



# Mane Chance Sanctuary Child Protection and Safeguarding Policy

**Last Review: May 2022**

## Contents

Safeguarding Statement	Page 4
Key personnel	Page 4
Terminology	Page 4
1. Introduction	Page 5
2. Policy Principles	Page 5
3. Policy Aims	Page 5
4. Values	Page 6
5. Safe Sanctuary, Safe Personnel	Page 6
6. Roles and Responsibilities	Page 7
7. Confidentiality	Page 9
8. Data Protection, Data Storage and Data Disclosure	Page 10
9. Cameras and Mobile Phones	Page 10
10. Online and Electronic Security	Page 11
12. Dress Code	Page 11
13. Gifts, Rewards and Selection of Children	Page 12
14. Infatuations	Page 12
15. Child Protection Procedures	Page 12
16. Children who are particularly vulnerable	Page 15
17. Anti-Bullying / Cyberbullying	Page 16
18. Racist Incidents	Page 16
19. Radicalisation and Extremism	Page 16
20. Domestic Abuse	Page 16
21. Child Sexual Exploitation (CSE)	Page 17
22. Female Genital Mutilation (FGM)	Page 17
23. Forced Marriage	Page 17
24. Honour based Violence	Page 17
25. One Chance Rule	Page 18
26. Peer on Peer Abuse	Page 18
27. Youth Produced Sexual Imagery (Sexting)	Page 18

28. Allegations against Personnel	Page 19
29. Whistle-blowing	Page 19
30. Physical Contact	Page 20
31. Physical Intervention	Page 20
32. Missing Child or Vulnerable Adult	Page 20
Appendix 1 – Bullying and Cyberbullying	Page 21
Appendix 2 – Recognising signs of child abuse	Page 22
Appendix 3 – Sexual Abuse by Young People	Page 25
Appendix 4 – Child Sexual Exploitation	Page 26
Appendix 5 – Female Genital Mutilation	Page 27
Appendix 6 – Domestic Abuse	Page 28
Appendix 7 – Radicalisation and Extremism	Page 29
Appendix 8 – Flowchart to follow if concerns are raised	Page 30
Appendix 9 – Flowchart to follow if a disclosure is made	Page 31
Appendix 10 – Useful Contacts and Resources	Page 32

## Child Protection and Safeguarding Policy

**Review Cycle:** Annual  
**Next Review Date:** May 2023

### Safeguarding Statement

Mane Chance Sanctuary recognises our moral and statutory responsibility to safeguard and promote the welfare of all children and vulnerable adults visiting the site by protecting them from physical, sexual and emotional abuse, and neglect. We endeavour to provide a safe and welcoming environment where they are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children and vulnerable adults receive effective support and protection. Child protection forms part of the Sanctuary's safeguarding responsibilities.

#### Key Personnel

**The Designated Safeguarding Lead (DSL) is:**

**Abi Smart, General Manager:**

[abi@manechancesanctuary.org](mailto:abi@manechancesanctuary.org)

**01483 351526 / 07973 279457**

**The designated trustee is:**

**Dr Susan Tresman PhD BSc PGCE:**

[susan.tresman@gmail.com](mailto:susan.tresman@gmail.com)

**The Chairman of the Trustees is:**

**Jenny Seagrove**

[jseagrove2@manechancesanctuary.org](mailto:jseagrove2@manechancesanctuary.org)

#### Terminology

**Safeguarding** and promoting the welfare of children and vulnerable adults is defined as:

- protecting children and vulnerable adults from maltreatment;
- preventing impairment of their health or development;
- ensuring that they grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children and vulnerable adults to have the best outcomes.

**Child Protection** is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

**Personnel** refers to all those working for or on behalf of the Sanctuary, full or part time, temporary or permanent, in either a paid or voluntary capacity. Personnel includes Trustees, employees, contractors, consultants and volunteers working at the Sanctuary.

**Child** includes anyone under the age of 18.

**Vulnerable adult** is defined as an adult who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation.

**Parents** refers to birth parents and other adults who are in a parenting role, for example step-parents, foster carers and adoptive parents.

**Incident Book** refers to the file of information holding records of any concerns, disclosures or situations that have been reported. It is kept in a locked cupboard in the locked office at the Sanctuary (Designated Safeguarding Lead and Deputy are the only ones to hold keys to the cupboard). Information will also be kept in line with our data protection and retention policies.

## **1. Introduction**

- 1.1. This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002, and in line with government publications: 'Working Together to Safeguard Children' 2015, Revised Safeguarding Statutory Guidance 2 'Framework for the Assessment of Children in Need and their Families' 2000, 'What to do if You are Worried a Child is Being Abused' 2015. The guidance also reflects, both 'Keeping Children Safe in Education' 2021, and Surrey Safeguarding Children Board SSCB Child Protection Procedures.
- 1.2. Mane Chance Sanctuary takes seriously its responsibility to safeguard and promote the welfare of children and vulnerable adults; and to work together with other agencies to ensure adequate arrangements to support those who are suffering harm.
- 1.3. This policy applies to all members of personnel, as defined above, at the Sanctuary.

## **2. Policy Principles**

- 2.1. The welfare of the child or vulnerable adult is paramount.
- 2.2. All children and vulnerable adults regardless of age, gender, culture, language, race, ability, sexual identity or religion have equal rights to protection, safeguarding and opportunities.
- 2.3. We recognise that all adults, including our personnel, have a full and active part to play in protecting the child and vulnerable adult visitors at the Sanctuary from harm and have an equal responsibility to act on any suspicion or disclosure that may suggest they may be at risk of harm;
- 2.4. All personnel believe that our Sanctuary should provide a caring, positive, safe and stimulating environment that promotes the social, physical and moral development of the individual child or vulnerable adult.
- 2.5. Any person involved in child protection issues will receive appropriate support.

## **3. Policy Aims**

- 3.1. To demonstrate the Sanctuary's commitment with regard to safeguarding and child protection to all personnel, visitors, parents and other partners.
- 3.2. To support the child and vulnerable adult's development in ways that will foster security, confidence and independence.
- 3.3. To provide an environment in which children and vulnerable adults feel safe, secure, valued and respected, and feel confident to, and know how to approach adults if they are in difficulties, believing they will be effectively listened to.
- 3.4. To raise the awareness of all personnel of the need to safeguard children and vulnerable adults and of their responsibilities in identifying and reporting possible cases of abuse.
- 3.5. To emphasise the need for good levels of communication between all members of personnel.
- 3.6. To develop a structured procedure within the charity which will be followed by all members of the Sanctuary community in cases of suspected abuse.
- 3.7. To ensure that all personnel working within our Sanctuary, who have substantial access to children or vulnerable adults have been checked as to their suitability, including the obtaining of a satisfactory DBS check and a single central record is kept for audit.
- 3.8. To ensure that all parents and carers are aware of how child protection issues will be dealt with.

## **4. Values**

### **4.1. Supporting Children and vulnerable adults**

- 4.1.1. We recognise that a child or vulnerable adult who is abused or witnesses violence may feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self worth.
- 4.1.2. We accept that research shows that the behaviour of a child or vulnerable adult in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.
- 4.1.3. Our Sanctuary will support all children and vulnerable adults by:
  - 4.1.3.1. Encouraging self-esteem and self-assertiveness through our relationships, whilst not condoning aggression or bullying.
  - 4.1.3.2. Promoting a caring, safe and positive environment within the Sanctuary.
  - 4.1.3.3. Offering details of helplines, counselling or other avenues of external support.
  - 4.1.3.4. Liaising and working together with all other support services and those agencies involved in the safeguarding of the children and vulnerable adults visiting the Sanctuary.
  - 4.1.3.5. Notifying the relevant services of any signs of concern.

### **4.2. Prevention / Protection**

- 4.2.1. We recognise that the Sanctuary plays a significant part in the prevention of harm to visiting children and vulnerable adults by providing them with good lines of communication with trusted adults, supportive friends and an ethos of protection.
- 4.2.2. The Sanctuary community will therefore:
  - 4.2.2.1. Work to establish and maintain an ethos where children and vulnerable adults feel secure, safe and are always listened to.
  - 4.2.2.2. Ensure all personnel are aware of guidance for their use of technology and have discussed safeguarding issues around the use of mobile devices and online services, including but not restricted to emails, text, Skype, facebook, Instagram and twitter.

## **5. Safe Sanctuary, Safe Personnel**

Mane Chance Sanctuary will ensure that;

- 5.1. all personnel supervising children and vulnerable adults visiting the Sanctuary receive information about the Sanctuary's safeguarding arrangements, the Sanctuary's safeguarding policy, child protection policy and the role and name of the Designated Safeguarding Lead.
- 5.2. all personnel supervising children and vulnerable adults visiting the Sanctuary receive safeguarding and child protection training in line with advice from Surrey Safeguarding Children's Board which is regularly updated and receive safeguarding and child protection updates as required.
- 5.3. all members of personnel supervising children and vulnerable adults visiting the Sanctuary are trained in and receive regular updates in online safety and reporting concerns;
- 5.4. the child protection and safeguarding policy is made available via the website or other means and that parents/carers/educational partners are made aware of this policy and their entitlement to have a copy.
- 5.5. the name of the Designated Safeguarding Lead is clearly advertised in the Sanctuary together with a short statement as to the Charity's role and responsibility.

## **6. Roles and Responsibilities**

### **6.1. All Trustees of Mane Chance Sanctuary understand and fulfil their responsibilities, namely to ensure that;**

- 6.1.1. there is a Child Protection and Safeguarding policy together with a staff behaviour policy (code of conduct);
- 6.1.2. child protection, safeguarding, recruitment and managing allegations policies and procedures, including the staff behaviour policy (code of conduct), are adequate, are reviewed annually and that the Child Protection policy is publicly available on the Charity website or by other means;
- 6.1.3. ensures that all personnel including temporary staff and volunteers are provided with the Sanctuary's child protection policy and staff behaviour policy;
- 6.1.4. mechanisms are in place to assist personnel in understanding and discharging their roles and responsibilities as set out in the policy.
- 6.1.5. the Sanctuary operates a safer recruitment procedure that includes statutory checks on personnel's suitability to work with children and vulnerable adults by means of an enhanced DBS check
- 6.1.6. the Sanctuary has procedures for dealing with allegations of abuse against personnel and against other children and vulnerable adults and that a referral is made to the DBS if a person in regulated activity has been dismissed or removed due to safeguarding concerns, or would have had they not resigned.
- 6.1.7. a member of the Trustee Board is designated to lead Safeguarding and Child Protection work in the charity
- 6.1.8. a member of the senior management team has been appointed as the Designated Safeguarding Lead (DSL) by the Trustees who will take lead responsibility for safeguarding and child protection and that the role is explicit in the role holder's job description;
- 6.1.9. on appointment, the DSL undertakes interagency training (SSCB Modules 1&2) and also undertake DSL 'New to Role' and 'Update' training every two years;
- 6.1.10. all other personnel have safeguarding training updated as appropriate;
- 6.1.11. at least one member of the personnel has completed safer recruitment training to be repeated every five years.
- 6.1.12. enhanced DBS checks are in place for all Trustees;
- 6.1.13. any weaknesses in Child Protection are remedied immediately;

### **6.2. The Designated Trustee;**

- 6.2.1. holds overall responsibility for safeguarding and child protection at the Sanctuary;
- 6.2.2. ensures that all the safeguarding and child protection requirements are adhered to by the Designated Safeguarding Lead and personnel at the Sanctuary
- 6.2.3. ensures that any safeguarding or child protection issues are discussed with the Designated Safeguarding Lead and the records are reviewed regularly;
- 6.2.4. will inform the Chair of the Board about any child protection or safeguarding issue that has arisen and confirm that it has been dealt with in accordance with this Policy.
- 6.2.5. ensures that sufficient time, training, support, resources, including cover arrangements where necessary, is allocated to the DSL to carry out their role effectively;

### **6.3. The Designated Safeguarding Lead has day to day responsibility for child protection matters and ensures that;**

- 6.3.1. the Child Protection and Safeguarding Policy and procedures are implemented and followed by all personnel;

- 6.3.2. they act as a source of support and expertise in carrying out safeguarding duties for the whole Sanctuary
- 6.3.3. where there is a safeguarding concern that the child or vulnerable adult's wishes and feelings are taken into account when determining what action to take and what services to provide;
- 6.3.4. all personnel feel able to raise concerns about poor or unsafe practice and that such concerns are handled sensitively and in accordance with the whistle-blowing procedures;
- 6.3.5. they liaise with the Local Authority Designated Officer (LADO), before taking any action and on an ongoing basis, where an allegation is made against a member of personnel;
- 6.3.6. anyone who has harmed or may pose a risk to a child or vulnerable adult is referred to the Disclosure and Barring Service.
- 6.3.7. is appropriately trained with updates every two years and will refresh their knowledge and skills at regular intervals but at least annually;
- 6.3.8. will refer a child if there are concerns about possible abuse, to the Children's Services Local Referral, Intervention and Assessment Service Team and act as a focal point for personnel to discuss concerns. Referrals should be made in writing, following a telephone call using the Multi Agency Referral Form (MARF);
- 6.3.9. will keep detailed, accurate records in a Child and Vulnerable Adult Protection Incident Book, either written or using appropriate online software, of all concerns about a child or vulnerable adult even if there is no need to make an immediate referral;
- 6.3.10. will ensure that all such records are kept confidential and stored securely and stored separately from other records relating to the young person or vulnerable adult;
- 6.3.11. will liaise with the Local Authority and work with other agencies and professionals in line with Working Together to Safeguard Children;
- 6.3.12. has a working knowledge of SSCB procedures;
- 6.3.13. will ensure that all personnel supervising children and vulnerable adults at the Sanctuary sign to say they have read, understood and agree to work within the Sanctuary's child protection and safeguarding policy.
- 6.3.14. will organise child protection and safeguarding induction, regularly updated training and a minimum of annual updates (including online safety) for all personnel supervising children and vulnerable adults at the Sanctuary, keep a record of attendance and address any absences.
- 6.3.15. will ensure that the name of the Designated Safeguarding Lead is clearly advertised at the Sanctuary, with a statement explaining the Charity's role and responsibilities.
- 6.3.16. will inform the Designated Trustee about any child protection or safeguarding issue that has arisen and confirm that it has been dealt with in accordance with this Policy.

#### **6.4. All Sanctuary personnel supervising children and vulnerable adults at the Sanctuary:**

- 6.4.1. understand that it is everyone's responsibility to safeguard and promote the welfare of children and vulnerable adults visiting the Sanctuary and that they have a role to play in identifying concerns, sharing information and taking prompt action;
- 6.4.2. consider, at all times, what is in the best interests of the child or vulnerable adult;
- 6.4.3. know how to respond in the case of a disclosure
- 6.4.4. will refer any safeguarding or child protection concerns to the DSL or if necessary where the child is at immediate risk to the police or Children's Social Care;



6.4.5. will provide a safe environment in which children can learn;

#### **6.5. Safer Recruitment:**

6.5.1. All personnel must complete a satisfactory DBS check before they can work with young people or vulnerable adults

6.5.2. Two satisfactory references (previous employer and personal) for employees and subcontractors must be obtained before a post is offered and any gaps in an applicant's employment history will be investigated.

6.5.3. Trustees must complete a satisfactory DBS check before they are appointed. This information (together with safeguarding training records) and will be kept in a central register and kept at the Mane Chance Sanctuary head office.

#### **6.6. Policy Notes:**

6.6.1. A copy of this Policy will be shown to all personnel and each must sign the list held in the Sanctuary Office to indicate that they have read and understood it.

6.6.2. It will also be made available to all referrers, young people and vulnerable adults who visit Mane Chance and to any parent or carer.

6.6.3. A breach of this Policy by a member of personnel will be regarded as misconduct that could lead to disciplinary proceedings.

6.6.4. Personnel will be trained in child protection matters as appropriate to their role at Mane Chance Sanctuary.

### **7. Confidentiality**

7.1. Mane Chance Sanctuary aims to promote a positive atmosphere where all personnel and visitors feel safe, accepted and valued. Keeping personal information confidential will help us to promote this, encourage everyone to thrive and to reach their full potential.

7.2. Mane Chance Sanctuary is aware that it will be given information pertaining to children and vulnerable adults visiting the site and that much of this may be of a confidential nature. The DSL will only disclose personal information given by parents, educational authorities and carers to personnel in order to complete their work and supervision of the children safely and effectively. However, those personnel are aware that such information cannot be discussed with anyone else other than described below.

7.3. Mane Chance Sanctuary recognises that in order to effectively meet a child or vulnerable adult's needs, safeguard their welfare and protect them from harm, they must contribute to inter-agency working and share information between professionals and agencies where there are concerns.

7.4. All personnel must be aware that Mane Chance Sanctuary has a professional responsibility to share information with other agencies in order to safeguard children and that the Data Protection Act 1998 is not a barrier to sharing information where the failure to do so would place a child or vulnerable adult at risk of harm.

7.5. All personnel must be aware that they cannot promise to keep secrets which might compromise the child or vulnerable adult's safety or wellbeing.

7.6. We will always undertake to share our intention to refer a child or vulnerable adult to Social Care with their parents /carers unless to do so could put them at greater risk of harm, or impede a criminal investigation.

## **8. Data Protection, data storage and data disclosure**

- 8.1. Mane Chance Sanctuary is aware of the Data Protection Act 2018 and the General Data Protection Regulation (2018) ensuring that personal data is treated in a fair and lawful way. All personal information received in paper or electronic format is covered by this Act.
- 8.2. We will only hold information relating to personnel and visitors (including children and vulnerable adults) that is relevant to the time and activities completed whilst on site.
- 8.3. Personal data relating to children and vulnerable adults will be stored in a safe and secure manner. Confidential information will be kept in the locked storage cupboards in the site office.
- 8.4. The Sanctuary CRM system is password protected and has different levels of access. Information stored on this system will be protected from view from all user profiles, excepting those who need to know in order to work with or ensure the safety of the child or vulnerable adult involved.
- 8.5. Any hard copy documents will not be left open for view at any time on site and will not be permitted to be stored at home addresses.
- 8.6. Personal data will only be disclosed to individuals or organisations for whom consent for sharing has been given or those who have a legal right to receive that data without consent being given.
- 8.7. Any request from a third party for any information should be passed to the DSL.
- 8.8. Personal information (including images) will not be used in newsletters, websites or other media without consent.
- 8.9. Please see the Mane Chance Sanctuary Data Protection Policy for more information.

## **9. Cameras and Mobile Phones**

- 9.1. Mobile phones will be used with extreme caution to minimise the risk to personnel, children and vulnerable adults. No mobile phones should be used in the fields or the tracks or around horses unless in an extreme emergency, when urgent help or support is required. Using mobile phones involves attention being taken away from being fully aware of surroundings; concentration and awareness is required at all times when in the vicinity of the horses and on site.
- 9.2. Permission must be sought from parents/carers before any close-up photographs or videos may be taken of visiting children and vulnerable adults. When taking close up images at the Sanctuary, the subject (or the parent/guardian of the subject) must be made aware of the purpose(s) for the use of the photograph/video and if the photographs/video may be published in the media, in future promotional materials. For this purpose, the photo permission forms must be used.
- 9.3. Wherever possible, parental consent must be obtained for any photographs featuring children or young people attending an event of Mane Chance Sanctuary. If consent cannot be reasonably sought because the photographs are taken in a crowd or public place and if 'yes' can be answered to the following questions, it would be reasonable to take the photographs without being in fear of regulations.
  - 9.3.1. Would people attending the event expect photographs to be taken?
  - 9.3.2. Would people in the photograph probably consider themselves to be in a public place with no expectation of privacy?
  - 9.3.3. At any event held either at the Sanctuary or in another public place in aid of Mane Chance Sanctuary, a sign should be displayed at the entrance (and any other location deemed relevant) to inform attendees of the nature of the event, that photographs may be taken and used by the Sanctuary for promotional purposes. The sign should suggest that any person not wishing to be photographed should be aware of a photographer being present and should avoid being part of any group being photographed wherever possible eg. standing by a special guest at an opening etc. Stickers will also be made available at the entrance of the event for any child to wear that does not wish photographs to be taken. These indicate that consent is not given for the child to be included in any group or individual image.
- 9.4. Photographs, images and videos will be downloaded and stored appropriately with the original images being deleted from the camera memory as soon as they have been downloaded or rejected for use.

- 9.5. Excluding large events, when practicalities prevent forms being completed (but see 9.3.3 above regarding methods of preventing unwanted photographs being taken), permission forms will be obtained from the parents/carers before any close-up photographs or videos may be used for promotional or any other purposes.
- 9.6. Images and videos will not be shared outside of the promotions team, will be saved securely and only used as per the permissions granted. Any photos or images not required will be deleted and not stored unnecessarily.
- 9.7. Personnel and volunteers are not permitted to use their own mobile phones or devices for contacting children, young people or their families within or outside of the Sanctuary.
- 9.8. Personnel should not use personally-owned devices, such as mobile phones or cameras, to take photos or videos of children and vulnerable adults and will only use work-provided equipment for this purpose.

## **10. Online and electronic Safety**

- 10.1. All children and adults increasingly use electronic equipment on a daily basis to access the internet and share content and images via social media sites such as facebook, twitter, instagram, snapchat and oovoo.
- 10.2. Unfortunately, some adults and other children use these technologies to harm children and vulnerable adults. The harm might range from sending hurtful or abusive texts or emails, to grooming and enticing children to engage in sexual behaviour such as webcam photography or face-to-face meetings. They may also be distressed or harmed by accessing inappropriate material such as pornographic websites or those which promote extremist behaviour, criminal activity, suicide or eating disorders
- 10.3. A member of Mane Chance Sanctuary personnel should report any concerns related to online communications disclosed during their time on site, to the DSL.
- 10.4. No personnel from Mane Chance Sanctuary should interact with a child or vulnerable adult who is attending, has attended or will attend sessions at the Sanctuary in any way other than for professional reasons and only then using Mane Chance Sanctuary email accounts and telephones. No contact should be made using personal phones, email accounts, texts, letters or through social media sites.
- 10.5. Personnel supervising children and vulnerable adults should set their security settings high and avoid placing personal data, such as phone numbers or addresses on any forums available publicly.
- 10.6. On no account should personnel give their mobile number, home phone number or personal email address to a child or vulnerable adult attending the Sanctuary. If a child, vulnerable adult, parent or carer requests contact numbers, then they should be directed to the Sanctuary phone number 01483 351526 or email [office@manechancesanctuary.org](mailto:office@manechancesanctuary.org). If a child or vulnerable adult attempts to contact a member of personnel through social media channels, their contact should not be replied to or acknowledged and the DSL should be informed.
- 10.7. Please refer to our social media policy for further information.

## **11. Travelling by car or minibus**

- 11.1. As a general rule, Mane Chance personnel should not travel alone in a car or minibus with a young person or vulnerable adult, however short the journey. They should not spend excessive time alone with young people or vulnerable adults away from others without undertaking a risk assessment and consulting with the DSL.

## **12. Dress code**

- 12.1. Mane Chance personnel are not permitted to dress in clothing that could be viewed as offensive, revealing or sexually provocative.
- 12.2. The Mane Chance branded clothing given to staff and volunteers should be worn whilst working at Mane Chance or representing the charity at an event.
- 12.3. The Trustees will be provided with lanyards which should be worn whilst on site at Mane Chance or attending public events at the Sanctuary.

### **13. Gifts, Rewards and Selection of Children**

- 13.1. Generally, gifts may only be given to an individual young person or vulnerable adult as part of an agreed reward system. No individual young person or vulnerable adult should be favoured over another.
- 13.2. The sending of personal communications such as birthday or Christmas cards should always be in accordance with Mane Chance Sanctuary's own policy and should be recorded.
- 13.3. Mane Chance Sanctuary personnel and should not have any secret contact with children or vulnerable adults.

### **14. Infatuations**

- 14.1. Any incidents or indications (verbal, written or physical) that suggests a young person or vulnerable adult may be infatuated with a member of Mane Chance Sanctuary Personnel should be reported to the DSL and entered into the incident book.

### **15. Child Protection Procedures**

- 15.1. Abuse and neglect are forms of maltreatment of a child or vulnerable adult. Somebody may abuse or neglect a child or vulnerable adult by inflicting harm or by failing to act to prevent harm. They may be abused in the family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults or by another child or children.
- 15.2. Further information about the four categories of abuse; physical, emotional, sexual and neglect, and indicators that a child or vulnerable adult may be being abused can be found in appendices 1 and 2.
- 15.3. Any child or vulnerable adult in any family in any school could become a victim of abuse. Mane Chance Sanctuary personnel should always maintain an attitude of "It could happen here".
- 15.4. There are also a number of specific safeguarding concerns that we recognise a child or vulnerable adult may experience;
  - 15.4.1. sexual exploitation (see para 21 and Appendix 4)
  - 15.4.2. bullying including cyberbullying (see para 17 and Appendix 1)
  - 15.4.3. domestic abuse (see para 20 and Appendix 6)
  - 15.4.4. drugs
  - 15.4.5. fabricated or induced illness
  - 15.4.6. faith abuse
  - 15.4.7. female genital mutilation (FGM) (see para 22 and Appendix 5)
  - 15.4.8. forced marriage (see para 23)
  - 15.4.9. gangs and youth violence
  - 15.4.10. gender-based violence/violence against women and girls (VAWG)
  - 15.4.11. mental health
  - 15.4.12. private fostering
  - 15.4.13. radicalisation (see para 19 and Appendix 7)
  - 15.4.14. youth produced sexual imagery (sexting) (see para 27)
  - 15.4.15. trafficking
  - 15.4.16. peer on peer abuse (see para 26)
- 15.5. Personnel are aware that behaviours linked to drug taking, alcohol abuse, truanting and sexting put children and vulnerable adults in danger and that safeguarding issues can manifest themselves via peer-on-peer abuse.
- 15.6. We also recognise that abuse, neglect and safeguarding issues are complex and are rarely standalone events that can be covered by one definition or label. Personnel are aware that in most cases multiple issues will overlap one another.
- 15.7. If there are concerns about a child or vulnerable adult's welfare:
  - 15.7.1. If a member of personnel notice any indicators of abuse/neglect or signs that a child or vulnerable adult may be experiencing a safeguarding issue they should record these concerns in the Child and Vulnerable Adult Incident

book and pass it to the DSL. They may also discuss their concerns in person with the DSL but the details of the concern should be recorded in writing.

- 15.7.2. There will be occasions when personnel may suspect that a child or vulnerable adult may be at risk, but have no 'real' evidence. Their behaviour may have changed, they may reveal confusion or distress through written or drawn exercises, or physical or inconclusive signs may have been noticed.
- 15.7.3. Mane Chance Sanctuary recognise that the signs may be due to a variety of factors, for example, a parent has moved out, a pet has died, a grandparent is very ill or an accident has occurred. However, they may also indicate that they are being abused or is in need of safeguarding.
- 15.7.4. In these circumstances personnel will try to give the child or vulnerable adult the opportunity to talk. It is fine for personnel to ask the child or vulnerable adult if they are OK or if they can help in any way.
- 15.7.5. The flowchart in Appendix 8 summarises the action to be taken in the event that a member of personnel is concerned about the welfare of a child or vulnerable adult.
- 15.7.6. Following an initial conversation with the child or vulnerable adult, if the member of personnel remains concerned, they should discuss their concerns with the DSL and put them in writing. The personnel member should make it clear to the child or vulnerable adult in that conversation that they cannot keep information confidential but will pass it onto the DSL.
- 15.7.7. If the child or vulnerable adult does begin to reveal that they are being harmed, personnel should follow the advice below regarding the making of a disclosure.

#### **15.8. If a child or vulnerable adult discloses to a member of personnel**

- 15.8.1. We recognise that it takes a lot of courage for a child or vulnerable adult to disclose they are being abused and it must be taken seriously. They may feel ashamed, guilty or scared, their abuser may have threatened that something will happen if they tell, they may have lost all trust or believe that what has happened is their fault. Sometimes they may not be aware that what is happening is abuse.
- 15.8.2. The flowchart in Appendix 9 summarises the action to be taken in the event of a disclosure.
- 15.8.3. A child or vulnerable adult who makes a disclosure may have to tell their story on a number of subsequent occasions to the police and/or social workers. Therefore, it is vital that their first experience of talking to a trusted adult is a positive one.
- 15.8.4. During their conversation with the child or vulnerable adult, personnel should avoid direct questioning. They will;
  - 15.8.4.1. Listen to what they have to say and allow them to speak freely
  - 15.8.4.2. Remain calm and not overact or act shocked or disgusted – the child or vulnerable adult may stop talking if they feel they are upsetting the listener
  - 15.8.4.3. Reassure them that it is not their fault and that they have done the right thing in telling someone
  - 15.8.4.4. Not be afraid of silences – personnel must remember how difficult it is for the child or vulnerable adult and allow them time to talk
  - 15.8.4.5. Take what the child or vulnerable adult is disclosing seriously
  - 15.8.4.6. Ask open questions and avoid asking leading questions – do not put words into the child or vulnerable adults' mouth
  - 15.8.4.7. Avoid jumping to conclusions, speculation or make accusations – clarify to make sure that you have understood correctly
  - 15.8.4.8. Not automatically offer any physical touch as comfort. It may be anything but comforting to someone who is being abused.
  - 15.8.4.9. Avoid admonishing them for not disclosing sooner. Saying things such as 'I do wish you had told me about it when it started' may be the personnel member's way of being supportive but may be interpreted to mean they have done something wrong. Instead, tell them that you are glad that they have told someone what is happening with them and that things like this happen to other children and young people.

15.8.4.10. Tell the child or vulnerable adult what will happen next and that we will do what we can to protect, help and support them.

15.9. If a child or vulnerable adult talks to any member of personnel about any risks to their safety or wellbeing the personnel member will let them know that they will have to pass the information on – personnel are not allowed to keep secrets.

15.10. The member of personnel should write up their conversation as soon as possible in the Child and Vulnerable Adult Incident Book in the child or vulnerable adult's own words. Personnel should make this a matter of priority. The record should be handed to the DSL.

#### 15.11. **Child and Vulnerable Adult Incident Book Reports**

15.11.1. All reports in the Child and Vulnerable Adult Incident Book are confidential and must be kept secure. Reports should be written as soon after the observation or disclosure, but no later than 48 hours after the incident.

15.11.2. Reports should contain the following:

##### 15.11.2.1. **General information:**

Time, date and place of observation or disclosure  
Name, address and age of child or vulnerable adult concerned  
Name or parent/carer  
Name of employee or volunteer who had the concern  
Name of any other person

##### 15.11.2.2. **What took place:**

Source of information (eg. direct or indirect disclosure)  
Exact words spoken by the child or vulnerable adult as far as possible  
Observed behaviour / physical concerns

##### 15.11.2.3. **Action taken:**

Have parents/carers been informed?  
When was the concern reported to the DSL, the designated Trustee or Chairman?  
When was the Child Protection Team or Vulnerable Adult Protection Team contacted (time and date) and who was the contact?  
Was anyone else contacted? If so, who and when

#### 15.12. **Notifying Parents/Guardians/Carers**

15.12.1. The Sanctuary will normally seek to discuss any concerns about a child or vulnerable adult with their parents or carers. This must be handled sensitively and the DSL will make contact with them in the event of a concern, suspicion or disclosure.

15.12.2. However, if the Sanctuary believes that notifying these persons could increase the risk to the child or vulnerable adult or exacerbate the problem, advice will first be sought from the referring education authorities or the Surrey Child or Adult Safeguarding Boards.

15.12.3. Where there are concerns about forced marriage or honour-based violence parents should not be informed a referral is being made as to do so may place the child at a significantly increased risk.

#### 15.13. **Making a referral**

15.13.1. Concerns about a child or vulnerable adult or a disclosure should be discussed with the DSL who will help decide whether a referral is appropriate. Referrals should be confirmed in writing within 48 hours.

15.13.2. If a referral is needed, then the DSL should make it on behalf of the Sanctuary. All events and subsequent decisions and actions should be recorded in the Child and Vulnerable Adult Incident Book held at the Sanctuary.

15.13.3. The child, vulnerable adult (subject to their age and understanding) and the parents/carers will be told that a referral is being made, unless to do so would increase the risk to the child or vulnerable adult.

15.13.4. The DSL will remain in contact with the authorities involved following a referral to assess progress or to deem if any action is required by the Sanctuary following that referral. It is not the role of Mane Chance Sanctuary to

investigate any allegations, and inappropriate questioning in such circumstances may risk further harm to the child or vulnerable adult concerned.

15.13.5. If a child is in immediate danger or is at risk of harm a referral should be made to children's social care and/or the police immediately.

15.13.6. In the event that the DSL is not available, then the designated Trustee should be informed in their place.

#### **15.14. Supporting Personnel**

15.14.1. We recognise that personnel working in the Sanctuary who have become involved with a child or vulnerable adult who has suffered harm, or appears to be likely to suffer harm may find the situation stressful and upsetting.

15.14.2. We will support such personnel by providing an opportunity to talk through their anxieties with the DSLs and to seek further support as appropriate.

### **16. Children and adults who are particularly vulnerable**

16.1. Mane Chance Sanctuary recognises that some children or adults are more vulnerable to abuse and neglect and that additional barriers exist when recognising abuse for them.

16.2. We understand that this increase in risk is due more to societal attitudes and assumptions or child protection procedures which fail to acknowledge their diverse circumstances, rather than the individual's personality, impairment or circumstances.

16.3. In some cases, possible indicators of abuse such as their mood, behaviour or injury might be assumed to relate to their impairment or disability rather than giving a cause for concern. Or a focus may be on their disability, special educational needs or situation without consideration of the full picture. In other cases, such as bullying, a child or vulnerable adult may be disproportionately impacted by the behaviour without outwardly showing any signs that they are experiencing it.

16.4. Some may also find it harder to disclose abuse due to communication barriers, lack of access to a trusted adult or not being aware that what they are experiencing is abuse.

16.5. To ensure that all of our visiting children and vulnerable adults receive equal protection we will give special consideration to those who are;

16.5.1. Disabled or have special educational needs

16.5.2. Young carers

16.5.3. Affected by parental substance misuse, domestic abuse or parental mental health needs

16.5.4. Asylum seekers

16.5.5. Living away from home

16.5.6. Vulnerable to being bullied or engaged in bullying

16.5.7. Already viewed as a 'problem'

16.5.8. Living in temporary accommodation

16.5.9. Live transient lifestyles

16.5.10. Living in chaotic and unsupportive home situations

16.5.11. Vulnerable to discrimination on the grounds of race, ethnicity, religion, disability or sexuality

16.5.12. At risk of sexual exploitation

16.5.13. Do not have English as a first language

16.5.14. At risk of female genital mutilation

16.5.15. At risk of forced marriage

16.5.16. At risk of being drawn into extremism.

## **17. Anti-Bullying / Cyberbullying**

- 17.1. Bullying can be any behaviour that damages a child's self esteem, sense of wellbeing or causes them physical harm. Bullying can be by an individual or group and would normally be over a period of time, that intentionally hurts another individual or group either physically or emotionally – please see Appendix 1 for more information.
- 17.2. Cyberbullying is the use of Information Technology, particularly mobile phones and the internet, deliberately to upset someone else – please see Appendix 1 for more information.
- 17.3. A bully could be any adult or child either in or out of the Sanctuary environment.
- 17.4. Bullying behaviour could include physical, verbal or indirect bullying (spreading rumours, texts or notes about a person or leaving them out etc). Bullying behaviours may also occur because of differences or perceived differences due to Special Needs or Disability.
- 17.5. Signs of bullying could be physical, emotional or behavioural.
- 17.6. Mane Chance Sanctuary recognises that children and vulnerable adults may be reluctant to admit to or report bullying for fear of repeat harm and because of a concern that 'nothing can or will be done'. It is therefore important to show that they can have support to prevent harm, that bullying is not tolerated and there are solutions that work.
- 17.7. If a personnel member becomes aware that bullying is taking place, either on or off Sanctuary premises, they should discuss their concerns with the DSL and the usual process of disclosure will be followed.
- 17.8. The Sanctuary will keep a record of any bullying incidents occurring on the Premises in case of escalation.

## **18. Racist incidents**

- 18.1. Our policy on racist incidents is set out in our behaviour policy. Repeated racist incidents or a single serious incident may lead to consideration under child protection procedures. Mane Chance Sanctuary keep a record of racist incidents.

## **19. Radicalisation and Extremism**

- 19.1. Extremism is defined as 'as 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs'. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.
- 19.2. Some children and vulnerable adults are at risk of being radicalised; adopting beliefs and engaging in activities which are harmful, criminal or dangerous and should be viewed as a safeguarding concern. Indicators of vulnerability to radicalisation are in detailed in Appendix 7.
- 19.3. If any member of personnel has concerns that a pupil may be at risk of radicalisation or involvement in terrorism, they should speak with the DSL. They should then follow normal safeguarding procedures. If the matter is urgent then Surrey Police must be contacted by dialling 999. In non-urgent cases where police advice is sought then dial 101.

## **20. Domestic Abuse**

- 20.1. Domestic abuse represents one quarter of all violent crime. It is actual or threatened physical, emotional, psychological or sexual abuse. It involves the use of power and control by one person over another. It occurs regardless of race, ethnicity, gender, class, sexuality, age, religion, mental or physical ability. Domestic abuse can also involve other types of abuse.
- 20.2. We use the term domestic abuse to reflect that a number of abusive and controlling behaviours are involved beyond violence.
- 20.3. Slapping, punching, kicking, bruising, rape, ridicule, constant criticism, threats, manipulation, sleep deprivation, social isolation, and other controlling behaviours all count as abuse.
- 20.4. Living in a home where domestic abuse takes place is harmful to children and vulnerable adults and can have a serious impact on their behaviour, wellbeing and understanding of healthy, positive relationships. Those who witness domestic abuse are at risk of significant harm and personnel should be alert to the signs and symptoms of a child or vulnerable adult suffering or witnessing domestic abuse (See Appendix 6).



20.5. If you suspect that domestic abuse might be occurring in a household of a child or vulnerable adult, you should inform the DSL. The DSL should talk through concerns with the carer or educational authority, but if this is not considered appropriate due to the circumstances, the DSL should call the Surrey Domestic Abuse Helpline on 01483 776822 to discuss concerns. Alternatively, the South West Surrey Outreach Service should be contacted on 01483 577392.

## **21. Child Sexual Exploitation (CSE)**

- 21.1. Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. More information and the indicators of CSE is set out in appendix 4. CSE can happen online and offline and all personnel should be aware of the link between online safety and vulnerability to CSE.
- 21.2. Any concerns that a child or vulnerable adult is being or is at risk of being sexually exploited should be passed without delay to the DSL.
- 21.3. If any level of concern is identified, the DSL should contact the referring education authority or local Referral, Intervention and Assessment team. If a child is in immediate danger the police should be called on 999.
- 21.4. Mane Chance Sanctuary is aware that a child often is not able to recognise the coercive nature of the abuse and does not see themselves as a victim. As a consequence the child may resent what they perceive as interference by a member of personnel. However, personnel must act on their concerns as they would for any other type of abuse.

## **22. Female Genital Mutilation (FGM)**

- 22.1. Female Genital Mutilation (FGM) is illegal in England and Wales under the FGM Act (2003). It is a form of child abuse and violence against women. Mane Chance Sanctuary should report 'known' cases of FGM in under 18s, which become identified in the course of their work with a child, to the police, particularly if there is an immediate risk to life or serious harm.
- 22.2. The risk indicators of FGM are set out in Appendix 5.

## **23. Forced Marriage**

- 23.1. A forced marriage is a marriage in which one or both people do not (or in cases of people with learning disabilities cannot) consent to the marriage but are coerced into it. Coercion may include physical, psychological, financial, sexual and emotional pressure. It may also involve physical or sexual violence and abuse.
- 23.2. Forced marriage is an appalling and indefensible practice and is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights. Since June 2014 forcing someone to marry has become a criminal offence in England and Wales under the Anti-Social Behaviour, Crime and Policing Act 2014.
- 23.3. A forced marriage is not the same as an arranged marriage which is common in several cultures. The families of both spouses take a leading role in arranging the marriage but the choice of whether or not to accept the arrangement remains with the prospective spouses.
- 23.4. Mane Chance Sanctuary personnel should never attempt to intervene directly or through a third party. Contact should be made with the Forced Marriage Unit 020 7008 0151.

## **24. Honour-based Violence**

- 24.1. Honour based violence (HBV) can be described as a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.
- 24.2. Honour based violence might be committed against people who;
  - 24.2.1. become involved with a boyfriend or girlfriend from a different culture or religion;
  - 24.2.2. want to get out of an arranged marriage;
  - 24.2.3. want to get out of a forced marriage;
  - 24.2.4. wear clothes or take part in activities that might not be considered traditional within a particular culture.

24.3. It is a violation of human rights and may be a form of domestic and/or sexual abuse. There is no, and cannot be, honour or justification for abusing the human rights of others.

## **25. One Chance Rule**

25.1. All personnel should be aware of the 'One Chance' Rule' in relation to forced marriage, FGM and HBV. They may only have one chance' to speak to a child or vulnerable adult who is a potential victim and have just one chance to save a life.

## **26. Peer on Peer Abuse**

26.1. Mane Chance Sanctuary recognise that children and young people are capable of abusing their peers. It will not be passed off as 'banter' or 'part of growing up'. The forms of peer-on-peer abuse are outlined below.

26.1.1. Domestic abuse – an incident or pattern of actual or threatened acts of physical, sexual, financial and/or emotional abuse, perpetrated by an adolescent against a current or former dating partner regardless of gender or sexuality.

26.1.2. Child Sexual Exploitation – children under the age of 18 may be sexually abused in the context of exploitative relationships, contexts and situations by peers who are also under 18.

26.1.3. Harmful Sexual Behaviour – Children and young people presenting with sexual behaviours that are outside of developmentally 'normative' parameters and harmful to themselves and others (For more information, please see Appendix 3).

26.1.4. Serious Youth Violence – Any offence of most serious violence or weapon enabled crime, where the victim is aged 1-19' i.e. murder, manslaughter, rape, wounding with intent and causing grievous bodily harm. 'Youth violence' is defined in the same way, but also includes assault with injury offences.

26.2. The term peer-on-peer abuse can refer to all of these definitions and a child or vulnerable adult may experience one or multiple facets of abuse at any one time.

26.3. There are also different gender issues that can be prevalent when dealing with peer-on-peer abuse (i.e. girls being sexually touched/assaulted or boys being subjected to initiation/hazing type violence).

26.4. Mane Chance Sanctuary aims to reduce the likelihood of peer-on-peer abuse through;

26.4.1. the established ethos of respect, friendship, courtesy and kindness;

26.4.2. high expectations of behaviour;

26.4.3. clear consequences for unacceptable behaviour;

26.5. Any concerns, disclosures or allegations of peer on peer abuse in any form should be referred to the DSL. Where a concern regarding peer on peer abuse has been disclosed to the DSL, advice and guidance will be sought from the relevant educational authorities and where it is clear a crime has been committed or there is a risk of crime being committed the Police will be contacted.

26.6. If a child or vulnerable adult's behaviour negatively impacts on the safety and welfare of others on site, then action will be taken. This is most likely to include the cessation of visits to the Sanctuary of that child or vulnerable adult following referral of the behaviour to parents and/or relevant educational or social care authorities.

## **27. Youth produced sexual imagery (sexting)**

27.1. The practice of children and young people sharing images and videos via text message, email, social media or mobile messaging apps has become commonplace. However, this online technology has also given them the opportunity to produce and distribute sexual imagery in the form of photos and videos. Such imagery involving anyone under the age of 18 is illegal.

27.2. Youth produced sexual imagery refers to both images and videos where;

27.2.1. A person under the age of 18 creates and shares sexual imagery of themselves with a peer under the age of 18.

27.2.2. A person under the age of 18 shares sexual imagery created by another person under the age of 18 with a peer under the age of 18 or an adult.

27.2.3. A person under the age of 18 is in possession of sexual imagery created by another person under the age of 18.

27.3. All incidents of this nature should be treated as a safeguarding concern.

- 27.4. Cases where sexual imagery of people under 18 has been shared by adults and where sexual imagery of a person of any age has been shared by an adult to a child is child sexual abuse and should be responded to accordingly.
- 27.5. If a member of personnel becomes aware of an incident involving youth produced sexual imagery they should follow the child protection procedures and refer to the DSL as soon as possible. If possible, the device containing the image should be confiscated and turned off. Personnel should not view, copy or print the youth produced sexual imagery.
- 27.6. The DSL should inform the child or vulnerable adult's parent/educational authority/carer. Parents should be informed at an early stage and involved in the process unless there is reason to believe that involving parents would put the child at risk of harm. At any point in the process if there is concern a young person has been harmed or is at risk of harm a referral should be made to Children's Social Care or the Police as appropriate.
- 27.7. The DSL will record all incidents of youth produced sexual imagery, including the actions taken in line with safeguarding recording procedures.

## **28. Allegations against Mane Chance Sanctuary Personnel**

- 28.1. All Sanctuary personnel should take care not to place themselves in a vulnerable position with a child or vulnerable adult visiting the Sanctuary. It is always advisable for time spent with individual children or vulnerable adults to be conducted in the presence of or view of other adults.
- 28.2. We understand that a pupil may make an allegation against a member of personnel or that personnel may have concerns about another member of personnel.
- 28.3. If such an allegation is made, or information is received which suggests that a person may be unsuitable to work with children or vulnerable adults, then the DSL should be immediately informed. If the concern relates to the DSL, then the Designated Trustee should be informed directly.
- 28.4. The DSL will immediately discuss the allegation with the designated Trustee. Depending on the nature of the allegation or information involved, the Employee or Contractor Disciplinary Policy may be implemented or in the case of a volunteer, their suitability to continue attending Mane Chance Sanctuary may become under review. Child Protection or Vulnerable Adult Protections teams may be notified to request that an independent investigation takes place. Mane Chance Sanctuary will fully comply with any such investigation.
- 28.5. The person against which the allegation has been made will be suspended from all activities with Mane Chance Sanctuary which involve any direct contact with young people or vulnerable adults until the investigation has been completed. This is not an indication of admission that the alleged incident has taken place, but to protect the person concerned as well as young people, vulnerable adults and their families throughout the process.
- 28.6. All personnel that become involved in such an allegation will be reminded of the need for total confidentiality whilst the investigation is taking place and following the outcome decision, whatever the result.
- 28.7. Any parent or carer who has concerns about unacceptable behaviour by other young people or vulnerable adults, or about possible abuse by other young people or vulnerable adults, should contact the DSL in the first instance. The DSL and the Designated Trustee will discuss the concerns with the parent/carer and make a record in the Child and Vulnerable Adult Protection Incident Book. The action taken will be recorded in the Child and Vulnerable Adult Protection Incident Book and the parent/carer informed. If the parent/carer still has concerns they should contact the Chair of the Board.

## **29. Whistle-blowing**

- 29.1. Mane Chance Sanctuary recognise that children cannot be expected to raise concerns in an environment where personnel fail to do so.
- 29.2. All personnel should be aware of their duty to raise concerns, where they exist, about the management of child protection, which may include the attitude or actions of colleagues, poor or unsafe practice and potential failures in the Sanctuary's safeguarding arrangements. They should raise their concerns with the DSL or if the concern relates to the DSL, with the Designated Trustee.

29.3. The NSPCC whistleblowing helpline is available for those who do not feel able to raise concerns regarding child protection failures internally. Personnel can call: 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

### **30. Physical Contact**

30.1. We recognise that touch is appropriate in the context of working with children and vulnerable adults, and all personnel have been given the following guidance to ensure they are clear about their professional boundary.

30.2. If there is a need for physical contact (eg. comforting a child who is hurt), the member of Mane Chance Personnel should communicate clearly with the child and be sensitive to their reaction and respond accordingly. They should be aware that even well-intentioned physical contact may be misconstrued by the child or vulnerable adult or by an observer.

30.3. Physical contact should:

30.3.1. Be initiated by the child or vulnerable adult.

30.3.2. Only take place when other personnel/adult witnesses are in the area. If a child or vulnerable adult starts to initiate physical contact, it is advisable to verbalise what they are doing. For example to say 'You would like to give me a hug?' This should be loud enough for other adults in the vicinity to hear.

30.3.3. Be by means of a side hug rather than a front hug – to minimise body contact.

30.3.4. Be by agreement with the adult as well; if they are not happy to give physical contact, they should remove themselves from the situation.

30.4. No form of physical chastisement should be used nor should any threat of such action be given. If comfort and reassurance are offered to a distressed young person, this should be done in an age-appropriate way and taking any disability into account.

### **31. Physical Intervention**

31.1. We acknowledge that personnel must only ever use physical intervention as a last resort, when a child or vulnerable adult is endangering him/herself or others including the animals on the Sanctuary. At all times it must be the minimal force necessary to prevent injury to another person or animal.

31.2. Such events should be recorded and signed by a witness.

31.3. We understand that physical intervention of a nature which causes injury or distress to a child or vulnerable adult may be considered under child protection, safeguarding or disciplinary procedures.

31.4. An incident report form will be completed following any use of physical intervention and the relevant parent/educational authority or carer will be informed.

### **32. Missing Child or Vulnerable Adult**

32.1. In the unlikely event that a child or vulnerable adult is lost or absconds from supervision, personnel should remain calm and follow the following procedure:

32.1.1. All remaining children should be brought to the main yard and kept together. The minimum number of adults (keeping safe ratios) will supervise the remaining children, allowing others to assist the search.

32.1.2. The DSL should be notified.

32.1.3. Personnel member or supervisor should alert all available adults on site who will split up and look for the missing person in all areas.

32.1.4. After 15 minutes, if the child or vulnerable adult is still not located, the parents/educational authorities/carers will be notified. Police will also be informed and their lead followed.

32.1.5. In all instances, however long a child or vulnerable adult is missing, an incident report should be written under the guidance of the DSL.

32.1.6. Once the child or vulnerable adult is found, the personnel will try to get them inside. If this does not happen within 30 minutes, the DSL will decide how to proceed. It is likely that the parent/carers will be called to come and collect them. If the child or vulnerable adult is found off site and refuses to return, then the parent/carers/police may be called immediately.

## **Appendix 1**

### **Bullying and Cyberbullying**

#### **Definitions of Bullying:**

Bullying can be by an individual or group and would normally be over a period of time, that intentionally hurts another individual or group either physically or emotionally.

Cyberbullying is the use of Information Technology, particularly mobile phones and the internet, deliberately to upset someone else.

Homophobic bullying occurs when bullying is motivated by a prejudice against lesbian, gay or bisexual people.

Racist bullying refers to a range of hurtful behaviour, both physical and psychological, that make the person feel unwelcome, marginalised and excluded, powerless or worthless because of their colour, ethnicity, culture, faith community, national origin or national status.

#### **Bullying Behaviours:**

Bullying can include the following behaviours:

- Physical: hitting, kicking, pushing, taking or damaging belongings.
- Verbal: name calling, taunting, mocking, insulting, making offensive remarks e.g. racist, sexist or homophobic remarks, repeated teasing, threats, sarcasm, gossiping.
- Indirect: spreading nasty stories about someone, excluding someone from social groups, leaving notes, failure to speak to or acknowledge a person, making someone the subject of malicious rumours, inappropriate text messaging and e-mailing, sending offensive or degrading images by phone or the internet, producing offensive graffiti.
- Bullying behaviours may occur because of differences or perceived differences due to Special Educational Needs or Disability, these behaviours are also unacceptable.

#### **Signs of bullying:**

- Physical: unexplained bruises, scratches, cuts, missing belongings, damaged clothes, loss of appetite, stomach aches, headaches, soiling/bedwetting.
- Emotional: losing interest in school and home life, withdrawn, secretive, unusual shows of temper, refusal to explain unhappiness, high level of anxiety, mood swings, tearfulness for no reason, lack of confidence, headaches and stomach aches, signs of depression.
- Behavioural: asking to be taken to school, coming home for lunch, taking longer to get home, asks for more money, using different routes to school, 'losing' more items than usual, sudden changes in behaviour and mood, concentration difficulties, truancy.

#### **Cyberbullying:**

There are many types of cyberbullying and the following are some of the most common:

- Text Messages – that are threatening or cause discomfort
- Picture/Video Clips – via mobile phone cameras – images sent to others to make the victim feel threatened
- Mobile Phone Calls – silent calls or abusive messages, or stealing the victim's phone and using it to harass others, to make them believe the victim is responsible
- Emails – threatening or bullying language, often sent using a pseudonym or somebody else's name
- Chat room Bullying – menacing or upsetting responses to children or young people when they are in web-based chat rooms
- Instant Messaging (IM) – unpleasant messages sent while children conduct real time conversations online.
- Bullying via Websites – use of defamatory blogs (web logs), personal websites and online personal 'own web space' sites such as Bebo, Facebook and MySpace – although there are others

## Appendix 2

### **Recognising signs of abuse**

#### **Categories of Abuse:**

- Physical Abuse
- Emotional Abuse (including Domestic Abuse)
- Sexual Abuse (including child sexual exploitation)
- Neglect

#### **Signs of Abuse:**

The following non-specific signs may indicate something is wrong:

- Significant change in behaviour
- Extreme anger or sadness
- Aggressive and attention-seeking behaviour
- Suspicious bruises with unsatisfactory explanations
- Lack of self-esteem
- Self-injury
- Depression
- Age inappropriate sexual behaviour
- Child Sexual Exploitation.

#### **Risk Indicators**

The factors described in this section are frequently found in cases of abuse. Their presence is not proof that abuse has occurred, but:

- Must be regarded as indicators of the possibility of significant harm
- Justifies the need for careful assessment and discussion with the DSL
- May require consultation with and / or referral to Social Care Services

The absence of such indicators does not mean that abuse or neglect has not occurred.

In an abusive relationship the child or vulnerable adult may:

- Appear frightened of the parent/s
- Act in a way that is inappropriate to her/his age and development (though full account needs to be taken of different patterns of development and different ethnic groups)

The parent or carer may:

- Have unrealistic expectations of the child or vulnerable adult
- Frequently complain about/to the child or vulnerable adult and may fail to provide attention or praise (high criticism/low warmth environment)
- Be absent or misusing substances
- Be involved in domestic abuse

## Recognising Physical Abuse

The following are often regarded as indicators of concern:

- An explanation which is inconsistent with an injury
- Several different explanations provided for an injury
- Unexplained delay in seeking treatment
- The parents/carers are uninterested or undisturbed by an accident or injury
- Repeated presentation of minor injuries (which may represent a “cry for help” and if ignored could lead to a more serious injury)

It is difficult to list signs of physical abuse as there are many. But they might include:

- **Bruising** – non-accidental bruising where there is a low likelihood to have been caused by a fall or knock. Examples include if both eyes are bruised but the forehead is not; grasp marks visible; outline of an object or finger marks present or the variation in colours of a bruise, possibly indicating that the injuries were caused at different times.
- **Bite Marks** - bite marks can leave clear impressions of the teeth. Human bite marks are oval or crescent shaped. Those over 3 cm in diameter are more likely to have been caused by an adult or older children.
- **Fractures** - fractures may cause pain, swelling and discolouration over a bone or joint. Non-mobile children and adults rarely sustain fractures.
- **Scars** - A large number of scars or scars of different sizes or ages, or on different parts of the body, may suggest abuse.

## Recognising Emotional Abuse

Emotional abuse may be difficult to recognise, as the signs are usually behavioural rather than physical. The manifestations of emotional abuse might also indicate the presence of other kinds of abuse.

The following may be indicators of emotional abuse:

- Developmental delay
- Abnormal attachment between a child or vulnerable adult with parent/carer e.g. anxious, indiscriminate or no attachment
- Aggressive behaviour towards others
- Scape-goated within the family
- Frozen watchfulness
- Low self esteem and lack of confidence
- Withdrawn or seen as a “loner” – difficulty relating to others

## Recognising Signs of Sexual Abuse

Boys and girls of all ages may be sexually abused and are frequently scared to say anything due to guilt and/or fear. This is particularly difficult for a child or vulnerable adult to talk about and full account should be taken of the cultural sensitivities of any individual child/family.

Recognition can be difficult, unless the child discloses and is believed. There may be no physical signs and indications are likely to be emotional/behavioural.

Some behavioural indicators associated with this form of abuse are:

- Inappropriate sexualised conduct
- Sexually explicit behaviour, play or conversation, inappropriate to the child or person’s age
- Continual and inappropriate or excessive masturbation
- Self-harm (including eating disorder), self mutilation and suicide attempts
- Involvement in prostitution or indiscriminate choice of sexual partners
- An anxious unwillingness to remove clothes e.g. in hot weather out in the tracks (but this may be related to cultural norms or physical difficulties)

Some physical indicators associated with this form of abuse are:

- Pain or itching of genital area
- Blood on underclothes

### **Recognising Neglect**

Evidence of neglect is built up over a period of time and can cover different aspects of parenting/caring. Indicators include:

- Failure by parents or carers to meet the basic essential needs e.g. adequate food, clothes, warmth, hygiene and medical care
- A child or vulnerable adult seen to be listless, apathetic and irresponsive with no apparent medical cause.
- Failure of child to grow within normal expected pattern, with accompanying weight loss
- The child or vulnerable adult thrives away from home environment
- Child left with adults who are intoxicated or violent
- Child abandoned or left alone for excessive periods



## Appendix 3

### Sexual Abuse by Young People

The boundary between what is abusive and what is part of normal childhood or youthful experimentation can be blurred. The determination of whether behaviour is developmental, inappropriate or abusive will hinge around the related concepts of true consent, power imbalance and exploitation. This may include children and young people who exhibit a range of sexually problematic behaviour such as indecent exposure, obscene telephone calls, fetishism and sexual abuse against adults, peers or children.

**Developmental Sexual Activity** encompasses those actions that are to be expected from children and young people as they move from infancy through to an adult understanding of their physical, emotional and behavioural relationships with each other. Such sexual activity is essentially information gathering and experience testing. It is characterised by mutuality and of the seeking of consent.

**Inappropriate Sexual Behaviour** can be inappropriate socially, inappropriate to development, or both. In considering whether behaviour fits into this category, it is important to consider what negative effects it has on any of the parties involved and what concerns it raises about a child or young person. It should be recognised that some actions may be motivated by information seeking, but still cause significant upset, confusion, worry, physical damage, etc. It may also be that the behaviour is “acting out” which may derive from other sexual situations to which the child or young person has been exposed. If an act appears to have been inappropriate, there may still be a need for some form of behaviour management or intervention. For some children, educative inputs may be enough to address the behaviour.

**Abusive sexual activity** includes any behaviour involving coercion, threats, aggression together with secrecy, or where one participant relies on an unequal power base.

## Appendix 4

### **Child Sexual Exploitation**

The following list of indicators is not exhaustive or definitive but it does highlight common signs which can assist professionals in identifying children or young people who may be victims of sexual exploitation.

Signs include:

- going missing from home or school
- underage sexual activity or inappropriate sexual behaviour
- receiving unexplained gifts or gifts from unknown sources
- having multiple mobile phones and worrying about losing contact via mobile
- online safety concerns such as youth produced sexual imagery or being coerced into sharing explicit images.
- having unaffordable new things (clothes, mobile) or expensive habits (alcohol, drugs)
- changes in the way they dress
- getting in/out of different cars driven by unknown adults
- having older boyfriends or girlfriends
- unexplained changes in behaviour or personality (chaotic, aggressive, sexual)
- mood swings, volatile behaviour, emotional distress
- self-harming, suicidal thoughts, suicide attempts, overdosing, eating disorders
- drug or alcohol misuse
- getting involved in crime
- police involvement, police records
- involved in gangs, gang fights, gang membership
- injuries from physical assault, physical restraint, sexual assault.

## Appendix 5

### **Female Genital Mutilation (FGM)**

It is essential that personnel are aware of FGM practices and the need to look for signs, symptoms and other indicators of FGM.

It involves procedures that intentionally alter/injure the female genital organs for non-medical reasons.

It is carried out in the belief that:

- FGM brings status/respect to the girl – social acceptance for marriage
- Preserves a girl's virginity
- Part of being a woman / rite of passage
- Upholds family honour
- Cleanses and purifies the girl
- Gives a sense of belonging to the community
- Fulfils a religious requirement
- Perpetuates a custom/tradition
- Helps girls be clean / hygienic
- Is cosmetically desirable
- Mistakenly believed to make childbirth easier

FGM is internationally recognised as a violation of human rights of girls and women. It is **illegal** in most countries including the UK.

#### **Circumstances and occurrences that may point to FGM happening are:**

- Child talking about getting ready for a special ceremony
- Family taking a long trip abroad
- Child's family being from one of the 'at risk' communities for FGM (Kenya, Somalia, Sudan, Sierra Leon, Egypt, Nigeria, Eritrea as well as non-African communities including Yemeni, Afghani, Kurdistan, Indonesia and Pakistan)
- Knowledge that the child's sibling has undergone FGM
- Child talks about going abroad to be 'cut' or to prepare for marriage

Signs that may indicate a child has undergone FGM:

- Behaviour change on return from a holiday abroad, such as being withdrawn and appearing subdued
- Bladder or menstrual problems
- Finding it difficult to sit still and looking uncomfortable
- Complaining about pain between the legs
- Mentioning something somebody did to them that they are not allowed to talk about
- Secretive behaviour, including isolating themselves from the group
- Reluctance to take part in physical activity
- Repeated urinal tract infection
- Disclosure

#### **The 'One Chance' rule**

As with Forced Marriage there is the 'One Chance' rule. It is essential that settings /schools/colleges take action **without delay** and make a referral to children's services.

## **Appendix 6**

### **Domestic Abuse**

How does it affect children and vulnerable adults?

Children and vulnerable adults can be traumatised by seeing and hearing violence and abuse. They may also be directly targeted by the abuser or take on a protective role and get caught in the middle. In the long term this can lead to mental health issues such as depression, self harm and anxiety.

#### **What are the signs to look out for?**

Those affected by domestic abuse reflect their distress in a variety of ways. They may change their usual behaviour and become withdrawn, tired, start to wet the bed and have behavioural difficulties. They may not want to leave their house or may become reluctant to return. Others will excel, using their time in your care as a way to escape from their home life. None of these signs are exclusive to domestic abuse so when you are considering changes in behaviours and concerns, think about whether domestic abuse may be a factor.

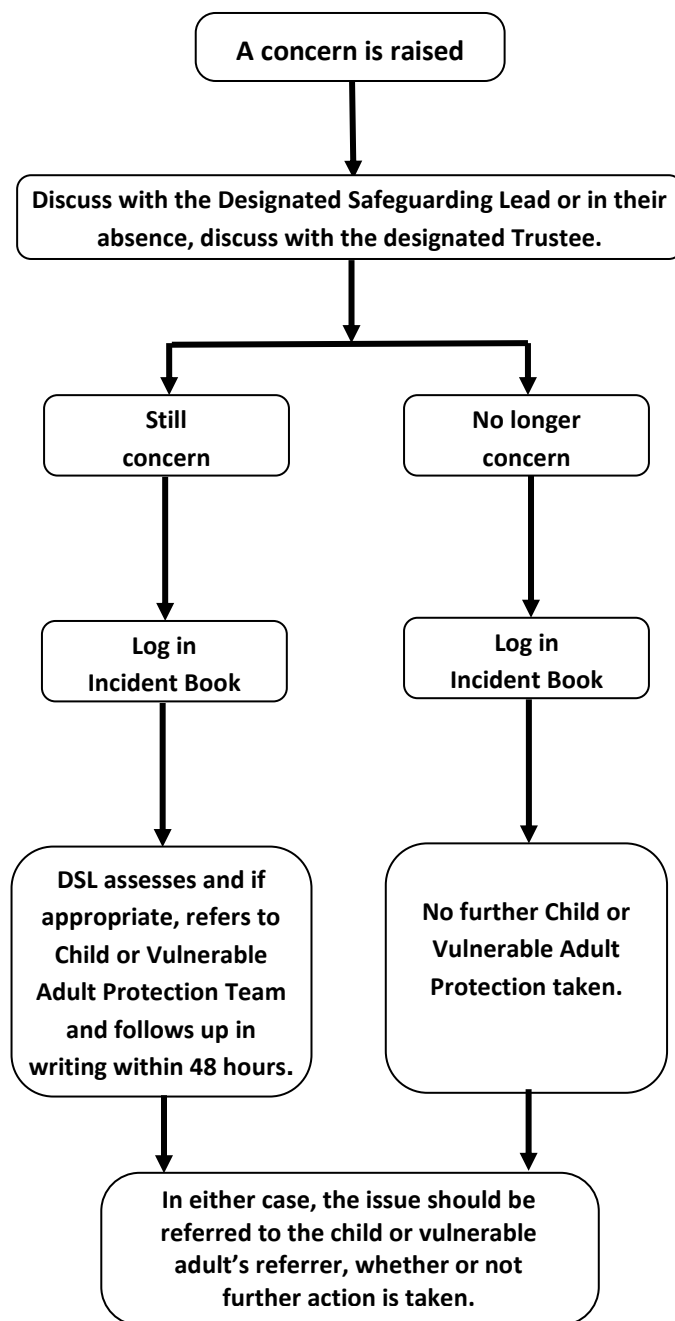
## Appendix 7

### **Indicators of vulnerability to Radicalisation.**

1. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.
2. Extremism is defined by the Government in the Prevent Strategy as:  
Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.
3. Extremism is defined by the Crown Prosecution Service as:  
The demonstration of unacceptable behaviour by using any means or medium to express views which:
  - Encourage, justify or glorify terrorist violence in furtherance of particular beliefs;
  - Seek to provoke others to terrorist acts;
  - Encourage other serious criminal activity or seek to provoke others to serious criminal acts; or
  - Foster hatred which might lead to inter-community violence in the UK.
4. There is no such thing as a “typical extremist”: those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity.
5. Children and vulnerable adults may become susceptible to radicalisation through a range of social, personal and environmental factors - it is known that violent extremists exploit vulnerabilities in individuals to drive a wedge between them and their families and communities.
6. Indicators of vulnerability include:
  - Identity Crisis – the child or vulnerable adult is distanced from their cultural / religious heritage and experiences discomfort about their place in society;
  - Personal Crisis – the child or vulnerable adult may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging;
  - Personal Circumstances – migration; local community tensions; and events affecting their country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy;
  - Unmet Aspirations – they may have perceptions of injustice; a feeling of failure; rejection of civic life;
  - Experiences of Criminality – which may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration;
  - Special Educational Need – they may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others.
7. However, this list is not exhaustive, nor does it mean that all young people experiencing the above are at risk of radicalisation for the purposes of violent extremism.
8. More critical risk factors could include:
  - Being in contact with extremist recruiters;
  - Accessing violent extremist websites, especially those with a social networking element;
  - Possessing or accessing violent extremist literature;
  - Using extremist narratives and a global ideology to explain personal disadvantage;
  - Justifying the use of violence to solve societal issues;
  - Joining or seeking to join extremist organisations; and
  - Significant changes to appearance and / or behaviour;
  - Experiencing a high level of social isolation resulting in issues of identity crisis and / or personal crisis.

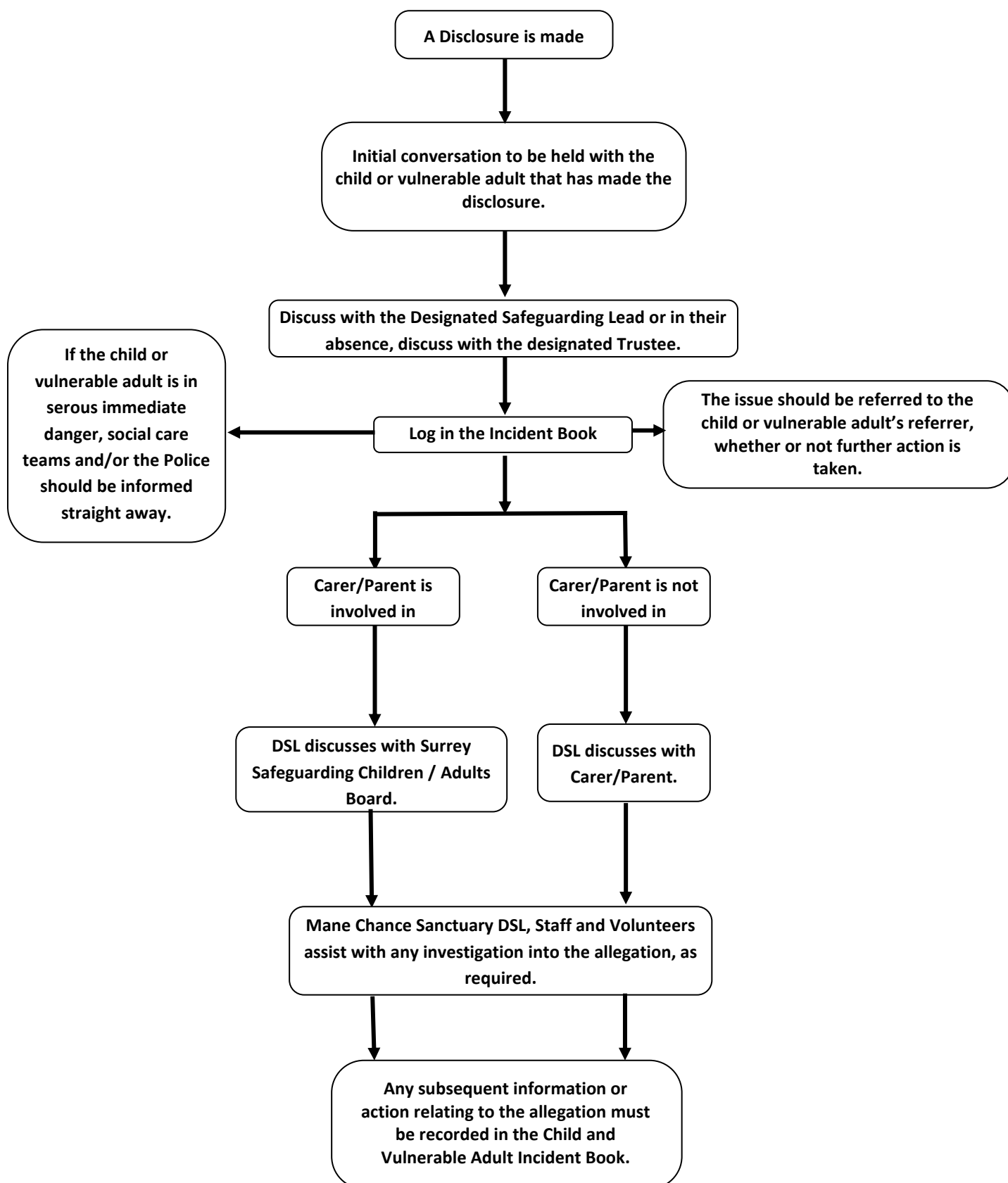
## Appendix 8

**Flowchart to be followed if there is a concern about the welfare of a child or vulnerable adult.**



## Appendix 9

### Flowchart to be followed if a child or vulnerable adult has disclosed information to a member of personnel.



## Appendix 10:

### Contacts and services:

Mane Chance Sanctuary onsite office.....	01483 351526
Surrey Safeguarding Children Unit.....	01373 833321
Guildford Police Station.....	01483 517898
Surrey Safeguarding Adult Board.....	0300 200 1005
Surrey Out of Hours (Adult and Children).....	01483 517898
Childline.....	0800 1111

### Further advice on child protection is available from:

NSPCC: <http://www.nspcc.org.uk/>

Childline: <http://www.childline.org.uk/pages/home.aspx>

CEOPSThinkuknow: <https://www.thinkuknow.co.uk/>

Anti-Bullying Alliance: <http://anti-bullyingalliance.org.uk/>

Beat Bullying: <http://www.beatbullying.org/>

Childnet International –making the internet a great and safe place for children. Includes resources for professionals and parents  
<http://www.childnet.com/>

Thinkuknow (includes resources for professionals and parents) <https://www.thinkuknow.co.uk/>

Safer Internet Centre <http://www.saferinternet.org.uk/>