Reach Charity Ltd

Safeguarding Policy

November 2023

Notice to volunteers and staff using a paper copy of this guidance, the Intranet holds the most recent version of this guidance. Volunteers and staff must ensure they are using the most recent guidance.

Owner: Operations Lead

Policy Information Chart

Title	Reach Safeguarding Policy

Document purpose/summary	The purpose of this policy is: ▪ to protect children and young people who receive Reach's services from harm. This includes the children of adults who use our services ▪ to provide Reach volunteers and staff, as well as children and young people and their families, with the overarching principles that guide our approach to child protection ▪ to provide clear guidance for all Reach volunteers, staff and members, on how to identify, raise concerns and respond to safeguarding matters affecting children.
Owner	Operations Lead
Policy Department	Safeguarding
Ratification date	DRAFT
Review date and frequency	Every two years
Consultation process	National charity and children's organisations policy review. To be reviewed by: BOT, Volunteer Branch Coordinators, Reach Parents, Reach Activity Week (RAW) Participants
Ratified by	Board of Trustees
Target audience	All Reach Volunteers, Members, Staff and Trustees
Circulation	Electronic: Intranet Written: Upon request to Reach Business Support Please contact Reach Business Support if you require this document in an alternative format.
Equality analysis checklist completed	
References/ sources of information	Working Together to Safeguard Children 2018 What to do if you're worried a child is being abused (2015) Equalities Act (2010) Safeguarding Vulnerable Groups Act (2006) Children's Act (2004) United Nations Conventions on the Rights of the Child (1989) NSPCC: https://learning.nspcc.org.uk/safeguarding-child-protection/ (accessed Nov 23) NCVO: https://www.ncvo.org.uk/help-and-guidance/safeguarding/specialist-guides/certain-roles/designated-leads/responding-concerns/referral/ (accessed Nov 23)
Associated documentation/cross referenced policies	▪ Reach Behaviour Code V1 ▪ Feedback and Complaints Policy ▪ Bulling & Harassment Policy ▪ Equality, Diversity, and Inclusion Policy ▪ Disciplinary Procedures

Supersedes document	Reach Safeguarding Policy 2021

Executive approval is subject to the understanding that the policy Owner has followed the organisation process for policy ratification.

Document Review History

Version no.	Type of Change: Major, minor, none or taken out of use	Date	Author of change	Description of change
2	Minor	Nov 23	Operations Lead	Update

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1. Equality, Diversity, and Inclusion

Reach is committed to encouraging equality, diversity and inclusion and eliminating unlawful discrimination. The aim is for Reach Charity to be truly representative of all sections of society and our volunteers and employees to feel respected and able to give their best. The Charity, in providing support for families with children with upper limb difference, is also committed against unlawful discrimination of young persons or the public.

2. Introduction

Reach is a volunteer-led organisation working across the UK to support children and young people with upper limb differences and their families.

We believe that:
- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:
- the welfare of children is paramount in all the work we do and in all the decisions we take
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

Find out more about:

- **safeguarding children who come from Black, Asian and minoritised ethnic communities**
- **safeguarding d/Deaf and disabled children and young people**
- **safeguarding LGBTQ+ children and young people**
- **safeguarding children with special educational needs and disabilities (SEND)**

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them
- appointing a nominated child protection lead for children and young people, a deputy, and a lead trustee/board member to act as our Safeguarding Champion
- adopting child protection and safeguarding best practice through our policies, procedures, and code of conduct for volunteers and staff
- developing and implementing an effective online safety policy and related procedures
- providing effective management for volunteers and staff through supervision, support, training, and quality assurance measures so that all volunteers and staff know about and follow our policies, procedures, and behaviour codes confidently and competently
- recruiting and selecting volunteers and staff safely, ensuring all necessary checks are made
- recording and storing and using information professionally and securely, in line with data protection legislation and guidance: **ico.org.uk/for- organisations**
- sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
- making sure that children, young people, and their families know where to go for help if they have a concern
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, and carers appropriately
- using our procedures to manage any allegations against volunteers and staff appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, volunteers, and staff, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where volunteers, staff, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.

3. Who to contact with a safeguarding concern

Role	Name	Contact Information
Designated Safeguarding Lead (DSL) Out of hours Safeguarding Lead	Sarah-Jane Lowson Operations Lead	Email: sarah-jane1@reach.org.uk Mobile: 07932 747 652
Deputy DSL	VACANT	
Reach Board of Trustees Safeguarding Champion	Julie Detheridge	Email: julied@reach.org.uk Mobile:
Whistle Blowing (internal)	Gary Phillips	Email: garyp@reach.org.uk Mobile: 07984 045 575
RAW Designated Safeguarding Officer	Claire Hermon	Email: claireh@reach.org.uk Mobile:
NSPCC Helpline (external)		T: 0808 800 5000

4.1 Responsibilities of all Reach volunteers and staff

Safeguarding is everyone's responsibility.

Everyone volunteering with or employed by Reach is responsible for reporting anything that is or could potentially be abuse, neglect or the risk of abuse or radicalisation and are responsible for implementing these policies and procedures in association with Reach's Board of Trustees, DSL, and other relevant agencies.

4.1.1. All Reach Volunteers & Staff have a responsibility to:

- Maintain an attitude of "it could happen here" to remain vigilant to the possibility of abuse and ensure that all safeguarding concerns are acted upon in the appropriate manner.
- Be clear about their own role and that of others in providing a caring and safe environment for all children and must know how they should respond to any concerns about an individual that may arise.
- Ensure they are aware of and adhere to this policy and all related policies and procedures listed in the reader information chart of this document.
- Ensure they are familiar with and adhere to all relevant procedures involved in recognising abuse and reporting incidents (please see Part 5 & Appendix B)
- Ensure they are aware of the contents of Working Together to Safeguard Children 2023
- Report all concerns, without judgement about their significance, to the Designated Safeguarding Lead.
- Adhere to appropriate confidentiality.
- Ensure they fulfil the mandatory safeguarding training and induction requirements.
- Always maintain professional relationships with young people. No attempt should be made to build or encourage any friendship with service users or their families outside of work and volunteering with Reach. This includes telephone and personal contact

and connecting via social media.

- Ensure that all correspondence with young people and their families is via Reach systems. Volunteers and staff must not give their personal contact details to young people, this includes personal social media handles, e-mail, home, or mobile telephone numbers.

4.1.2. All Reach volunteers and staff undertake online safeguarding training as part of their induction, and this is updated at least every 3 years.

4.2. Responsibilities of Reach's Safeguarding Champion:

Reach's Safeguarding Champion sits on the Board of Trustees. They have oversight of, champion, and review all safeguarding matters with the Board.

4.2: Reach's Safeguarding Champion has responsibility to:

- Take ownership of all Safeguarding policies and procedures across the Charity, reviewing and monitoring their implementation.
- Provide a bi-monthly group forum to charity DSL and Deputy.
- Circulate updates relating to Safeguarding to the charity DSL and Deputy
- Provide an annual formal report to the Board of Trustees on Safeguarding
- Undertake a bi-annual safeguarding audit/review alongside Operations Lead, Key servicer area stakeholders: Branch Coordinators, Reach Activity Week Leader, Annual Family Weekend Events Team.
- Inform the Operations Lead & Chair of the Board immediately of any notifiable safeguarding incident and ensure an investigation takes place. A notifiable safeguarding incident includes those incidents that are under further investigation by LA and incidents which involve emergency services.
- Ensure that the Charity's requirements for external reporting of Safeguarding events are fulfilled.

4.2.2. Reach's Safeguarding Champion undertakes Level 3 safeguarding training and additional safeguarding management training to fulfil their role.

4.3. Responsibilities of the Designated Safeguarding Lead (DSL) and Deputy

Our Designated Safeguarding Lead (DSL) has overall responsibility for child safeguarding for Reach. In the absence of the DSL, the Deputy DSL or Trustee Lead will undertake the DSL's duties.

4.3.1. The DSL has a responsibility to:

- Oversee safe recruitment processes for all Reach volunteers and staff (see 4.4)
- Liaise with LA, Social Services, Police, and other agencies (area specific and/or national) on individual cases of suspected or identified abuse.
- Ensure the Deputy Safeguarding Lead is up to date in terms of training and is fully involved and supported in decisions made.
- Act as the contact person within Reach.

- Be responsible for coordinating action within service areas (e.g., RAW/Branches) on safeguarding issues
- Liaise with volunteers/staff on a 'need to know' basis so that young person's rights to confidentiality are ensured
- Represent the service area at safeguarding meetings if required
- Ensure volunteers, staff, and Reach members are familiar with this policy and procedure
- Ensure all volunteers & staff receive regular updated training on current safeguarding issues.
- Discuss concerns and support colleagues to arrive at effective responses within the confidentiality of the Safeguarding Policy.
- Generate timely safeguarding reports, including a top-level report identifying trends.
- Notify the Trustee Safeguarding Champion of any incidents requiring further actions within 24 hours.
- Call multi-agency Best Interest meetings where appropriate
- Support volunteers and staff involved in reporting incidents
- Refer cases to the Disclosure and Barring Service where a person is dismissed or has left due to risk/harm to a Reach child/young person as required
- Refer cases where a crime may have been committed to the Police as required
- Attend (as appropriate) Local Authority Designated Officer Support Network meetings.

4.3.2. The DSL and Deputy DSL will be trained to L3 and undertake additional Multi-agency Safeguarding and Child Protection training to fulfil their role. All Reach safeguarding leads will receive updated training at least every two years.

4.4. Safe recruitment of volunteers and staff

The Reach Team (Operations Lead & Business Support) has responsibility to:

- Ensure that Safeguarding children and child protection is implicit throughout our recruitment process and this commitment is clear to all applicants.
- Ensure enhanced DBS is undertaken for all volunteers and staff working with children and young people on our behalf and/or acting as Reach Trustees.
- Ensure two independent references are provided for all volunteers and staff working with children and young people.
- Ensure that an up-to-date Single Central Record of DBS checks is always maintained.
- Ensure that Safeguarding Policies are readily available to volunteers, staff, and external stakeholders.
- Manage and monitor the safeguarding training of all volunteers & staff.

4.5. Responsibilities of the Board of Trustees

4.5.1. Reach Trustees will proactively safeguard and promote the welfare of Reach's young people. They will take reasonable steps to ensure that young people or others who come into contact with Reach do not, as a result, come to harm.

Safeguarding is a key governance priority for Reach. Trustees are responsible for safeguarding even if certain aspects of the work are delegated to staff. It is therefore essential that Reach trustees:

- know their responsibilities

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- have adequate measures in place to assess and address safeguarding risks
- have adequate safeguarding policies and procedures appropriate for the charity's particular circumstances and which reflect both the law and best practice
- make sure that these policies and procedures are effectively implemented and regularly reviewed

These steps are vital, given that charities are accountable to the public and must operate for public benefit. Trustees should be familiar with their responsibilities and the Charity Commission guidance: Safeguarding and protecting people for charities and trustees (last updated June 22)

4.5.2   There is a clear line of responsibility and accountability in the provision of services within Reach to safeguard and protect the welfare of children, young people, and adults at risk. Trustees must be confident that young people, volunteers, and staff know who they should contact to report any safeguarding concerns they may have. The DSL reports directly to the Reach Board of Trustees.

4.5.3.   Safeguarding is every board member's governance responsibility and in addition there is a nominated trustee safeguarding champion. All trustees are appointed in line with safer recruitment practices and undertake level 2 children and child safeguarding as part of their trustee induction programme. The Board of Trustees safeguarding champion will in addition undertake level 3 safeguarding training.

4.5.4   Trustees have legal responsibility for the organisation's safeguarding arrangements and must be informed of any safeguarding incidents and internal investigations. The safeguarding policy will be regularly reviewed, updated, and formally ratified at trustee meetings. This enables the trustees to be able to support Reach by continually evaluating the information provided and knowing when they need to become more involved. This includes:

- Allegations made against Reach Team members
- Ensuring safer recruitment practices are carried out for volunteers and staff
- Disciplinary proceedings for Reach Team members
- Being notified about any complaints made in relation to safeguarding
- Investigating any whistleblowing allegations made against Reach Team Members
- Undertaking, alongside key staff, annual internal safeguarding audits and reviews
- Agreeing the organisation's risk management framework including how safeguarding risks will be mitigated
- Ensuring full investigations are conducted in response to any serious notifiable safeguarding incident in line with Charity Commission regulations
- Meeting on an annual basis with the Operations Lead and Safeguarding Champion to formally review the previous 12-month number and type of incidents and accidents, investigation responses and outcomes

The overall governance of Reach is critical to underpinning the foundation and development of good safeguarding practice. Trustees will need to be confident effective safeguarding systems and processes are in place and always being followed. Children and child safeguarding policies should be formally reviewed bi-annually, or updated with changes in legislation as they happen.

Safeguarding is an agenda item at every quarterly BOT meeting whereby the Operations Lead will formally report on any incidents or accidents including notifiable safeguarding related

incidents, investigations, and outcomes. In addition, any notifiable safeguarding incident will be reported immediately by the DSL to the Board safeguarding champion and the Chair of the Board, and they will be kept fully informed.

5.   Types of abuse/signs of abuse/what to do?

5.1 Neglect

Neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse. A child might be left hungry or dirty, or without proper clothing, shelter, supervision, or health care. This can put children and young people in danger. And it can also have long term effects on their physical and mental wellbeing.

Neglect can be a lot of different things, which can make it hard to spot. Broadly speaking, there are 4 types of neglect.

Physical neglect: A child's basic needs, such as food, clothing, or shelter, are not met or they aren't properly supervised or kept safe.

Educational neglect: A parent doesn't ensure their child is given an education.

Emotional neglect: A child doesn't get the nurture and stimulation they need. This could be through ignoring, humiliating, intimidating, or isolating them.

Medical neglect: A child isn't given proper health care. This includes dental care and refusing or ignoring medical recommendations.

5.1.2. Signs of neglect

Neglect can be difficult to spot. Having one of the signs doesn't necessarily mean a child is being neglected. But if you notice multiple signs that last for a while, they might show there's a serious problem. Children and young people who are neglected might have:

- Poor appearance and hygiene
- Health & development problems
- Housing & family issues
- Change in behavior

For a more detailed breakdown in each category visit: https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/

5.1.3: If you are worried write your concerns down and phone/email Reach DSL, it might be the family may have reached a threshold for support and may appreciate help. Reach DSL will notify the parents and make the referral or make the referral straight away if the child is deemed to be in immediate danger.

5.2: Physical Abuse

Physical abuse is when someone hurts or harms a child or young person on purpose. It includes:

- hitting with hands or objects

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- slapping and punching
- kicking
- shaking
- throwing
- poisoning
- burning and scalding
- biting and scratching
- breaking bones
- drowning.

It's important to remember that physical abuse is any way of intentionally causing physical harm to a child or young person. It also includes making up the symptoms of an illness or causing a child to become unwell.

5.2.2. Signs of physical abuse

Bumps and bruises don't always mean a child is being physically abused. All children have accidents, trips, and falls. And there isn't just one sign or symptom to look out for. But it's important to be aware of the signs.

If a child regularly has injuries, there seems to be a pattern to the injuries or the explanation doesn't match the injuries, then this should be reported.

Physical abuse symptoms include:
- bruises
- broken or fractured bones
- burns or scalds
- bite marks.

It can also include other injuries and health problems, such as:
- scarring
- the effects of poisoning, such as vomiting, drowsiness or seizures
- breathing problems from drowning, suffocation, or poisoning.

Find out more about [female genital mutilation](#).

5.2.3. A child who is being physically abused might not realise what's happening is wrong. And they might even blame themselves. If a child talks to you about physical abuse it's important to:

- listen carefully to what they're saying
- let them know they've done the right thing by telling you
- tell them it's not their fault
- say you'll take them seriously
- don't confront the alleged abuser
- explain what you'll do next
- report what the child has told you to the Reach DSL as soon as possible.

Please see Appendix B: Incident Report Form with Body Map useful for accident and incident reporting.

5.3: Emotional Abuse

Emotional abuse is any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate, or ignore a child.

Emotional abuse is often a part of other kinds of abuse, which means it can be difficult to spot the signs or tell the difference, though it can also happen on its own.

5.3.1: Emotional abuse includes:

- humiliating or constantly criticising a child
- threatening, shouting at a child, or calling them names
- making the child the subject of jokes, or using sarcasm to hurt a child
- blaming and scapegoating
- making a child perform degrading acts
- not recognising a child's own individuality or trying to control their lives
- pushing a child too hard or not recognising their limitations
- exposing a child to upsetting events or situations, like domestic abuse or drug taking
- failing to promote a child's social development
- not allowing them to have friends
- persistently ignoring them
- being absent
- manipulating a child
- never saying anything kind, expressing positive feelings or congratulating a child on successes
- never showing any emotions in interactions with a child, also known as emotional neglect.

5.3.2. There might not be any obvious physical signs of emotional abuse or neglect. And a child might not tell anyone what's happening until they reach a 'crisis point'. That's why it's important to look out for signs in how a child is acting.

As children grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. But children who are being emotionally abused might:

- seem unconfident or lack self-assurance
- struggle to control their emotions
- have difficulty making or maintaining relationships
- act in a way that's inappropriate for their age.

5.3.3. What to do if a child reveals abuse: A child who is being emotionally abused might not realise what's happening is wrong. And they might even blame themselves. If a child talks to you about emotional abuse it's important to:

- listen carefully to what they're saying
- let them know they've done the right thing by telling you
- tell them it's not their fault
- say you'll take them seriously
- don't confront the alleged abuser
- explain what you'll do next
- report what the child has told you to Reach DSL as soon as possible.

5.4.1: Sexual Abuse

When a child or young person is sexually abused, they're forced or tricked into sexual activities. They might not understand that what's happening is abuse or that it's wrong. And they might be afraid to tell someone. Sexual abuse can happen anywhere – and it can happen in person or online.

There are two types of sexual abuse – contact and non-contact abuse. And sexual abuse can happen in person or online.

Contact abuse is where an abuser makes physical contact with a child. This includes:

- sexual touching of any part of a child's body, whether they're clothed or not
- using a body part or object to rape or penetrate a child
- forcing a child to take part in sexual activities

- making a child undress or touch someone else.

Contact abuse can include touching, kissing and oral sex – sexual abuse isn't just penetrative.

Non-contact abuse is where a child is abused without being touched by the abuser. This can be in person or online and includes:

- exposing or flashing
- showing pornography
- exposing a child to sexual acts
- making them masturbate
- forcing a child to make, view or share child abuse images or videos
- making, viewing, or distributing child abuse images or videos
- forcing a child to take part in sexual activities or conversations online or through a smartphone.

Find out more about grooming and child sexual exploitation.

5.4.2: Signs of sexual abuse

Knowing the signs of sexual abuse can help give a voice to children. Sometimes children won't understand that what's happening to them is wrong. Or they might be scared to speak out. Some of the signs you might notice include:

Emotional & behavioural signs:

- Avoiding being alone with or frightened of people or a person they know.
- Language or sexual behaviour you wouldn't expect them to know.
- Having nightmares or bed-wetting.
- Alcohol or drug misuse.
- Self-harm.
- Changes in eating habits or developing an eating problem.
- Changes in their mood, feeling irritable and angry, or anything out of the ordinary.

Physical signs:

- Bruises.
- Bleeding, discharge, pain, or soreness in their genital area.
- Sexually transmitted infections.
- Pregnancy.

If a child is being or has been sexually abused online, they might:

- spend a lot more or a lot less time than usual online, texting, gaming, or using social media
- seem distant, upset, or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet.

Children and young people might also drop hints and clues about the abuse.

5.4.3. If a child talks to you about sexual abuse it's important to:

- listen carefully to what they're saying
- let them know they've done the right thing by telling you
- tell them it's not their fault
- say you'll take them seriously
- don't confront the alleged abuser
- explain what you'll do next
- report what the child has told you to Reach DSL as soon as possible.

5.5.1: Bullying & cyber bullying

Bullying is intentional behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening, or undermining someone.

It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming, and mobile phone. A person can be bullied online and offline at the same time.

Bullying can take different forms. It could include:

- physical bullying: hitting, slapping, or pushing someone
- verbal bullying: name calling, gossiping or threatening someone
- non-verbal abuse: hand signs or text messages
- emotional abuse: threatening, intimidating, or humiliating someone
- exclusion: ignoring or isolating someone
- undermining, constant criticism or spreading rumours
- controlling or manipulative behaviour
- making silent, hoax or abusive calls.

The following types of bullying are also hate crimes:

- racial, sexual, transphobic, or homophobic bullying
- bullying someone because they have a disability.

Cyberbullying can include:

- sending threatening or abusive text messages

- creating and sharing embarrassing images or videos
- trolling – the sending of menacing or upsetting messages on social networks, chat rooms or online games
- excluding children from online games, activities or friendship groups
- shaming someone online
- setting up hate sites or groups about a particular child
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking, or stealing online identities to embarrass a young person or cause trouble using their name
- sending explicit messages, also known as sexting
- pressuring children into sending sexual images or engaging in sexual conversations.

You can find out more about cyberbullying on the NSPCC Online Abuse page.

5.5.2: Signs of bullying

No single sign will indicate for certain that a child is being bullied, but watch out for:

- belongings getting 'lost' or damaged
- physical injuries, such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- a change in how they are doing at school, including a dip in grades, or not handing homework in
- asking for, or stealing, money (to give to whoever's bullying them)
- a change in behaviour, including being nervous, losing confidence, or becoming distressed and withdrawn
- a change in eating or sleeping habits
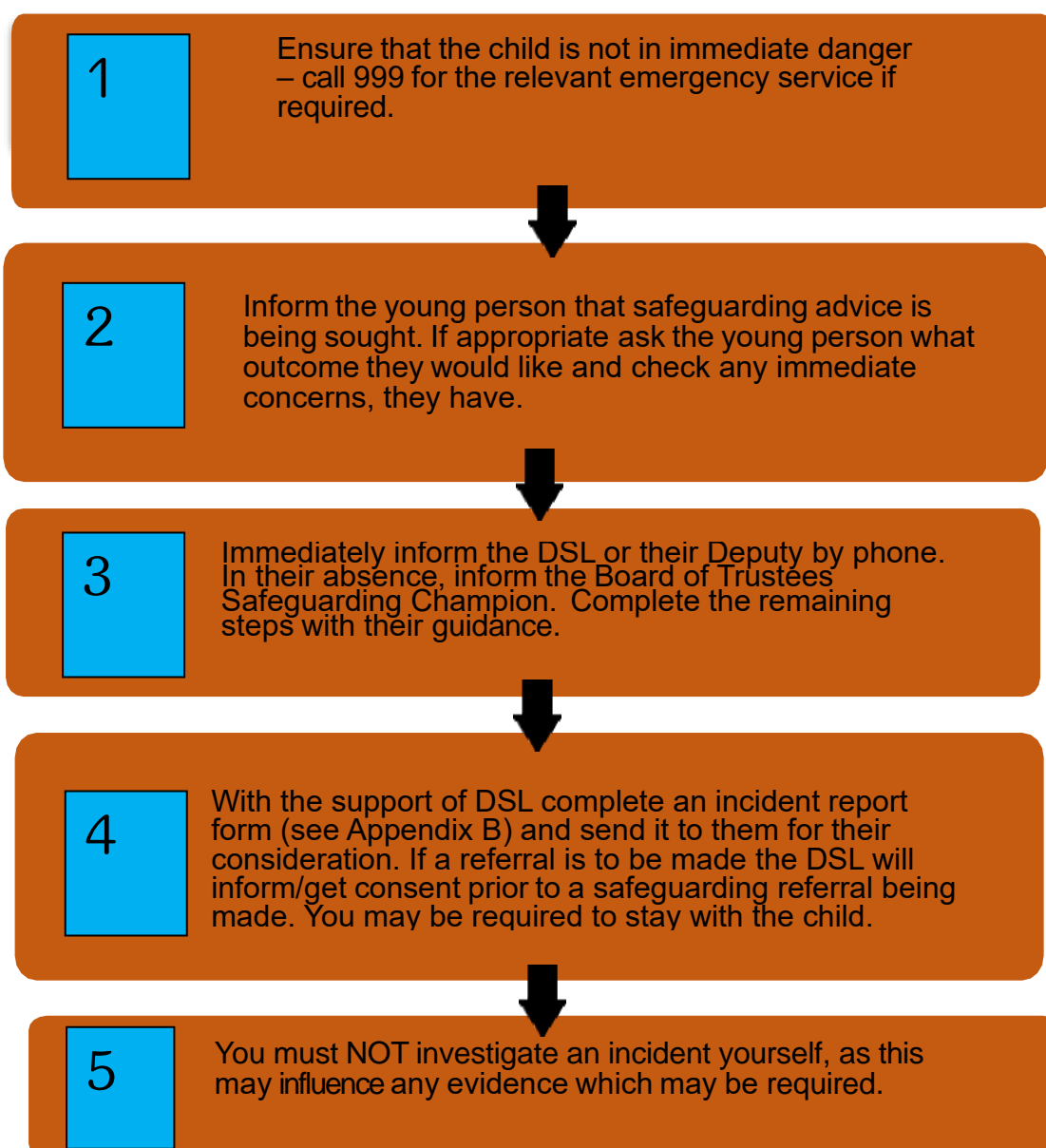- bullying others.

5.5.3: At Reach we will work with parents/carers and children to prevent bullying, we will reflect with children in our care, encourage kindness, create safe spaces for young people to speak of their experiences, support young people to recognise their rights and the rights of their peers and advocate for them and/or support them to challenge online 'hate crime'. Within our Behaviour Code we name bullying as a Don't - for persistent bullying we will follow the procedure outlined within.

Online abuse is a real issue for children and young people. But it's not all bad, the internet is a place where young people with upper limb differences are doing great things, not being shy of taking centre stage, being proud of their differences, helping others with limb differences learn new skills. Our job as a charity online is to support, and advocate for young people with limb differences, to challenge discrimination and report abuse. If a child/young person tells you they are experiencing online abuse, or if you see online abuse, please contact Reach DSL who can take appropriate action. Please see Part 7 P22-23 for more information on support and referral mechanisms to help Reach as a charity respond to and report online abuse.

If you are a Reach parent and would like more information on keeping children safe online visit: Keeping children safe online. They have good tools for you and for your children.

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6. Immediate Actions in the event of a Child Safeguarding Concern Flowchart

The flowchart below provides a summary of the key steps to take in the event of a child safeguarding incident.

1	Ensure that the child is not in immediate danger – call 999 for the relevant emergency service if required.
2	Inform the young person that safeguarding advice is being sought. If appropriate ask the young person what outcome they would like and check any immediate concerns, they have.
3	Immediately inform the DSL or their Deputy by phone. In their absence, inform the Board of Trustees Safeguarding Champion. Complete the remaining steps with their guidance.
4	With the support of DSL complete an incident report form (see Appendix B) and send it to them for their consideration. If a referral is to be made the DSL will inform/get consent prior to a safeguarding referral being made. You may be required to stay with the child.
5	You must NOT investigate an incident yourself, as this may influence any evidence which may be required.

7. Making a referral as a national charity

All safeguarding incidents are to be reported to the DSL, Deputy, or Trustee Safeguarding Champion. They will make the referral. Each Local Authority area have their own referral processes – the information below helps us as a national charity understand the steps to take to make a referral.

If we decide to make a referral we should do so as soon as possible with as much information as we can safely gather. We will not delay making a referral if we do not have all the information we might need.

Information to be gathered:

- Relevant details of the person we're concerned about.
- Our involvement with the person(s) we're concerned about.
- The nature of the concern, expressed in a clear and concise way.
- If there is an alleged perpetrator (someone accused of being responsible for the abuse or harm), any identifiable information including their name, known location or employment details.
- Whether anyone has spoken to the person, family members or others about the concern.
- Details of other services that are already involved with the person (if known).

Once we have reported the concern, they will decide if the referral meets their criteria to act. We should be informed within 48 hours. We must follow up if we are not informed within 48 hours.

Where the concern is about a child and someone in connection with Reach is accused of causing the harm or abuse, reporting will involve speaking to a local authority designated officer (LADO). Every local authority has either one person or a whole team in this role. They are expected to give advice and guidance to employers and voluntary organisation, liaise with the police and other agencies, and monitor the progress of cases to ensure that they are dealt with as quickly as possible. They also have responsibilities to make sure the process is thorough and fair.

- We will use the gov.uk postcode finder to find the relevant local authority safeguarding team.
- If concerned a crime has been committed we will follow the Charity Commission's guidance on criminal incidents (PDF) on how charities can report crimes to the police.

Who may get involved?

- **Social services.** Local authorities are the lead organisation for safeguarding children and adults. They have a legal duty to follow up any complaint or concern about harm or abuse.
- **Police**. The police will take the lead for investigations where criminal offences are suspected. In serious cases, the police can take a child away for 72 hours to keep the child safe. This is called police protection.
- **NHS bodies, mental health services or private hospitals**. Health organisations take the lead when a person needs help or support connected to their physical or mental health, or if a person was harmed in a health setting.
- **Multi-Agency Safeguarding Hub (MASH)**. A local authority led organisation which brings these organisations together to manage concerns.

Responding to online harm

We may need to manage a concern which has occurred online. This may be where we have become aware of harm through a digital service Reach run, where a member of our team sees harm online or it has been shared with Reach online. It may also be a situation where a Reach volunteer or staff member has used our IT systems to perpetrate harm.

▪ **Where the concern is on a social media platform:** we will flag and report the concern using the third-party platforms own community reporting systems - see Appendix C Reach Social Media Reporting Systems
▪ **Where the concern is about child sexual abuse pictures and videos (including non-photographic images):** report to the Internet Watch Foundation.
▪ **Where we are concerned a child is being sexually abused or groomed online (including an unknown person communicating with a child for sexual purposes):** report to National Crime Agency's (NCA) Child Exploitation Online Protection (CEOP) Command. If we have already reported your concern to your local statutory service, including the local Children's Social Care or the Police, you do not need to make a report to CEOP.
▪ **Where intimate images or videos have been shared:** sometimes called "Revenge Porn", this includes sharing intimate images, either on or offline, without their consent with the intention of causing distress. This can also include threats to share intimate images; webcam blackmail ("sextortion") and upskirting. Report to the Revenge Porn Helpline.
▪ **Online material promoting terrorism or extremism:** this includes articles, images, speeches or videos that promote terrorism or encourage violence; websites made by terrorist or extremist organisations and videos of terrorist attacks. Report to the Home Office.
▪ **Other forms of online harm:** we may become aware of a wide range of harmful and distressing activity online including abuse, bullying or harassment or content which is violent, features self-harm or suicide or is pornographic. Report to the Report Harmful Content website.

8.   Confidentiality and Sharing of Information

8.1 Where an allegation has been made, Reach volunteers and staff must let the child know the position regarding their role and what action they will have to take as a result. In the first instance, this will be to inform the DSL and seek advice. Staff, volunteers, and trustees have a professional responsibility to share relevant information about the protection of children at risk with other professionals, particularly investigative agencies, and child social services.

8.2 All personal information regarding a child at risk will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

8.3 If a child confides in a volunteer or member of staff and requests that the information is kept secret, it is important that the volunteer or member of staff tells the child sensitively that he or she has a responsibility to refer cases of alleged abuse to the DSL and appropriate agencies.

8.4 Within that context, the child must, however, be assured that the matter will be disclosed only to people who need to know about it and be asked what they would like to be the outcome.

8.5 In the case of a young person aged 16 or 17, where possible, consent should be obtained

from the child before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child at risk is the priority. Decisions will need to be made about the young person's capacity and whether it is possible for them to give consent.

8.6 Volunteers and staff must assure the child that they will keep them informed of any action to be taken and why. The child's involvement in the process of sharing information must be fully considered and their wishes and feelings considered.

9. Allegations against Reach volunteers and staff

9.1   All Reach volunteers and staff should take care not to place themselves in a vulnerable position with a child. It is always advisable not to be on your own with children, always try and be in sight of another adult.

9.2   Guidance about conduct and safe practice, including safe use of mobile phones by volunteers and staff will be given at induction.

9.3   We understand that a young person may make an allegation against a Reach volunteer or member of staff or Reach volunteers and staff may have concerns about another volunteer/staff member. If such an allegation is made, or information is received which suggests that a person may be unsuitable to work with children, the volunteer receiving the allegation or aware of the information, will immediately inform their DSL.

9.4   The DSL must alert the LADO (Local Authority Designated Officer) to all cases in which it is alleged that a person who works with children has:

•   behaved in a way that has harmed, or may have harmed, a child

•   possibly committed a criminal offence against children, or related to a child

•   behaved towards a child or children in a way that indicated they may pose a risk of harm to children.

The DSL on all such occasions will discuss the content of the allegation with the Local Authority Designated Officer (LADO) at the earliest opportunity and always within one working day and before taking any further action.

Allegations of historical abuse should be responded to in the same way as contemporary concerns. In such cases, it is important to find out whether the person against whom the allegation is made is still working with children and if so, to inform the person's current employer or voluntary organisation or refer their family for assessment.

As a national charity we have volunteers running events all over the UK and we need to make sure the referral goes to the right LADO. After consultation with the NSPCC the DSL in most cases will contact the LADO in the Local Authority area where the child making the allegation lives (gov.uk postcode finder) to make the referral and/or call the NSPCC Helpline for Practitioners for guidance on a case by case basis T: 0808 800 5000

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9.5   If the allegation made to a member of staff concerns the DSL, the person receiving the allegation will immediately inform the Trustee Safeguarding Champion who will consult the LADO as above.

9.6   It is essential that any allegation of abuse made against a person who works with children, including those who work in a voluntary capacity, is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child and, at the same time, supports the person who is the subject of the allegation.

9.7   Volunteers or staff should not:

•   attempt to deal with the situation themselves

•   make assumptions, offer alternative explanations, or diminish the seriousness of the behaviour or alleged incidents

•   keep information to themselves or promise confidentiality

•   take any action that might undermine any future investigation or disciplinary procedure (e.g., interviewing the alleged victim or potential witnesses, or informing the alleged perpetrator, parents, or carers).

9.8   The DSL should ensure that the subject of the allegations is:

•   Advised at the outset to contact her/his union or professional association;

•   Treated fairly and honestly and helped to understand the concerns expressed, processes involved and possible outcomes;

•   Kept informed of the progress of the case and of the investigation;

•   Clearly informed of the outcome of any investigation and the implications for disciplinary or related processes;

•   Provided with appropriate support

•   (If suspended) kept informed about workplace developments.

An investigation will not be seen as an assumption of guilt.

9.9   In order for the matter to be fully investigated, and to ensure that that the young person and the Reach volunteer/staff member receive equal protection, the volunteer/staff member may be suspended until the investigation is complete. The duration of the suspension will be as short as possible.

9.10   It is accepted that the person under investigation may feel isolated and every effort will be made to give them appropriate assistance. If the outcome of the investigation is that there is no case to answer, then the person should be sensitively inducted back, if wanting to return, and given the appropriate support by the Reach Team/Board of Trustees. Consideration should also be given to the ongoing relationship between the young person and the volunteer.

10. Whistle Blowing

10.1   We recognise that young people cannot be expected to raise concerns in an environment where volunteers and staff fail to do so.

10.2   All Reach volunteers and staff should be aware of their duty to raise concerns, where they

exist, about the management of child protection, which may include the attitude or actions of colleagues, poor or unsafe practice and potential failures in the charity's safeguarding arrangements. In this instance, volunteers should follow procedures detailed below.

Internal routes:

You can contact and query Reach Safeguarding Policy & Procedures with the DSL at any time - please see Part 3 P7 for contact information. They will make it a priority to review your concern in partnership with the Safeguarding Champion and Chair/Vice Chair within 48 hours.

Or you can document your concerns and contact the Trustee responsible for Whistleblowing for Reach – please see Part 3 P7 for contact information. They will review your concerns, make appropriate referrals as required and keep you informed of the outcome.

External routes:

The NSPCC whistleblowing helpline is available for volunteers and staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 line is available from 8:00 AM to 8:00 PM, Monday to Friday and email: help@nspcc.org.uk

11. Missing Child

Reach Branch Events are run by volunteer Branch Coordinators across the UK. Activities are varied, they may be indoors, outdoors, involve an organized activity e.g., cooking or visiting a local cultural space/attraction e.g., a farm. Children and young people are always the responsibility of their parents and carers at Branch Events. But we want our Volunteer Branch Coordinators to know how they can help if a child goes missing at a branch event.

We also run events where we are responsible for children and young people e.g., RAW (Reach Activity Week) where in RAW Mentors, adults with limb difference, lead a 7-day Activity Week for young people with limb difference age 10-17. The ratio of support is always considered in the event risk assessment (RA), 1:8 ratio as standard, and increased where young people have additional needs. The ratio of support identified in the RA will always be maintained when we are responsible for children.

The risk of a child/young person going missing is to be reviewed as part of all Reach event risk assessments. Volunteers working with Reach will be provided with a missing child procedure in the event risk assessment (RA). Please see samples in Appendix A:

APPENDIX A:
Missing Child Procedure Branch Event Sample

- Safety talk to be given at start of activity
- All children accompanied and supported by parents/carers
- Event Meeting point established
- If child goes missing, follow Reach Missing Child Procedure:
1. Practical questions to ask/make a note of: When was the child last seen? Where? What are they wearing? Have they got a phone with them?
2. Family to be supported to search for child by organising a search party.
3. Notify Event Location Staff e.g., Care Takers, Stewards, Rangers
4. Sustained support of children at event to be maintained - this might mean bringing them together into one area. Make sure to reassure young people and keep them engaged with activity if possible.
5. Spaces at venue to search might include toilets, kitchen, café areas, play areas, tents/teepees/ popup play spaces created for event.
6. If search goes wider, it might require two search teams with capacity to remain in contact.

7. If the child has not been found within 20 minutes, notify the Police and Reach Designated Safeguarding Lead
8. Incident Report Form to be completed by Branch Coordinator/Designated Safeguarding Officer (DSO) when safe to do and sent to Reach Designated Safeguarding Lead (DSL)

Missing Child Procedure Reach Activity Week (RAW)
Sample taken from 2023 Risk assessment

• High ratio support (1:8: standard 1:3: young people with additional needs daytime) (1:4 standard eve)
• Group Leader to deliver Safety Briefing at beginning of programme. Mapping expected behaviour and working in partnership with YP to develop ground rules.
• Young people to be encouraged to look out for each other, form buddy groups and to let mentors know if someone in their buddy groups goes missing.
• Young people to be encouraged to come to Mentors with any issues they may be having e.g., bullying, loneliness.
• Mentors to encourage regular group discussion/reflection to enable YP to talk through, work through, issues they may be having that might be making them feel that they don't want to be there.
• Mentors will be allocated to specific groups of YP during the day and to supervise rooms/dorms at night. NB: Mentors do not sleep in same rooms as YP but will check rooms at lights out and first thing in the morning.
Where a young person goes missing:
• Group Leader to be notified straight away.
• Group Leader will organise search party, starting where young person last seen, checking obvious locations: e.g., Showers/toilets/kitchens and YP mobile phone.
• Group Leader to ensure remaining YP are looked after, reassured, and distracted whilst search is underway. TOP TIP: Bring REACH group together into one space so ratio support can remain adequate and mentors can be released for search.
• Group Leader to notify Activity Centre Staff and follow their Major Incident/Missing Child Procedure.
• If YP not found after 20 minutes Emergency Services and REACH DSL to be notified. Search to continue.
• REACH DSL will act as Family Liaison to enable Group Leader and Mentor Team to focus on RAW participants including missing YP.
• As Emergency services arrive: Group Leader to provide relevant information about young person; when they were last seen, what they are wearing, what they might have with them e.g., mobile phone, what they have left behind, if they have any medical needs.
• As emergency services attend RAW Team to follow emergency services protocol and keep DSL informed.
• Incident report form to be completed once incident resolved and it is safe to do so.

Appendix B
Accident/Incident Reporting Form

Reach volunteers & staff are required to complete Sections A and give it or email it to the DSL if they have a safeguarding concern about a child participating in Reach events.

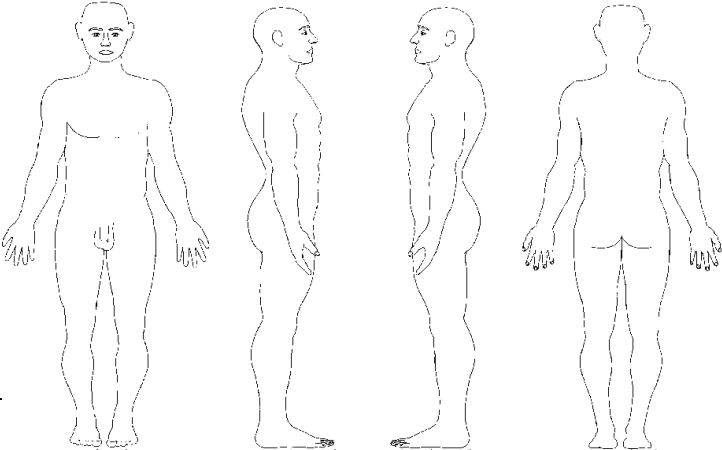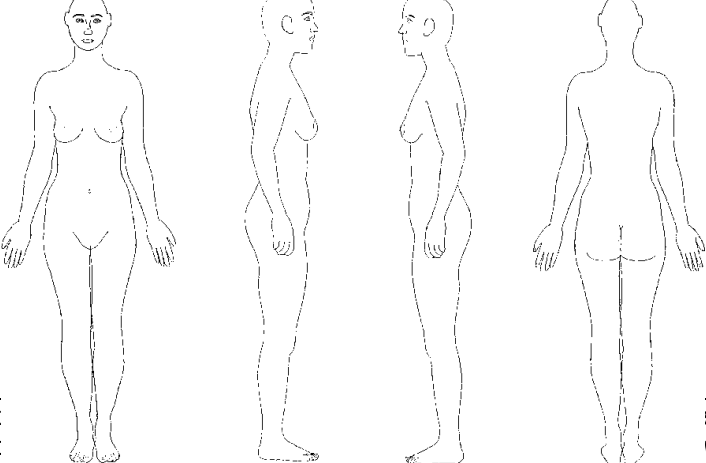| SECTION A:	
Information Required	**Enter Information Here**
Name of person completing the form	
Your Signature	
Role	

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Date of occurrence	
Time of occurrence	
Full name of person involved	
Date of birth	
Gender	
Witness if any	

Incident Details *Please include where you were when the person made a disclosure, what you saw, who else was there, what did the person say or do and what you said.* *Ensure that if there is an injury this is recorded (size and shape) and a body map is completed* *[Make it clear if you have a raised a concern about a similar issue previously]*	

Child/young person's debrief: What is the child/young person's thoughts on what happened? How do they feel about it? Is there anything they would like to say? Is there anyone they would like to speak to? What do they want to happen?

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Body Map

Male	
Female	

Describe any injury that was sust ... ssed injury being reported, including what typ ... vere needed, if medical intervention was needed. Also, mark the location and proportion of the injury on the body chart:

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SECTION B: To be completed by DSL	
Time form received by DSL	
Nature of concern/disclosure	
Parents/Carers Informed [yes/no, date and time]	
Referral made to police [yes/no, date and time]	
Referral Made to Other Agency [yes/no, date and time, name of organisation]	
Feedback given to young person [yes/no, date and time]	
Feedback given to relevant team/volunteer [yes/no, date and time]	
Feedback given to person who recorded disclosure [yes/no, date and time]	
Full Name of DSL	
Signature of DSL	
Date of Signature	

Appendix C:
Reach Social Media Reporting Systems:

Social Media Platform	Admin rights/level/owner	Community Reporting System
Facebook		
Twitter		
Linkedin		
Instagram		
TikTok		
You Tube		

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