**SAFEGUARDING CHILDREN and YOUNG PEOPLE POLICY**

*for*

**THE GOOD HEART, FROME**

**Policy date 28/05/24**

**Introduction**

The Good Heart, 7 Palmer Street. Frome BA11 1DS. Company Number: CIC NO 13896827

**The Good Heart is committed to protecting the children and young people who engage in our services, from harm and abuse. We will ensure that every adult working or volunteering at The Good Heart will support and comply with this Safeguarding policy and that we will act promptly when dealing with allegations or suspicions of abuse or inappropriate behaviour.**

We regularly monitor and evaluate the effectiveness of our policies, procedures and practices for the protection of our service users. This are all in line with the following laws and legislations which relate to safeguarding children and young adultsin the UK (In the UK a child is anyone under the age of 18 years)

* **The Children Act 1989**: This act outlines the duties of public bodies and other organizations to safeguard and promote the well-being of children. It covers various aspects of child protection
* **The Human Rights Act 1998**
* **The Children Act 2004**: This act introduced significant reforms, including the establishment of Local Safeguarding Children Boards.
* **The Children and Social work act 2017**
* **Working Together to Safeguard Children 2022**

Every person under this policy holds responsibility for:

* remaining alert and aware of possible safeguarding risks to children
* guarding children against harmful environments with appropriate actions (for example, adequate supervision or ensuring safe environments)
* taking positive steps to maintain the safety and wellbeing of children engaging within The Good Heart
* reporting concerns expeditiously and appropriately, in line with child protection procedures
* understanding the duty to report specific concerns (and understanding how this interplays with confidentiality)
* challenging any inappropriate or harmful behaviour of any other adult and reporting this accordingly
* acting appropriately in the presence of children
* not taking any inappropriate risks
* not smoking, drinking or taking any form of illicit substances in the presence of children.

**2. What is abuse ? - The Risks to Children and types of abuse**

Child abuse occurs in all types of family and culture and in every part of the country.

Children can be abused by strangers, adults they know or members of their own family.

Children can be abused by the direct actions of an adult, such as a physical beating. Or, because an adult fails to act, for example, by failing to provide proper food or clothing for a child.

Child abuse usually falls into one or more of four categories: physical abuse, emotional abuse, sexual abuse and neglect

**[Physical abuse](https://www.somerset.gov.uk/children-families-and-education/report-a-child-at-risk/" \l "accordion-physical-abuse)**

Physical abuse may involve

* hitting
* shaking
* throwing
* poisoning
* burning or scalding
* drowning
* suffocating
* otherwise causing physical harm to a child

It may also be caused when a parent or carer fabricates symptoms of, or induces, illness in a child.

**Emotional abuse**

Emotional abuse is the persistent emotional ill treatment of a child to cause severe and persistent effects on the child’s emotional development, and may involve:

* telling a child that they are worthless, unloved, inadequate, or valued only to meet the needs of another person
* imposing developmentally inappropriate expectations, for example interactions beyond the child’s developmental capability, overprotection, limitation of exploration and learning, stopping the child from taking part in normal social interaction
* causing a child to feel frightened or in danger, for example witnessing domestic violence, seeing or hearing the ill treatment of someone else
* exploitation or corruption of a child
* online bullying

Some level of emotional abuse is involved in most types of ill-treatment of children, though emotional abuse may occur alone.

**Sexual abuse**

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, regardless of whether they are aware of what is happening.

Children under 16 years of age cannot lawfully consent to sexual intercourse

Activities may involve

* physical contact, including penetrative and non-penetrative acts
* sexual activities may also include non-contact activities, for example involving a child in looking at, or production of, abusive images (maybe online), watching sexual activities or encouraging them to behave in sexually inappropriate ways.

**Neglect**

Neglect involves the persistent failure to meet a child’s basic physical or psychological needs, likely to result in the serious impairment of the child’s health and development.

Examples include failure:

* during pregnancy as a result of maternal substance misuse
* to provide adequate food, clothing or shelter
* to protect from physical and emotional harm or danger
* to meet or respond to basic emotional needs
* to ensure adequate supervision including the use of adequate care-takers
* to ensure access to appropriate medical care or treatment
* to make sure their educational needs are met
* to make sure their opportunities for intellectual stimulation are met

**HOW MIGHT WE NOTICE ABUSE**

Concerns about or evidence of abuse or harm can come to us through

1. A direct disclosure from the child involved
2. A complaint or expression of concern by a volunteer, a carer, a member of the public or relative
3. An observation of the behaviour of the person at risk

**HOW TO RESPOND TO ABUSE**

**Safeguarding concerns must be dealt with promptly. Do not assume that someone else will do the job for you. Safeguarding is everyone’s concern.**

* Where a child is at immediate risk of serious harm, any adult present should call **999.** Thereafter, an available Allocated Safeguarding Officer from The Good Heart should be contacted as soon as is reasonably practicable.
* Where there is a safeguarding concern but no immediate risk of serious harm, the adult who has heard or witnessed this concern should consult with an available Allocated Safeguarding Officer as soon as practicable and by no later than the end of that same day.
* Where any child makes a disclosure relating to harm or abuse to an adult, it is important for that adult to:

- listen calmly and carefully, showing that their views are taken seriously

- provide an appropriate and honest level of reassurance

- avoid interrogating children and asking probing, intrusive and/or leading questions

- avoid making false promises regarding secrets and confidentiality with the child (because any concern of abuse/harm must be shared with an Allocated Safeguarding Officer and any subsequent safeguarding referral)

- make a confidential *written* record of the discussion either during the discussion or immediately afterwards. The record should include the key details of the disclosure together with any relevant times, dates, places and people concerned. Audio and video recordings of children making disclosures should be avoided

- refer all relevant information to an available Allocated Safeguarding Officer as soon as practicable afterwards, and by no later than the end of the day

Upon receipt of any safeguarding concern, an Allocated Safeguarding Officer shall consult with any other relevant persons and will make any appropriate referrals to the relevant authorities, such as the applicable Local Authority Children's Services department.

**Safeguarding Officers at The Good Heart**

The management and oversight of all child safeguarding matters are allocated to:  
  
**Vicki Ross – Venue Manager** [vickigoodheart@gmail.com](mailto:vickigoodheart@gmail.com) 07587176516

**Alison Murdoch – Director** [amurdoch108@gmail.com](mailto:amurdoch108@gmail.com) 07866541954

**Teresa Hadland – Director** [teresahadland@hotmail.com](mailto:teresahadland@hotmail.com) 07746780746

Procedure outlined by Somerset’s Childrens Services.

* If you are worried about a child or young person who could be in danger please contact Children’s Social Care by phoning **0300 123 2224**or emailing them at [**childrens@somerset.gov.uk**](mailto:childrens@somerset.gov.uk). Otherwise, contact the police.
* You can contact the police directly by dialling **101** and they will discuss with Children’s Social Care what action should be taken.
* If you would like to speak to a social worker outside of office hours please phone the Emergency Duty Team on **0300 123 23 27.**

**Reporting Concerns About Other Adults**

Where any person has a concern regarding the conduct of an adult connected to the Company, which poses or may pose a safeguarding risk to children such as:

- harming a child either physically or emotionally

- exposing a child to behaviour which may cause physical or emotional harm

- engaging in criminal activity concerning a child

This must be raised in the first instance with an available Allocated Safeguarding Officer(or where this is not appropriate, a different senior member of The Good Heart) so that the next appropriate steps may be agreed and actioned. We recognise that there could be circumstances where a person may need to report a matter that has taken place in a setting outside of the person's engagement with the Company

**Confidentiality and Data Protection**

All personal information we may process relating to children, shall be processed and stored in accordance with our data protection privacy policy.

**Disclosure and Barring Service (DBS) Checks and Reporting**

DBS checks under the appropriate legislation should be undertaken wherever required. The groups of people we will usually undertake DBS checks in relation to are:

Leaders of any groups involving children or young people. Any individual, employed or voluntary who is in a 1:1 situation with a child in the absence of a parent/ carer or other adult who holds DBS certification.

Wherever we deem it is necessary and appropriate to remove any individual from a position of work in a activity which is regulated under the relevant legislation, we shall also be obliged to make a referral to the Disclosure and Barring Service.

**Safeguarding training at The Good Heart**

Training follows the guidelines specified in The **Somerset Safeguarding Children Partnership.** All group leaders will complete the recommended Safeguarding training listed. The organisation will follow all the recommendations regarding follow up training and keep up to date with local and national changes to Safeguarding protocol.

Other relevant information to supplement this policy

**Code of behaviour for volunteers working with children and young people**

**Avoid:**

* Spending time alone or making unnecessary physical contact with children
* Non-consensual touching in general.
* Meeting alone with children or young people at risk associated with The Good Heart, outside of the work environment.

**You should never (even in fun):**

* Initiate or engage in sexually provocative conversations or activity
* Allow the use of inappropriate language to go unchallenged
* Do things of a personal nature for children that they can do themselves
* Trivialise or exaggerate child at risk abuse issues
* Allow any allegations made by a child or adult to go without being reported and addressed
* Make promises to keep any disclosure confidential from relevant authorities

**Safeguarding Children at Events and Activities**

Responsibilities and Planning

Typically, we may arrange the following types of events and/or activities which could involve children. With the exception of our Young People’s café ( for ages 14 to 19, run by Focus Frome) parents/carers always accompany children and young people under the age of 18.

Our current groups are:

Tiny Hearts parent and Toddler group  
Weekly Young People's Wellbeing cafe  
Childrens events at our annual Kindness Festival  
Other general times in the cafe when meals are being served.

The Allocated Safeguarding Officers shall hold ultimate responsibility for the safety and appropriateness of the event. They may however appoint a delegate to oversee the responsibilities at a specific event.

Although the Allocated Safeguarding Officers and any appointed delegates will hold ultimate responsibility for overseeing the safety of events and activities, all individuals under this policy must also play an active role in ensuring the safety of children at all times.

Appropriate background checking shall be undertaken for any adult engaged by us in connection with an event or activity involving children, wherever this is required by law.

For certain types of events or activities, we may issue an additional code of conduct, policy, or some specific other requirements which is specific to that occasion. Any such additional documentation will be made available to all those concerned (staff members, parents, guardians etc.) in advance. They should be read carefully and adhered to.

Venues

Any events or activities held by us will typically take place at:

The Good Heart premises. 7 Palmer Street, Frome

We have carried out a health and safety risk assessment of this location in reference to its safety and suitability for children. Where any events or activities are held at any other location we shall also carry out a risk assessment.

The fire safety procedure and policy is laminated and attached to our notice board at cafe entrance. A copy is stored in our policy manual.

First Aid

The First Aid policy hangs with the First aid kit on a hook above the sink in the cafe. A copy is stored in our policy manual.

Any accident or injury concerning a child should be brought to the attention of the nearest first aider and should thereafter be formally reported to an available Allocated Safeguarding Officer.

Where we hold any events or activities whereby a child attends alongside their parent or guardian, parents and guardians should ensure that children are properly supervised.

**Managing the Behaviour of Children Generally**

Whenever any adult engaged by us is faced with challenging or inappropriate behaviour from a child or with conflict between children, they must:

- treat each child fairly and equally

- approach the situation in a calm and neutral manner

- only ever use physical restraint/intervention to protect the immediate safety of a person, for example, to prevent an injury or harm either to the child or others

- wherever it is justified to physically restrain a child or to physically intervene, the amount of force used should be kept to the absolute minimum, taking into account the risk posed

- make a written record of the incident and ensure this is reported appropriately to an available Allocated Safeguarding Officer

**Managing Risks Posed by Other Children**

It is important for all adults engaged by us to recognise that children can face harm from their peers. This can commonly take the form of bullying. Bullying can be defined as any behaviour which is:

- repeated; and

- has the intention of hurting somebody either physically or emotionally.

Bullying can sometimes be motivated by prejudices based on certain groups, for example, gender, race, religion or sexual orientation. Bullying can often include:

- physical harm perpetrated against another child

- name calling and threats

- cyberbullying (threats and abusive comments made via technology)

Any instance of bullying or concern relating to possible bullying between children at any event or activities arranged by us will usually be dealt with by us in the first instance as follows:

All children and any relevant staff shall be spoken to individually to ascertain the facts.( with a parent/carer in the case of pre- school children) supportive action taken following this.

All steps in relation to the prevention or management of bullying should be taken in consultation with an Allocated Safeguarding Officer.

**Photography**

Our Photographs

On some occasions, we may take photographs featuring children. We recognise that photography of children carries risks, such as:

- the potential for images to be re-used, shared or adapted in a damaging or inappropriate manner

- the general risk of sharing images and the impact this could have on child's public image as they grow older

In view of these risks, we will:

- always ask for written permission from a child and their parent/guardian before taking and sharing any image of them

- always ensure that a child and their parent/guardian are properly informed how an image will be used and shared

- always ensure that a child's identity is protected as far as is possible within any published material

- ask that parents, guardians, children and any other person connected to them who may wish to share any of our published images which feature other children refrain from doing so unless they have the permission of the other children and their parent/guardian

- always store photos in accordance with our data protection policy.

Members of the Public

We ask that any members of the public attending our premises, events or activities do not take photographs.

Further information is contained in our photography policy which can be found in our policy manual. During the Kindness Festival the policy will be on the website

**Other Policies**

We have referred within this document to the following other important policies which should be read in conjunction with this policy:

- Our data protection policy

- Our first aid policy

- Our photography policy

This policy should also be read in conjunction with our Health and Safety policy and all policies relating to employees and volunteers. These are stored in our Policy Manual on our cafe premises and electronically on our website’s drive.

**Legal Framework**

This policy has been drawn up in accordance with all relevant and applicable legislation and guidance available to the Company in the jurisdictions it operates within.

This Policy is approved and robustly endorsed by THE GOOD HEART, FROME and is due for review every ANNUALLY.

**Signed:** Vicki Ross (Venue Manager) **Date:** MAY 2024 **Review date** MAY 2025