Safeguarding Policy

***NOTE: Separate policy for Nightline Volunteers***

1. **Introduction**

This policy sets out our approach to safeguarding the welfare and wellbeing of adults at risk and children who visit the University of Surrey Students’ Union or participate in activities with us. It clarifies our ethical and legal responsibilities, and how we intend to practice our duty of care to protect them from harm.

1. **Context**

The University of Surrey Students’ Union aims to provide a safe place for children and adults at risk to visit and to participate in activities. We recognise that anyone working with children and adults at risk has an ethical and legal duty to ensure their safety and protection. We recognise our responsibility to develop awareness of safeguarding issues and are committed to practice which reflects the Students’ Union duty of care and protects children and adults at risk from harm.

1. **Scope**

This guidance applies to all University of Surrey Students’ Union employees, students, volunteers and anyone else representing the University of Surrey. The guidance applies to any activity organised and/or delivered by the University of Surrey Students’ Union or affiliated student groups.

For the purpose of this policy:

* ‘Children’ are people (including students) up to the age of 18 years
* ‘Adults at risk’ are those people over 18 years of age who have needs for care and support or are experiencing, or are at risk of, abuse or neglect, and as a result of those needs are unable to protect themselves against the abuse or neglect or risk of it

1. **Principles**

The policy is based on the following guiding principles:

* All children and adults at risk should be treated with dignity and respect
* The welfare of children and adults at risk is paramount
* All children and adults at risk should be safeguarded from harm
* It is everyone’s responsibility to report concerns about the safety of children and adults at risk, following the procedures laid out in this document
* Alleged cases of misconduct or abuse will be taken seriously and responded to appropriately

In order to safeguard those children or adults at risk with whom we have contact, the University of Surrey Students’ Union will:

* Adopt child and adult at risk safeguarding guidelines for staff, students, volunteers and others representing the organisation (Appendix 1)
* Share concerns about the welfare of any child or adult at risk with the relevant agencies, involving parents and children appropriately
* Develop and implement appropriate procedures for managing and responding to accidents, incidents and alleged or suspected harm

1. **Implementation**

Full copies of this document will be available with relevant appendices to all staff, students, volunteers and others representing the organisation. The guidance will be included with other University of Surrey Students; Union policies and procedures in induction. Relevant staff, students and volunteers will complete a training programme to support them.

Issues arising from the operation of this policy should be directed in the first instance to the Lead Safeguarding Officer.

All line managers are responsible for monitoring the relevant staff members in their department are aware of and follow the policy and related procedures.

The Safeguarding policy will be reviewed every three years or as significant legislative change requires. Procedures and guidelines will be reviewed annually by the University of Surrey Students’ Union safeguarding team and/or in response to changes to the policy.

1. **Non-compliance with the Safeguarding Guidance/Procedures**

Failure to follow this policy or related procedures may lead to disciplinary action.

If you are concerned about another member of staff, student or volunteer is not following this policy or related procedures you should contact your line manager, Human Resources & Staff Development Manager or a safeguarding officer.

1. **Procedures**

**7.1 Recruitment & Selection**

Where staff or volunteer roles are identified as having regular access to, or will regularly work with or be in unsupervised contact with children or adults at risk, appropriate measures will be followed as defined in the University of Surrey Students’ Union Recruitment & Selection Policy.

**7.2 Training**

Staff:

* Safeguarding Officers will receive a full day Safeguarding Awareness Course, this should be refreshed every 2 years
* Staff who have regular contact with children or adults at risk will receive training on this safeguarding policy and on best practice for working with these groups
* All staff, as part of the induction process, will receive basic training on this safeguarding policy, how to identify issues and what to do if they have a concern
* It is recommended that staff attend a refresher training session every 2 years

Students:

* All student groups through Committee Training will receive training on the safeguarding policy and best practice guidelines for working with children or adults at risk
* Where student groups are working with children or adults at risk on a regular basis additional training can be sourced, please speak to the Human Resources & Staff Development Manager to discuss further

**7.3 In the case of suspected or alleged abuse of children or adults at risk,**

**or non-compliance with the guidance**

It is possible that staff and students working with children or adults at risk may suspect that abuse is taking place, have concerns about the welfare of an individual or may receive a disclosure of abuse from a child or vulnerable adult (for definitions of abuse see Appendix 2). In these circumstances it is important that the following procedures are followed:

* Never agree to keep information relating to abuse or potential abuse confidential
* Make notes of what they have told you or your observations as close as possible to the incident occurring. Keep this information confidential in line with the Data Protection Act (1998)
* Complete the Children and Adult at Risk Safeguarding Incident Form (Appendix 4) within 24 hours
* As soon as possible share the information with a University of Surrey Safeguarding Officer.
* In an emergency where you believe a child or vulnerable adult is in immediate danger you should contact the police via the University of Surrey Security office.

The following diagram outlines the procedures that will be followed in any of these circumstances during working hours:

Concern identified or disclosed

Off campus refer to Police

On campus refer to University Security

Person/people at immediate risk of abuse or causing harm to self or others

Concerns identify risk, report to Lead Safeguarding Officer and/or their Deputy

Report made to Safeguarding Officer

No risk identified

Concern regarding a student – refer to University Support Services and/or University Safeguarding Officer

Concern about abuse involving a child or adult who is not a student – refer to authority Safeguarding Team

Person not in immediate risk but requires additional support

Safeguarding Officer ensure situation is monitored

Concern regarding a staff member in need of personal help – refer to GP/University Counselling

Where a staff member or student group is operating outside of working hours the following diagram outlines the procedures that will be followed in this circumstances:

On Campus refer to University Security

Concern identified or disclosed

Report in writing and/or verbally to the Safeguarding Officer the next working day

Concern that person/people at immediate risk of abuse or causing harm to self or others

Report in writing and/or verbally to the Safeguarding Officer the next working day

Off Campus refer to Police

Person not in immediate risk but requires additional support

**7.4 Allegations about staff members/volunteers**

If an allegation is made against a member of staff or student volunteer involved in an activity organised by a University of Surrey Students’ Union group, the following procedure should be followed:

* If there is a concern that a child/vulnerable adult is at immediate risk of harm, appropriate action should be taken as outlined above in section 7.3.
* The person about whom the allegation has been made should be asked to stop involvement in the activity
* A member of the safeguarding team will conduct an investigation into the incident and report to the Lead Safeguarding Officer
* Where the results of the investigation reveal misconduct, the following will occur:
  + Staff Member – addressed through University of Surrey Students’ Union disciplinary policy
  + Student Volunteer – taken through appropriate Student Disciplinary procedures
* Where no misconduct has been identified, the person will be able to resume involvement in activity

**7.5 Students under the Age of 18**

There are occasions when the University admits students who are under the age of18 years. These students are entitled to be members of student groups/clubs, but they are unable to hold positions within the group and should not be at events/activities that involve alcohol

**7.6 Events and activities involving children and/or adults at risk organised or delivered by**

**The University of Surrey Students’ Union or student groups**

Any member of staff or student group who works with children or adults at risk on a regular basis must:

* Have read the “Safe Practice Guidelines for Activities with Children and Adults at risk” (Appendix 1)
* Have understood the basic information on safeguarding which will be provided in training
* Have followed the appropriate event approval procedure for their activity
* Have detailed how they will put the safe practice guidelines into action in their activity

**7.7 Working with Partner Organisations**

Where a staff member or student group is working with a partner organisation, such as a school or community group, in delivering a project or activity, there should be a written agreement which details out who is responsible for safeguarding issues and how concerns are raised.

**Appendix 1**

**Guidelines for Staff/Student Groups who work with children, young people and adults at risk**

These guidelines are aimed to support a ‘good sense’ approach when relating with children, young people and adults at risk within Students’ Union activities. Volunteering your time to benefit community members/others can be a valuable and rewarding experience, so it is worth taking time to consider how you will ensure you create and maintain a safe and caring environment.

The general guidelines below will not cover every possible situation within the wide range of activities undertaken as part of Students’ Union activity. Remember your actions should always be in the best interest of the child, young person or adult at risk.

**DO:**

* Avoid one-to-one situations; if you are alone then when possible you should be clearly observed
* Challenge activities that are abusive i.e. bullying, sexism, racism and homophobia
* Ensure safeguarding i.e. creating and maintaining a safe and caring environment, respecting the dignity of others is considered within your risk assessments for events/activities.
* Where an activity takes place in partnership with another organisation be familiar with their safeguarding procedures and ensure they are aware you will follow the Students’ Union. Where you are delivering an activity for another organisation you need to follow their safeguarding procedures.
* Use the questions overleaf to explore as a group what you might need to consider to keep yourself and others safe.
* Treat all children or adults at risk with respect and fairness, regardless of gender, race, colour, nationality, ethnic or national origin, age, socio-economic background, disability, religious or political beliefs, trade union membership, family circumstance, sexual orientation or other irrelevant distinction.
* Remember that representatives of the University of Surrey Students’ Union serve as role models and must act in a responsible manner.

**DON’T:**

* Arrange to meet or have contact outside of Students’ Union activity with a child, young person or adult at risk including via the internet/social media or sharing personal contact details.
* Forget that physical and verbal contact can be misinterpreted. If a child, young person or adult at risk is distressed or emotional DO take into account that any physical touch should be appropriate and initiated by the child, young person or adult at risk.
* Promise to keep secrets, DO consider confidentiality.
* Leave a group of young or at risk people unsupervised.
* Take photographs or videos of children/young people unless you have parental consent

There may be times when you are worried about a child, young person or adult at risk or they may tell you something which makes you concerned for theirs/others safety. The Students’ Union policy provides further information on how to deal with this, the flow chart details actions to be taken. Where there is imminent danger or an emergency, if you are on campus call Security on 3333, if you are in a community setting contact the Police on 999.

Always report any concerns, unacceptable behaviour, allegations or suspicion of abuse to a Students’ Union Safeguarding Officer and the lead person for the activity.

**Safeguarding Action Plan**

Staff/Student completing this form \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Students’ Union Department/Student Group Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- |
| Name and brief details of activity/event (including date/time)  Participants will include (please indicate how many you anticipate will attend)  Children/Young People \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Adults at Risk \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| Who is the Lead Person for this activity?  Who holds supervision responsibility for children/young people? (name, role and contact details) |

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| What and when are the key possible situations of concern for our group/event/activities? (E.g. volunteers dealing with lost children at a community event)  What actions will we take in these situations?  Who could we talk to if we don’t know what actions to take? |

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| How will we ensure that all our members are aware of these guidelines and action plan? |

Student Groups – This form should be submitted through the events process for one off events/activities and a copy held by the lead person for the activity. For regular activities within your group please complete relevant sections within the Risk Assessment submitted to the relevant zone manager.

**Appendix 2**

**Definitions of Abuse**

**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 them. Children may be abused in a 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 another child or children.

It is not the responsibility of University of Surrey Students’ Union staff, students or volunteers to decide whether or not abuse has taken place. It is the responsibility however to act if there is cause for concern, in order that the appropriate agencies can investigate and take any action necessary to protect a child or adult at risk.

In other words, University of Surrey Students’ Union staff, students or volunteers do not investigate. You do, however, need to make the judgement “if this incident or situation were true, is this cause for concern?” You do not make the judgement as to whether the allegation is true or not.

Abuse can happen anywhere – in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Staff, students or volunteers should seek advice on and/or report any suspected or alleged abuse, even if it appears insignificant. There may be other undisclosed aspects of abuse which, when considered together, may add up to a more serious concern.

**Definitions of abuse for children**

It is generally accepted that there are four main forms of abuse. The following definitions are based on those from Working Together to Safeguard Children (HM Government 2013). These categories of abuse are those generally used by Children’s Social Care Departments, the NSPCC and the Police:

* Physical
* Sexual
* Neglect
* Emotional

**Physical**

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.

**Sexual**

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 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.

**Neglect**

Neglect is the persistence 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 care-givers); or
* Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

**Emotional**

Emotional abuse is 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. These may include interactions that are beyond a child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or in 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.

**Definitions of abuse for adults**

Abuse is mistreatment by any other person or persons that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

**Forms of abuse include** (as defined in the Care Act 2014):

Physical abuse including hitting, slapping and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Domestic Violence including psychological, physical, sexual, financial, emotional abuse and honour based violence.

Sexual abuse including rape and sexual assault or sexual acts to which the adult at risk has not consented, or is incapable of giving informed consent or was pressured into consenting. This may involve contact or non-contact abuse (e.g. touch, masturbation, being photographed, teasing and inappropriate touching).

Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern Slavery encompasses slavery, human trafficking; forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Discriminatory abuse including racist, sexist, that based on a person’s disability, culture and other forms of harassment, slurs or similar treatment.

Organisational abuse (previously known as institutional abuse), neglect and poor professional practice in care settings also need to be taken into account. It may take the form of isolated incidents of poor practice a tone end of the spectrum, through to pervasive ill treatment or gross misconduct at the other.

Neglect and acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

**Appendix 3**

**Guidance on responsibilities in relation to the Safeguarding of Children and Adults at Risk**

**Lead Safeguarding Officer**

The Lead Safeguarding Officer for the University of Surrey Students’ Union will be the named person who will deal with all issues in relation to safeguarding. This person will be responsible for:

* Ensuring that the policy is implemented across all aspects of Union activity
* Ensuring that staff and student groups are aware of best practice in their activities and where to go if they have a concern
* Ensure that concerns about a child or vulnerable adult are dealt with appropriately and referred to the relevant statutory agency or support service
* Liaising with statutory agencies

**Safeguarding Officers**

Safeguarding Officers will be named people within the Students’ Union who will ensure that the policy is being implemented and will be the first point of call for dealing with concerns from staff or student groups. A student or member of staff who has concerns can go directly to any of the safeguarding officers to report their concerns.

Safeguarding Officers will:

* Work with staff and student groups to develop appropriate plans for activities involving children and adults at risk
* Be the first point of contact for staff or student groups who have a concern about a child or vulnerable adult

**Line Managers**

Line Managers will:

* Ensure that all staff in their area are made aware of the Children and Adult at Risk Policy and guidance
* Where relevant arrange appropriate training for staff

The chart overleaf identifies the Safeguarding Team.

**Appendix 4**

**Children and Adult at Risk Incident Form**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date and time of Incident/Disclosure \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of the person who the concern is about and anything else we know (e.g. DOB, address, age, telephone number, disability)

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| --- |
| Name  DOB |

Name, address, contact details for person with parental responsibility (if relevant and known)

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What is the cause for concern – what has happened?

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| Please provide ALL relevant details, which may include reporting your own concerns or details of the original source, physical or behavioural signs, if you have spoken to the child/adult, what was said, if you have spoken to parent/carer what was said, preferred language |

Details of anyone alleged to have caused the incident or be the source of concern

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What actions have already been taken? What support services have you contacted?

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Any additional notes

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Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**To be completed by Safeguarding Officer**

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| Next steps, who will take what action and by when |

Outcomes and closure of incident

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Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appendix 5**

**Safeguarding Policy Supporting Information**

These guidelines are aimed to support staff, volunteers and students following the University of Surrey Students’ Union Safeguarding Policy and procedures.

**Compliance Groups**

Within the Annual Handover for student group committees all groups who work with children, young people and vulnerable people must disclose this on their risk assessments. This will then trigger the senior management team to ensure the Safeguarding Action Plan is completed. Where student groups are connected to an external organisation or charity and work within guidelines from them, these can be submitted in place of the University of Surrey Students’ Union Safeguarding Action Plan.