneficiaries when in the field on how they can raise concerns about the service they receive.

Do not:

- Ignore harmful practice or fail to report through the appropriate channels.
- Worry about how it will affect you. You can remain anonymous if you wish, and it should not affect your treatment as a member of the team.

If a Child Goes Missing from a Hotel**Do:**

- Share immediately with the Refugee Youth Service team and Designated Safeguarding Lead, and record on RYS Safeguarding Reporting Form, taking any appropriate action as agreed with the DSL. This could include:
 - Make attempts to contact the child and establish where they are and what situation they are in.

- Find out what has been done by the hotel to report the child missing, and any other actions they have taken.
- Report that the child is missing to the local police, if not already done so by others, or add your concerns and share any important information on an open case if started by hotel staff.
- Report to the Local Authority child protection service, if not already done so by others, or add your concerns and share any important information on an open case if started by hotel staff.
- Make attempts to find out what others who knew the child (for example, friends, partner agencies, other inhabitants of the hotel) know about where they could be and their situation.
- Monitor, record, chase and support any police or child protection investigations until the child is found.

Do not:

- Delay reporting, recording or taking any agreed action.
- Give up.

Contact with Vulnerable Adults**Do:**

- Be professional at all times, wear your RYS ID badge, and demonstrate respect regardless of gender, age, sexuality, race, culture or religion.
- Signpost to appropriate agencies and other humanitarian aid organisations.
- Explain you are a youth service and provide support to children.
- If you feel anyone is at risk of harm you must refer them with their consent to appropriate services such as hospital, police or english authorities.
- Encourage and promote healthy coping strategies.
- Seek support and guidance from the DSL or Project Manager if you would like advice on maintaining a positive working relationship with vulnerable adults while maintaining our focus and time on the ground on supporting children.

Do not:

- Smoke in front of service users.
- Make any promises about what support or aid can be delivered.
- Share your personal contact details. Please refer to the Phone Policy for additional information.
- Share your work details with anyone who isn't a child, there are other services for them to access.
- Add anyone to your personal or work Facebook page, or other social media accounts
- Call anyone a friend (the power imbalance makes this impossible)
- Give any advice regarding immigration and asylum.
- Do anything you feel unsure about, in these cases it's often best to seek support and not do something you may later regret.

Contact with Children

Do:

- Ensure you read, sign and understand the RYS Social Media Policy, RYS Phone Policy, and RYS Code of Conduct.
- Make yourself familiar with all materials there to provide you with support and guidance with working with children in the field; this includes RYS Good Practice Guidance document, and the Witnessing Self-Harm in the Field powerpoint presentation and [Mental Health Guidance](#)
- Remain professional and act as a role model at all times to promote healthy and safe adult child relationships, coping strategies and behaviour.
- Wear your RYS ID badge at all times in the field.
- Inform children of their legal rights, most notably their right to child protection.
- Turn your work phone off when you are not at work.
- Observe, record and respond to any change in children's demeanour or appearance, especially when you suspect these may be signs of exploitation.
- Identify any serious increase in risk of harm and respond quickly.
- Seek support, advice and guidance from the Designated Safeguarding Lead.
- Be aware of any overly strong bonds you develop with children, and use one to one supervision to discuss how best to avoid over-reliance on one individual in the team.

Do not:

- Engage in any unprofessional behaviour with the children and adults.
- Share your personal contact details, including Facebook and all other forms of social media or messaging services, with children and adults.
- Engage or promote any behaviour that may later pose a risk to the child, or encourage them into risky behaviour (e.g. smoking, drugs, alcohol, trying to get to the UK illegally - joking about these topics can inadvertently encourage risky behaviour).
- Condone their engagement with any criminal groups or activities.

Raising awareness of safeguarding for our partner agencies

Do:

- Raise awareness of safeguarding issues for children with all partner agencies, and any other organisations within the local community and across the UK and Europe you come across.
- Attend and encourage others to attend safeguarding training.
- Ensure others from key partner agencies know how to refer safely to RYS.
- Appropriately document and report any bad practice you observe or hear of, both in relation to RYS and partner agencies.
- Discuss with your manager and the Safeguarding Lead any concerns you have regarding the practice of partner agencies.

- Follow safeguarding referral pathways for issues which do not relate to a child by reporting to the Safeguarding Lead or Project Manager who will then oversee the process.

Do not:

- Ignore bad practice and leave it unreported.
- Stay silent when you could educate someone through open discussion or sharing information regarding safeguarding issues for children.

Management Responsibilities

In order to ensure that staff and volunteers have the appropriate support in order to meet the above expectations, management will do all of the following:

Recruitment

- ensure you undergo a full DBS check
- provide bespoke training and induction for all new starters
- provide refresher training for longer term staff and volunteers

Responding to Allegations

- provide all staff and volunteers with the RYS Safeguarding Concern Management & Escalation Procedure
- take seriously all allegations made clear to you, even those that were made informally
- ensure they are properly recorded
- investigate all allegations fairly and proportionately
- follow the procedures set out in the RYS Disciplinary Procedures Policy.

Harassment and Bullying

- provide all staff and volunteers with a copy of the Harassment and Bullying Policy and ensure all sign
- promote a culture of understanding, acceptance and respect
- listen, record and respond promptly to allegations of harassment and bullying
- ensure there is regular one to one supervision where issues around individuals welfare and feelings about workplace culture are discussed
- ensure there are regular spaces in team meetings to discuss the workplace culture you want the organisation to adopt
- maintain the confidentiality of the person making the allegation.

Whistleblowing

- provide all staff and volunteers with a copy of the RYS Whistleblower Policy and ensure they all sign to say they have read
- ensure you listen and record all concerns raised and respond promptly with a clear rationale
- ensure all staff are aware of how and when to whistleblow to the CEO and RYS board of directors

Contact with Vulnerable Adults

- provide staff and volunteers with training and one to one supervision to ensure they are safe and equipped to work in the field
- provide ad hoc supervision and guidance to staff and volunteers working in the field when they may need advice regarding how to manage a safeguarding issue
- ensure staff and volunteers are aware of relevant partner agencies that they can signpost adults to
- take any breaches of safeguarding policies and procedures seriously, and follow the RYS Disciplinary Policy if necessary.

Contact with Children

- provide staff and volunteers with training and one to one supervision to ensure they are safe and equipped to work in the field
- provide ad-hoc supervision and guidance to staff and volunteers working in the field when they may need advice regarding how to manage a safeguarding issue
- take any breaches of safeguarding policies and procedures seriously, and follow the Disciplinary Procedures Policy if necessary

Raising Awareness of Safeguarding

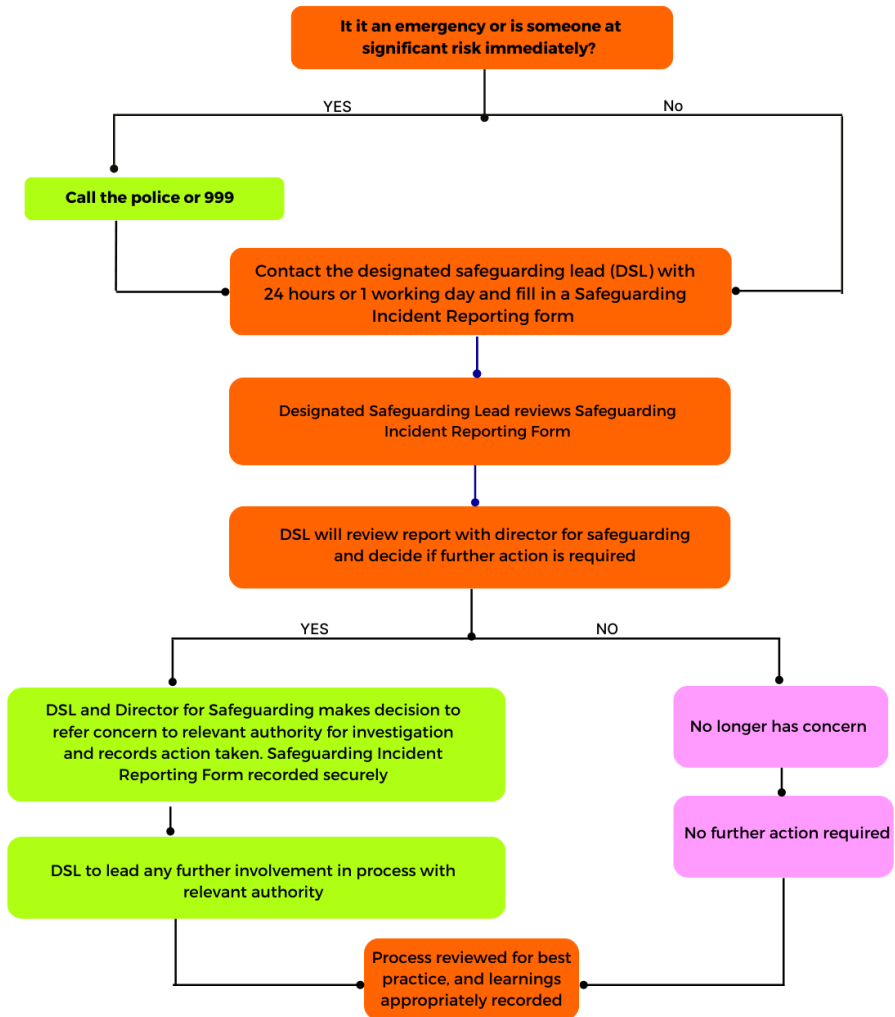
- provide safeguarding training for all RYS team members
- have clear procedures for partner agencies to use for identifying and reporting concerns or suspected cases, keeping these clearly visible in the work spaces of partner agencies
- improve the understanding and procedures of local statutory and non statutory services of safeguarding issues for unaccompanied children
- share safeguarding policies and procedures with agencies across the UK and Europe to improve the child protection systems in place for children in the UK and Europe.

Annex A: Reporting a Safeguarding Concern Flowchart

FLOWCHART OF PROCEDURE FOR REPORTING SAFEGUARDING CONCERNS


Safeguarding concern arises from information which indicates that an individual has or may have:

- Behaved in a way that harmed (or may have harmed) a child, children or adult(s) at risk;
- Possibly committed a criminal offence against or related to a child or children;
- Behaved towards a child in a way that indicates they are unsuitable to work with children or young people.



Ongoing foundations & conditions

Additional support offered to individual making the report	Information securely and appropriately stored and managed	Relevant parties kept informed where appropriate	Whistle blowing policy available for any concerns about how a report is handled
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Director for Safeguarding
Camilla Gordon
+447976963344
Camilla@refugeeyouthservice.org



Designated Safeguarding Lead
Jonny Willis
+447533659541
Jonny@refugeeyouthservice.org