

Essex Wildlife Trust

Procedure - Safeguarding Children, Young People and Adults at Risk

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This Procedure supports the Policy - Safeguarding Children, Young People & Adults at Risk and should therefore be read in conjunction with that Policy.

1. Introduction

Essex Wildlife Trust (EWT) is committed to safeguarding all staff, volunteers, trustees, EWT members and members of the public who use the Trust land, services and facilities, and to protecting children, young people and adults at risk from abuse and harm. We are committed to practices which protect everyone and consider that safeguarding is everyone's responsibility.

2. Procedure



This procedure applies to all staff, volunteers and trustees of Essex Wildlife Trust and provides clarity and guidance within the Trust. The associated policy, along with other relevant policies, is available on WildPoint.

This procedure – along with the Safeguarding Children, Young People and Adults at Risk Policy (available on WildPoint)– should be read and understood by all employees and volunteers to ensure full understanding of responsibilities in relation to Safeguarding at the Trust. This procedure must be applied should anyone have any concerns regarding the safety of any child, young person or adult at risk using Essex Wildlife Trust's services and facilities.

3. Organisational & Legal Requirements

All staff, volunteers and trustees are expected to adhere to the processes contained within this procedure. The law and guidance in this procedure follows that which is outlined in the policy. It is a legal responsibility for staff to report concerns or suspected abuse related to a child, young person or adult at risk. If staff or volunteers feel that an inappropriate response to an allegation/concern has been taken, they can contact Essex Safeguarding Children Board on Tel: 0333 013 8936 or Email: escb@essex.gov.uk or Essex Safeguarding Adults Board on Tel: 0333 013 1019 or Email: esab@essex.gov.uk. For relevant contacts in Havering, Southend or Thurrock, please see the Safeguarding Contacts List on WildPoint.

Trustees and Trust Leadership should be aware of their obligations under the Human Rights Act 1998, the Equality Act 2010, and their local multi-agency safeguarding arrangements.

4. Acronyms & Definitions

Many acronyms and definitions cover aspects of Safeguarding; these are listed below for clarity of understanding/application.

Acronyms

ESCB	Essex Safeguarding Children Board
ESAB	Essex Safeguarding Adults Board
DBS	Disclosure & Barring Service
SET	Southend, Essex & Thurrock
DSL	Designated Safeguarding Lead
DDSL	Deputy Designated Safeguarding Lead
SO	Safeguarding Officer
SAT	Safeguarding Action Team (CEO, DSL, DDSL, appointed Trustee)
LADO	Local Authority Designated Officer
CEO	Chief Executive Officer

SLT	Senior Leadership Team
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Definitions

Child – The Criminal Justice Court Service (CJCS) defines a child as *someone who is under 18 years of age (under 16 if the child is in employment)*.

Child in Need – a child who is in need of intervention to prevent a child protection issue.

Child Protection – the process of supporting children who have been identified as either suffering, or at risk of suffering, significant harm as a result of abuse, neglect or exploitation. It involves measures and structures designed to prevent and respond to abuse, neglect and exploitation (as defined by NSPCC).

Safeguarding – protecting children, young people and adults at risk from damage or harm with appropriate measures.

According to Keeping Children Safe in Education (KCSIE), safeguarding and promoting the welfare of children is defined as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing the impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care

taking action to enable all children to have the best outcomes

Adult at Risk – in the context of a standard DBS check, this definition means a person aged 18 years or over who has a condition of the following type: a learning or physical disability; a physical or mental illness, chronic or otherwise (including addiction); a reduction in physical or mental capacity. In the context of an *enhanced* DBS check, an adult at risk is a person aged 18 years or over who receives care or personal care services for reasons of mental health, learning or other disability, age or illness and who is – or may be – unable to take care of themselves, or unable to protect themselves from significant harm or abuse.

Abuse - is a violation of a person's human and civil rights by any other person. It is where someone does something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

5. Types of Abuse – Children, Young People and Adults at Risk

In a safeguarding context, there are four main areas of abuse:

- **Physical** – where pain, hurt or injury is caused.
- **Emotional** – persistent emotional ill-treatment causing severe and persistent adverse effects on the person's emotional development.
- **Sexual** – forcing or enticing participation in sexual activities, irrespective of the individual's ability to understand what is taking place.
- **Neglect** – persistent failure to meet basic physical and/or psychological needs, likely to result in serious harm or impairment of health or development.

There are many abusive activities which fall under these categories, or could be other areas for possible concern. The following list is not exhaustive, but provides examples of types of abuse:

Types of Abuse (young people and/or adults at risk)	Types of abuse (children)
Physical	Physical
Sexual	Sexual
Psychological and/or emotional	Emotional/psychological
Neglect	Neglect
Financial/material	Bullying/cyber bullying
Discriminatory	Child sexual exploitation
Hate crime	Child trafficking
Organisational or institutional	Criminal exploitation & gangs
Domestic violence	Domestic abuse
Modern slavery	Female genital mutilation
Female genital mutilation	Grooming
Grooming	Breast ironing

For both adults at risk and children, domestic violence may include: subordination; isolation; exploitation; threats; humiliation; intimidation; honour based violence; forced marriage. There are many different indicators of abuse, and different abuses can occur at the same time. **Appendix 1** demonstrates some ***indicators*** of abuse; this is not an exhaustive list but intended for guidance and information purposes.

All staff should be aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful. For example, children may feel embarrassed, humiliated, or being threatened. This could be due to their vulnerability, disability and/or sexual orientation or language barriers. This should not prevent staff from having a professional curiosity and speaking to the DSL if they have concerns about a child. It is also important that staff determine how best to build trusted relationships with children and young people which facilitate communication.

6. Guidelines for Behaviour

These guidelines protect children, adults at risk, and our staff, volunteers and trustees. The following descriptors are by no means exhaustive; everyone must remember to conduct themselves to the highest standard. Wherever possible, this procedure should guide all behaviours. If for any reason it is deemed necessary to operate outside this guidance, at any time, this must only be done following discussion with and approval from your SLT member and/or the DSL/DDSL.

To be able to safeguard effectively, all staff, volunteers, trustees and partners (including independent contractors) need to be able to:

- Describe their role and key responsibilities
- Describe acceptable and expected behaviours for staff and volunteers
- Recognise the signs/indicators of abuse (See Appendix 1)
- Describe what to do if worried about a child or adult at risk
- Follow this procedure to ensure all safeguarding concerns are reported to the appropriate person(s) without delay (see Section 8 on Reporting)
- Implement or carry out a risk assessment to minimise risk to children or adults at risk

All staff and volunteers **MUST**:

- Set a good example and adopt an approach that encourages mutual respect
- Ensure other adults attending events behave appropriately around children, young people and adults at risk
- When working at a location/site for an external provider (e.g. in a school setting), work collaboratively in relation to both EWT and the provider's Safeguarding policy and procedure
- Avoid situations which would result in being the lone responsible adult in the care of children or adults at risk; if necessary, relocate to a place where visual and audible observation by colleagues or other adults is possible
- Always respect the right to privacy and personal space
- Be alert to inappropriate and potentially harmful behaviour within a Team
- Treat everyone as an individual and value comments/contributions
- If a child, young person or adult at risk requires first aid or physical assistance (e.g. with clothing) *always* seek consent before touching or assisting them
- Respond sensitively and empathically to children, young people, or adults at risk who are anxious or unsure about participation in any activity
- Encourage a culture of openness, where everyone feels able to report any behaviour that makes them feel uncomfortable



- Immediately report any concerns about the welfare or safety of any child, young person, or adult at risk, or of inappropriate behaviour of other adults (see Section 8 – Reporting)
- Ensure all participants in every Team and/or activity are aware of who is responsible for the Team
- Refer behavioural concerns to the person responsible for the Team (e.g. when leading supervised Teams such as school or family visits)
- When you are the sole supervisor – i.e. there is no parent or independent/external Team leader, referred to legally as *in loco parentis* meaning in the absence of a parent – leading a Team ensure behavioural concerns are dealt with promptly and fairly
- Be aware of – and ensure strict adherence to - the ratio to staff to the needs of participants; the **responsible lead for each Team will advise of this ratio**. The ratio will vary depending on the work/activity – and on the needs of the children, particularly those with additional needs - but as a **guidance**, the NSPCC recommends the following:

No. Adult to Children	Age of Children
1 adult to 3 children	0 – 2 years
1 adult to 4 children	2 – 3 years
1 adult to 6 children	4 – 8 years

- Ensure all paperwork is completed for every Team/activity and when operating as sole supervisor (see *in loco parentis* above) use an In Loco Parentis Form and Going Home Form, both of which are available on WildPoint
- When a child attends an activity with a known injury, this must be declared using an 'Existing Injury' form
- Involve all participants in general decision-making (e.g. relating to activities) as appropriate

Unacceptable Behaviours

It is **unacceptable** for staff, volunteers or trustees to:

- Allow or engage in making suggestive remarks, gesture or touching
- Take photographs of a child, young person or adult at risk without written consent from a parent/carer/guardian. Consent must also be sought from the child – in writing, if the child is aged 13 or above.
- Strike a child in any way, or administer any corporal punishment. Corporal punishment is defined as any physical punishment intended to cause pain
- Take part in or play rough games
- Hold a child in any way that causes them pain



- Distress anyone by shouting at them or calling them derogatory names
- Smoke or be under the influence of any drug or alcohol whilst around children, young people or adults at risk, whether in a supervisory capacity or not
- Swear or use explicit or suggestive language or allow it to go unchallenged if others do so
- Seek or agree to meet children, young people or adults at risk anywhere beyond formally organised activities
- Engage in or tolerate bullying in any form or performed by anyone, whether adult or child
- Offer a lift to a child, young person or adult at risk
- Exchange personal details such as home address, phone number(s) or social networking information
- Engage in or allow any sexually provocative games involving or observed by children, young people or adults at risk, whether based on talking or touching
- Show favouritism or exclusion to individuals
- Take photographs or videos of participants on a personal device. A Trust device, e.g. iPad, may be used, but this may only be performed by staff who are familiar with and follow the relevant Education-specific procedures. The use of mobile phones or cameras in areas where activities may be taking place should be limited to work-related or emergency use only.
- Promise to keep a secret about anything – particularly regarding sensitive information. Guidance on Confidentiality and Information Sharing must always be followed (See **Appendix 2 – Guidelines on Confidentiality and Information Sharing**)

7. Children who are lesbian, gay, bisexual, transgender, questioning or have another sexual orientation or gender identity (LGBTQ+)

The fact that a child or a young person may be LGBTQ+ is not in itself an inherent risk factor for harm. However, children who are LGBTQ+ can be targeted by other children. In some cases, a child who is perceived by other children to be LGBTQ+ (whether they are or not) can be just as vulnerable as children who identify as LGBTQ+.

Risks can be compounded where children who are LGBTQ+ lack a trusted adult with whom they can be open. It is therefore vital that staff endeavour to reduce the additional barriers faced, and provide a safe space for them to speak out or share their concerns with members of staff.

8. Trust events

All Trust events must consider risks associated with safeguarding as part of the event risk assessment.



9. Reporting

It is imperative that ALL suspected incidents and/or concerns – regardless of their apparent significance or otherwise – are reported to and investigated by the DSL, or a DDSL in the absence of the DSL. All safeguarding concerns or incidents, or suspected concerns or incidents, require an immediate response (within 1 hour); you must share your concern - at the earliest opportunity (within 4 hours) - to the DSL or a DDSL.

There is no requirement for 'certainty' when concerned or worried about a safeguarding issue; the important thing is to speak up as soon as possible and practical.

If the DSL or a Deputy DSLs are not available, there are any number of other routes for speaking with someone to pass on concerns or worries, or to report a clear incident. Safeguarding Officers (members of staff who coordinate on communications in the Trust) are available, as is the Safeguarding Trustee, and the Safeguarding Team can be emailed securely using safeguarding@essexwt.org.uk.

Current safeguarding contact information is provided in EWT Key Safeguarding Contacts List, available in the Safeguarding information folder on WildPoint.

In the highly unlikely event that none of the key contacts are available, the concern **must** be emailed to the dedicated secure Safeguarding address safeguarding@essexwt.org.uk.

Appendix 3 contains a flowchart to assist with action to be taken if there is a safeguarding concern.

9.1. Reporting to Designated or Deputy Designated Safeguarding Lead

Any member of staff or volunteer who has or is given any information that they believe should be reported as a safeguarding concern – and which is not a life-threatening situation requiring immediate action/reporting to the police – should report this at the earliest opportunity directly to the DSL or a DDSL; an incident form (**Appendix 4** and also available on WildPoint) should also be completed and sent via secure mail to safeguarding@essexwt.org.uk. The reporting of any safeguarding concern should be done by **written report, with date and time clearly noted**. A 'verbal' report will be recorded in writing by the recipient of the information (DDL, DDSL for example). If in the unlikely event that the DSL or a DDSL is unavailable, it is important that the information is shared as soon as possible, via any of the contacts listed in EWT Key Safeguarding Contacts List, available in the Safeguarding information folder on WildPoint. The information will then be shared with DSL accordingly.

The Incident Form has clear guidance on how to complete; as much detail as possible must be included, noting where content is actual fact or personal

judgement/supposition. The Incident Form will be held securely and confidentially at the Trust, and shared where appropriate with the relevant authorities.

It is important to understand that children may not find it easy to tell staff about their abuse verbally. Children can show signs or act in ways that they hope adults will notice and react to. In some cases, the victim may not make a direct report. For example, a friend may make a report, or a member of staff may overhear a conversation that suggests a child has been harmed or a child's own behaviour might indicate that something is wrong. If staff have any concerns about a child's welfare, they should act on them immediately rather than wait to be told.

The initial response by the Trust to a report from a child is incredibly important, as this can encourage or undermine the confidence of future victims of sexual violence and sexual harassment to report or come forward.

It is essential that all victims are reassured that they are being taken seriously, regardless of how long it has taken them to come forward, and that they will be supported and kept safe. Abuse that occurs online or outside of the Trust setting should not be downplayed and should be treated equally seriously. A victim should never be given the impression that they are creating a problem by reporting sexual violence or sexual harassment. Nor should a victim ever be made to feel ashamed for making a report. It is important to explain that the law is in place to protect children and young people rather than criminalise them, and this should be explained in such a way that avoids alarming or distressing them.

9.2. Investigation

It is the responsibility of the DSL to investigate every safeguarding concern reported. Upon receiving a written report of an incident or concern, the DSL will categorise the report as follows, taking the appropriate action:-

Category	Action
Category A	Immediate concern. Immediate action required. Notification to external bodies/agencies/authorities. If the incident includes a (suspected or actual) criminal offence it will automatically fall into this category. An allegation against a member of staff or a volunteer may fall into this category (see 8.5 below).
Category B	Incident will require further investigation and actions may be required to resolve, retrain, amend practices, report to external bodies/agencies/authorities. An allegation against a member of staff or a volunteer may fall into this category (see 8.5 below).

Category C	Concern has been raised and recorded. No further action required.
Category D	Concern has been raised, recorded and dismissed.

The DSL will produce an Incident Action Plan for Category A and B issues. Completed Incident Forms and Action Plans will be stored securely for 21 years.

Note: No other member of staff or volunteer is permitted to undertake an investigation relating to safeguarding concerns or incidents. It is everyone's responsibility to be vigilant and responsive to safeguarding concerns with regard to reporting, and to report accordingly in a timely manner. Investigation is the sole responsibility of the DSL (or DDSL in the absence of the DSL).

9.3. Low Level Concerns

All low-level concerns should be shared initially with the DSL to decide if further action is required. The DSL should inform the CEO of all the low-level concerns and in a timely fashion according to the nature of each particular low-level concern. The DSL and CEO should jointly be the ultimate decision maker in respect of whether further action should be taking in respect of all low-level concerns.

Low-level concerns which are shared about contracted staff should be notified to their employers, so that any potential patterns of inappropriate behaviour can be identified.

If the DSL is in any doubt as to whether the information which has been shared about a member of staff as a low-level concern in fact meets the harm threshold, they should consult with the LADO.

9.4. Reporting Timescales

Indicative timescale for reporting is the same day for all and any incidents or concerns.

Investigation will commence within 24 hours of report received for all categories. All investigations will be reported to the Safeguarding Action Team, as detailed below.

Category A incidents/concerns will be investigated immediately, at the earliest opportunity and notified to the relevant authorities.

Category B incidents/concerns requiring further investigation will aim to be **completed within 5 working days, following immediate initial investigation**. An Action Plan will be produced on completion of investigation, with clear timescales for achieving outcomes.

Category C and D incidents/concerns will be recorded within 5 working days, following immediate investigation.

9.5. Action(s) following Investigation

After a Category A or B assessment, further safeguarding action(s) will be determined by the **Safeguarding Action Team (SAT)**. This Team consists of the CEO, DSL, DDSLs and Safeguarding Trustee. The purpose of the Safeguarding Action Team is to ensure that appropriate and necessary measures are taken to assess each case, to prevent similar incidents occurring, and to establish the effectiveness (or otherwise) of existing safeguarding practices, making recommendations for improvement where required. The Safeguarding Action Team is not responsible for implementing any formal processes, however recommendation may be given to the relevant member of SLT/HR.

Annual reports on all safeguarding issues will be given to the Safeguarding Trustee for upward reporting to the Board.

Referrals to external agencies (Essex Safeguarding Children Board, Essex Social Care) will be carried out by the DSL or DDSL only (or CEO should the DSL or DDSLs be unavailable). Staff can seek **advice only** from the ESCB Initial Response Team:

- For Children - Daytime No. is 0345 6037634, Night Time No. is 0345 6061212, or email initialresponseteam@essex.gcsx.gov.uk.
- For Adults contact Social Care Direct on 0345 6037630

Referral must be made by the DSL/DDSL as stated above.

9.6. Allegation against Staff and/or Volunteers or Contracted Staff

An allegation covers any concern that relates to a member of staff, volunteer working or contracted member of staff with children, young people or adults at risk whereby they may have:

- Behaved in a way that has harmed, or poses a risk of harm, to a child, young person or adult at risk;
- Possibly committed a criminal offence against, or related to, a child, young person or adult at risk; or
- Behaved in a way that indicates unsuitability to work with children, young people or adults at risk.

Allegations of this type will be responded to according to the detail presented in **Section 8.2 Investigation**. The DSL will contact the Local Authority Designated Officer (LADO) within 24 hours who will advise on action required.



It is not the Trust's responsibility to investigate an allegation against staff, volunteers or contracted member of staff related to safeguarding incidents or concerns. The relevant statutory authority will investigate the allegation and report back to the Trust regarding the outcome and the next steps. The Trust may, separately to the safeguarding process, take action (e.g. disciplinary) against a member of staff, or volunteer, as appropriate.

10. Situations requiring immediate action

In the event of a life-threatening situation (where someone is at immediate risk of harm), which goes beyond a concern or worry, this should be reported **directly to the Police, immediately** by *any* witness.

11. Advice and support

In the event that advice and/or support is required, this can be sought from the local authority Children's or Adult's Safeguarding teams (see EWT Safeguarding Contacts List on WildPoint).

If your work engages young people in work experience, students on placement, or young volunteers, additional information is contained in **Appendix 5 – Additional Information**.

12. Retention of Safeguarding Documentation

All data regarding children or adults should be handled within the relevant data retention policies and procedures of the Trust. This procedure details how the Trust manages child & adult at risk protection documentation. This includes records which relate to concerns about a child or adult at risk's welfare and safety, and/or concerns about possible risks posed by people working or volunteering with children or adults at risk.

12.1. Child Protection Records:

- 12.1.1. If a concern is raised a safeguarding incident form should be fully completed and signed, then sent to the designated safeguarding lead(s) (safeguarding@essexwt.org.uk). This should be stored alongside any other relevant documentation relating to the concern, including any action taken as a result of the concern, regarding further exploration or referrals made, or decisions taken against making a referral, as applicable.
- 12.1.2. All safeguarding records should be kept securely. Any paper reports should be scanned and then shredded. Electronic records should be password protected and stored in secure files in the Safeguarding Teams Site.
- 12.1.3. Information about child or adult at risk protection concerns and referrals should be kept in a separate child or adult at risk protection file for each child or adult at risk, rather than in one 'concern log'. The child or adult at risk protection file should be started as soon as you become aware of any concerns. The child or adult at risk protection files should be kept separate from a child



or adult at risk's general records. You should mark the general record to indicate that there is a separate child or adult at risk protection file.

- 12.1.4. Where records are shared both internally and externally, they should be kept confidential, using passwords and encryption. Once a file is sent to the safeguarding@essexwt.org.uk it should be deleted from all drives on the sender's computer, including their Outlook 'sent' items.
- 12.1.5. Records should only be made and stored using Essex Wildlife Trust computers or devices.
- 12.1.6. Child or adult at risk protection files should be stored for 30 years following the date the incident took place.

12.2. Records relating to adults (staff and volunteers):

- 12.2.1. Where a safeguarding incident links to a staff member or volunteer, a record of the allegations, how they were followed up, how matters were resolved and any actions taken such as decisions about the person's suitability to work with children and/or adults at risk should be made. This will enable us to respond to requests for references, if a future employer asks for clarification about information disclosed as part of a vetting and barring check, or if allegations resurface after a period of time.
- 12.2.2. Records relating to concerns about an adult's behaviour should be kept in the person's confidential personnel file (not in a central 'concerns log') and a copy should be given to the individual.
- 12.2.3. If concerns have been raised about an adult's behaviour around children, records will be kept in their personnel file at least until they reach their normal retirement age or for 10 years – whichever is longer. This applies to volunteers and paid staff. For example: if someone is 60 when the investigation into the allegation is concluded, the Trust will keep the records until their 70th birthday, if someone is 30 when the investigation into the allegation is concluded, we will keep the records until they are aged 65. Records are held regardless of whether the allegations were unfounded, however they should be destroyed immediately if they were found to be malicious.

12.3. Destruction of child or adult at risk protection records

- 12.3.1. When the retention period is finished, confidential records will be incinerated or shredded in the presence of another Trust employee. At the same time any electronic versions of the record will be deleted.



Appendix 1

Indicators of Abuse

Safeguarding Children – Indicators of Abuse

Possible indicators of Physical Abuse

Abusive injuries tend to involve softer tissue and be in areas that are harder to damage through slips, trips, falls and other accidents. This may include:

- upper arm
- forearm (defensive injuries)
- chest and abdomen
- thighs or genitals
- facial injuries (cheeks, black eyes, mouth)
- ears, side of face or neck and top of shoulders ('triangle of safety')
- back and side of trunk.

Abusive injuries may be seen on both sides of the body and match other patterns of activity. They may not match the explanation given by the child or parent/carer and there may also be signs that injuries are being untreated, or at least a delay in seeking treatment.

Possible indicators of Sexual Abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Bleeding, pain or itching in the genital area
- Difficulty in walking or sitting
- Sudden change in behaviour or school performance
- Displays of affection that are sexual or not age-appropriate
- Use of sexually explicit language that is not age-appropriate
- Alluding to having a secret that cannot be revealed
- Bedwetting or incontinence
- Reluctance to undress around others (e.g. for PE lessons)
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Unexplained gifts or money
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Reluctance to be alone with a particular person

Possible indicators of Emotional Abuse

- Concerning interactions between parents or carers and the child (e.g. overly critical or lack of affection)
- Lack of self-confidence or self-esteem
- Sudden speech disorders
- Self-harm or eating disorders



- Lack of empathy shown to others (including cruelty to animals)
- Drug, alcohol or other substance misuse
- Change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger

Possible indicators of Neglect

- Excessive hunger
- Inadequate or insufficient clothing
- Poor personal or dental hygiene
- Untreated medical issues
- Changes in weight or being excessively under or overweight
- Low self-esteem, attachment issues, depression or self-harm
- Poor relationships with peers
- Self-soothing behaviours that may not be age-appropriate (e.g. rocking, hair-twisting, thumb-sucking)
- Changes to school performance or attendance

Children absent or missing from education

Being absent, as well as missing, from education can be warning sign of a range of safeguarding concerns, including sexual abuse, sexual exploitation or child criminal exploitation.

Think! Disguised compliance

For organisations working with children and families, staff will likely have established relationships with parents or carers and experience of working with them. A parent's or carer's behaviour can make it difficult for staff to recognise abuse, neglect or exploitation at an early enough stage or delay reporting it.

Disguised compliance involves care-givers presenting an appearance of being co-operative and supportive in order to avoid scrutiny, suspicion or concern. These behaviours may include:

- Misdirecting
- Dominating discussions
- Giving accounts that are different to a child's
- Being critical of other professionals
- Hard to engage
- Doing 'just enough'

A parent or carer can disguise or hide signs of abuse, neglect or exploitation for pre-arranged home visits by staff.



Safeguarding Adults – Indicators of Abuse

Possible indicators of Physical Abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Possible indicators of Domestic Violence or Abuse

Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Possible indicators of Sexual Abuse

- bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- torn, stained or bloody underclothing
- bleeding, pain or itching in the genital area
- unusual difficulty in walking or sitting
- foreign bodies in genital or rectal openings
- infections, unexplained genital discharge, or sexually transmitted diseases
- pregnancy in a woman who is unable to consent to sexual intercourse



- the uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- incontinence not related to any medical diagnosis
- self-harming
- poor concentration, withdrawal, sleep disturbance
- excessive fear/apprehension of, or withdrawal from, relationships
- fear of receiving help with personal care
- reluctance to be alone with a particular person

Possible Indicators of Emotional Abuse

- an air of silence when a particular person is present
- withdrawal or change in the psychological state of the person
- insomnia
- low self-esteem
- uncooperative and aggressive behaviour
- a change of appetite, weight loss/gain
- signs of distress: tearfulness, anger
- apparent false claims, by someone involved with the person, to attract unnecessary treatment.

Possible indicators of Financial Abuse

- missing personal possessions
- unexplained lack of money or inability to maintain lifestyle
- unexplained withdrawal of funds from accounts
- power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- the person allocated to manage financial affairs is evasive or uncooperative
- the family or others show unusual interest in the assets of the person
- signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- recent changes in deeds or title to property
- rent arrears and eviction notices
- a lack of clear financial accounts held by a care home or service
- failure to provide receipts for shopping or other financial transactions carried out on behalf of the person



- disparity between the person's living conditions and their financial resources e.g. insufficient food in the house
- unnecessary property repairs.

Possible indicators of Modern Slavery

- signs of physical or emotional abuse
- appearing to be malnourished, unkempt or withdrawn
- isolation from the community, seeming under the control or influence of others
- living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- lack of personal effects or identification documents
- always wearing the same clothes
- avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- fear of law enforcers.

Possible indicators of Discriminatory Abuse

- the person appears withdrawn and isolated
- expressions of anger, frustration, fear or anxiety
- the support on offer does not take account of the person's individual needs in terms of a protected characteristic.

Possible indicators of Organisational or Institutional Abuse

- lack of flexibility and choice for people using the service
- inadequate staffing levels
- people being hungry or dehydrated
- poor standards of care
- lack of personal clothing and possessions and communal use of personal items
- lack of adequate procedures
- poor record-keeping and missing documents
- absence of visitors
- few social, recreational and educational activities
- public discussion of personal matters
- unnecessary exposure during bathing or using the toilet
- absence of individual care plans
- lack of management overview and support

Possible indicators of Neglect or Acts of Omission



- poor environment – dirty or unhygienic
- poor physical condition and/or personal hygiene
- pressure sores or ulcers
- malnutrition or unexplained weight loss
- untreated injuries and medical problems
- inconsistent or reluctant contact with medical and social care organisations
- accumulation of untaken medication
- uncharacteristic failure to engage in social interaction
- inappropriate or inadequate clothing

Possible indicators of self-neglect

- very poor personal hygiene
- unkempt appearance
- lack of essential food, clothing or shelter
- malnutrition and/ or dehydration
- living in squalid or unsanitary conditions
- neglecting household maintenance
- hoarding
- collecting a large number of animals in inappropriate conditions
- non-compliance with health or care services
- inability or unwillingness to take medication or treat illness or injury



Appendix 2

Guidelines on Confidentiality & Information Sharing

Confidentiality and Safeguarding

Essex Wildlife Trust is committed to confidentiality and keeping sensitive information confidential, sharing only with express consent and in accordance with General Data Protection Regulations (GDPR).

In some circumstances – for example, with a safeguarding concern – obtaining consent may not be possible, and may even be detrimental to the child, young person or adult at risk. It may then be necessary and appropriate to share information without consent. The **Seven Golden Rules of Information Sharing** provides the necessary guidelines to support in sharing information appropriately.

Information Sharing – Seven Golden Rules

The seven golden rules of information sharing – available at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf - are applicable to all professionals with responsibility for sharing information, including child protection scenarios. A summary follows:

1. **The General Data Protection Regulations, the Data Protection Act 2018 and Human Rights laws are not a barrier to sharing information** but provide a framework to ensure personal information is shared appropriately.
2. **Be open and honest** from the outset about why, what, how and with whom information will be shared and seek their agreement, unless it is unsafe or inappropriate to do so.
3. **Seek advice** if you have any doubt, without disclosing the identity of the person if possible.
4. **Share with consent where appropriate** and where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent, if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgements on the facts of the case. When you are sharing or requesting personal information from someone, be clear regarding the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.
5. **Consider safety and well-being**, base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, accurate, timely and secure** – ensure that the information you share is necessary for the purpose for which you are sharing it, that it is shared only with those people who need to have it, it is accurate and up to date, is shared in a timely fashion and is shared securely.



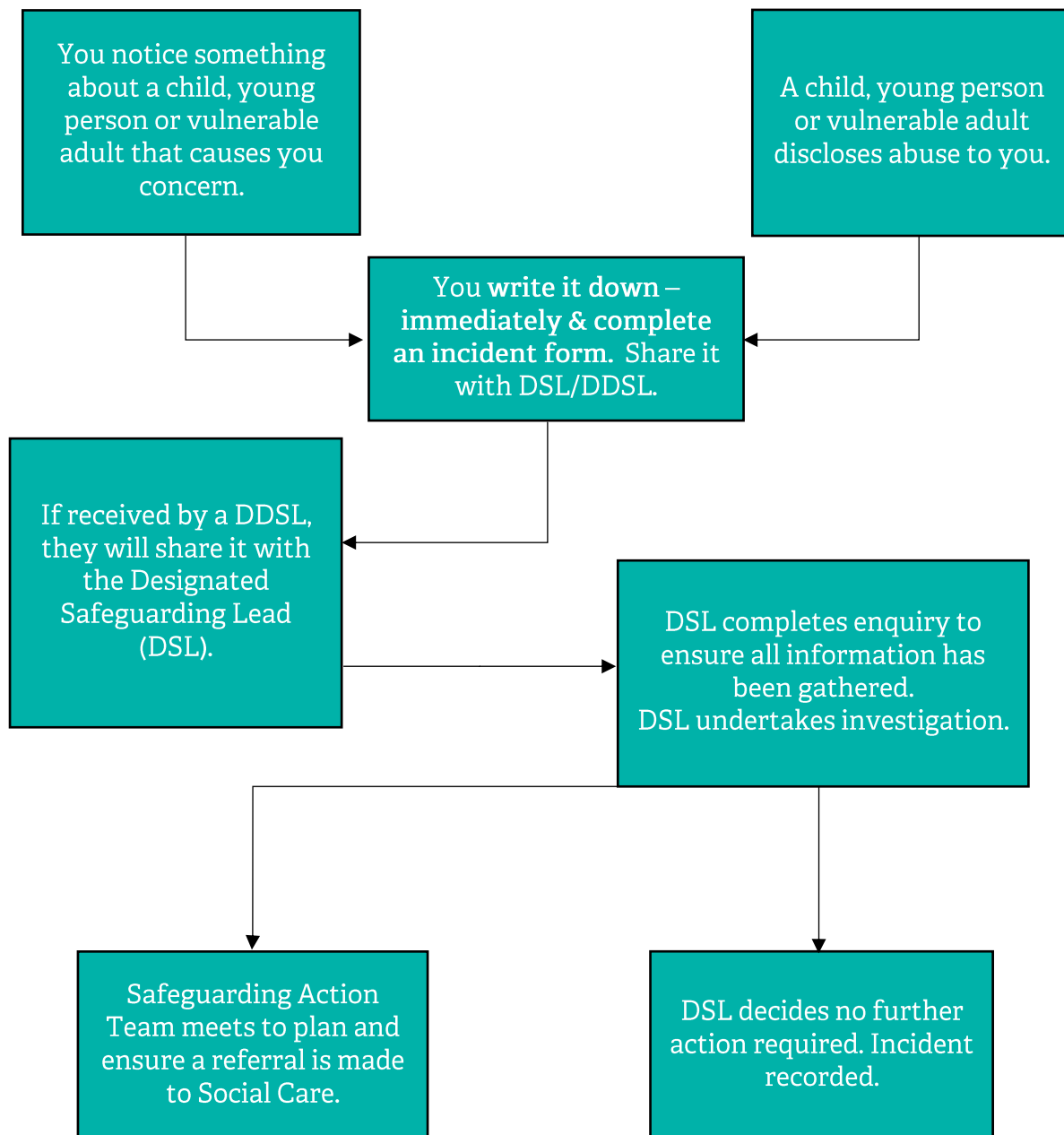
7. **Keep a record of your concerns, the reasons for them and the decisions** – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.



Appendix 3

Essex Wildlife Trust Flow Chart

What to do if you have a safeguarding concern:



Email: safeguarding@essexwt.org.uk

Designated Safeguarding Lead: Samantha Quill 01621 862950 and Richard Yates 07841 032058

ESCB initial response team: (advice) 0345 6037634

ESCB concerns about a child: 0333 0138936 out of hours – 0845 6061212

ESCB concerns about a vulnerable adult: 0333 0131019 or 0345 6037630



Appendix 4

Incident Form

Safeguarding **Incident** Form

In the event of a safeguarding incident:

1. Make safe 2. Record events, using direct quotes wherever possible 3. Report

This form is to be completed in the event of a safeguarding concern about the safety of an adult at risk, a child or a member of staff. The document must be sent to the Designated Safeguarding Lead (safeguarding@essexwt.org.uk) as soon as the incident has been reported and at the latest within **24 hours**. All files sent via email should be password protected.

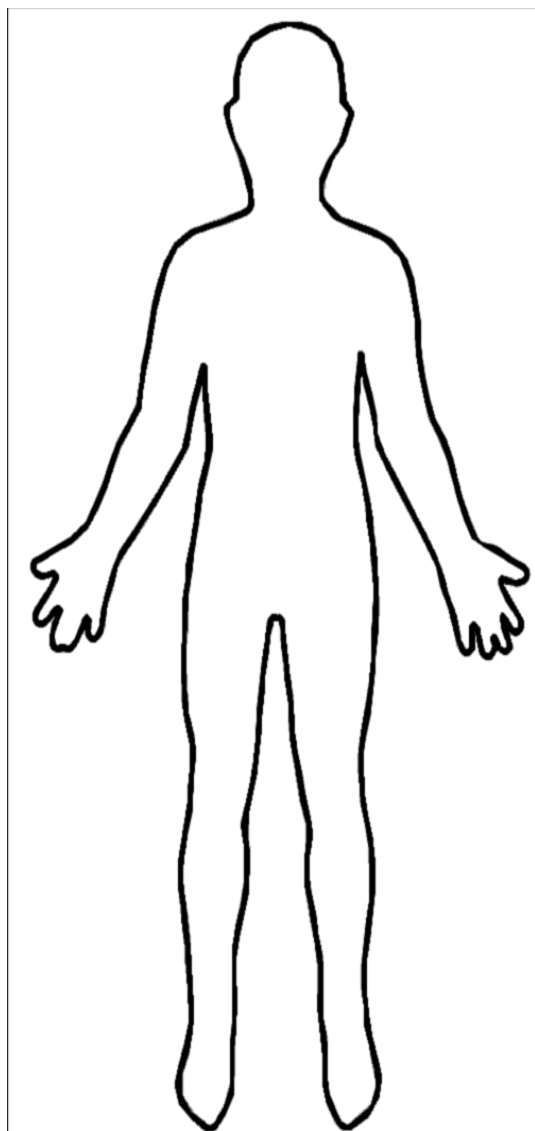
Data protection & confidentiality: any details recorded on this form are highly confidential. Therefore the Trust expects staff to send this form to the Designated Safeguarding Leads immediately upon completion, deleting any copies held, including from your recycling bin and email sent items. Any paper copies should be shredded.

Nature of concern. <i>(Please detail the concern, using specific details. Record the exact wording used to describe a scenario & avoid summarising or generalising anything you have heard.)</i>	
Date, time and location of incident or disclosure.	
Details of the person raising the concern. (Your details will only be shared with those that need to know, such as the designated safeguarding leads and the relevant local authority).	
Name(s) and details of any witnesses.	

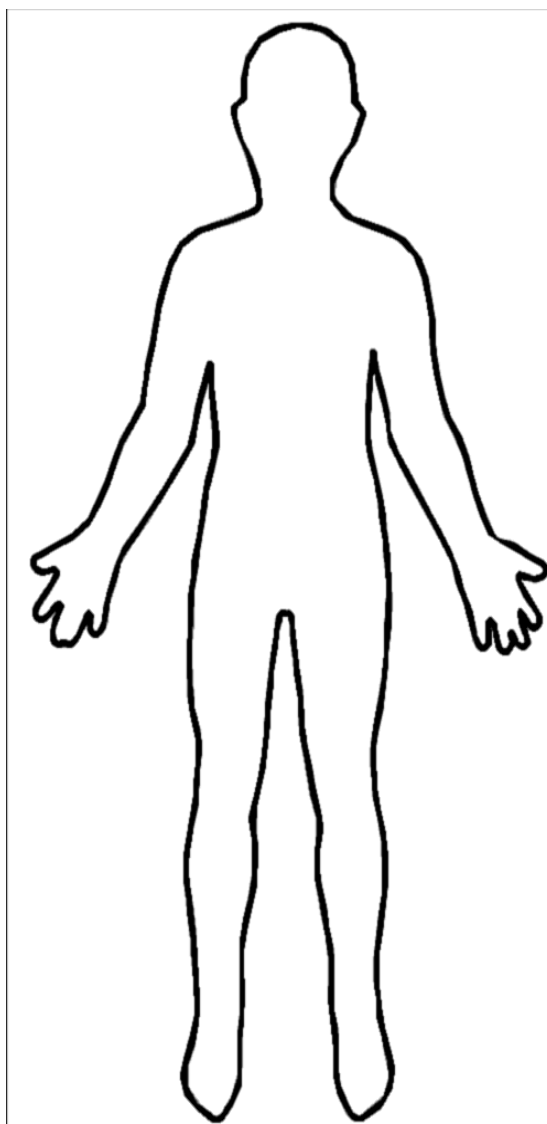
Name, address and date of birth of child or children and/or adult(s) at risk that are the subject of concern.	
Name of staff member or volunteer if this is a concern about someone in a position of trust.	
Supporting evidence – physical signs of abuse to be marked on a body map sheet. You should keep any pictures, texts or social media messages (including screenshots), as well as any clothing which may be used as evidence.	

Body Map





Front



Back

If a child or adult at risk discloses or you notice signs of physical or sexual abuse, it is helpful to mark these on the body map, using as much detail as possible. Once completed, please sign the image and date it.

Remember not all bruises are signs of abuse.

Please sign and print your name below:

Signed:	
Print name:	
Date:	



Appendix 5

Additional Information

Work experience/placement students/young volunteers

The Trust has policies in place for young volunteers (14-17) and Work Experience placements. See these policies for further information.



Appendix 6

Prevent Duty Procedure

All staff working or volunteering within Wilder Learning and/or in safeguarding roles will:

- Have an understanding of what radicalisation and extremism are and why we need to be vigilant in a childcare setting.
- Know what the policy is on safeguarding from radicalisation and extremism and will follow the policy when issues arise.
- All parents will know that we have policies in place to keep children and young people safe from harm and that we regularly review our systems to ensure they are appropriate and effective

Signs of Vulnerability

There are no known definitive indicators that a young person is vulnerable to radicalisation, but there are several signs that together increase the risk. Signs of vulnerability include:

- underachievement
- being in possession of extremist literature
- poverty
- social exclusion
- traumatic events
- global or national events
- religious conversion
- change in behaviour
- extremist influences
- conflict with family over lifestyle
- confused identity
- victim or witness to race or hate crimes
- rejection by peers, family, social groups, or faith.

Recognising Extremism

Early indicators of radicalisation or extremism may include:

- showing sympathy for extremist causes
- glorifying violence, especially to other faiths or cultures
- making remarks or comments about being at extremist events or rallies
- evidence of possessing illegal or extremist literature
- advocating messages like illegal organisations or other extremist groups
- out of character changes in dress, behaviour, and peer relationships (but there are also very powerful narratives, programs, and networks that young people can come across online so involvement with groups may not be apparent)
- secretive behaviour
- online searcher or sharing extremist messages or social profiles



- intolerance of difference, including faith, culture, gender, race, or sexuality
- graffiti, artwork or writing that displays extremist themes
- attempts to impose extremist views or practices on others
- verbalizing anti-Western or anti-British views
- advocating violence towards others

Roles and Responsibilities

Role of the Designated Safeguarding Lead

It is the role of the Designated Safeguarding Lead to:

- ensure that staff understand the issues of radicalisation, can recognise the signs of abuse, vulnerability or radicalisation and know how to refer their concerns
- receive safeguarding concerns about children and young people who may be vulnerable to the risk of radicalisation or are showing signs of radicalisation
- make referrals to appropriate agencies with regard to concerns about radicalisation
- liaise with partners, including the local authority and the police
- report to the SLT on these matters

Designated persons should also ensure that they and all other staff working with children and young people understand how to recognise that someone may be at risk of violent extremism by completing the appropriate online training that is available e.g. Prevent Awareness Training, Prevent Referrals.

Role of Staff

It is the role of staff to understand the issues of radicalisation and know how to refer their concerns.

Internet Safety

The internet enables children to access to a wide range of content, some of which is harmful. The filtering systems used on the Wilder Learning iPads blocks inappropriate content, including extremist content.

Staff Training

All staff will attend safeguarding training (within 3 months of employment) to help them understand the issues of radicalisation and to be able to recognise the signs of vulnerability or radicalisation and know how to refer their concerns. This information also forms part of induction safeguarding training.

Safer Recruitment

The Safer Recruitment Policy will be followed to ensure that appointed staff are suitable in line with the statutory guidance published in Keeping Children Safe in Education (2022). Vetting and barring checks will be undertaken as relevant.



Referral Process

Staff, volunteers and visitors to Wilder Learning must refer all concerns about children who show signs of vulnerability or radicalisation to the Designated Safeguarding Lead using the usual methods for reporting other safeguarding concerns. When there are significant concerns about a child the Designated Safeguarding Lead will make a referral to the Multi Agency Safeguarding Hub - by email.

Definitions

Extremism is defined in the 2011 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.

Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

British Values are democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.



Appendix 7

E-Safety - including all electronic devices with internet capacity

Online Safety

It is important that children and young people receive consistent messages about the safe use of technology and are able to recognise and manage the risks posed in both the real and the virtual world.

Terms such as 'e-safety', 'online', 'communication technologies' and 'digital technologies' refer to fixed and mobile technologies that adults and children may encounter, now and in the future, which allow them access to content and communications that could raise issues or pose risks. The issues are:

Content – being exposed to illegal, inappropriate or harmful material

Contact – being subjected to harmful online interaction with other users

Conduct – personal online behaviour that increases the likelihood of, or causes, harm

Commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams.

I.C.T Equipment

All computers have virus protection installed

- Second hand/donated computers must be configured before being used.
- Tablets are only used for the purposes of observation, assessment and planning and to take photographs for individual children's learning journeys. These photographs will be stored on the original tablet used to take the picture for a maximum of three months. Photographs will then be deleted.
- Tablets remain on the site and are stored securely at all times when not in use.
- Staff follow any additional guidance provided with the system.

Internet access

- Children never have unsupervised access to the internet.
- The **Wilder Learning Manager** ensures that risk assessments in relation to e-safety are completed.
- Only reputable sites with a focus on learning are used (i.e. CBeebies).
- Video sharing sites such as YouTube are not accessed due to the risk of inappropriate content
- Children are taught the following stay safe principles in an age-appropriate way;
 - only go online with a grown up
 - be kind online **and** keep information about me safely (don't give out addresses)
 - only press buttons on the internet to things I understand
 - tell a grown up if something makes me unhappy on the internet
- Staff support children's resilience in relation to issues they may face online, and address issues such as staying safe, appropriate friendships, asking for help if



unsure, not keeping secrets as part of social and emotional development in age-appropriate ways.

- All computers for use by children are sited in an area clearly visible to staff.
- Staff report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to www.iwf.org.uk

The **Wilder Learning Manager** ensures staff have access to age-appropriate resources to enable them to assist children to use the internet safely.

Websites and blogs

- Staff have a professional responsibility to be aware of and adhere to Essex Wildlife Trust procedures to ensure websites or other IT publicity is managed properly.

Cyber Bullying

If staff become aware that a child is the victim of cyber-bullying at home or elsewhere, they discuss this with their parents and refer them to help, such as: NSPCC Tel: 0808 800 5000 www.nspcc.org.uk or ChildLine Tel: 0800 1111 www.childline.org.uk

Use of social media

Staff are expected to adhere to Essex Wildlife Trust procedures at all times with regard to the use of social media and:

- understand how to manage their security settings to ensure that their information is only available to people they choose to share information with.
- ensure the organisation is not negatively affected by their actions and do not name the setting
- are aware that comments or photographs online may be accessible to anyone and should use their judgement before posting.
- are aware that images, such as those on Snapshot may still be accessed by others and a permanent record of them made, for example, by taking a screen shot of the image with a mobile phone.
- observe confidentiality and refrain from discussing any issues relating to work
- do not share information they would not want children, parents or colleagues to view.
- set privacy settings to personal social networking and restrict those who are able to access
- do not accept service users/children/parents as friends. It is a breach of professional conduct.
- report any concerns or breaches to the designated person in their setting.
- Must not engage in personal communication, including on social networking sites, with children and parents with whom they act in a professional capacity. There may be occasions when the practitioner and family are friendly prior to the child coming to the setting. In this case information is shared with the Wilder Learning Manager and a risk assessment and agreement in relation to boundaries are agreed.



Use/distribution of inappropriate images

- Staff are aware that it is an offence to distribute indecent images. In the event of a concern that a colleague is behaving inappropriately, staff advise the **Designated Safeguarding Lead** who follows procedures for responding to allegations of harm in relation to staff. Grooming children online is an offence in its own right and concerns about a colleague's behaviour are reported as above.



Appendix 8

Allegations Management

This section applies to allegations where there is reasonable cause to suspect that a child or adult at risk is suffering, or is likely to suffer, significant harm. It also applies to cases where allegations are made that indicate that a person is unsuitable to work with children and adults at risk in their current role, or in any capacity.

The Trust may be made aware of an allegation from a variety of sources, for example through a member of staff or volunteer highlighting a concern, the police, member of the public, previous employer or from any other part of the organisation.

Action should be taken as soon as possible to inform the employee against whom an allegation has been made, about the nature of the allegation, how enquiries will be conducted and the possible outcomes. If the allegation meets the threshold (RSWT Strategic Safeguarding lead will be able to advise on this), the Local Authority Designated Officer (LADO), Adult Social Care (ASC) or Police should be consulted **before** informing the member of staff of the allegation, to ensure that this does not impede the investigative processes.

Allegations may take two forms:

- Allegation relating to an incident(s) occurring as part of an individual's employment within the Trust. This includes celebratory and VIP visitors.
- Allegation relating to an incident(s) outside of employment with the Trust

In all cases, the Chief Executive Officer (CEO), Designated Safeguarding Lead(s) and a HR Manager must be made aware of the allegation without delay.

They will have oversight of the investigative strategy and process, the reporting mechanisms to be adopted and will agree who the Investigating Manager is. The investigative task and responsibilities will be delegated to an impartial Investigating Manager (from a different directorate of who the allegation has been made against), unless there are exceptional circumstances, for example where there is a conflict of interest.

If an allegation is made against the CEO or a trustee, it is the responsibility of the chair of the board of trustees, the lead trustee for Safeguarding, and the Strategic Safeguarding Lead. If one of them is the subject of the allegation, their place will be taken by the CEO, or another trustee respectively.

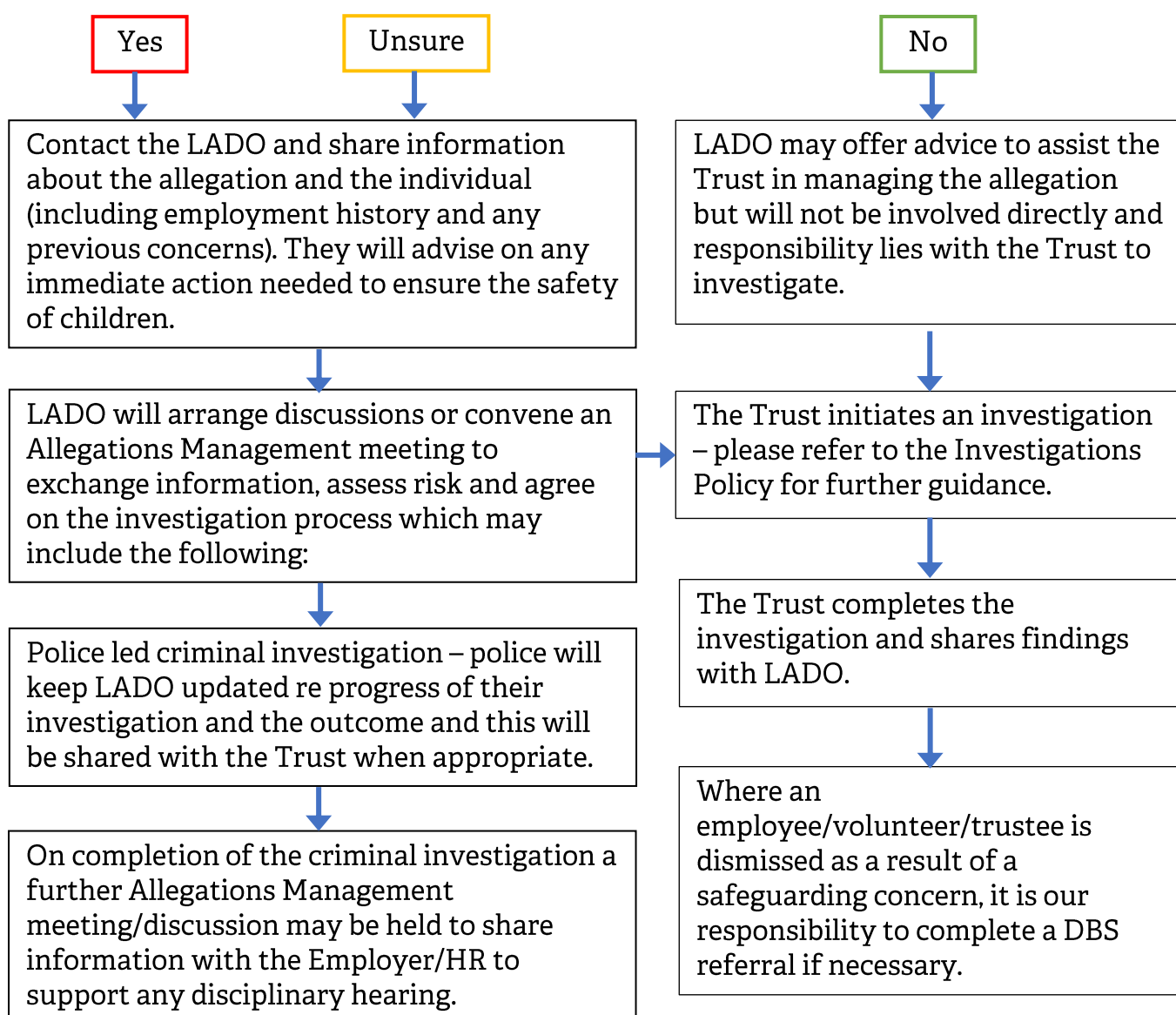
LADO Threshold: Has the member of staff or trustee?



- Behaved in a way that has harmed/may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children
- This applies to allegations/concerns raised about people in their personal as well as professional lives.

The diagram below is provided as a guide.

Has the LADO threshold been met?



You must contact the LADO within the Local Authority where the alleged abuse took place.

To find LADO contact details google the area followed by LADO contact details. If for example alleged abuse took place in Thurrock, we would google "Thurrock LADO contact details".

Managing the investigation

If the Designated Safeguarding Lead confirms the information as a safeguarding allegation, an initial plan must be agreed within 24 hours, taking into consideration:

- The actions to be taken to address any immediate safety of any relevant child/ren or adult at risk involved, for example those that are the subject of the safeguarding allegation or other children that the individual has contact with through work or family
- The criteria for referral to children's social care, adult social care and/or the police
- What information, if any, to share with the individual who is the subject of the safeguarding allegation, and when to do so
- Whether any immediate decision must be taken about suspension of the individual subject to the allegation, pending further enquiries and/or investigation
- What further information may be required for clarification
- Identifying who else is aware of the safeguarding allegation and who has been spoken to
- Consideration of support arrangements for the child/ren, adult at risk and family members concerned
- Arrangements for support for the person who is the subject of the safeguarding allegation and the person who raised the allegation
- Additional advice from RSWT's legal team or media team may also need to be considered

If after the initial assessment the Designated Safeguarding Lead does not consider the matter constitutes a safeguarding allegation then they must decide in consultation with the HR Manager and CEO if an internal investigation is required to determine if the behaviour/incident was related to poor practice or misconduct in which case the disciplinary policy may need to be instigated by the line manager. All decisions and the reasons for them must be recorded.

If the matter constitutes a safeguarding allegation, then the Designated Safeguarding Lead and Investigating Manager must make a referral to the Designated Officer for the Local Authority or Adult Social Care within 24 hours of the allegation coming to light. If the matter meets the LADO threshold, they will then guide the Trust through the next steps required.



At the conclusion of any investigations, the Designated Safeguarding Lead and the Designated Officer for the LA (if the matter has met their threshold), will formally review the outcome and determine any further action required. Following completion of the internal investigation the Investigating Manager will complete a report detailing the relevant information, their actions and any recommendations.

Options include:

- Reintegration of the staff member, volunteer or trustee
- Performance management
- Disciplinary process necessary, following the Trust's Disciplinary Policy
- Referral to the Disclosure and Barring Service (DBS) for consideration to be barred from working with children or adults at risk

The following definitions will be used by the Investigating Manager when recording the outcome:

- **Substantiated:** there is sufficient identifiable evidence to prove the allegation
- **False:** there is sufficient evidence to disprove the allegation
- **Malicious:** there is clear evidence to prove that there has been a deliberate act to deceive and the allegation is entirely false
- **Unfounded:** there is no evidence or proper basis that supports the allegation being made. It might also indicate that the person making the allegation misinterpreted the incident or was mistaken about what they saw. Alternatively, they may not have been aware of all the circumstances
- **Unsubstantiated:** this is not the same as a false allegation. It means that there is insufficient evidence to prove the alleged behaviour occurred

Every effort should be made to reach a conclusion in all cases even if:

- The individual refuses to cooperate, although s/he should be given a full opportunity to answer the allegation and make representations
- It is difficult to reach a conclusion
- The staff member is no longer employed, the volunteer has left or the trustee has withdrawn his/her services

The Designated Safeguarding Lead and Investigating Manager must determine who needs feedback following the conclusion of any investigations and the nature of that feedback in accordance with the principles of data protection and confidentiality. This might include feedback to the child, adult at risk, his/her parents/carers, and/or the person who raised the concern initially, and the line manager of the staff member or trustee.

The Investigating Manager must provide in writing feedback to the person who has been subject to the investigation, clarifying the outcome and any implications for their



employment/acting as a trustee. This should normally be provided within five working days of the conclusion of the investigation.

Learning Lessons

At the end of the process of managing an allegation and its conclusions, the Investigating Manager is responsible for the identification of any lessons to be learned about the incident, the actions taken, and how the allegation was managed. This learning should feed into policy and procedural revisions as well as the Safeguarding Community of Practice.

