

HOPE BEYOND BORDERS

Safeguarding Children and Young People Policy

Policy	Date of approval by Hope Beyond Borders Board	Date of policy review
Safeguarding Policy.	13 July 2026	13 July 2027
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1. Introduction

Hope Beyond Borders was set up in 2023 to provide services to the refugee and migrant community living across the Tyne and Wear area. Starting as a community group, Hope Beyond Borders has grown and developed as an organisation as more services were provided to the community it supports. Currently, Hope Beyond Borders provides a range of support services, described below, to adults and children.

Hope Beyond Borders is governed by a Board of Trustees that ensures the organisation complies with all local authority and, where applicable, charity regulations and requirements, and that all necessary policies and procedures are in place. Hope Beyond Borders is currently operating as a community group and is not yet a registered charity. Where this policy refers to Charity Commission requirements, Hope Beyond Borders follows the equivalent good practice and will comply fully with statutory reporting requirements once registered.

2. Hope Beyond Borders and Safeguarding

Hope Beyond Borders provides support in three areas. The first is capacity building of small refugee and migrant community organisations. These organisations are Hope Beyond Borders' partners as well as beneficiaries. At least one member of each partner organisation is encouraged to attend safeguarding training provided by the local Safeguarding Partnership.

The second area is direct services through the provision of advice, information, guidance and skills on employment, housing, volunteering, integration, language classes and education to adults.

The third area is activities for children and young people. These include community and volunteering activities, homework support (children are always accompanied by parents), and arts and creative projects to motivate young people to continue education and to do well. Where relevant, young people with lived experience and previous service users help guide projects that focus on activities with children and young people.

Hope Beyond Borders' Child Safeguarding Policy is part of our commitment to preventing and protecting children from abuse and promoting safeguarding cultures and environments within and outside the home where children can grow up safely with their rights upheld.

This policy relates to the safeguarding of children and young people who come into contact with us, face to face or virtually, through our work. The safeguarding of our staff and volunteers is managed through our human resources policies, and adult service users through our Safeguarding Adults Policy.

3. What is Safeguarding?

Hope Beyond Borders works to the "Working Together to Safeguard Children 2023" definition of safeguarding, which states:

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. This means:

- Protecting children from abuse and maltreatment.
- Preventing impairment of children's mental and physical health or development.
- Ensuring children grow up with the provision of safe and effective care.
- Taking action if you identify or have concerns that children are suffering from or are at risk of harm.

Child protection is part of safeguarding and promoting the welfare of children and is defined as activity undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm. This includes harm that occurs inside or outside the home, including online.

4. Policy Statement

Children and young people (C&YP) aged 18 years and under have a right to protection from being hurt, and from violence, abuse and neglect, regardless of their age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation, gender, gender identity, national origin or cultural background.

Safeguarding children and young people is everyone's responsibility. Hope Beyond Borders has a duty of care to safeguard all children and will not tolerate any form of abuse and exploitation by staff, volunteers, board members, or associated personnel, whether it is face-to-face or online.

Through this policy we aim to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of the children/young people with whom we come into contact in relation to our work within Hope Beyond Borders.

Hope Beyond Borders recognises that some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues, and extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

Hope Beyond Borders recognises that working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young people's welfare, and we will always strive to apply this in our working practices.

Hope Beyond Borders will not tolerate any form of bullying between children and young people, whether it is face to face or online.

Therefore, it is important that board members, staff, volunteers and everyone associated with us through our work are clear about their roles and responsibilities for safeguarding children and young people. This includes recognising and preventing risks of harm, being alert to signs of possible child abuse, and acting to safeguard children and young people where abuse and harm are reported.

All staff and volunteers have a responsibility to report concerns to the Designated Safeguarding Officer (DSO). All suspicions and allegations of abuse and exploitation will be taken seriously and responded to swiftly and appropriately. Hope Beyond Borders will cooperate fully with relevant authorities and agencies in any subsequent investigations.

Hope Beyond Borders' Board of Trustees and senior management will promote a fair, open, and positive culture and ensure all involved feel able to report concerns, confident in the knowledge that they will be heard and responded to in a timely manner.

5. Scope

This policy applies to anyone acting on behalf of, or representing, Hope Beyond Borders (paid or unpaid), including all board members, staff, volunteers, students, or visitors to our activities.

6. Legal Framework

This policy is based on legislation and national guidance that seeks to protect children in the UK, including the Children Act 1989 and 2004 and Working Together to Safeguard Children, 2023.

7. Definitions

Child: Anyone under 18 years old.

Child Abuse: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical, as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial context by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another

child or children. Definitions of the four main categories of child abuse, and examples of signs, indicators and other specific types of abuse, can be seen in Attachment 1.

8. Safeguarding Framework

Hope Beyond Borders' safeguarding framework is supported by four key pillars – Prevention, Protection, Reporting and Responding. These are sustained by embedding a strong safeguarding culture throughout the organisation.

9. Prevention

Hope Beyond Borders will reduce the risk of harm through safer recruitment principles and practices, a code of conduct for our expectation of appropriate behaviours with our service users, a Whistleblowing Policy, health and safety risk assessments for all our activities and events where children and young people participate, guidance for using restraint with children and young people, and safeguarding awareness-raising with all stakeholders.

Hope Beyond Borders also ensures that there are always two adults present for all activities with children and young people.

9.1. Safer Recruitment

Safer recruitment is an integral part of Hope Beyond Borders' commitment to reducing the risk of unsuitable people entering the organisation. Selecting the right staff and volunteers who are safe to work with children and young people is crucial to maintaining a safe and supportive environment. Hope Beyond Borders is fully committed to applying safer recruitment principles in the selection and vetting of all staff, volunteers, board members and people associated with our work.

Hope Beyond Borders will apply the following guidelines:

- Develop a clear job description with the roles and responsibilities of staff members and volunteers who will work directly with children and young people, specifying the necessary qualifications, skills and experience required for the position.
- Include any specific requirements related to child protection and safeguarding, such as undergoing the relevant level of background checks or obtaining relevant certifications.
- All applicants will complete an application form and self-declaration form.
- All interviews will include questions on previous work with children and young people and awareness of safeguarding, to assess the candidate's suitability to work at Hope Beyond Borders.
- Appropriate level Disclosure and Barring Service (DBS) background checks will be requested following verification of a candidate's identification through legally recognised documentation, such as a passport, driving licence, national identity card or equivalent.
- A right-to-work check will be carried out for staff recruitment.
- At least two written references will be obtained, one from the current/last employer, and followed up where appropriate. Open references and/or references from relatives and friends will not be accepted.
- A current DBS certificate will be obtained and shown to Hope Beyond Borders, wherever relevant and appropriate, before work commences. Staff who start before the DBS certificate has been obtained will be supervised for activities involving children and young people.
- Any information obtained during the background check process will be handled confidentially and in accordance with data protection regulations.
- The person appointed receives a copy of this safeguarding policy and code of conduct as part of the induction for staff and volunteers, and knows how to report concerns.
- An appropriate probationary period applies for all new recruits.

Visitors to Hope Beyond Borders will always be accompanied by a staff member or volunteer in compliance with this policy, and a signing in and out record will be kept in the visitors' book. Information about the process for DBS checks can be seen in Attachment 2.

9.2. Code of Conduct

Hope Beyond Borders staff and volunteers have a duty of care towards all the children and young people who use our services. In part, this duty of care is exercised through the development of respectful and caring relationships. It is also exercised by workers taking all reasonable steps to ensure the safety and wellbeing of those they are responsible for in the course of their work.

Hope Beyond Borders' Code of Conduct, which can be found in Attachment 3, describes the ethics and behaviour required of all stakeholders to ensure a robust safeguarding environment. It is designed to create a culture of best practice in keeping children safe. All staff and volunteers, and all those who represent us or act on our behalf, as well as visitors, will read and sign the Code of Conduct and are expected to adhere to its values and standards of behaviour.

Staff, volunteers or other representatives or visitors MUST report any breaches of the Code of Conduct that they see or become aware of, or their concerns about adult behaviour around children, by any person connected to Hope Beyond Borders (see the section below on Reporting).

Breaches of the Code of Conduct are grounds for disciplinary action, as well as possible referral to relevant external bodies including statutory authorities, for example where a possible criminal breach is involved.

If concerns arise in this area, this must be recorded and reported to the DSO, who will deal with it in accordance with the steps outlined below. The Code of Conduct will be uploaded to our website and can also be found in Attachment 3.

A child-friendly version of the key points of our Code of Conduct will be available and provided to children and young people.

9.3. Whistleblowing

Hope Beyond Borders' Whistleblowing Policy is part of its Safeguarding Framework. A complaint-handling framework, managed by a named whistleblowing officer, ensures reports are examined and resolved quickly at the appropriate level. It identifies a clear process to follow if the concern is being raised against an individual in the organisation. The policy makes explicit that there can be no reprisals for the whistleblower where concerns are reported in good faith and without malice.

9.4. Health and Safety

Hope Beyond Borders takes the health and safety of the young people we work with very seriously. Hope Beyond Borders ensures that every activity for children and young people is adequately risk-assessed to minimise accidents and other risks of harm, and to maximise the benefits that children, young people and families get from our services. We have procedures in place to ensure:

- Children and young people are not left unattended.
- All equipment used for activities is safe and checked regularly.
- Parental consent is obtained as necessary.
- Records about children's allergies, medical problems or any special needs are recorded.
- First aid facilities are readily available and adequate.
- There is access to a telephone at all times to call for help or emergency services if needed.
- Insurance cover is adequate and covers all necessary activities, transport and public liability.
- All accidents, however minor, are recorded in an accident book.

Parental and child/young person consent for activities and photography and videography is sought from parents/carers and young people as part of the enrolment process (Attachment 4).

9.5. Guidelines for restraining children and young people

Restraint is where a child is being held, moved, or prevented from moving against their will. The purpose of using restraint is to prevent injury to themselves, to others, or significant damage to property. Hope Beyond Borders recognises that there may be rare occasions when staff need to use physical intervention or restraint in order to safeguard a child/young person from harming themselves or others. Physical intervention and restraint should only be used as a last resort, normally when de-escalation strategies have failed, and when there is a clear risk of serious harm to the child or others, or serious damage to property, or to deal with serious disruption during activities.

At Hope Beyond Borders, restraint should only be used by staff who have had training. Decisions on when to use physical intervention are a matter of professional judgement, and any intervention or restraint should be proportionate and reasonable in the context of the perceived risk and in the child's best interests. Restraint would normally be used only after de-escalation strategies have failed. Should such an intervention be required, staff should follow the guidance in Attachment 5 and record the details, including any injury, and contact their manager and the parent/carer on the same day to explain the circumstances involved.

9.6. Safeguarding training and awareness

Hope Beyond Borders recognises the importance of providing access to good-quality safeguarding training. Hope Beyond Borders will seek training from the local authority safeguarding partnership, as well as local and national providers who meet its standards for good-quality training.

Hope Beyond Borders requires all staff members and volunteers to undergo comprehensive training on child protection, safeguarding, and awareness of its policy framework. Board members will receive training to raise awareness of their safeguarding responsibilities.

Hope Beyond Borders will ensure that safeguarding training includes topics such as categories of child abuse, specific vulnerabilities, online abuse, recognising signs of abuse, responding to disclosures, code of conduct, maintaining boundaries, reporting procedures and sources of support.

Hope Beyond Borders will share reputable online resources, articles and publications related to safeguarding children, and encourage staff members and volunteers to participate. A list of recommended websites, blogs, or online forums where individuals can access the latest information and discussions on child protection issues will be developed and maintained by the DSO.

Hope Beyond Borders will ensure that the DSO has access to specialised training, attends relevant conferences and seminars, and has the opportunity to participate in networks or forums dedicated to safeguarding children and young people in the local area.

Hope Beyond Borders will keep records of the training completed by each individual and provide opportunities for refresher courses to stay up to date with best practice.

10. Media and Communication

As part of our duty of care to children, Hope Beyond Borders will always put the child's needs first in any communication that it uses to show its work. Hope Beyond Borders has arrangements in place to ensure that children and young people shown in any images or communications we use are portrayed positively and with dignity, and consent is always sought from parents and carers as well as children and young people. If a person does not want to be photographed, we will not take their photo. We will actively ensure that no child is put at risk by the way we share their story online.

Absolutely no payments or any other form of compensation are to be provided to any person being photographed in exchange for an image or to encourage consent. Access to images is limited to the DSO. Videography and photography consent is sought when a child or young person first applies to join a group, using the parental consent form.

11. Protection

Getting help early for children, young people and families can prevent problems from escalating and children suffering serious harm. Therefore, it is important for all workers, volunteers and everyone associated with our organisation to be observant about possible harm to children and aware of the reporting procedure. They also have a responsibility to ensure that activities and support for children and young people within the organisation are safe.

11.1. Protection – Becoming aware or concerned about harm to a child

Staff and volunteers working directly with children and young people are in a unique position to identify any abuse or neglect, or changes in behaviour, which may indicate a child or young person is being abused or neglected. Therefore, they must always:

- Be alert to any possible signs of abuse, neglect, or harm.
- Question any behaviour that may appear unusual.
- Take seriously anything that is said to them by children and young people, however it may be expressed.
- Take careful notes of what is said without leading them (see Attachment 6 for guidance on the procedure to follow in the event of a disclosure).
- Report the matter to the DSO.
- Contact the police by dialling 999, or other emergency services, if a child or young person is in imminent danger.

12. Reporting

Those working with or representing Hope Beyond Borders may become aware or concerned about a child at risk participating in our activities in a number of ways:

- There is suspicion or evidence that a child is being abused by a member of staff or another person associated with Hope Beyond Borders.
- A child makes an allegation about a member of staff, or another person associated with Hope Beyond Borders, abusing them.
- A child/young person's behaviour suggests harm.
- Abuse is alleged or suspected on Hope Beyond Borders' premises or at a Hope Beyond Borders event by individual(s) unrelated to Hope Beyond Borders.
- Being told of something happening to the child by another person (child or adult).
- Direct disclosure by a child of abuse at home or elsewhere.

Hope Beyond Borders recognises that reporting concerns/allegations is not easy, especially if these involve colleagues or people we know in the community, but it is important that everyone working with or for Hope Beyond Borders understands the need and their obligation to report a safeguarding concern as soon as they become aware.

It is mandatory to report to the DSO/your manager what has been alleged, suspected, or observed about possible harm to a child or breach of the Code of Conduct – regardless of whether harm to a child/adult appears to have resulted or not.

- All allegations/concerns should be reported verbally or in writing to your manager/the DSO within 24 hours, using the Reporting Form found in Attachment 7. The DSO/manager should inform the Chief Executive of the situation as soon as possible.
- It is not the responsibility of the person with the concern to investigate further, but simply to report. This is important so that the child, you, or the alleged perpetrator is not put at risk, and evidence is not compromised (in the event of a criminal investigation).

- Staff and volunteers should be aware that a failure to report something they knew and which later comes to light could result in disciplinary action, e.g. knowing a staff member/volunteer has made unsupervised home visits or invited children to stay at their home and not reporting this.
- All reports will be treated confidentially, involving only those who need to know, and handled according to the procedures in this policy, with the best interests of the child being paramount and taking due care of the needs of any subjects of concern, witnesses, and the person making the report.
- If the matter concerns the DSO, then the report should go to the designated safeguarding lead at board level.

13. Responding

Hope Beyond Borders is committed to responding effectively, sensitively, and swiftly to all allegations and suspicions of any type of harm, violence, and harassment.

13.1. Initial Assessment

Upon receiving a safeguarding report, the DSO will conduct an initial assessment of the reported concern to determine the level of risk and the appropriate response. The assessment may involve gathering additional information from relevant sources, such as other staff members, volunteers, or external agencies.

If the concern presents an immediate risk to the child's safety, the DSO will take immediate action to ensure the child's welfare and involve the relevant authorities.

The safety and wellbeing of the individual(s) affected is the paramount consideration. Immediate steps, in consultation where required with the Local Authority Multi-Agency Safeguarding Hub (MASH) and the Local Authority Designated Officer (LADO), will be taken by the DSO to protect the individual(s) affected and to address any possible urgent medical needs. Where it appears that a criminal offence may have taken place, the matter will be referred to the statutory authorities.

All referrals to external agencies concerning the wellbeing of a child/young person must be confirmed in writing within 24 hours.

See Attachment 8 for contact details of the MASH, LADO and other key sources for advice and information. The DSO will maintain accurate and detailed records of all child protection concerns, actions taken, and outcomes. Hope Beyond Borders will contribute to a common assessment where requested by the relevant local authority Children's Services.

13.2. Internal enquiries and suspension

- Internal enquiries refer to allegations against staff, volunteers and other people representing Hope Beyond Borders.
- Hope Beyond Borders' management and DSO will follow any advice/guidance given by the MASH/LADO to support an investigation and/or manage safeguarding concerns related to staff/volunteers. Based on their advice, a decision will be made about whether any individual accused of abuse should be temporarily suspended pending further police and social services enquiries.
- If necessary, the DSO may involve senior management or the governing body of the organisation for further guidance and decision-making, keeping the Chief Executive informed in any case, while observing confidentiality.
- Where there is a complaint against a member of staff/volunteer, there may be three possible types of investigation: a criminal investigation; a child protection investigation; and a disciplinary or misconduct investigation.
- During an investigation, due regard will be paid to the rights of the vulnerable child or young person; the person alleged to have carried out the abuse; and the person making the allegation (if different from the person being abused). All those involved can expect to be treated in a fair and unbiased way and to receive an appropriate level of support and information throughout the process.

13.2.1 Possible actions

Irrespective of the findings of the social services or police enquiries, Hope Beyond Borders will apply appropriate disciplinary measures to team members found in breach of the safeguarding policy and code of conduct.

13.3. Serious Incident Reporting

The Charity Commission for England and Wales requires registered charities to report actual or alleged serious incidents. Hope Beyond Borders follows the Charity Commission's definition of a serious incident as good practice: 'an adverse event, whether actual or alleged, which results in or risks significant harm to your charity's beneficiaries, staff, volunteers, or others who come into contact with your charity through its work; loss of your charity's money or assets; damage to your charity's property; or harm to your charity's work or reputation.'

As Hope Beyond Borders is currently a community group and not yet a registered charity, formal reporting to the Charity Commission does not currently apply. However, Hope Beyond Borders will follow equivalent good practice, reporting serious incidents internally to the Board of Trustees and, where relevant, to funders and statutory authorities. Should Hope Beyond Borders become a registered charity, it will fully comply with the Charity Commission's statutory reporting requirements. Responsibility for serious incident reporting rests with the designated safeguarding trustee lead, delegated to the DSO, and made in consultation with the board-level safeguarding lead trustee. A serious incident report will also be made to Hope Beyond Borders' donors and funders, where relevant.

13.4. Support to deal with the aftermath of the referral

The DSO will provide appropriate support to the child involved in the concern, ensuring their welfare and wellbeing is prioritised. Referrals may be made to external agencies, such as child protection services, for further investigation or support services. Young people will be involved in decision-making for referrals to support services.

The DSO will maintain communication with relevant agencies and provide any necessary information or documentation required for the investigation or support process.

Consideration will be given to supporting the needs of other people impacted by the safeguarding incident. Supervision and support will be provided to staff and volunteers as required.

13.5. Action if bullying is suspected

Hope Beyond Borders' service users come from diverse backgrounds. If Hope Beyond Borders suspects bullying, we will work with the bully/bullies as well as the victim(s). Our staff and volunteers will receive appropriate training and support so they can take the following action.

Action to help the victim and prevent bullying:

- Take all signs of bullying very seriously.
- Encourage all young people to speak and share their concerns. Help the victim to speak out and tell the person in charge or someone in authority.
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately.
- Support self-advocacy and empowerment.
- Explain the process of confidentiality (risk and response).
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the DSO or local authority where appropriate.
- If required, contact alternative services (e.g. youth offending).
- Ensure that Hope Beyond Borders remains a safe place for all to participate.

Action towards the bully(ies):

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Facilitate an apology (if appropriate) to the victim(s).
- Explain the process and code of conduct.
- Impose sanctions as necessary.
- Encourage and support the bully(ies) to change behaviour.
- Inform all staff working with the involved young people of the action taken.
- Keep a written record of action taken.
- Ensure information for social services or the police about suspected abuse is as helpful as possible; a detailed record should always be made at the time of the disclosure/concern. Follow the checklist in Attachment 5 for the type of information to record and share with appropriate agencies.

14. Confidentiality and Information Sharing

Safeguarding children raises issues of confidentiality which must be clearly understood by everyone. All personal information regarding our service users, staff, volunteers and trustees must be kept confidential in compliance with the Data Protection Act 2018.

However, staff, volunteers and board members have a professional as well as a statutory responsibility to share relevant information with other professionals to safeguard children when requested. All such requests must be passed on to the DSO/manager to be dealt with. All information related to child protection concerns will be handled confidentially and shared on a need-to-know basis, following data protection regulations.

The DSO will ensure that, where possible, consent is obtained from the child or young person or parents before sharing personal information with others, and that an explanation is provided as to why it is important to share this information.

However, in some circumstances obtaining consent may be neither possible nor desirable, as the safety and welfare of the child or young person should be the priority. Such an instance might be if a child is being harmed deliberately at home and seeking parental consent might put the child at further risk. Where consent has been sought but is refused, an explanation must be offered as to why a report to the relevant authorities must still be made.

Safeguarding information will be shared with consent where possible with:

- Designated Safeguarding Officer
- Children's Social Care / Police
- The parents/young person (following a risk assessment)

15. Recording and Storage

Accurate and detailed records will be maintained for all safeguarding concerns, incidents, and actions taken. All records relating to child abuse disclosures or safeguarding concerns must be treated as confidential. The transfer of this information (verbally or in writing) should be done securely and shared on a need-to-know basis. Records (electronic and paper) and confidential notes will be kept in locked or password-protected files, accessible only by the DSO, and shared with those who need to know before being securely archived. All reports should be signed and dated so that the origin and date of the information is clear.

Records will be retained according to legal requirements and Hope Beyond Borders policy.

16. Accountability

Accountability is a fundamental principle underpinning Hope Beyond Borders' commitment to safeguarding. Hope Beyond Borders recognises and accepts its responsibility to be accountable upwards to our Board of Trustees and through them to our funders and supporters, and downwards to our service users and beneficiaries.

The role of the DSO is to report any concerns or allegations to statutory agencies by contacting the Multi-Agency Safeguarding Hub (MASH). Where an allegation of abuse implicates a member of staff, volunteer or board member, the DSO must also report the matter to the Local Authority Designated Officer (LADO).

Hope Beyond Borders' DSO will report all safeguarding matters to their line manager and to the designated safeguarding trustee on the board.

At the strategic level, the designated safeguarding trustee lead is responsible for ensuring that the board is fully informed of the situation and will recommend the appropriate course of action to it.

The designated safeguarding trustee lead will determine whether an incident meets the threshold for serious incident reporting. If so – and with the agreement of the senior management team (SMT) and board – Hope Beyond Borders' DSO will report any such serious safeguarding incident to its donors and, where applicable, the Charity Commission.

At the operational level, Hope Beyond Borders' SMT is responsible for ensuring a working environment and organisational culture conducive to the implementation of all aspects of its safeguarding framework.

The implementation strategy of Hope Beyond Borders' safeguarding framework, and subsequent reviews, will be presented by the DSO and the designated safeguarding trustee lead to the full board for approval.

The DSO is accountable for identifying the training, support and resources required to implement our safeguarding framework effectively. This includes ensuring that staff are appropriately trained in recognising signs and indicators of child abuse, responding to a disclosure, Hope Beyond Borders' code of conduct, and reporting procedures.

All staff, volunteers, and anyone associated with Hope Beyond Borders are accountable for following the procedures for reporting safeguarding concerns, making appropriate records, and observing the code of conduct expectations.

17. Implementation and Review

Hope Beyond Borders' Board of Trustees is responsible for ensuring the implementation and review of this policy.

All staff and volunteers have a responsibility to familiarise themselves with this policy and adhere to its principles.

The Designated Safeguarding Officer (DSO), in consultation with the Chief Executive/lead trustee, is responsible for earmarking or securing adequate resources in relation to the effective implementation of the safeguarding framework and any further strategy in relation to safeguarding set by the board.

Children and young people will be informed about Hope Beyond Borders' safeguarding arrangements when joining the organisation.

The effectiveness of our child safeguarding measures will be monitored and evaluated regularly by:

- conducting regular internal audits to evaluate the implementation and effectiveness of our Safeguarding Children and Young People Policy and procedures;
- reviewing records, documentation, and practices to ensure compliance with policies and legal requirements;
- seeking feedback from staff members and volunteers regarding their experiences with the safeguarding children and young people arrangements;
- using anonymous surveys, focus groups, or suggestion boxes to gather feedback from service users;
- identifying any gaps, weaknesses, or areas for improvement and developing action plans to address them.

This policy will be reviewed annually, or as required, to ensure its relevance, effectiveness, and compliance with evolving legislation and best practice.

Attachment 1 – Categories and Definitions of Child Abuse

1. 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 fabricates the symptoms of, or deliberately induces illness in, a child. Protection from physical punishment in all settings, including in the family home, is a basic human right of every child and is enshrined in international human rights law.

It is sometimes difficult to spot non-accidental injuries, as most cuts and bruises are part and parcel of everyday life.

1.1. Some physical signs to be aware of

- Injuries that the child cannot explain or explains unconvincingly.
- Cuts, bruises, and burns situated on parts of the body where accidental injury is unlikely, such as cheeks or thighs.
- Bruising that resembles hand or finger prints.
- Cigarette burns.
- Bite marks.

1.2. Some behavioural signs to be aware of

- Fear of the parent/carer being approached about injuries.
- Covering arms and legs, even in hot weather, unless for religious reasons.
- Fear of going home.
- Flinching when touched or approached.
- Depression or mood swings that are out of character.

2. Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age- or developmentally-inappropriate expectations being imposed on children, overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill treatment of another, serious bullying (including cyberbullying), 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 maltreatment of a child, though it may occur alone.

2.1. Some physical signs to be aware of

- Delayed emotional or physical development.
- Sudden speech disorders.
- Failure to thrive and grow.

2.2. Some behavioural signs to be aware of

- Self-harming.
- Excessive need for approval, attention and affection.
- Incontinence.
- Reports of young people frequently visiting a particular home.
- Excessive lack of confidence.

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse, as can other children.

3.1. Some physical signs to be aware of

- Pain, itching, bruising, or bleeding to genital or anal areas.
- Stomach pains or discomfort when the child is walking or sitting.
- Sexually transmitted infections.

3.2. Some behavioural signs to be aware of

- Sexually explicit behaviour, including the use of inappropriate language.
- Sudden or unexplained changes in behaviour.
- Reluctance to change clothes for sports etc. unless for religious reasons.
- Fear of being left with a specific person.

4. Neglect

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. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

It is important to remember that children/young people may exhibit some of these signs, and their presence should not be taken as proof of abuse. There may be other reasons for changes in behaviour and physical appearance, such as moving house, a new baby, parental separation, bereavement, a medical condition, or other events in their life.

5. Bullying

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.

6. Cyberbullying

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

7. Child Sexual Exploitation (CSE)

A form of sexual abuse where children or young people are sexually exploited for various reasons such as money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection, or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point. If concerned that a child or young person is or may be sexually exploited, refer immediately to the MASH team, and also contact the local Safeguarding Lead for CSE.

8. Child Trafficking

When children are coerced or deceived by the person arranging their relocation. They are forced into exploitation by the trafficker or the person under whose control they are delivered or sold. Most, but not all, children are from overseas. Any child transported for exploitation is considered a trafficking victim. Child trafficking links with other forms of exploitation such as child sexual exploitation, trafficking of adults, gangs and criminal activity (begging, theft, tending illegal cannabis farms, benefit fraud) and economic exploitation at home or in a workplace. Child trafficking is also linked to inter-country adoption, private fostering, and unaccompanied children.

9. Forced Marriage

A marriage conducted without the valid consent of at least one of the parties, where duress is a factor; it is different from a consensual 'arranged' marriage. Duress cannot be justified on religious or cultural grounds, and forced marriage is an abuse of human rights. Forced marriages of children must be regarded as a child protection issue. Parents should not be contacted in this situation; a direct referral should be made to the Police Child Abuse Investigation Team, who will liaise with social care. For further advice, contact the Forced Marriage Unit on 020 7008 0230 or 020 7008 0151, www.fco.gov.uk.

10. Female Genital Mutilation (FGM)

A collective term for procedures involving the partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. FGM is child abuse and a form of violence against girls and women. FGM is typically performed on girls aged between 4 and 13, though in some cases it is performed on new-born infants or on young women before marriage or pregnancy. FGM is illegal in the UK and carries a custodial sentence. The FGM Act 2003 makes it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal. It is mandatory for NHS healthcare professionals to record within a patient's clinical record and report cases of FGM in the under-18s to the police. Everyone working with children and young people should be alert to the risk of FGM and must report any suspicion or concern about a child or young person being at risk of, or a victim of, FGM to MASH and/or the Police.

11. The Prevent Strategy

Reinforced by the Prevent and Channel statutory duties set out in the Counter-Terrorism and Security Act 2015. This strategy sets out how the UK Government aims to stop people becoming terrorists or supporting terrorism. Prevent aims to deliver early intervention to protect and divert people away from the risks of radicalisation and being drawn into terrorist-related activity. Channel is a supportive multi-agency process designed to safeguard those individuals who may be vulnerable, by identifying individuals at risk, assessing the nature and extent of the risk, and, where necessary, providing an appropriate support package tailored to their needs. Anyone who becomes aware of a young person at risk of radicalisation, or who may be about to commit an act of terrorism, must contact the Prevent Team and/or Police, or the MASH.

12. Gangs

A gang is usually considered to be a group of people who spend time in public places, seen by themselves and others as a noticeable group, whose members engage in a range of criminal activity and violence. They may identify with or lay claim to territory, and may be in conflict with other, similar gangs. Where the majority of offending is of a lower, non-violent level, the group would be considered a peer group, not a gang.

13. Criminal Networks

A criminal network (different to a gang) is a group of individuals involved in persistent criminality for some form of personal gain (including profit and/or to gain or demonstrate status), causing significant harm to the community – for example, a group that keeps breaking the law to make money where the law-breaking causes harm to the community or is a problem internationally (e.g. people trafficking), where violence is used to make money, or where an illegal business (e.g. drug trafficking) is being run.

14. Domestic Violence

Any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It is not just physical violence – domestic abuse includes emotional, physical, sexual, financial, or psychological abuse. It can happen in any relationship, and even after the relationship has ended. Both men and women can be abused or be abusers. Domestic abuse can seriously harm children and young people; witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their own relationships. In relationships where there is domestic violence and abuse, children witness about three-quarters of the abusive incidents, and about half the children in such families have themselves been badly hit or beaten. Sexual and emotional abuse is also more likely to happen in these families.

15. Specific Vulnerabilities

Children and young people may be particularly vulnerable if they: are disabled, have special educational needs, are young carers, are showing signs of engaging in antisocial or criminal behaviour, live in difficult family situations that present challenges for them (e.g. parental substance misuse, parental mental health problems, domestic violence, or poverty), have returned home to their family from care, are showing early signs of abuse and neglect, are being privately fostered, or are being groomed through the internet and social media.

Attachment 2 – Guidelines for Background Checks for Job Applicants

- All individuals appointed to posts which involve regular, substantial, or unaccompanied contact with children/young people will be subject to relevant pre-appointment checks aimed at assuring Hope Beyond Borders of their suitability to work with children/young people.
- These will include the applicant completing a Disclosure and Barring Service (DBS) application for an Enhanced Disclosure, where relevant. For all posts which are known as Controlled Activities and Regulated Activities, an Enhanced Disclosure will be required.
- Controlled Activity is defined as covering the work of ancillary support workers (e.g. cleaner, caretaker, catering staff, receptionist) which is done frequently and gives the opportunity for contact with children/young people or vulnerable adults.
- Regulated Activity is when the activity is frequent (once a month or more) or 'intensive' (taking place on three or more days in a 30-day period), and involves contact with young people or vulnerable adults frequently, intensively and/or overnight, or involves certain defined positions of responsibility (such as trustee of certain charities).
- For all posts which are known as Controlled Activities and Regulated Activities, an Enhanced Disclosure check will be required. The applicant will be required to show the DBS certificate to Hope Beyond Borders as a condition of the job offer.
- The appointment will only proceed if the pre-employment checks prove satisfactory, and the Disclosure provides no cause for concern as to the candidate's suitability to work with children and young people.
- If a DBS check brings up any issues of concern, Hope Beyond Borders will follow the appropriate procedure. Hope Beyond Borders is aware that it is against the law to employ someone, or allow them to volunteer, in regulated activity if we are aware they are barred from working with children and/or vulnerable adults. Likewise, candidates will be breaking the law if they seek to work in regulated activity with a group from which they are barred. Hope Beyond Borders will make a police report if an applicant has knowingly applied for a job that required an enhanced DBS check, whether the appointment is the result of external recruitment or an internal personnel movement. Managers must also be mindful of these requirements as the content of posts develops over time and new tasks are assigned.
- Successful candidates who commence work before the DBS certificate has been obtained must be supervised until their certificate has been received and shared with Hope Beyond Borders.
- Staff/volunteers who are not required to have an enhanced DBS check, but who wish to volunteer for activities with children and young people occasionally, will always be accompanied and supervised by workers who have been DBS checked.
- External agencies and partners supplying staff/volunteers are required to demonstrate principles of safer recruitment and show evidence of DBS checks for their personnel.

Attachment 3 – Hope Beyond Borders Code of Conduct

Introduction

This behaviour code outlines the conduct that Hope Beyond Borders expects from all our staff and volunteers. This includes board members, students on work placement, consultants and anyone undertaking duties for our project, whether paid or unpaid. The behaviour code helps us protect children and young people from abuse. Hope Beyond Borders is responsible for making sure everyone taking part in our activities has seen, understood, and agreed to follow the code of behaviour, and understands the consequences of inappropriate behaviour, which include disciplinary action and reporting to statutory authorities. It applies to staff, volunteers, board members, consultants, visitors, and anyone associated with us through our work.

In your role at Hope Beyond Borders, you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately. We expect people who take part in our services to always display appropriate behaviour. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

1. Responsibility of staff and volunteers

You are responsible for:

- Fostering open and respectful communication, promoting active listening, empathy, and understanding.
- Communicating clearly, honestly, and transparently, ensuring information is shared appropriately and accurately.
- Collaborating with others, valuing their contributions, and working towards common goals.
- Engaging in ongoing learning and professional development related to child protection, safeguarding, and relevant policies and practices.
- Reflecting on one's actions and behaviours, seeking feedback and opportunities for growth and improvement.
- Prioritising the welfare of children and young people.
- Providing a safe environment for children and young people.
- Ensuring equipment is used safely and for its intended purpose.
- Obtaining written consent from a parent or guardian when children/young people are under 18 to participate in supervised offsite activities and events without the presence of the parent/guardian.
- Ensuring parents/carers are informed about parental consent for providing first aid and/or other medical treatment, or other situations that may arise on or off-site.
- Keeping a written record of any injury that occurs, along with details of any treatment given and named people involved.
- Obtaining written consent from a parent or guardian for children/young people under 18 to use IT equipment, access the internet, and for the taking of photographs or video for publicity purposes.
- Having good awareness of issues relating to safeguarding and child protection, and acting when appropriate.
- Following our principles, policies and procedures for safeguarding and child protection, whistleblowing, online safety, and guidelines for good practice when working with children and young people.
- Always staying within the law.
- Modelling good behaviour for children and young people to follow.
- Challenging all inappropriate behaviour and reporting any breaches of the behaviour code to the Designated Safeguarding Officer.
- Reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures.
- Cooperating fully with investigations or enquiries related to child protection concerns.

2. Diversity and inclusion

You should:

- Treat children and young people fairly, with respect and without prejudice or discrimination, while encouraging respect and care for others.
- Understand that children and young people are individuals with their own needs.
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability, and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation.
- Use inclusive language and avoid discriminatory or offensive comments or behaviours.
- Challenge discrimination and prejudice.
- Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

3. Respecting children and young people

You should:

- Listen to and respect children at all times.
- Value and take children's contributions seriously, actively involving them in planning activities wherever possible.
- Respect a young person's right to personal privacy as far as possible. If you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

4. Appropriate relationships

You should:

- Be identifiable – always wear a form of identification.
- Aim to ensure, in as many situations as possible, that no adult is in a one-to-one situation with a child. Safety in numbers should be the golden rule, whether the numbers are other children/young people or adults.
- As far as possible, conduct all dealings with children/young people in a public environment, in full view of others, so that all behaviour can be observed.
- Be aware of situations that can be manipulated by others.
- Promote relationships that are based on openness, honesty, trust, and respect.
- Respect personal boundaries and the consent of others.
- Not engage in any form of physical, emotional, or sexual misconduct.
- Seek consent and permission when interacting with children or young people.
- Be professional and maintain the highest standards of personal behaviour at all times, giving an example we would wish others to follow. Remember that children/young people regard adults as role models; ensure your behaviour, language and gestures are appropriate and above reproach.
- Take all reasonable steps to ensure the health, safety, and welfare of any child or young person in contact with Hope Beyond Borders.
- Prevent any other member of Hope Beyond Borders from putting a child in a situation where there is a significant risk to their health and safety, and take appropriate action if you become aware of anyone physically, emotionally, or sexually abusing a child, or acting in ways that might be misconstrued.
- Avoid showing favouritism.
- Be patient with others.
- Exercise caution when discussing sensitive issues with children or young people.
- Ensure your contact with children and young people is appropriate and relevant to the nature of the activity you are involved in, aware that even well-intentioned actions might be misconstrued.

- Ensure there is always more than one adult present during activities with children and young people.
- Avoid private or unobserved situations, and as far as possible conduct all dealings with children/young people in a public environment, in full view of others.
- If alone with a child or young person, ensure you are within sight or can be heard by other adults.
- If a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are.
- Only provide personal care in an emergency, and make sure more than one adult is present if possible.
- Report any safeguarding concerns (physical, emotional, sexual or neglect) in confidence and without delay to your line manager or the Designated Safeguarding Officer. This includes issues of bullying. Do not discuss an allegation or suspicion with another person.
- When reporting an allegation or suspicion, record information including the nature of the allegation, background information of the parties involved, the period of time to which the allegation relates, and the degree to which the information is known to be fact rather than opinion or hearsay.

5. Inappropriate behaviour

When working with children and young people, you must not:

- Spend time alone with children and young people away from other staff members or volunteers.
- Take or drop off a child to an event in your own transport on your own.
- Develop a co-dependent relationship.
- Develop inappropriate relationships with children and young people.
- Take unnecessary risks.
- Invite or allow young people to stay with you at your home unsupervised.
- Allow concerns or allegations to go unreported.
- Smoke, consume alcohol, or use illegal substances while responsible for children/young people.
- Let children and young people have your personal contact details (mobile number, email, or postal address), or have contact with them via a personal social media account.
- Make a home visit when the child is on their own at home.
- Take a child/young person to your home.
- Act in a way that can be perceived as threatening or intrusive.
- Patronise or belittle children and young people.
- Make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children and young people.
- Make inappropriate promises to children and young people.
- Engage in behaviour that is in any way abusive, including any form of sexual contact or sexually suggestive comments to a child or young person.
- Engage in any inappropriate physical contact.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching, or ignore inappropriate touching between peers.
- Allow young people to use inappropriate language unchallenged.
- Reduce a child to tears as a form of control.
- Allow allegations made by a child to go unchallenged, unrecorded, or not acted upon.
- Do things of a personal nature for children and young people or disabled adults that they can do for themselves. Where such tasks are occasionally necessary, particularly for very young or disabled people, they should only

be carried out with the full consent of the parent/carer. If an emergency requires this without prior consent, the parent/carer must be fully informed as soon as possible.

- Mislead young people into thinking that information they share will be kept totally confidential.
- Make comments to the media at any time – your line manager should be made aware of any media interest relating to this policy.

6. Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you. If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave Hope Beyond Borders. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them. If necessary, follow our whistleblowing procedure and safeguarding children and young people procedures.

I _____ accept and declare that, by appending my signature to this document, I confirm that I have read and understood the Code of Conduct and its standards. I understand that any divergence from these standards may result in disciplinary measures, up to termination of my engagement with Hope Beyond Borders, and, where an act of criminality is concerned, a referral to the appropriate legal authorities.

Signature: _____ Date: _____ Time: _____

Attachment 4 – Parental Consent for Activities, Photographs and Videography with Children and Young People

Hope Beyond Borders aims to provide a safe, helpful and enjoyable experience for every child or young person attending our activities. To help us do this, please note the following important information.

- All questions in the consent form must be completed and signed by the parent or carer before your child joins our activities.
- Parents and carers must ensure they notify us of any changes to the information given on the form.
- Parents and carers must arrange for children and young people to be brought to and from the activity safely and on time. If a parent or carer is not able to collect their child, they need to let us know in advance who will be doing so.
- We cannot take responsibility for any damaged clothing and/or personal items during the activity.
- Parents and carers should ensure children and young people have sufficient water, food, clothing, sun lotion and medication (where appropriate) for the duration of the activity.

Child or Young Person's Details

Name	
Date of birth	
Home address	
Postcode	
Telephone number	
Email	
Additional needs (e.g. disability, activities the child cannot take part in)	
GP name	
GP address	
GP telephone	
Medical conditions or allergies (please provide details and medication needed)	

Parent/Carer Details

Name	
Home address	
Postcode	
Telephone number	
Email	
Emergency contact (if different)	

I agree to (please tick):

- ☐ My child taking part in the stated activity.
- ☐ Hope Beyond Borders keeping a record of this form for health and safety reasons.
- ☐ Any medical treatment that my child may need to be given in an emergency.
- ☐ My child being filmed or photographed during the activity, with the possibility that photographs/media recordings may be used for publications or marketing publicity.

Note: if consent is not given, Hope Beyond Borders will not use any images taken during the activity that contain the child/young person.

I understand that my child needs to follow the behaviour code and any safety rules so that Hope Beyond Borders can keep them and other children safe.

Print name: _____ Signature: _____ Date: _____

Child or Young Person's Own Consent

I agree to (please tick):

- ☐ Taking part in the activity.
- ☐ Talking to the Designated Safeguarding Officer if I am not comfortable at any time during the activity, so they can help me or arrange for me to do something else.
- ☐ Hope Beyond Borders keeping a record of this form so they have the information they need to keep me safe during the activity.
- ☐ Receiving any emergency medical treatment that I may need.
- ☐ Being filmed or photographed during the activity. I understand that the photographs or film might be used to tell other people about what Hope Beyond Borders does.

Note: if I do not agree to this, Hope Beyond Borders will not use any images of me.

I understand that enjoying the activity and being safe means I need to follow the behaviour code and safety rules.

Print name: _____ Signature: _____ Date: _____

Attachment 5 – Guidelines for Using Restraint with Children and Young People

Restraint is where a child is being held, moved, or prevented from moving against their will. The purpose of using restraint is to prevent injury to themselves, to others, or to property.

Staff and volunteers should follow these guidelines when restraining children and young people:

- Any restraint action should only be carried out by staff and volunteers who have received training.
- Restraint must always be used as a last resort, when all other methods of controlling the situation have been tried and failed.
- Restraint must never be used as a form of punishment.
- The child/young person should be restrained for the shortest amount of time needed to bring the situation under control.

Any incident of restraint must be recorded, detailing:

- Events that led to the behaviour (the situation must not be exaggerated in any way);
- all the facts of the behaviour;
- names of any witnesses;
- who restrained the child and how;
- what other methods to control the situation had been tried before restraining;
- the impact of the restraint on the child/young person, other young people if relevant, and the staff member;
- any follow-up action that took place.

This record must then be passed to your line manager, and the child's/young person's parent/carer must be informed immediately.

- Debrief with a manager and identify any support needs for people involved in the restraining action.
- Identify any lessons learnt and feed this back to staff and volunteers to prevent similar situations from occurring again.

Attachment 6 – Guidelines for Responding to a Disclosure

It is important that children are protected from abuse. All complaints, allegations or suspicions must be taken seriously, and this procedure must be followed whenever an allegation is made that a child has been abused, or when there is a suspicion that a child has been abused. Where a child/young person discloses abuse, the guidelines below should be followed:

- Stay calm and listen carefully to what is said.
- Find an appropriate early opportunity to explain that the information will likely need to be shared with others.
- Do not promise confidentiality, as this may conflict with the need to ensure the safety and welfare of the child.
- Allow the child to continue at their own pace.
- Ask questions for clarification only, and always avoid asking questions that suggest a particular answer. Leading questions can cause problems for any subsequent investigation and court proceedings. Do not make notes while the child is speaking.
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next, and that the matter will only be disclosed to those who need to know about it.
- Record in writing what was said as soon as possible, using the child's own words. Note the date, time, any names mentioned, and to whom the information was given, and ensure the record is signed and dated. Include any discussion and actions taken.

The record should include the following details, as far as practical:

- Name of child or young person
- Age
- Home address (if known)
- Date of birth (if known)
- Name(s) and address of parents or carers with parental responsibility
- Telephone numbers, if available
- Whether the person making the report is expressing their own concerns or passing on those of somebody else (if so, record details)
- The nature of the allegation, including dates, times, any special factors, and other relevant information
- A clear distinction between what is fact, opinion, or hearsay
- What has prompted the concerns, including dates and times of any specific incident
- Whether the child or young person has been spoken to (if so, record details)
- Whether anybody has been alleged to be the abuser (if so, record details)
- Who this has been passed on to, so appropriate action is taken (e.g. the Designated Safeguarding Officer)
- Whether anyone else has been consulted (if so, record details)
- A description of any visible bruising or other injuries (do not take photographs)
- Any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- Confirmation that, where possible, any referral to the police or social services has been made in writing within 24 hours, with the name of the contact who took the referral recorded

Attachment 7 – Hope Beyond Borders Safeguarding Concerns Reporting Form

Your name	Name of organisation
Your role	Name of your manager
Address	Postcode
Telephone number	Email address
Child/Young Person's name	Date of birth
Child/Young Person's ethnic origin	Does the child have a disability? If yes, please state type.
Child/Young Person's gender	Parent's/carer's name(s)
Address (parent/carer)	Postcode
Telephone number (parent/carer)	Email address (parent/carer)

Have parents/carers been notified of this incident? ☐ Yes ☐ No If not, please state the reason:

Are you reporting your own concerns or responding to concerns raised by someone else? ☐ My own concerns ☐ Concerns raised by someone else (if so, please state their name, position, and contact details)

Category of safeguarding concern (please state if online or offline):

- ☐ Physical Abuse
- ☐ Emotional Abuse
- ☐ Neglect
- ☐ Sexual Abuse
- ☐ Bullying
- ☐ Radicalisation
- ☐ FGM
- ☐ Child Criminal Exploitation
- ☐ Child Sexual Exploitation
- ☐ Other (please specify)

Details of the incident or concerns (if you heard a disclosure, please report it here):

Date and time of incident: _____

Witness accounts of the incident:

Witness contact details (name, position/relationship to the child, date of birth if a child, address, postcode, telephone, email):

Details of any person involved in this incident, or alleged to have caused the incident/injury (name, position/relationship to the child, date of birth if a child, address, postcode, telephone, email):

Details of action taken to date:

Has the incident been reported to any external agencies? ☐ Yes ☐ No If yes, please provide the name of the organisation/agency, contact person, telephone number, and email address:

Agreed action or advice given:

Attachment 8 – Child Protection Network – Newcastle, Gateshead and Sunderland

Agency	Location	Contact
Newcastle Safeguarding Partnership (general)	Newcastle	Safeguarding Boards - 0191 277 3658
NSCP Co-ordinator (Children)	Newcastle	Sue Kirkley - 0191 277 7426
NSAB Co-ordinator (Adults)	Newcastle	Claire Nixon - 0191 278 8156
Northumbria Police	Region-wide	101 (emergency: always dial 999)
Referrals or other communications via secure email	Newcastle	newcastlesafeguarding.org.uk/report-a-concern
Early Help Team	Newcastle	0191 211 5805 - earlyhelp@newcastle.gov.uk
Emergency Duty Team (out-of-hours social work)	Region-wide	0191 278 7878
Local Authority Designated Officer (LADO) - Newcastle	Allendale Road Depot, Byker, Newcastle upon Tyne, NE6 2SZ	Melanie Scott - 0191 277 4636 - lado@newcastle.gov.uk
Local Authority Designated Officer (LADO) - Gateshead	Civic Centre, Gateshead, NE8 1HH	0191 433 8031 - LADO@gateshead.gov.uk
Local Authority Designated Officer (LADO) - Sunderland	Sunderland	0191 561 3901 - Lado@togetherforchildren.org.uk
Newcastle Voluntary Sector	Newcastle	Newcastle CVS / Friends Action North East - 0191 232 7445
NSPCC	42 Curtain Rd, London EC2A 3NH	020 7825 2505 - nspcc.org.uk
NSPCC Helpline	National	0808 800 5000 - help@nspcc.org.uk
Whistleblowing Advice Line	National	0800 028 0285 - nspcc.org.uk
Childline	National	0800 1111 - childline.org.uk
Anti-Bullying Alliance	23 Mentmore Terrace, London E8 3PN	aba@ncb.org.uk
National Bullying Helpline	National	0300 323 0169 / 0845 225 5787
National Crime Agency	Citadel Place, London SE11 5EF	0370 496 7622 (24/7) - communication@nca.gov.uk
Child Exploitation and Online Protection (CEOP)	National	ceop.police.uk/Safety-Centre
Thinkuknow	National	thinkuknow.co.uk
NCVO	8 All Saints Street, London N1 9RL	knowhow.ncvo.org.uk/safeguarding