



Safeguarding Children and Vulnerable Adults Policy and Procedures

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1 About this policy

This policy guides volunteers, staff, members and parents/carers where they are worried that a member is being harmed, or at risk of harm.

Kangaroos is committed to:

- Ensuring that our members' safety is maintained at all times, and is our first priority.
- Ensuring that all members have the right to equal protection from harm; regardless of their age, disability, gender, race or ethnicity, religious belief or sexual orientation or gender identity.
- Ensuring that our members feel comfortable talking to us about their feelings and concerns.
- Ensuring that staff and volunteers know how to recognise the signs of abuse.
- Ensuring that staff and volunteers know what to do if they become worried about a member's safety.
- Ensuring that concerns regarding harm, or risk of harm are reported immediately.
- Ensuring that we work in partnership with our members, their parents/carers and other agencies in promoting welfare and to manage perceived risk, or concerns of harm.
- Ensuring that members, staff and volunteers feel comfortable to, and maintain the right to report any concerns or suspicions regarding Kangaroos staff or volunteers. They will be treated in confidence, free from harassment or unfair treatment.

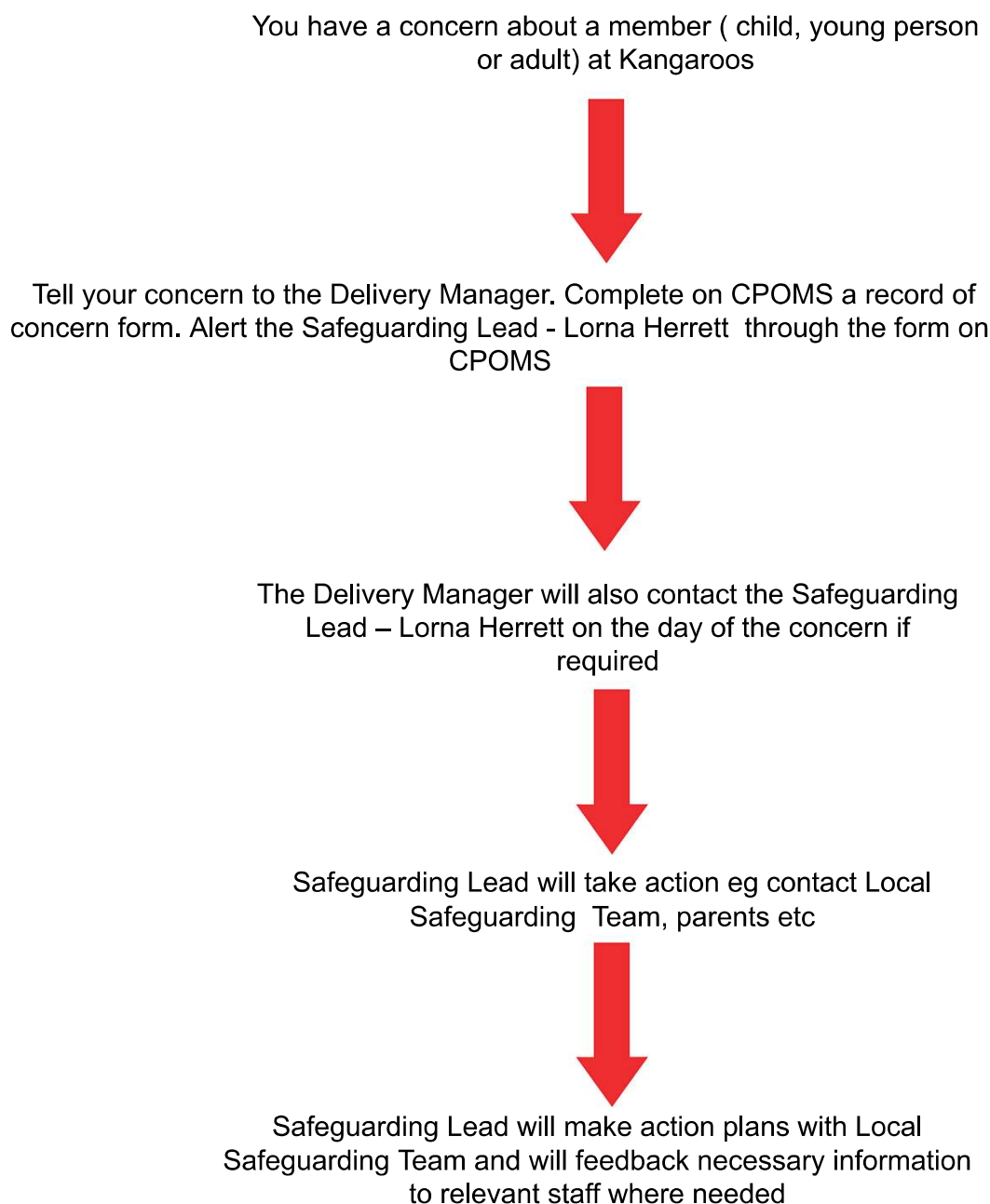
Safeguarding Children and Vulnerable Adults is the action we take to promote the welfare of children and vulnerable adults and protect them from harm – this is everyone's responsibility. Everyone who comes into contact with children and vulnerable adults and families has a role to play.

The Government defines child protection as part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering or are likely to suffer significant harm. Latest government guidance is available at [Working Together to Safeguard Children.pdf](#)

2. What to do if you suspect a member (child, young person or adult at Kangaroos) is being harmed or at risk of harm

The members (child, young person or adult at Kangaroos) are our first priority. Take immediate action. Please follow the safeguarding flowchart. All concerns about a member (child, young person or adult at Kangaroos) are recorded on CPOMS (Child Protection Online Management System). All staff have log in details for CPOMS.

2.1 Safeguarding flowchart



If your concern involves the Delivery Manager you can complete a record of concern form and alert the Safeguarding Lead. If you have a concern with the Safeguarding Lead you can go to the Safeguarding Deputy/CEO or Chair of Trustees.

2.2 Where might information come from?

- The member (child, young person or adult) – via verbal communication or their behaviour
- Another member (child, young person or adult)
- A volunteer or staff's observations or feelings
- The member's family – they may provide information that Kangaroos feel is a safeguarding concern
- A professional
- A member of the public.

2.3 Listening to the member

- If a member tells you information that you feel demonstrates harm, or risk of harm, listen carefully to what they are telling you. Stay calm.
- Do not press or cross-examine the member for information, it is important that any information given to the safeguarding team and/or police is factual and not prejudiced. Do not interrupt the person talking.
- Ensure that you take the declaration seriously.
- Record the conversation and actions on a record of concern form and complete a body map as appropriate.
- Offer reassurance that they will be safe.
- Reassure the member that they have done the right thing to tell people.
- Do not promise the member that the declaration can be kept secret. Inform them that you will need to tell other people, in order to try to help them.

2.4 If a member is the perpetrator

If a Kangaroos member is accused of causing harm or risk of harm, they must also be considered at risk. Both the victim and perpetrator must be discussed with their respective local safeguarding team.

2.5 If there is a concern about a staff member/volunteer at Kangaroos

Our Whistle Blowing Policy states: Kangaroos has an open door policy and suggests that sessional staff share their questions, concerns, suggestions or complaints immediately with their Line Manager. If you are not comfortable speaking with your Delivery Manager or you are not satisfied with your Delivery Manager's response, you are encouraged to speak with the Head of Operations. If the concern is about the Head of Operations then you should speak to the CEO.

If a staff member has a concern (which could include a safeguarding concern) about another staff member they are required to complete a Staff Concerns Form. The Head of Operations has access to the completed forms. If the concern involves a child, young person or adult at Kangaroos then a CPOMS record of concern needs to be completed as well linked to the relevant children, young people or adults.

If the concern needs immediate action please contact the Safeguarding Lead directly. The Safeguarding Lead will contact the West Sussex Local Authority

Designated Officer (LADO) if required.

2.6 Making a referral to the local safeguarding team

If you or another person is in immediate danger (including a member being left alone) contact the police on 999. If you think a crime has taken place, but it's not an emergency, phone Sussex Police on 101 and ask for the Safeguarding Incident Unit - SIU).

The designated safeguarding lead, will be responsible for making contact with the local safeguarding team. The relevant contacts are summarised below.

If the allegation is against a member of staff or volunteer the Local Authority Designated Officer (LADO) will be contacted.

If the safeguarding concern regards a member, e.g they have made a disclosure regarding their home and family life, this gets reported to the local authority where they live.

If a safeguarding incident occurs at a Kangaroos event involving a member, i.e accident/injury/ peer on peer abuse, this should be reported to both the local police, the West Sussex Integrated Front Door (formerly known as MASH) and the local authority in which the member lives.

If in doubt, contact the West Sussex Integrated Front Door (IFD) team.

West Sussex Contacts

West Sussex Integrated Front Door (IFD) (Under 18 years old)

Anyone who has concerns about the welfare of a child can contact a single West Sussex county wide phone number Monday to Friday between 9am-5pm: 01403 229900

At all other times, including nights, weekends and bank holidays, contact the 'out of hours' emergency team: 03302226664

Email: WSChildrenServices@westsussex.gov.uk

Website:

<https://www.westsussexscp.org.uk/professionals/working-together/making-a-referral>

West Sussex Adults Safeguarding Hub (Over 18 years old)

Telephone: 03302 228400

To report an urgent concern out of usual working hours (Monday-Friday, 09:00-17:00), please call the Adult Social Care out of hours manager on 03302 227007.

<p>Email: safeguardingadultsboard@westsussex.gov.uk</p> <p>Website: https://www.westsussexsab.org.uk/raise-a-concern/concerns-about-an-adult</p>
<p>Local Authority Designated Officer (LADO)</p> <p>Email LADO@westsussex.gov.uk</p> <p>Telephone: 0330 222 3339</p> <p>Website: https://www.westsussex.gov.uk/social-care-and-health/social-care-and-health-information-for-professionals/children/west-sussex-safeguarding-children-partnership/</p>
<p>Other Designated Professionals West Sussex</p> <p>Designated Nurse Safeguarding Children</p> <p>Telephone: 07770 800 247</p> <p>Email: sxccg.safeguarding@nhs.net</p>
<p>Police</p> <p>Safeguarding Investigations Unit: Telephone 101 and ask for the Safeguarding Investigations Unit or in an emergency dial 999</p>

Brighton & Hove Contacts

<p>Front Door For Families (Under 18 years old)</p> <p>C/O Whitehawk Community Hub and Library 179A Whitehawk Road Brighton BN2 5FL</p> <p>Telephone: 01273 290400 Email: FrontDoorForFamilies@brighton-hove.gov.uk</p> <p>Out of Hours Emergency Duty Service: Telephone: 01273 335905 or 01273 335906</p>
<p>Brighton and Hove Access Point (Over 18 years old)</p> <p>Access Point: 01273 29 55 55 (Mon-Fri 9-5pm) Email: hascsafeguardinghub@brighton-hove.gov.uk. If out of hours call CareLink Plus: 0300 123 3301 Website: https://www.brighton-hove.gov.uk/adult-social-care/keep-people-safe/help-adult-risk-abuse-or-neglect</p>
<p>Police - Brighton & Hove Safeguarding Investigations Unit</p> <p>Telephone: 101 and ask for Brighton Safeguarding Investigations Unit.</p>

Designated Professionals Brighton & Hove

Designated Doctor Safeguarding Children: 01273 265788

Designated Nurse Safeguarding Children: 01273 574680 / 07770381421

Local Authority Designated Officer (LADO)

Telephone: 01273 295973

Email: LADOenquiries@brighton-hove.gov.uk

East Sussex Contacts**Single Point of Advice (SPoA) (Under 18 years old)**

Mon-Thurs 8.30am-5pm and Fri 8.30am-4.30pm.

Phone: 01323 464222

Email: 0-19.SPOA@eastsussex.gov.uk

Out of Hours Social Care Service - Children's services: 01273

335905/6 Out of Hours Social Care Service Adult services: 01323

636399

Child Protection Plans: 01323 466606

<https://www.eastsussex.gov.uk/childrenandfamilies/worried-about-a-child>

East Sussex (Over 18 years old)

Telephone: 0345 60 80 191

Website: <https://new.eastsussex.gov.uk/social-care/worried/report>

Police

For all Safeguarding Investigations Unit, dial 101, and ask for the relevant team – Hastings, Eastbourne, Brighton, Littlehampton or Horsham

Local Authority Designated Officers (LADO)

<https://new.eastsussex.gov.uk/children-families/professional-resources/allegations/lado>

Other designated Professionals East Sussex

Designated Doctor Safeguarding Children: 01424 758012

Designated Nurse Safeguarding Children: 01424 735664

Specialist Practitioner for Child Death: 01273 513441

Designated Nurse Looked After Children: 01323 446999

2.7 Relaying information

Where possible the safeguarding lead will try to ensure that they have

access to the member's care plan, to help with sharing information with the local safeguarding team.

2.8 Kangaroos designated safeguarding contact details

Head of Operations - Designated Safeguarding Lead
01444 459108 or 07872 469118

In the absence of the Designated Safeguarding Lead then contact:

CEO - Designated Safeguarding Deputy
01444 459108

2.8 Informing Parents

Kangaroos is committed to building close working relationships with parents and carers. We have a number of consent forms, and always try to gain consent prior to doing anything not previously discussed with the member's parent or carer.

In the event of a safeguarding concern however Kangaroos must not delay the reporting of a concern in order to inform parents or carers. We do not require consent before speaking to the local safeguarding team, although where appropriate we will invite parents and carers to give this.

We will endeavour to contact the parent or carer to inform them of our report to the team, however we must not do this if it is possible that informing the parent or carer may put the member at risk of harm.

- If in doubt over whether to contact parents/carers first, or the local safeguarding team, you must seek advice from the local safeguarding team.
- When speaking to parents or carers to inform them of the incident, we will record their reactions or feelings along with your incident report.
- If a parent or carer refuses to give consent to liaison with the local safeguarding team this must be recorded on the incident report. Their reason for withholding consent must also be documented. We must inform the local safeguarding team that the parent did not consent to the reporting. Following this we must also inform the parents that we contacted the local safeguarding team – unless this would place the member at risk of harm

3 Kangaroos Safeguarding Policy statement

Kangaroos believe that it is always unacceptable for a child, young person or adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to and support to develop practice which protects them. Kangaroos has a duty

to promote and safeguard the welfare of children and vulnerable adults and to protect them from actual or likely harm.

Kangaroos recognises that:

- The welfare of the child/young person is paramount.
- All children, regardless of age, disability, sex, race or ethnicity, religious belief, sexual orientation or gender identity, have the right to equal protection from all types of harm or abuse.
 - Working in partnership with children, young people and adults at Kangaroos, their parents, carers and other agencies is essential in promoting young people's welfare.

Kangaroos believes that safeguarding and protecting the welfare of all the young people we work with is the responsibility of everyone; staff, volunteers, trustee board and young people.

Kangaroos staff, trustees and volunteers must at all times show respect and understanding for the rights of young people, their safety and welfare, and conduct themselves in a way that reflects this.

Kangaroos will support anyone, (children, young people and adults, staff, volunteers, parents) who raises any concerns regarding the welfare or protection of young people. Any concerns raised will be taken seriously.

Kangaroos will do this by:

- Ensuring that all our staff and volunteers are carefully selected following safer recruitment practices, competently trained and supervised, and are aware of Kangaroos and local child protection reporting procedures.
- Assessing all risk carefully and taking all necessary steps to minimise and manage the risk. (*Health and safety policy*).
- Acknowledging and learning from incidents. (*Incident reporting policy*).

Kangaroos will review this policy annually and the relevant procedures regularly as identified in the Policy Review schedule.

4 Safeguarding roles and responsibilities

Staff and volunteers

All staff and volunteers have the following responsibilities:

- To adhere to all the points and procedures outlined within this policy.
- To report any incidents, concerns, suspicions and or allegations they have regarding a child, young person or adult's wellbeing and or safety, in line with Kangaroos reporting procedures (see section 2).
- To attend induction or any training courses including on-going training in relation to safeguarding and child protection.

Designated Safeguarding Lead

The designated safeguarding Lead has the following responsibilities:

- To ensure that this policy and procedures are disseminated, implemented and adhered to at all times.
- To be familiar with and have an understanding of all legislation and guidance relating to safeguarding and child protection.
- To receive all information from staff, volunteers, young people, parents or carers about any child protection concern or issue, to assess this information promptly and take any appropriate actions and maintain records.
- To liaise with and be familiar with relevant staff in external child protection agencies, and to make referrals as and when necessary. When making a referral to do so having spoken to the relevant staff or volunteer and the young person involved.
- To arrange appropriate training and support for all relevant staff and volunteers.
- To provide support during and after incidents involving child protection.
- Ensure that all staff and volunteers over 18 have a satisfactory DBS. In the first six months of employment these can be from another agency providing it is less than 12 months old.

All of our staff have access to and read the HM Government Working together to safeguard children:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf

5 Kangaroos recruitment, selection and training

Recruitment and selection

- Kangaroos is committed to safe recruitment, selection and vetting of staff, volunteers and trustees.
- This includes ensuring that staff and volunteers over 18 have had an up to date enhanced DBS check where they are working unsupervised with children and young people directly on a regular basis. It should be noted that in the first six months of employment this can be from another agency providing it is less than one year old.
- All trustees and office staff who do not have direct contact with children or young people must have a standard DBS due to the sensitive nature of information handled.

Training and support

- All new Kangaroos staff and volunteers, during their induction period, will have access to this and other relevant policies.
- All existing staff and volunteers will receive up to date training and information regarding changes in legislation, guidance and procedures regularly from the designated safeguarding officer

6 Confidentiality

Whilst Kangaroos staff will ensure that young people's rights to privacy and confidentiality is respected, there may be times when this confidence is breached. If a child, young person or adult at Kangaroos discloses information about him/herself or another child, young person or adult at Kangaroos which raises safeguarding concerns, then these concerns will be reported in line with Kangaroos reporting concerns procedure. Kangaroos will ensure that the child, young person or adult at Kangaroos is involved, consulted and kept informed about what action, if any, is to be taken, and during each step of the reporting procedure.

Any personal information gathered about a child, young person or adult at Kangaroos will be stored in a safe and confidential place. Only those who need to know will have access to this information, (i.e. staff/volunteer involved, designated safeguarding officer and line manager and a parent if appropriate). It may be necessary to pass this information onto the relevant authorities, such as the local safeguarding team, police, NSPCC, and either parents/guardians or carers (if appropriate). When doing so, Kangaroos will ensure that the child, young person or adult at Kangaroos is involved and gives consent in making that decision, as appropriate.

Kangaroos staff will ensure that any information gained or given will be treated with the strictest of confidence. Young people will be consulted and involved in the decision-making process as much as is appropriate.

7 Types of abuse, with signs and symptoms

- o Physical abuse
- o Domestic violence or abuse
- o Sexual abuse
- o Psychological or emotional abuse
- o Financial or material abuse
- o Modern slavery
- o Discriminatory abuse
- o Organisational or Institutional abuse
- o Neglect or acts of omission
- o Self-neglect

Physical abuse

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Appendix 1 - Non-Accidental Injuries Body Map – please see the body map for areas of the body it would be unlikely for a child or young person to be accidentally hurt.

Domestic violence or abuse

Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Sexual abuse

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases •
- Pregnancy in a woman who is unable to consent to sexual intercourse
 - The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships • Fear of receiving help with personal care

- Reluctance to be alone with a particular person

Psychological or emotional abuse

Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial or material abuse

Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home

- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – eg. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Possible indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Modern slavery

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents

- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory abuse

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as **'protected characteristics' under the Equality Act 2010**)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational or institutional abuse

Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication

- Failure to respond to complaints

Possible indicators of organisational or institutional abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self-neglect

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

8 Prevent Duty 2015

Children and Young People may be vulnerable to radicalisation by others, whether in the family or outside and display concerning behaviour. Staff must take action when they observe behaviour of concern. By completing a record of concern and informing your Delivery Manager who will take further action.

9 FGM – Female Genital Mutilation

At Kangaroos we believe that all our members should be kept safe from harm. Female Genital Mutilation affects girls particularly from north African countries, including Egypt, Sudan, Somalia and Sierra Leone. Although our organisation has few children from these backgrounds and consider girls in our organisation to be safe from FGM, we will continue to review our policy annually. If concerned, complete a record of concern form and contact your Delivery Manager.

10 Child Sexual Exploitation

Sexual exploitation can take many forms from the seemingly “consensual” relationship where sex is exchanged for attention/ affection, accommodation or gifts, to serious crime and child trafficking. What marks out exploitation is

an in-balance of power within the relationship. The perpetrator always holds some kind of power over the victim, increasing the dependence of the victim as the exploitative relationship develops. If concerned, complete a record of concern form and contact your Delivery Manager.

11 Bruising in People Not Independently Mobile

At Kangaroos there are children and young people who are not independently mobile due to their limited mobility or complex needs. Bruising is the commonest presenting feature of physical abuse in children. Recent serious case reviews and individual child protection cases both nationally and locally have indicated that professionals have sometimes underestimated or ignored the highly predictive value, for child abuse, of the presence of bruising in children who are Not Independently Mobile (those not yet, crawling, cruising or walking independently). As a result there have been a number of cases where bruised children have suffered significant abuse that might have been prevented if action had been taken at an earlier stage. Staff and volunteers are given additional training to identify signs of abuse in Not Independently Mobile people. If you suspect such abuse you must complete a record of concern form on CPOMS and report to the Designated Safeguarding Lead immediately, regardless of the time of day.

12 Uncollected Child/Young Person/A at Kangaroos Policy

If a child/young person/adult has not been collected from any Kangaroos activities the following procedure must take place:

- The Delivery Manager will try to contact the parent/carer by telephone (on the two emergency numbers) whilst another member of staff looks after the child/young person/adult.
- The Delivery Manager and another member of staff must stay with the child/young person/adult until he/she has been collected.
- If the parent/carer is contacted but unable to pick up the child/young person/adult then the Delivery Manager plus another staff member can drive him/her home providing the driver has business insurance.
- If the parent/carer is over 45 minutes late and the staff have been unable to contact them please contact the relevant authority safeguarding hub (contacts listed in section 2.6 in this policy)
- OFSTED will need to be contacted - enquiries@ofsted.gov.uk

13. Procedure for children/young/adult people who are lost during a Kangaroos session

For children/young people/adult who are lost whilst on a trip

- Volunteer or staff member notices that a child/young person/adult is missing and notifies the Delivery Manager
- The Delivery Manager looks for the child/young person/adult in the surrounding area

- Gather the rest of the children/young people/adults together and double up if possible to release members of staff to look for child/young person/adult, calling their name
- Ask for assistance from people who work at the site
- If the child/young person/adult has still not be found, call the police and notify the parents
- Complete an incident form on CPOMS to include a detailed report to find out exactly how the child/young person/adult managed to get lost to ensure it does not happen again
- If a member of staff was found to be negligent, the Delivery Manager will be responsible for ensuring that they are dealt with appropriately and the issue passed onto the Designated Safeguarding Lead.
- OFSTED will need to be contacted - enquiries@ofsted.gov.uk

For children/young people who are lost during a normal session

at base

- Volunteer or staff member notices that a child/young person/adult is missing and notifies the Delivery Manager
- The Delivery Manager looks for the child/young person/adult, checking all areas of the venue
- The Delivery Manager (and any other staff members who can safely leave their child/children/young people/adults) to look for the child/young person/adult in the grounds, calling their name
- If after checking the building and the grounds the child/young person/adult has still not been found, the police will be called and the parents notified
- The rest of the children/young people/adults will be looked after in the venue doing a group activity if possible in order to release as many staff as possible to continue to look for the missing child/young person/adult. Make sure that the remaining children/young people and adults are adequately supervised and safe.
- Complete an incident form on CPOMS to include a detailed report to find out exactly how the child/young person/adult managed to get lost to ensure it does not happen again
- If a member of staff was found to be negligent, The Delivery Manager will be responsible for ensuring that they are dealt with appropriately and the issue will be passed onto the Designated Safeguarding Lead.
- OFSTED will need to be contacted if required - enquiries@ofsted.gov.uk

14 Behaviour Policy and Procedure

Any child or young person/adult who attends Kangaroos and demonstrates challenging behaviour has their own Positive Handling Plan (PHP), written by the team and agreed by the parents/carers and child/young person/adult as appropriate. The Delivery Managers are responsible for ensuring that these plans are kept up to date and reviewed on an annual basis. It is important that staff read the PHPs and are kept up to date with any changes.

- Our Delivery Managers create an environment which encourages good behaviour and where possible, uses positive reinforcement.
- Adult handling of behaviour is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.
- Physical punishments or the threat of them are not used on members at Kangaroos.
- Kangaroos will work with parents on a case-by-case basis to ensure that individual members' needs are met, by having appropriate staff numbers, and staff who have appropriate levels of training and experience.
- The Operations Team will analyse whether members require 1:1 or 2:1 staffing ratio when booking onto trips/activities and ensure adequate staffing.

Staff at Kangaroos only use physical intervention when it is necessary to prevent personal injury to the child/young person/adult, other children/young people/adults, an adult (staff member, volunteer, members of the public etc) or serious damage to property. Such incidents are recorded on CPOMS and a body map of where the child/young person/adult has been held will be made on CPOMS as well. If possible when any form of restraint is taking place, there should be at least one member of staff present who is trained in Team Teach.

If other forms of restraint are used e.g. Houdini harnesses on the minibus or handling belts, parental permission will be required before they can be used. However if such restraint has to be used and permission has not been given beforehand the restraint needs to be recorded on CPOMS and parents/carers informed.

Kangaroos reserves the right not to let members attend sessions if their individual needs cannot be safely met.

15 Intimate Care Policy

Definition: Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some children and young people are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with incontinence and menstrual management as well as more ordinary tasks such as help with washing, toileting and dressing.

It also includes supervision of children/young people/adults involved in intimate self care.

Best Practice:

Children, young people and adults who require assistance with intimate care

have written Individual care plans agreed by The Operations Team and parents/carers. The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances, e.g. for residential trips, staff changes (where the staff member concerned is providing intimate care) or the child, young person or adult has recently had an operation/procedure which affects their intimate care.

Where a care plan is **not** in place, parents/carers will be informed the same day if their child, young person or adult at Kangaroos has needed help with meeting intimate care needs (e.g. has had an 'accident' and wet or soiled him/herself). It is recommended practice that information on intimate care should be treated as confidential and communicated privately in person or on the telephone. The intimate care should be recorded on CPOMS.

Accurate records should be kept on CPOMS when a child, young person or adult requires assistance with intimate care; these can be brief but should, as a minimum, include full date, times and any comments. It should be clear who was present in every case.

All children, young people and adults will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual to do as much for his/herself as possible.

Staff who provide intimate care are trained in personal care (e.g. health and safety training in moving and handling) according to the needs of the child, young person or adult. Staff should be fully aware of best practice regarding infection control, including the requirement to wear disposable gloves.

Staff will be supported to adapt their practice in relation to the needs of individual child, young person or adult at Kangaroos taking into account developmental changes such as the onset of puberty and menstruation.

There must be careful communication with each child, young person or adult who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc) to discuss their needs and preferences. Where the child, young person or adult is of an appropriate age and level of understanding permission should be sought before starting an intimate procedure.

Staff who provide intimate care should speak to the child, young person or adult personally by name, explain what they are doing and communicate with all children, young people or adults in a way that reflects their ages.

Every child, young person or adult's right to privacy and modesty will be respected. Careful consideration will be given to each child, young person or adult's situation to determine who and how many carers might need to be present when she/he needs help with intimate care. Wherever possible, the child, young person or adult's wishes and feelings should be sought and taken into account.

Best practice is to have two members of staff assisting with the intimate care when appropriate and possible. An individual member of staff should inform another appropriate adult when they are going alone to assist a child, young person or adult with intimate care.

The religious views, beliefs and cultural values of children, young people and adults and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.

Staff who assist children, young people and adults with intimate care should be employees of Kangaroos, not volunteers, and therefore have the usual range of safer recruitment checks, including enhanced DBS checks.

All staff should be aware of Kangaroos' confidentiality policy. Sensitive information will be shared only with those who need to know.

No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.

16 Anti Bullying Policy

Statement of Intent

We are committed to providing a caring, friendly and safe environment for all of our members, volunteers and staff, so they can enjoy a relaxed and secure atmosphere. Bullying of any kind is unacceptable at Kangaroos. If bullying does occur, all members, volunteers and staff should be able to tell and know that incidents will be dealt with promptly and effectively. This policy relates to behaviour between members, but bullying of staff members, volunteers or members by other volunteers and staff members is also strictly unacceptable and will lead to disciplinary procedures. We are a *TELLING organisation*. This means that *anyone* who knows that bullying is happening is expected to tell their Delivery Manager or her line manager if appropriate.

What Is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
 - Racist racial taunts, graffiti, gestures
 - Sexual unwanted physical contact or sexually abusive comments
 - Homophobic because of, or focussing on the issue of sexuality
 - Verbal name-calling, sarcasm, spreading rumours, teasing
- Cyber - All areas of internet, such as email & internet chat room misuse Mobile threats by text messaging & calls Misuse of

associated technology , i.e. camera & video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Members who are bullying need to learn different ways of behaving.

All organisations have a responsibility to respond promptly and effectively to issues of bullying

Objectives of this Policy

- All trustees, staff and volunteers, members and parents/carers should have an understanding of what bullying is.
- All trustees, staff and volunteers should know what the policy is on bullying, and follow it when bullying is reported.
- All members and parents/carers should know what the policy is on bullying, and what they should do if bullying arises.
- We take bullying seriously. Members, parents/carers, staff and volunteers should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

A member may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a member:

- is unwilling to go to Kangaroos
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Procedures

1. Report bullying incidents to your Delivery Manager or her line manager if necessary.
2. In cases of serious bullying, the incidents will be recorded by staff in the Incident book.

3. In serious cases parent/carers should be informed and will be asked to come in to a meeting to discuss the problem
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their

behaviour.

Outcomes

1. The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, suspension or even exclusion will be considered
3. If possible, the members will be reconciled
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

17 Photography and images

To protect our children, young people and adults at Kangaroos we:

- seek parent/carer consent for photographs to be taken or published (for example, on our website, social media or in newspapers or publications)
- ensure that children/young people/adults are appropriately dressed
- encourage children/young people/adults to tell us if they are worried about any photographs that are taken of them.

Staff must also make sure that children, young people and adults understand that the taking of photographs during sessions is strictly prohibited to ensure everyone's privacy and safety.

18 Use of e-technology.

Children and young people with SEND have an increased vulnerability to risk online, especially those with language and communication needs, or social communication difficulties

Kangaroos has a responsibility to ensure that all our children and young people use technology sensibly and educate them in keeping safe.

Technology can include: websites, email, instant messaging, chat rooms, social media, mobile phones, blogs, podcasts, downloads, and virtual learning platforms.

We recognise that Kangaroos has limited opportunities to guide members in technologies but when appropriate we will:

- Educate members about e- safety issues and appropriate behaviours so that they remain safe and legal online.
- Help members to develop critical thinking skills to reflect and enable them to keep themselves safe.
- Tell them to keep any personal data and information secure.
- Help them to minimise the risks of handling sensitive

information.

Virtual on-line activities

As a consequence of Covid-19 and the suspension of regular clubs & activities Kangaroos supported its members through a “virtual” programme of on-line activities, the establishment of a closed Facebook group for members, parents / carers, staff and volunteers to provide mutual support. The virtual programme was well received and some aspects have continued as part of our service provision and supplement our regular clubs & activities. On-line safety considerations thus become particularly important to us as an organisation. The following measures shall be followed to reduce risks:

For activities and group meetings held on-line:

- Our video conferencing platform of choice is ZOOM, given its ease of use, modest band-width and connectivity requirements and the ability to have multiple participants all visible on screen.
- ZOOM calls will only be hosted by Kangaroos operations team staff and Delivery Managers, all of whom will be required to become familiar with the tools within ZOOM that enable safe group video calls to be made.
- ZOOM calls will be attended by at least one Kangaroos staff member • If ZOOM calls are recorded everyone on the call will be notified at the commencement of the call.
- Invitations to ZOOM calls will be sent via email to parents / carers/staff.
- Invitations will never be sent through social media unless on our private Facebook group or sent to people unknown to Kangaroos.
- Staff hosting the ZOOM call will use the Waiting Room facility and only admit invited and known participants.
- Staff hosting the ZOOM call will control screen sharing rights for all participants

The following safety tips will be provided as part of the invitation to all our members and their parent / carers to ZOOM calls:

- Zoom calls have an audio and video option. We will need to be able to hear you so please allow audio to be used. It is up to you if you use your video.
- You can access Zoom through your computer or phone.
- Please do not take any screenshots or photos of anyone on the call. Kangaroos will be following our photo permission information. Please note there may be children and young people on the call who for

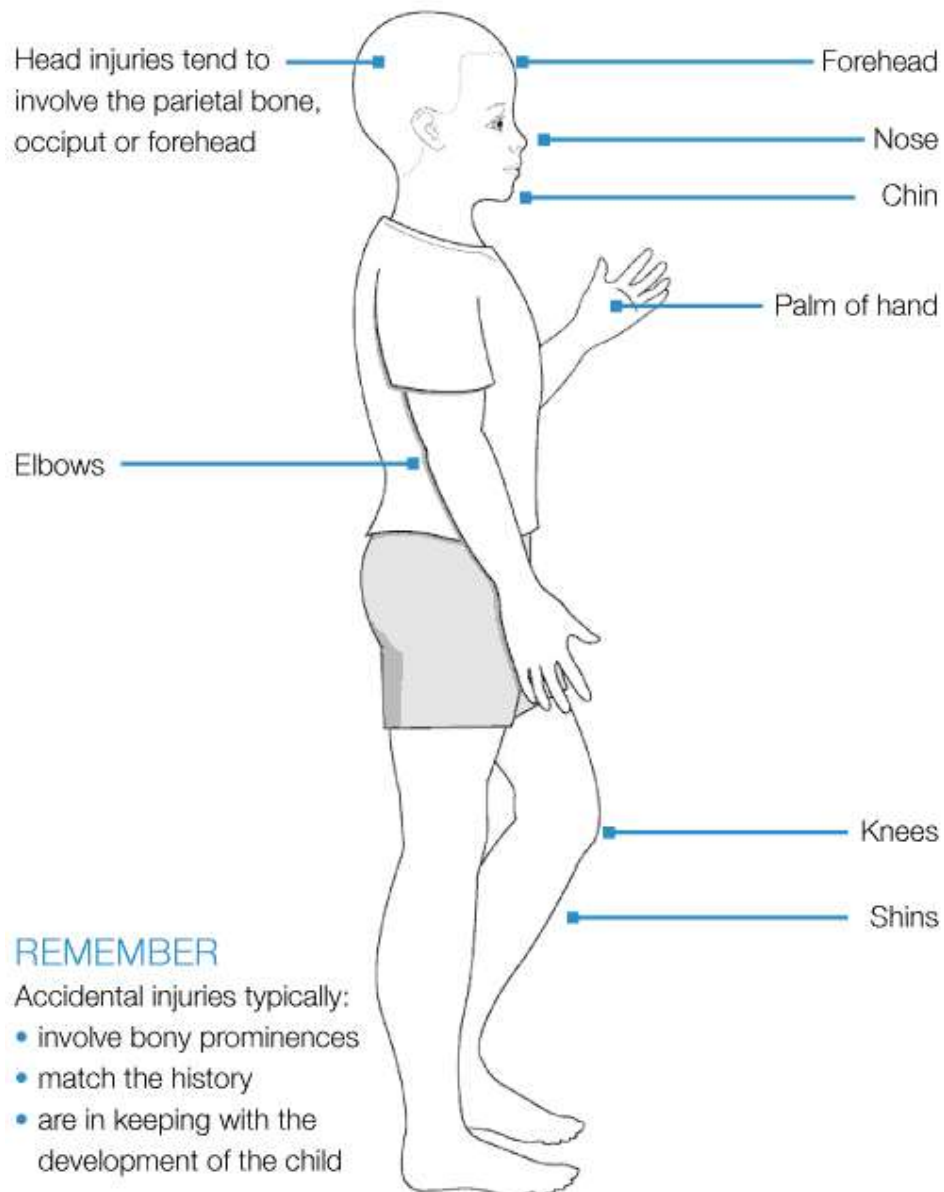
safeguarding reasons cannot have their photo taken.

- Please do not give any private information or images over Zoom.
- Please do not show any area of your house which identifies where you live.
- Please use your name or your child, young person or adult at Kangaroos name when logging into Zoom as Kangaroos staff will be monitoring the calls and ensuring the correct people are on the calls.

For the closed Facebook support group:

- Only Kangaroos members, parents /carers, staff, sessional workers and volunteers will be permitted to join the group.
- It is a private group so people cannot search for it on Facebook, they have to have the link to be able to access it and they have to request to join. Admin members have to approve new members.
- Members of the group submit what they would like to post and it is approved by the group's admin. The admin members on the Facebook group are members of staff from the Kangaroos office. Posts are deleted and not approved if they are not suitable for the group.
- Admin members can delete any comments on posts and remove anyone from the group.

Appendix 1 - Non Accidental Injuries Body Map



Appendix 2 - Child and Young Person friendly safeguarding poster



Need to Talk?

If you feel sad, scared or worried you can talk to **any** member of staff at Kangaroos.



We are here to help you. You can talk to us about **anything**.

Email - safeguarding@kangaroos.org.uk

Call or Text - 07872 469118



ZOE PIZZIE

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Chief Operations Officer



LORNA HERRETT

lorna@kangaroos.org.uk
Activities Manager



BOB WHITE

bob@kangaroos.org.uk
Chair of Trustees

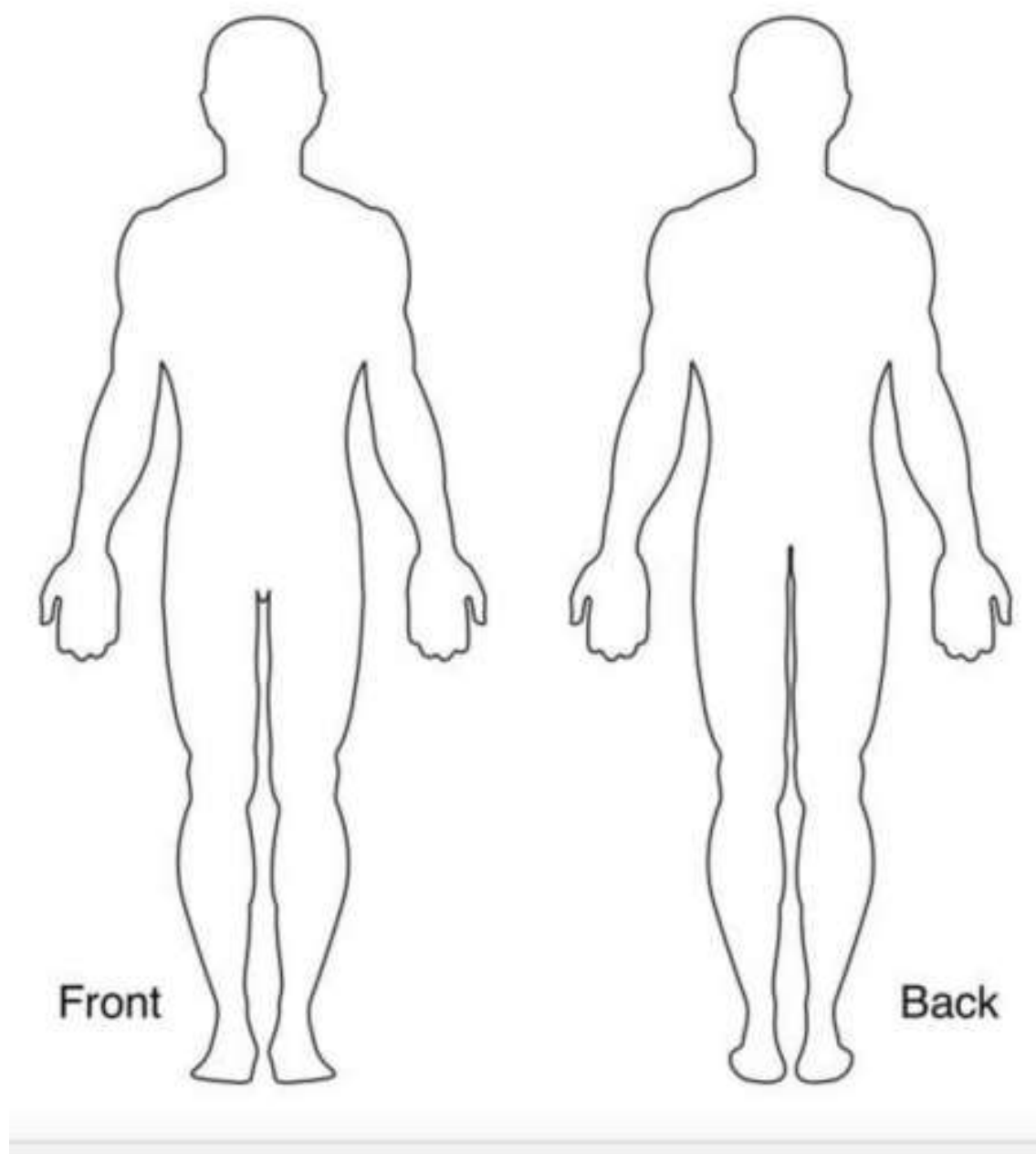
Kangaroos Office
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Haywards Heath
RH17 7RE

01444 459108
info@kangaroos.org.uk
Reg charity no: 1150202
Company no: 8273898

Appendix 3 - Record of concern form on CPOMS

[illegible]

Appendix 4 - Body map on CPOMS



Appendix 5 - Example of photography permission form

I give my permission for photos of my son/daughter to be used by Kangaroos in publicity and promotional materials. *


☐ Yes

☐ No

Parent/carer name *

Short answer text

Date *

Month, day, year 

Document Control:

Version	Date approved by Trustees	Date for next review	Written / Amended by
1	June 2018	June 2019	Jenny King
2	August 2019	August 2020	Jenny King
3	08/09/20	September 2021	Peter Ackland
4	10/09/22	May 2023	Zoe Pizzie
5	June 2023	May 2024	Zoe Pizzie