



Safeguarding children and young people policy

Adopted in May 07

The policy is to be reviewed annually (next review September 22)

The name of the person responsible for reviewing this policy is: Natalie Roast

1. SkyWay Charity

SkyWay works with vulnerable young people in Hackney and Southwark. We offer practical and emotional support through our core projects. Our services are available to young people 8–25 years old. We are community focused and deliver a wide range of activities and programmes in youth clubs, local sports centres, parks, housing estates and on the streets.

2. Purpose and Aim

Statement on safeguarding

SkyWay is fully committed to safeguarding the welfare of all children and young people by taking all reasonable steps to **protect them from neglect; sexual, physical and emotional abuse; exploitation by criminal gangs and organised crime groups; trafficking; online abuse; sexual exploitation and the influences of extremism leading to radicalisation.**

SkyWay recognises that Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play in identifying concerns, sharing information and taking prompt action. Under no circumstances should any staff member or volunteer inflict physical or psychological harm to a child.

We do this by:

- Using a child-centred approach; listening, respecting, valuing and keeping the best interests of the child in focus at all times and working in partnership with them and their families
- Ensuring we have arrangements in place that clearly set out the principles and processes for sharing information both internally and externally to the organisation
- Having procedures in place to ensure safe recruitment including enhanced DBS and checking references
- Ensuring that all staff and volunteers are trained in safeguarding at least annually and supervised as necessary
- Ensuring a senior member of staff is the Designated Safeguarding Lead and other senior leaders are appointed as Deputy Safeguarding Leads
- Carefully assessing all risks that children and young people may encounter and taking all necessary steps to manage and minimise such risks
- Disseminating information about SkyWay's policies and procedures for safeguarding to young people, their families and carers and our staff and volunteers
- Letting parents, children and young people know how to voice concerns or complaints about anything they are not happy with
- Creating and adhering to an effective safeguarding policy and procedures

- Ensuring procedures are in place to investigate allegations against staff members and volunteers
- Ensuring that procedures are in place to deal with allegations against other children or young people

Introduction

Definition

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- protecting children from maltreatment
- preventing impairment of children's 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

(Working Together to Safeguard Children, 2018 p.g 6 & 7)

- The definition of a child or young person for the purposes of this policy is a person under the age of eighteen

This policy will be reviewed every 12 months and any changes will be ratified by at least 2 Trustees. Copies and subsequent amendments will be made available to all staff and volunteers.

Approach

This policy outlines our approach to safeguarding children and young people and is written in accordance with the Children Act 2004, working together to Safeguard Children 2018, the Hackney Child Wellbeing Framework and the Safer Recruitment - CHSCB minimum expectations.

The SkyWay Safeguarding Children and Young People Policy arises from the following principles:

- The young person's welfare is the first consideration
- It is the responsibility of everyone involved with SkyWay to keep the children and young people we work with safe
- All children and young people have the right to be heard, have their views and feelings taken into account and to be treated fairly and with respect
- All young people - regardless of age, disability, gender or ethnic origin - have a right to be protected from all forms of harm, abuse, neglect and exploitation

SkyWay accepts and adheres to the principles relating to:

- the Children Act 1989 & 2004
- The Equality Act 2010
- Human Rights Act 1998 and the United Nations Convention on the Rights of the Child 1991
- Criminal Justice and Court Services Act 2000
- Protection of Children Act 1999
- Police Act 1997 Part V
- Rehabilitation of Offenders Act 1974
- Sexual Offenders Act 2003
- Disability Discrimination Act 1995
- Health and Safety at Work Act 1974
- Working Together to Safeguard Children 2018 (Updated December 2020)
- The Hackney Child Wellbeing Framework 2021
- The Counter Terrorism and Security Act 2015
- Safer Recruitment - CHSCB minimum expectations
- Data Protection Act 2018 and the General Data Protection Regulation (GDPR)
- Keeping Children Safe in Education 2019
- London Child protection procedures Updated March 21

- This policy links to other SkyWay policies and procedures around safeguarding children and young people. Other related policies are to be found in the Staff Handbook or Front Line Staff Manual including:
 - Equality and Diversity
 - Health and Safety
 - Confidentiality
 - Data Protection
 - Complaints and Compliments
 - Disciplinary
 - Recruitment
 - Safer Recruitment
 - Whistleblowing
 - Young volunteers and peer workers procedure
 - E-Safety Statement
 - Trip and residential procedure
 - Photography and video policy
 - Anti-bullying behaviour policy
 - Handling incidents at work procedure
 - How to behave, working with young people and vulnerable adults guidelines
 - The protocol for reporting child protection at SkyWay
 - Safeguarding adults at risk policy
 - Building hire policy
 - Dressing room procedure
 - Code of conduct
 - Peer on peer abuse - Policy & Procedural guidance

3. Responsibilities for Safeguarding

SkyWay Charity has a duty under section 11 of the Children Act 2004 to ensure that we consider the need to safeguard and promote the welfare of children when carrying out our work.

Safeguarding children and young people is everyone's responsibility within SkyWay.

SkyWay's Trustees are required by law to take reasonable steps to protect their beneficiaries, and others who come into contact with the charity, from harm. SkyWay has a nominated Trustee that leads on safeguarding who ensures that SkyWay Charity has an effective policy which interlinks with other related policies and that locally agreed procedures are in place and being followed.

SkyWay will ensure that:

- We have a Designated Safeguarding Lead who is trained appropriately in the role
- We have at least one Deputy Safeguarding Lead (who will act in the Designated Safeguarding Lead's absence) who is trained appropriately
- All members of staff develop their understanding of the signs and indicators of abuse and receive training at least every year and / or when policy & practise change
- All members of staff and volunteers understand SkyWay's safeguarding practices, know how to respond to a child/young person who discloses abuse and how to comply with our local safeguarding partners
- Children, parents and carers are made aware of the responsibilities of staff members

with regards to child protection procedures and the policy is made available to them

- Our safeguarding policy and procedures will be reviewed annually and updated accordingly

4. Designated Safeguarding Staff

SkyWay has a trained Designated Safeguarding Lead. Where there is concern that abuse may have occurred, the Designated Safeguarding Lead must be informed verbally and by email.

- **Marlon Gayle (Designated Safeguarding Lead) - 020 7729 6970 or 07947 138 773
marlon@skyway.london**

The Designated Safeguarding Lead undergoes the appropriate and specific training to provide them with the knowledge and skills required to carry out their role. This training will be approved by and meet the standards as required by the City and Hackney Safeguarding Board and Southwark Safeguarding Board. The Designated Safeguarding Leads' training will be updated formally every two years alongside regularly updating their knowledge and skills through a variety of methods, e.g. e-Bulletins, conferences, local meetings, other training etc, to keep up with any developments relevant to their role.

In the event of the Safeguarding leads absence SkyWay has 2 deputy Leads who are also trained appropriately. If The Designated Safeguarding Lead is absent then the following can be contact:

- **Natalie Roast (Deputy Safeguarding Lead) - 020 7729 6970 or 07973 364 082
natalie@skyway.london**
- **Daniel Mussie (Deputy Safeguarding Lead) - 020 7729 6970 or 07852 178 905**

SkyWay also has a Trustee that leads on safeguarding; if you would prefer to contact them directly then contact the SkyWay office on 020 7729 6970 and they will put you in touch with them.

- **Nick Archard (Trustee Safeguarding Lead)**

Or go directly to the local borough Children's Social Care First Response Team.

See appendix 1 for contact details or refer to The Protocol for Reporting Child Protection at SkyWay for more information

Please note that emails are not secure for transmitting confidential information. Therefore Always consider what information really needs to be sent. If it is necessary then use encryption for all confidential data.

The Designated Safeguarding Lead has the following core areas of responsibility:

- Act as the main contact point for all staff and volunteers to discuss any safeguarding concerns
- Assess the information promptly and carefully, clarifying or obtaining more information when necessary
- Speak with families about concerns and ask for consent to refer families for support, unless in exceptional circumstances
- If the Designated Safeguarding lead is unsure whether the concerns pass the threshold they should seek further advice, either from NSPCC advice line or in Hackney - Hackney MASH offers a consultation support line
- Adhere to the London Child Protection Procedures with regard to referring a child/young person if there are concerns about possible abuse or child in need.

- Ensure that locally established procedures are followed in making referrals to other agencies, including for Early Help and to manage and monitor SkyWay's part in Early Help for individual young people
- Liaise with other agencies and professionals in line with Working Together to Safeguard Children
- Ensure all information received and recorded is stored confidentially and securely in line with the SkyWay Confidentiality Policy even if there is no need to make an immediate referral
- Consult with CEO to ensure all staff receive appropriate safeguarding training and relevant updates

5. Abuse

Child abuse is a difficult issue and presents challenges to all that provide services for children and young people. It is a difficult subject and sometimes it is not easily recognisable and individuals may feel they are reading too much into a situation.

This Safeguarding Children and Young People Policy contains information on some of the signs that may give cause for concern and the actions that may be required following on from this.

5.1 Categories of abuse

The four categories of abuse as defined in Working Together to Safeguard Children are **Neglect, Physical Abuse, Sexual Abuse and Emotional Abuse.**

1. **Neglect:** Is the persistent failure to meet a child's basic, physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
2. **Physical Abuse:** Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This situation is commonly described using terms such as factitious illness by proxy or Munchausen syndrome by proxy.
3. **Sexual Abuse:** Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
4. **Emotional Abuse:** Is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a

child, though it may occur alone.

5.2 How to recognise the signs of abuse

At SkyWay we endeavour to be vigilant in spotting possible symptoms or signs of abuse and neglect and are aware that the following list, while useful, is not exhaustive. However, we are mindful that it can be extremely difficult to determine if abuse has occurred. Staff should look carefully at the behaviour of young people and be alert for significant changes. Staff should be aware that children may exhibit any of the following without abuse having occurred:

- Disclosure
- Noticeable changes in behaviour - becoming secretive, defensive or aggressive, extroversion, depression or withdrawn
- Suddenly acquiring expensive gifts such as mobile phones, jewellery – even drugs – and not being able to explain how they came by them
- Explanation inconsistent with injury, different explanations for an injury or reluctance to share information about an injury
- Repeated truanting
- Getting into trouble with the police
- Bruises, marks on the body, sexually-transmitted diseases, pregnancy, drug and alcohol abuse or self-harm
- Repeated phone calls, letters, emails from adults outside the family social circle
- Young people getting into cars with adults that are unknown to them
- Associating with other young people known to be victims of sexual exploitation
- Friends express concern for them
- Attention seeking behaviours, hyperactivity, poor attention, anxiety, irritability, failure to thrive, low self esteem, poor peer relationships
- Act in an inappropriate way for their age, over sexualised play/talk or drawings, excessive or inappropriate masturbation
- Appear frightened of parents or family members or abnormal attachment between parent and child
- Indiscriminate attachment, hyper-alertness, reduced response, frozen watchfulness.
- Abdominal pain/headaches, self-harm/eating disorder, frequent visits to the toilet (urinary infection).
- Recurrent/untreated infections of skin or head lice and untreated health/dental issues
- Frequent absence from school or repeated lateness

5.3 Who to speak to if you are concerned

Young people, parents or community members should speak to any staff member if they are worried about potential abuse of a young person

The staff member should always report these concerns to the Safeguarding Lead

5.4 How to respond to signs and suspicions of abuse

It is important that SkyWay staff and volunteers do not assume that someone else will pass on information that they think may be critical to keeping a child safe.

It is not the responsibility of anyone working within SkyWay Charity in a paid or unpaid capacity to decide whether or not child abuse has taken place. There is however a responsibility to question behaviours if something seems unusual and to act if a member of staff is concerned that a child is at risk of harm.

The staff member should act by informing the Designated Safeguarding Lead (or in their absence, one of the Deputies) regarding their concern **at the earliest possible opportunity and within 24 hours**.

Staff or volunteers can always chat any concerns through with the designated safeguarding lead no matter how small so next steps can be discussed and action taken as necessary.

If any member of staff believes that a child is in immediate risk of significant harm and they are unable to follow the set procedures, they should contact the local Children's Social Care Team directly (see appendix A for details) and/or the Police by dialling 999 IMMEDIATELY

All allegations of abuse will be taken seriously and appropriate steps will be taken.

5.4 Responsibilities and action in a suspected case of abuse or neglect

Suspicion of Abuse (In the event of noticing a mark or bruise, or perhaps a child who has been behaving differently, when abuse is suspected but there has been no disclosure)

1. It would be appropriate to ask open questions about the nature of the concern, e.g. bruises, marks, change in behaviour etc. "How did that happen? I've noticed that...Can you tell me about..."
2. Believe the child and reassure them that they were right to talk to you. Explain that you will be passing on the concern
3. Record the conversation and facts in writing on a "Cause for Concern" (Appendix 2) form (available from the shared staff area under proformas, staffroom or at the back of the safeguarding policy) at the earliest opportunity afterwards, using the exact words spoken not implied. Please ensure you sign and date the form
4. Report the suspicion to the Designated Safeguarding Lead or one of their deputies immediately
5. The Designated Safeguarding Lead (or Deputy) will take the appropriate action

Disclosure (When a child discloses abuse or neglect)

1. Allow the child to talk – ask only open questions to clarify concerns e.g. "Can you tell me more about or repeat back exactly what the child said to you". Do not press for detail, put forward your own ideas or use words that the child has not used themselves
2. Stay calm and reassuring e.g. "Well done, you're doing well... You've done nothing wrong"
3. Do not make promises that cannot be kept e.g. confidentiality – tell the child that you will have to tell someone else who will be able to help.
4. Believe the child but do not apportion any blame to the perpetrator - (it may be someone they love)
5. Reassure the child that they were not to blame and they were right to talk to you. Explain that you will be passing on the concern
6. Ask the child if they have told anyone else
7. Keep an open mind
8. Record the conversation and facts in writing on a "Cause for Concern" (Appendix 2) form (available from the shared staff area under proformas, staffroom or at the back of the safeguarding policy) at the earliest opportunity afterwards, using the exact words spoken not implied. Please ensure you sign and date the form
9. Contact the Designated Safeguarding Lead (or their Deputy) immediately. They will take the most appropriate action

Helpful things to say

- *"Thank you for telling me this"*
- *"I will have to share this with someone else who can help"*
- *"You needn't tell me any more about it, I've understood what you're telling me"*
- *"I am glad you have told me, it is not your fault, I will help you"*

Avoid saying

- *"Why didn't you tell anyone before?"*
- *"I can't believe it."*

- *"Are you sure this is true?"*
- *"Why, how, when, who, where?"*
- *"Don't tell anyone else."*
- *"This is dreadful."*

Concluding the conversation

- Reassure the child that s/he has done the right thing to tell you
- You are taking what has been said very seriously
- You will tell someone who can help, straight away
- They are not to worry or feel they have done anything wrong

5.5 Early Help - It's not Child Protection but I am still concerned

You may be concerned that a child or family need some help in making sure all of a young person's needs are met or to address a particular problem. Examples of this might be where a young person is suffering because of poverty, getting into trouble in the community, or has a disability and needs extra help.

The concerned staff member should always consult the Designated Safeguarding Lead but if still unsure as to whether the threshold is met for statutory social work involvement the Safeguarding Lead should call the Local Borough Children's Services to discuss (see appendix for contacts)

SkyWay staff should, in particular, be alert to the potential need for early help for a child who:

- is disabled and has specific additional needs
- has special educational needs (whether or not they have a statutory Education, Health and Care Plan)
- is a young carer
- is showing signs of being drawn into antisocial or criminal behaviour, including gang involvement and association with organised crime groups
- is frequently missing/goes missing from care or from home
- is at risk of modern slavery, trafficking or exploitation
- is at risk of being radicalised or exploited
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues or domestic abuse
- is misusing drugs or alcohol themselves
- has returned home to their family from care
- is a privately fostered child

6. Allegations against a member of staff

Despite all efforts to recruit safely there may be occasions when allegations of abuse against staff are raised.

If a member of staff has a suspicion or concern about any **staff (paid or volunteer)** working at SkyWay they should inform the Designated Safeguarding Lead verbally and in writing.

The CEO should be informed in all cases by the Designated Safeguarding Lead.

If the allegation is against the Designated Safeguarding Lead it should be passed immediately to the CEO Natalie Roast: 07973 364 082 / natalie@skyway.london

If the allegation is against the CEO, the Designated Safeguarding Lead will pass it on immediately to

the Chair of Trustees

They will contact the Local Authority Designated Officer (DO or LADO) - to inform them of any allegations against a member of staff or request a consultation (see appendix 1 for contact details).

It is important that the DO or LADO is contacted as soon as possible, and no later than 24 hours, when any allegations are made against staff.

The DO or LADO is situated within children's services and should be alerted 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
- behaves towards a child in a way that indicates they are unsuitable to work with children

The DO or LADO:

- helps coordinate information sharing with the correct people
- monitors and tracks any investigation with the expectation that it is resolved as quickly as possible
- is involved from the initial phase of the allegation through to the conclusion of the case

The parent(s)/carers and the child, if sufficiently mature, should be helped to understand the processes involved and be kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing.

If allegations are made concerning staff or volunteers of SkyWay, a thorough investigation will be carried out and where appropriate staff or volunteers may be suspended from duty using the Disciplinary Policy.

SkyWay Charity has a duty of care to our employees and the accused member of staff should:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved
- Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process
- If suspended, be kept up-to-date about events in the workplace

Where a member of staff or volunteer has been dismissed or removed from work due to harm or risk of harm to a child or young person a safeguarding referral will be made to the Disclosure and Barring Service.

7. How information will be recorded

The staff member(s) / volunteer(s) who the information was disclosed to or is concerned is responsible for recording all details of the incident/disclosure.

All allegations, complaints or suspicions of abuse should be recorded as closely as possible to the time of the incident on the **incident disclosure form**. Details of the incidents should be recorded in as much detail and as accurately as possible. Any disclosures of abuse being made by children and young people should reflect what was actually said.

In the case of a child disclosing information it is helpful to note if they have told anyone else. The point

of the conversation is to establish the barest account of the allegation.

Information should be passed on as soon as possible but within 24 hours to the Designated Safeguarding Lead, who will make notes of any decisions made and subsequent information.

A chronology should be kept of all contact with the child / staff member, family and other professionals plus all attempts at contacting.

- Records should be kept up to date and stored confidentially
- Child Protection records and allegations against a member of staff should be kept in a separate file in a secure place.
- Records should be stored safely on the SkyWay Google drive within: *Admin Access / Safeguarding / A Young people's Safeguarding*. Details should be stored in the relevant years folder by creating a separate folder. This folder is restricted to access to Senior Managers only
- Records relating to a member of staff should be filed on the SkyWay Google drive / *CEO / Human resources / relevant staff members folder / Safeguarding*. Only the CEO has access to this folder
- Any written documentation should be scanned and uploaded into the above files
- Copies of all child protection information should be kept for 99 years
- Copies of all allegations against a member of staff should be kept until they reach retirement age or for 10 years if longer

8. Confidentiality

Every effort should be made that confidentiality is maintained for all concerned. Information should be handled and disseminated on a **need to know** basis only.

SkyWay holds personal information under strict legal and ethical obligations of confidentiality. SkyWay must not use or disclose information that is given to us in confidence in a form that might identify a young person (or other identifiable individual) without their consent. The same principle applies to staff and volunteer records.

However there are a number of important exceptions to this rule. For example, The Data Protection Act 2018 contains 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information when children are at risk.

It is our intention to respect the privacy of our young people, their parents, carers and our staff and we will always aim to use a balanced approach when dealing with concerns.

Please refer to the Confidentiality Policy for more information.

9. Safer Recruitment

Our standards for recruitment are in line with minimum standards for CHSCB recruitment. Please refer to the SkyWay Safer Recruitment Policy for more detailed information

10. Safeguarding training at SkyWay

All SkyWay staff, peers, volunteers and trustees will be given appropriate safeguarding training.

Staff

- Staff and volunteers are required to complete the SkyWay safeguarding induction training within the first month of their employment

- Additional safeguarding training will be given relevant to the position in which they are working or volunteering, a decision on this will be made during induction
- All frontline staff and volunteers (or others deemed appropriate) will complete an external safeguarding training within 6 weeks. Where possible staff will attend a course to inform them of the requirements of the borough they work in. For example CHSCB - working together to Safeguard Children. If an appropriate course cannot be found within the timeframe then the minimum training will be completed: NSPCC online safeguarding training

Peers

- As part of the peer programme, peers will always complete an external safeguarding training course, before commencing work or volunteering. Peers will complete the SkyWay safeguarding induction training with their manager. Additional safeguarding training will be given relevant to the position in which they are volunteering / working in

Trustees

- Trustees will be invited to attend a SkyWay safeguarding training course or will be required to complete another relevant course every year

Ongoing training and development

- Staff, peers and volunteers will complete internal safeguarding training annually and complete external safeguarding training bi-annually. Additional training throughout the year will be completed as necessary in relation to changes in current guidance or legislation
- The Designated Safeguarding Lead, their deputies will complete a Training for Safeguarding Lead or equivalent course (at Level 3) and this will be updated every 2 years
- SkyWay sets aside a minimum of 4 internal training days per year. These days are often used to update staff of new safeguarding information or changes in current guidance or legislation
- All training is recorded and tracked in the annual SkyWay Training Plan.
 - All front line staff, managers, the Designated Safeguarding Lead and Deputies have safeguarding as a standard agenda item as part of their monthly supervision and 6 monthly Appraisal system.
 - Safeguarding is also a standard agenda item in the SkyWay Team Meetings, held every 2 weeks; as part of the front line staff practitioners meetings every 4 weeks; and as part of the Trustee Meetings every 2 months

11. SkyWay working practices and code of behaviour

All staff and volunteers are encouraged to demonstrate exemplary behaviour when working with or around children and young people.

All SkyWay staff, volunteers and young people must adhere to the **SkyWay Code of Conduct for staff and young people**,

See SkyWay Code of Conduct for more information

Working Guidelines

All frontline staff, peers and volunteers are required to sign up to the *SkyWay How to behave, working with young people and vulnerable adults guidelines*. These guidelines were created to ensure that we maintain a high standard of safe and professional youth work.

Staff are required to sign up to show their commitment to working in a positive way with children and young people.

All members of staff and volunteers with SkyWay have a relationship of trust with the children and young people who use our services. It is an abuse of that trust, and could be a criminal offence, to engage in any sexual activity with a young person aged under 18, or a vulnerable young person under the age of 25, irrespective of the age of consent and even if the relationship is consensual.

In order to ensure the best possible provision for children and young people, SkyWay follow the National Youth Agency recommendations for worker to young people ratio:

- Counselling 1:1
- Difficult Groups 1:3
- Outdoor Pursuits 1:5
- Group Work 1:6 to 1:8
- Youth Council 1:10
- Drop in Centre 1:15
- Member-run activity 1:20
- Social Activities 1:25

Physical Contact

Staff and volunteers should not have unnecessary physical contact with any child or young person. There may, however, be occasions when physical contact is unavoidable or positively desirable or necessary for safety reasons, for example:

- Providing reassurance for a distressed person
- When teaching sports such as gymnastics or swimming
- When working with a person with a disability who requests such assistance
- Administering first aid

Wherever possible there should be an attempt to ask the person to agree to such contact. Where appropriate, staff should explain their actions. This should be conducted openly and ideally with another member of staff or volunteer present. Staff should be aware of their positioning so that, where possible, others can clearly see the assistance being given.

Staff and volunteers must avoid doing things of a personal nature that the person can do themselves.

In very rare circumstances staff may need to make physical contact with a young person for their own or other's safety (see SkyWay handling incidents at work procedure for more information).

12. Considerations for activities specific to SkyWay young people

SkyWay takes into consideration a number of specific activities to safeguard young people and makes reference to them in the following policies and procedures:

Covid-19

SkyWay has had to make numerous changes due to the Covid-19 pandemic specifically in terms of online support and face to face work during the pandemic.

Internet Safety

SkyWay recognises that it is important to consider young people's safety when they have access to the internet whilst taking part in activities with SkyWay.

When planning any sessions online SkyWay staff should consider:

- That the session is inclusive to all young people that would normally engage
- That the session is confidential
- That those that may not wish to take part online have alternative arrangements in place
- That any social media channels or delivery platform being used with young people are appropriate in terms of age restrictions

- That they are clear on the appropriate privacy setting that should be put in place to protect the young person
- That those under 14 have parental consent to take part
- How to ensure that new young people can be recruited and signed up to the programme appropriately
- All inappropriate content on social media sites is reported to a senior manager
- Any Safeguarding concerns are reported to the Safeguarding leads in line with this policy
- General delivery concerns are discussed with managers as appropriate
- All sessions are evaluated in line with the aims of the session and organisation

Senior Managers are responsible for ensuring that:

- All online activity is appropriately risk assessed
- Online discussions are suitably supervised
- Staff are suitably training in online safety
- Processes are in place to ensure that risks and concerns are responded to as appropriate
- Online activity is evaluated with the same importance as face to face

For more information please see the SkyWay E-Safety Policy

Face to face Youth work during Covid-19

During the pandemic SkyWay will continue to abide by government guidelines and follow the NYA guidance and readiness framework. Any face to face activity will be fully risk assessed in accordance with these principles.

General covid-19 support

SkyWay recognises that the pandemic period has been difficult for many of our young people, we will ensure that any activity we offer during this time is supportive of their mental and physical health and we will be extra vigilant in signs and symptoms of abuse.

Whistleblowing

SkyWay encourages staff to bring forward genuine concerns within the workplace and to report any wrongdoing of which they are aware, ie 'whistleblowing'.

Please refer to the SkyWay Whistleblowing Policy

Anti-bullying

SkyWay is fully committed to protecting the welfare of all children and young people, by taking all reasonable steps to protect them from repeated physical or emotional harm. Staff and volunteers will at all times show respect for and understanding of the rights, safety and welfare of the people we work with and conduct themselves in a way that reflects the ethos of SkyWay.

For more information refer to the Anti-Bullying and Behaviour Policy for children and young people & Peer on peer Abuse policy & guidelines

Use of photographic, video recording, image recording and phone camera use

SkyWay is committed to protecting young people from the misuse of photographic and video images of themselves, taken whilst they attend SkyWay.

For more information see the Photography and Video Policy.

Trips, tours and residential

SkyWay is committed to keeping young people safe whilst on trips and residential. We do this in a number of ways, including using procedures in the Front Line Staff Manual. SkyWay also uses a Residential and Trip procedure to ensure all aspects of health and safety and safeguarding are adhered to.

For more information please see the Residential and Trip procedure.

Data, photos and images

All data, photos and images of young people must be stored securely on the online database. These can only be shared and used with the informed consent of the young people and their parents or carers.

However there are a number of important exceptions to this rule. For example, The Data Protection Act 2018 contains 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information when children are at risk.

It is our intention to respect the privacy of our young people, their parents, carers and our staff and we will always aim to use a balanced approach when dealing with concerns.

Please refer to the Confidentiality Policy for more information.

Health and safety

SkyWay Charity works to the principles of The Health and Safety at Work Act 1974 which places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, inclusive of young people, volunteers, members of the public.

For more information please refer to the SkyWay Health and Safety Policy

Young Peers and Volunteers

SkyWay is committed to recruiting young people from the local community to gain employability experience in a variety of settings through the Peer Programme. This can often include previous service users. Peers are identified, supported and trained by SkyWay staff.

SkyWay sees the Peer Programme as a developmental pathway for young people from leadership, volunteering and work experience working towards a peer worker position.

SkyWay acknowledges that there will always be a level of risk in this method, SkyWay has therefore created the SkyWay Young Volunteer and Peer Workers Procedure to support staff in considering and minimising those risks.

For more information please refer to the SkyWay Young Volunteer and Peer Workers Procedure.

Leasing of Premises

SkyWay is committed to keeping children and young people safe whilst on our premises and taking part in our activities. As part of the SkyWay offer we do lease our youth club and sports pitch to other individuals and organisations, as such SkyWay has a Leasing of Premises policy and procedure which supports staff in assessing and managing the risk of each arrangement.

For further details please refer to the SkyWay Leasing of Premises policy and procedure.

Risk Assessment

All staff, volunteers and peers are responsible for ensuring all involved in SkyWay are kept safe when taking part in our activities, at our venues, or off-site.

Staff are responsible for creating and implementing risk assessments to promote the safety and wellbeing of everyone involved in SkyWay.

Risk assessment is not a static process and during all activities staff are responsible for mentally risk assessing situations and reacting as appropriate in line with SkyWay Policy and Procedure.

For more information please refer to the SkyWay Risk Assessment Procedure

Dressing rooms

SkyWay Charity stresses the need for supervision of dressing rooms while young people are in attendance before, during and after any games or practices. This is necessary to ensure the safety of each young person.

For more information please refer to the Dressing room procedure

Vulnerable young people and care of disabled children

SkyWay works with vulnerable young people across all of its activities and programmes. Additional care and attention is taken to support young people when their vulnerability could potentially put them at additional risk.

There are a number of SkyWay staff appreciate that the warning signs and symptoms of child abuse and neglect can vary from child to child but disabled children / young people may be especially vulnerable to abuse, as they may have an impaired capacity to resist or avoid abuse. They may have speech, language and communication needs which may make it difficult to tell others what is happening.

Parental behaviours may also indicate child abuse or neglect, so staff and volunteers should also be alert to parent-child interactions which are concerning and other parental behaviours. This could include parents who may be under the influence of drugs or alcohol or if there is a sudden change in their mental health. By understanding the warning signs, staff are able to respond to problems as early as possible and provide the right support and services for the young person and their family.

Additional care and attention may also be required when young people with disabilities access SkyWay activities. To ensure that these young people are kept safe whilst taking part SkyWay staff can refer to the Risk Assessment Procedure for Activities Involving Disabled Staff and Young People.

13. Extremism

The Counter Terrorism and Security Act received Royal Assent on 12th February 2015. As part of this, the legal duty and statutory guidance expects Local Authorities to assess the threat of radicalisation in their areas and to take appropriate action.

If you concerned that a child, young person and/or their parents may hold extremist views or are at risk of being radicalised you have a duty to ensure that they receive support to protect them from being drawn into terrorism.

LONDON BOROUGH OF HACKNEY: 0208 356 8104 prevent@hackney.gov.uk

Extremism Helpline

The DfE has recently launched a helpline for anyone concerned about a child who may be at risk of extremism, or about extremism within an organisation working with children and young people.

Email: counter.extremism@education.gov.uk

Tel: 0207 340 7264

14. Child Sexual Exploitation Operating Protocol

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under

the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

The police-led, multi-agency 'Child Sexual Exploitation Operating Protocol' is designed to complement and not replace the London Child Protection Procedures (www.londoncp.co.uk) and is an operating protocol for safeguarding and protecting the welfare of children from child sexual exploitation (CSE).

This protocol is non-statutory and has been produced to help practitioners, local leaders and decision makers who work with children and families to identify CSE and take appropriate action in response. This includes the management, disruption and prosecution of perpetrators.

Aims

- To identify children at risk of being sexually exploited
- To ensure a child-centred approach, action will be focused on the child's needs. This includes consideration of children with particular vulnerabilities or sensitivities, and the fact that children do not always acknowledge what may be an exploitative or abusive situation. Sexually-exploited children are children in need of services under the Children Act 1989 and 2004. They are also children in need of protection
- To ensure the safeguarding and welfare of children and young people who are, or may be, at risk from sexual exploitation
- To work collaboratively to ensure that children and young people at risk of being sexually exploited are safeguarded
- To provide timely and effective interventions with children and families to safeguard those vulnerable to sexual exploitation
- To apply proactive problem solving to address the risks associated with victims, offenders, locations and themes (VOLT)
- To take action against those intent on abusing and exploiting children and young people by prosecuting and disrupting perpetrators
- To raise awareness and provide preventative education for the welfare of children and young people who are, or may be, sexually exploited

Types of Child Sexual Exploitation

- Peer-on-peer exploitation
- Relationship model
- Youth-produced sexual imagery identified in schools
- Gangs and groups
- Organised/networked sexual exploitation or trafficking
- Familial
- Opportunistic
- Online CSE
- County lines

The Department of Education (February 2017). Child sexual exploitation: Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation, available at:

www.gov.uk/government/consultations/statutory-definition-of-child-sexual-exploitation

15. Sharing nudes and semi-nudes

'Sharing nudes and semi-nudes' is defined as sending or posting of nude or semi-nude images, videos or live streams online by young people under the age of 18. This could be via social media, gaming platforms, chat apps or forums. It could also involve sharing between devices via services like Apple's AirDrop which works offline. Alternative terms used by children and young people may include 'dick pics' or 'pics'.

Actions

- The motivations for taking and sharing nude and semi-nude images, videos and live streams are not always sexually or criminally motivated
- In all cases this should be referred to the DSL to deal with
- Is the adults sharing nudes or semi-nudes of under 18-year olds is a form of child sexual abuse and must be referred to the police as a matter of urgency
- Never view, copy, print, share, store or save the imagery yourself, or ask a child to share or download – this is illegal
- If you have already viewed the imagery by accident (e.g. if a young person has showed it to you before you could ask them not to), report this to the DSL (or equivalent) and seek support
- Do not delete the imagery or ask the young person to delete it
- Do not ask the child/children or young person(s) who are involved in the incident to disclose information regarding the imagery. This is the responsibility of the DSL (or equivalent)
- Do not share information about the incident with other members of staff, the young person(s) it involves, their or other parents and/or carers
- Do not say or do anything to blame or shame any young people involved
- Do explain to them that you need to report it and reassure them that they will receive support and help from the DSL (or equivalent).

16. Allegations against another child (peer-on-peer)

Peer abuse is behaviour by an individual or group, intending to physically, sexually or emotionally hurt others.

All staff and volunteers should recognise that children are capable of abusing their peers and should ensure that any form of abuse or harmful behaviour is dealt with immediately and consistently to reduce the extent of harm to the young person, with full consideration to the impact on that individual child's emotional and mental health and well-being.

Abuse should never be tolerated or passed off as 'banter' or 'part of growing up'.

When dealing with peer on peer abuse it is necessary to consider:

- What abuse is and what it looks like?
- How can it be managed?
- What appropriate support and intervention can be put in place to meet the needs of the individual?
- What preventative strategies may be put in place to reduce further risk of harm?

All concerns related to peer on peer abuse should be discussed with the Designated Safeguarding Lead and recorded in as much detail as possible.

For more information please refer to the peer on peer abuse policy and procedural guidance.

17. Serious Violent Crime

It is important that staff recognise the indicators that may signal that children are at risk from, or are involved with, serious violent crime. Including:

- Unexplained gifts/new possessions – these can indicate children have been approached

- by/involved with individuals associated with criminal networks/gangs
- Decreased participation
- Change in friendship/relationships with others/groups
- Significant decline in performance e.g in sports sessions or workshops
- Signs of self-harm/significant change in wellbeing
- Signs of assault/unexplained injuries

Staff should also be aware of the associated risks and discuss any concerns with the DSL.

Appendix 1 Local Authority Contacts

Currently SkyWay operates across 2 Local Authorities: Hackney and Southwark. The following are the relevant contact details if you have safeguarding concerns:

1. Hackney

Children and Young people (Up to the age of 18)

Hackney MASH	020 8356 5500
Email: MASH@hackney.gov.uk	
Out of hours: Emergency Duty Team	020 8356 2710
Email: emergency.duty@hackney.gov.uk	

If you're unsure about what support a child and family needs, or whether you should make a referral to MASH, please call MASH and ask for a consultation with a member of the team. For more information about MASH, a MASH referral form or The Childwellbeing framework - [click here](#)

Designated Officer (LADO)

Designated Officer (LADO)	020 8356 4569
Email for designated officer is lado@hackney.gov.uk	

City and Hackney Safeguarding Children Partnership (CHSCP)	020 8356 4183
Email for CHSCP is chscp@hackney.gov.uk	

For concerns relating to Domestic Violence and Abuse, please contact Hackney's Domestic Abuse Intervention Service - also by PHONE:

You can call DAIS on 020 8356 4458 / 020 8356 4459 / 0800 056 0905 (free from a landline)

2. Southwark

Multi-Agency Safeguarding Hub (MASH)

MASH	020 7525 1921
Out of hours	020 7525 5000
Email: mash@southwark.gov.uk	

For more information on the services that MASH provides please see here:
<https://www.southwark.gov.uk/childcare-and-parenting/children-s-social-care/child-protection/multi-agency-safeguarding-hub-mash>

Designated Officer (LADO)

QAU duty number	020 7525 3297
QAU service manager (LADO)	020 7525 0689

Useful documents

Working Together to Safeguard Children

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf

Hackney Child Wellbeing Framework

<https://www.hackneyservicesforschools.co.uk/system/files/extranet/18.%20Hackney%20Child%20Wellbeing%20Framework.pdf>

Safe - Recruitment CHSCB Minimum Expectations

<http://www.chscb.org.uk/wp-content/uploads/2015/09/CHSCB-safer-recruitment-minimum-standards.pdf>

London Child Protection Procedures

<https://www.londoncp.co.uk/>