

**23.11.18**

## **Tor Support Services (TSS)**

### **Safeguarding Policy**

#### **Purpose**

The purpose of the TSS safeguarding policy is to provide a secure framework for managing safeguarding for TSS service users and providers.

#### **Aims**

The policy aims to ensure that all service users and providers are safe and protected from harm. It also aims to ensure that staff, volunteers, trustees, service users, parents and visitors are aware of the expected behaviours and the organisation's legal responsibilities in relationship to safeguarding and promoting the welfare of all our users.

#### **Responsibilities and Expectations**

TSS and its Trustees have a legal responsibility to have an effective safeguarding policy and procedures in place to ensure the safe-handling of any safeguarding concerns or allegations arising within the counselling environment OR involving any member of the organisation.

TSS will ensure that all members of the organisation will have up to date Enhanced DBS checks (Disclosure and Barring Service) and that all counselling staff, coordinators and trustee safeguarding lead will have level 3 safeguarding training with regular updates.

The policy and procedures will be reviewed annually and will be available to be viewed via the website or on request at the office.

#### **Recognising Concerns, Signs and Indicators of Abuse**

Safeguarding is not just about protecting children and young people from deliberate harm. For TSS it includes such things as safety, bullying, racist abuse and harassment, intimate care, children missing education and internet safety and other safeguarding concerns. The witnessing of abuse can also have a damaging effect on those who are party to it, as well as the child subjected to the actual abuse, and in itself will have a significant impact on the health and emotional well being of the child.

Safeguarding concerns include emotional, physical, sexual abuse and neglect but also risks of significant harm to self or others and criminal activity. Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change. It is, however, important to know the indicators of abuse and to be alert to the need to take further advice or action.

Appendix 1 gives more information about types of abuse and includes links for useful websites.

## **Procedure for Counsellors in the Event of a Safeguarding Concern, Allegation or Disclosure**

Stay calm and listen carefully.

Reassure them they have done the right thing in telling you.

Do not investigate or ask leading questions.

Let them know that you will need to tell someone else

Do not promise to keep what they have told you a secret.

Make a written factual record of concerns, incident or disclosure as soon as possible.

Inform and discuss the case with a Designated Safeguarding Officer (DSO) (See appendix 2 for details) so that a decision can be made as to the best course of action to keep the child or young person (CYP) safe.

The DSO will make a decision on a case by case basis as to whether other agencies such as the Multi-Agency Safeguarding Hub (MASH), the police, the school or parents or guardians need to be informed. If in doubt the DSO will take further advice from the senior DSO or MASH.

If a decision is made that a MASH enquiry is required it is the responsibility of the counsellor who has the concerns to make the enquiry.

Normally this should be done by email using the MASH enquiry form unless it is an emergency and the CYP is at immediate risk when a phone call is indicated. Any enquiry made by phone must be followed up within 24 hours with a written enquiry using the MASH enquiry form.

If you have raised an enquiry with MASH you should always give the parents or carers of the child a copy of the MASH [factsheet](#). Parents should always be given this information when an enquiry has been made unless it's a serious child protection concern and doing so would put the child at risk.

Make a written record of the concern, allegation, disclosure or incident using TSS Safeguarding Record of Concern form ( appendix 3). This form must be signed and dated with a record of your position within TSS.

The forms must be stored securely within the TSS office.

Safeguarding issues should be discussed with your supervisor during your clinical supervision sessions.

## **Allegations against members of TSS Organisation**

Allegations might be made by children and young people or other concerned adults and may be made for a variety of reasons:-

Abuse has actually taken place

Something has happened to the child or young person that reminds them of a past event- the child or young person is unable to recognise that the situation and people are different: children and young people can misinterpret your language or actions

Some children or young people recognise that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out

An allegation can be a way of seeking attention.

## **Procedure for Managing Allegations against Members of TSS**

If an allegation is made against a member of TSS or if you have a concern that a member of TSS, whether they be members of staff, volunteers or trustees poses a danger to a child or young person or that they may be abusing a child or young person this should be brought to the immediate attention of the Chair of Trustees or another Trustee if appropriate (e.g. if the Chair of Trustees is not available or if the allegation concerns the Chair of Trustees).

We hope that staff and volunteers will feel able to voice concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially we will make every effort to keep to identity secret and only reveal it where necessary to those investigating your concern.

We aim to encourage openness and will support staff who raise genuine concerns under this policy, even if they turn out to be mistaken. You must not threaten or retaliate against anyone who raises concerns in any way. If you believe that you have suffered any such treatment, you should inform the Chair immediately. However, if we conclude that anyone has made false allegations maliciously, then that person may be subject to disciplinary action.

Chair of Trustees/ other Trustee will:-

Refer to the Local Authority Designated Officer (LADO) ( See Appendix 2 ) and follow up in writing within 48 hours.

Contact the parents or carers of the child or young person if advised to do so by the LADO.

Consider the rights of the staff member for a fair and equal process of investigation

Ensure that the appropriate disciplinary procedures are followed, including whether suspending a member of staff or volunteer from work, until the outcome of any investigation, is deemed necessary.

Act on any decision made in any strategy meeting.

Advise the independent Safeguarding Authority (see appendix 2) where a member of staff has been disciplined or dismissed as a result of the allegations being founded.

## **Policy Review**

This Policy, its organisation and arrangements will be reviewed annually.

## **Appendix 1 - Further Definitions**

### **Physical Abuse**

This can involve hitting, shaking, throwing, poisoning, punching, kicking, scalding, burning, drowning and suffocating. It can also result when a parent or carer deliberately causes ill-health of a child in order to seek attention through fabricated or induced illness. This was previously known as Munchausen's Syndrome by proxy

### **Emotional Abuse**

Emotional abuse is where a child's need for love security recognition and praise is not met. It may involve seeing or hearing the ill-treatment of someone else such as in domestic violence or abuse. A parent, carer or authority figure is considered emotionally abusive when they are consistently hostile, rejecting, threatening or undermining towards a child or other family member. It can also occur when children are prevented from having social contact with there or if inappropriate expectations are placed on them.

Symptoms that may indicate emotional abuse include the following list; (please note this list is not exhaustive and there can be explanations other than abuse for these symptoms) Excessively clingy or attention seeking, very low self esteem or excessive self-criticism, withdrawn behaviour, lack of appropriate boundaries with strangers, too eager to please, eating disorders and self harm.

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact both penetrative and non - penetrative, or viewing pornographic material, including through the use of the internet

Indicators of sexual abuse include; allegations or disclosures, genital soreness, injuries or disclosure, sexually transmitted disease, inappropriate sexualised behaviour including words, play or drawing.

### **Neglect**

Neglect is the persistent failure to meet a child or young persons basic physical and/or psychological needs which can significantly harm their health or development. Neglect can include inadequate supervision (being left alone for long periods of time), lack of stimulation,

social contact or education, lack of appropriate food, shelter, appropriate clothing for conditions and medical attention and treatment when necessary.

## **Other Useful Sources of information**

<https://www.nspcc.org.uk/what-we-do/>

Multi Agency Safeguarding Adults Board in Devon

<https://www.devonchildrenandfamiliespartnership.org.uk/>

<https://new.devon.gov.uk/devonsafeguardingadultsboard/>

<https://www.devonchildrenandfamiliespartnership.org.uk/workers-volunteers/safeguarding-hub-the-mash/>

Managing Allegations against Adults working with Children

<https://new.devon.gov.uk/educationandfamilies/child-protection/managing-allegations-against-adults-working-with-children>

## **Appendix 2 - safeguarding contacts**

Senior Designated officer/Trustee lead for Safeguarding      Dr Kathryn Vile (Chair of Trustees)  
k.vile@torsupportservices.org.uk

Designated Officer  
[c.white@torsupportservices.org.uk](mailto:c.white@torsupportservices.org.uk)

Ciara White

Designated Officer  
d.andrews@torsupportservices.org.uk

Debbie Andrews

Designated Officer  
h.seaton-burn@torsupportservices.org.uk

Helen Seaton-Burn

MASH (Multi-Agency Safeguarding Hub)  
0345155 1071  
mashsecure@devon.gov.uk

Local Authority Designated Officer  
01392 384964  
ladosecure-mailbox@devon.gcsx.gov.uk

Independent Safeguarding Authority  
www.isa-gov.org.uk

Okehampton College  
Designated Safeguarding Lead  
Deputy Designated Safeguarding Lead  
01837650914

Charlie Edwards  
Sean Freeman

Okehampton Primary School  
Safeguarding Lead  
01837 52866

Sarah Godbear

For other primary school leads please contact the schools directly

### **Appendix 3- list of contents of the safeguarding folder**

Safeguarding Policy

Vulnerable Adults policy

TSS Record of Concern

MASH Enquiry Form  
TSS Safeguarding Policy

Charity Number 1163407

November 2018

MASH Enquiry Fact Sheet for parents and Guardians

Childrens Acts Legislation

Gillick Competency Information

BACP Child Protection Information Sheets

Integrated Working in Practice Devon Reference Book

Child protection and Train Risk assessment

Information Sharing Guidelines

## **Glossary of Acronyms**

CYP	Children and Young People
DBS	Disclosure and Barring Service
DSO	Designated Safeguarding Officer

LADO	Local Authority Designated Officer
MASH	Multi-Agency Safeguarding Hub
TSS	Tor Support Services