



Families in Grief

Charity registration no: 1116474

Safeguarding Policy

Last Review: October 2023

Next Review: August 2024

Registered Charity No.1116474
Families in Grief, Castle Lodge, North Walk, Barnstaple, EX31 1DF



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Safeguarding Policy

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Safeguarding Statement

It is Families in Grief’s policy to ensure that any child or young person is protected and kept safe from harm while they are with staff or volunteers and taking part in any of the organisation’s activities.

Families in Grief (FiG) will ensure that all FiG personnel are adequately trained in issues of child protection. This includes: the identification and the notification of abuse, an understanding of the responsibilities of individuals and FiG as an organisation, an awareness of how their behaviour may be misinterpreted and an understanding of the limitations of their role.

Families in Grief Safeguarding Contacts

ROLE and NAME	CONTACT DETAILS
<p>Safeguarding Lead: Naomi Jefferies</p> <p>Deputy Safeguarding Lead: Bec Symonds</p>	<p>01237 479027 / 07876 087042</p> <p>01237 479027/ 07379 094995</p>
<p>Safeguarding Trustee Lead: Maureen Elsom</p>	<p>07541 024848</p>
<p>Multi Agency Safeguarding Hub (MASH): Weekdays 9am - 5pm</p> <p>MASH Out of hours number: Weekdays 5pm - 9am and weekends.</p> <p>CAMHS Crisis mental health team: Weekdays 9am - 5pm</p> <p>CAMHS Crisis Out of hours number: Weekdays 5pm - 9am and weekends.</p>	<p>0345 1551071</p> <p>0345 6000388</p> <p>03300245321</p> <p>0300 555 5000</p>
<p>Local Authority Designated Officer LADO</p>	<p>01392 384964</p>

Safeguarding Legislation and Guidance

This policy has been developed in accordance with the principles established by the Children's Act 1989 and 2004; Equalities Act 2010; Education Act 2002; and Keeping Children Safe in Education 2016, the Care Act 2014, Care Act statutory guidance on Safeguarding, Safeguarding Vulnerable Groups Act 2006, What to do if you're worried a child is being abused: advice for practitioners (March 2015) Working Together to Safeguard Children (September 2018) Information sharing: advice for practitioners providing safeguarding services (September 2018).

Child Protection Policy

Families in Grief has a moral duty to ensure that it functions with a view to safeguarding and promoting the welfare of children.

Throughout this policy and its procedures, reference is made to "children and young people". This term is used to mean "those under the age of 18". The Trustees recognise that some adults are also vulnerable to abuse, accordingly, the procedures may be applied (with appropriate adaptations) to allegations of abuse and the protection of vulnerable adults. The Trustees and staff are committed to ensuring that Families in Grief:

- Provides a safe environment for children and young people.
- Identifies children and young people who are suffering or may be at risk.
- Takes appropriate action to see that such children and young people are kept safe from harm.

Procedure

In pursuit of these aims, the Trustees will approve and annually review policies and procedures with the aim of:

- Raising awareness of issues relating to the welfare of children and young people and the promotion of a safe environment for the children and young people.
- Providing procedures for reporting concerns.
- Establishing procedures for reporting and dealing with allegations of abuse against members of staff.
- The safe recruitment of staff.

The organisation has nominated a lead person with special responsibility for child protection issues for the year 2023. She/he will undertake appropriate training for this role. Maureen Elsom is the Trustee with responsibility for safeguarding. Naomi Jefferies is the Safeguarding Lead and Bec Symonds is the Deputy Safeguarding Lead.

We are continually funding and are seeking to engage young people in our fundraising activities. We are working with other youth-based charities/organisations on fundraising initiatives. We regularly apply for national, regional and local grants which support local disadvantaged children and young people. We are also working on a sustainability plan with the Cranfield Trust to ensure we can continue this much-needed work. We currently provide bereavement support training to schools, GP surgeries free of charge however we are also beginning to provide 'paid for' training to commercial organisations to help us in our bid to diversify our income streams and become more sustainable in the long-term.

All personnel involved with FiG will receive training appropriate to their role to familiarise them with child protection issues and responsibilities and Families in Grief's procedures and policies, with refresher training at least every three years.

Minimum training undertaken:

Safeguarding Lead and Deputy Safeguarding Leads - Group 3 Safeguarding every three years and delivering annual FiG refresher safeguarding training.

Safeguarding Trustee - 'Safeguarding training for Trustees' every three years.

Deputy Safeguarding Trustee - 'Safeguarding training for Trustees' every three years.

Trustees - Group 2 Safeguarding every three years.

CEO (Safeguarding Lead) - Group 3 Safeguarding every three years and delivering annual FiG refresher safeguarding training.

Family Service Officer – Group 2 Safeguarding every three years, with annual FiG refresher safeguarding training.

Administrator – Group 2 Safeguarding every three years, with annual FiG refresher safeguarding training.

FiG group leaders – Group 2 Safeguarding training every three years, with annual FiG refresher safeguarding training.

FiG volunteers – Group 2 Safeguarding training every three years, with annual FiG refresher safeguarding training.

The Trustees will receive from the designated senior member of staff with lead responsibility for child protection a safeguarding report at each trustee meeting, outlining any safeguarding issues, and how duties have been discharged.

Families in Grief recognise the following as definitions of abuse:

i. **Physical Abuse**

Physical abuse causes harm to a child's person. It may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning or suffocating. It may be done deliberately or recklessly, or be the result of a deliberate failure to prevent injury occurring.

ii. Neglect

Neglect is the persistent or severe failure to meet a child or young person's basic physical and/or psychological needs. It will result in serious impairment of the child's health or development.

iii. Sexual Abuse

Sexual abuse involves a child or young person being forced or coerced or groomed for the purpose of participating in or watching sexual activity. It is not necessary for the child to be aware that the activity is sexual and the apparent consent of the child is irrelevant.

iv. Emotional Abuse

Emotional abuse occurs where there is persistent emotional ill treatment or rejection. It causes severe and adverse effects on the child's or young person's behaviour and emotional development, resulting in low self-worth. Some level of emotional abuse is present in all forms of abuse.

All children and young people regardless of age, disability, gender, ethnicity, racial heritage, faith, sexual orientation, or identity, have the right to equal protection from all types of harm and abuse.

Designated Staff with Responsibility for Child Protection i.e. Senior Staff Member with Lead Responsibility

- The Designated Lead for child protection issues is Naomi Jefferies 01237 479027 / 07876 087042. The designated members of staff with joint deputy lead responsibility for child protection issues are and Bec Symonds 01237 479027/ 07379 094995.
- The Designated Lead has a key duty to take lead responsibility for raising awareness within the organisation of issues relating to the welfare of children and young people, and the promotion of a safe environment for the children and young people.
- She/he should keep up to date with developments in child protection issues. She/he will also have responsibility for making new staff and volunteers aware of the existing child protection policy, supported by the CEO.

Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

If a young person talks to a member of staff about any risks to their safety or wellbeing, **the staff member will need to let the young person know that they must pass the information on** – staff must adhere to confidentiality procedures. **At the start of all FiG groups**

confidentiality procedures will be discussed with ALL children and young people who access Families in Grief.

During their conversations with the young person, staff will:

- Allow the child or young person to speak freely.
- At an appropriate time tell the child/ young person that the member of staff must pass the information on.
- Remain calm and not overreact – the child/ young person may stop talking if they feel they are upsetting their listener.
- Give reassuring nods or words of comfort – ‘I’m so sorry this has happened’, ‘I want to help’, ‘This isn’t your fault’, ‘You are doing the right thing in talking to me’.
- Not be afraid of silences – staff must remember how hard this must be for the child/ young person.
- **Under no circumstances** ask investigative questions – such as how many times this has happened, whether it happens to siblings too, or what their mother thinks about all this. If you need to clarify any statements made by the young person, you may use the TED questions – tell me, explain, describe.
- Not automatically offer any physical touch as comfort. It may be anything but comforting to a child who has been abused.
- Avoid admonishing the child for not disclosing earlier. Saying things such as ‘I do wish you had told me about this when it started’ or ‘I can’t believe what I’m hearing’ may be the staff member’s way of being supportive but may be interpreted by the young person that they have done something wrong.
- Tell the young person what will happen next. Report verbally to the senior safeguarding lead.
- Write up their conversation as soon as possible (in the child’s words) and hand it to your designated officer.
- Ensure that all information is recorded in the safeguarding folder.
- Seek support if they feel distressed.
- Seek support if you feel distressed.
- Store all information in accordance with Data Protection Act.

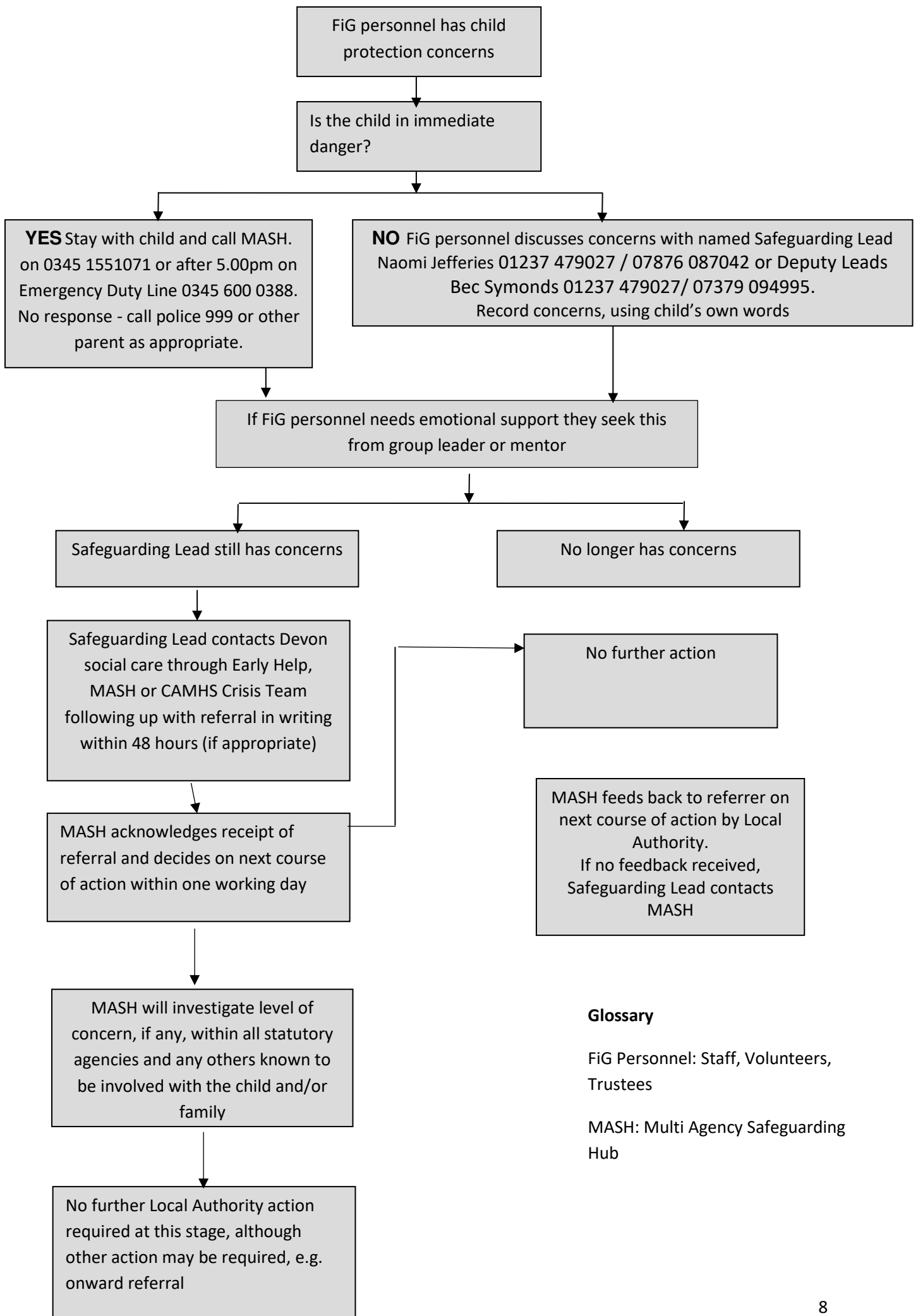
- FiG personnel should not investigate concerns or allegations, but should report them immediately to the Designated Lead.

Referral to MASH

A referral will be made to MASH if it is believed that a child or young person is suffering or is at risk of suffering abuse. The young person will be aware that this is / has happened.

Notifying parents

If appropriate, staff will encourage and support young people to discuss their situations with their parents/ carers or offer to advocate on their behalf. However, if staff believe that notifying parents could increase the risk to the child or exacerbate the problem, advice will first be sought from the designated officer or MASH.



Glossary

FiG Personnel: Staff, Volunteers, Trustees

MASH: Multi Agency Safeguarding Hub

Off Site Activities Policy

All FiG personnel will abide by this Safeguarding policy whilst engaging with children and young people off site. Where external venues/ activities are used, these will be checked to ensure that there are adequate safeguarding measures in place by asking for their safeguarding or child protection policies as well as risk assessments for the venue. If the correct measures are not in place, then FiG activities cannot take place there.

Equality and Diversity Policy

Policy

FiG is committed to ensuring that everyone involved with the organisation will be free from discrimination on the basis of race, gender, marital status, ethnic origin, sexual orientation, physical ability, educational attainment, age or income.

FiG expects all FiG personnel, families and other providers to commit themselves to provide an atmosphere free from discrimination and bullying whether physical or verbal.

FiG will provide a working environment where all people are treated with dignity and respect.

FiG is committed to recognising the range of families who are bereaved and to promoting positive and non-stereotypical images of bereaved families.

Allegations and Whistleblowing Policy

Policy:

FiG is committed to developing and maintaining a safe and open culture. FiG personnel with any concerns about unlawful or inappropriate conduct or financial malpractice will be protected from adverse treatment following such disclosure.

The whistleblowing policy is to protect those involved with FiG from suffering any form of retribution as a result of their disclosure, if raised in good faith.

The following flow chart identifies who to approach should FiG personnel wish to make a complaint:

Support for FiG Personnel



Data Protection, Record Keeping and Confidentiality Policy

Data Protection

Policy:

The Data Protection Act 2018 governs the use of information about people (personal data). Personal data can be held on computer or in a manual file, and includes mailing lists, email, minutes of meetings, and photographs.

Families in Grief needs to collect and use certain types of information about the children, young people and their families, as well as professionals who come into contact with FiG in order to carry on its work.

Families in Grief may share data with other agencies such other agencies involved in working with our children, young people and families.

All personnel involved with FiG will be made aware in most circumstances how and with whom their information will be shared.

FiG regards the lawful and correct treatment of personal information as very important to successful working and to maintaining the confidence of those with whom we work.

Families in Grief holds information on families for as long as is necessary.

FiG intends to ensure that personal information is treated lawfully and correctly and will adhere to the general data protection regulations.

All new members of FiG personnel will undertake training about this policy when they first join the organisation.

Procedure

- FiG staff store all files securely on the 'FiG cloud' (Microsoft Office 365). All FiG personnel have access to this cloud, however security settings only allow three members of FiG staff to have access to personal data about families and volunteers, they are:

Family Service Coordinator – Etelka Moon

Family Service Coordinator – Bec Symonds

- Any personal information about families that needs to be shared electronically must be done via Egress secure email.

- Personal family data must not be carried between home visits unless on a secure device, for example a password protected computer/ phone. All personal data must be deleted from device after use.
- FiG personnel and families will be made aware that they have the right to request access to personal information held about them.
- All FiG personnel must receive training about protecting personal data and must sign the confidentiality agreement when starting to work with the organisation
- In the event of a data breach, the FiG office must be immediately notified 01237 479027. The CEO of FiG will then record the breach and notify the Chair of Trustees. Where necessary the CEO will report the breach to the Information Commissioner's Office (ICO). Telephone No. 03031 23113

Confidentiality

Policy:

It is Families in Grief's policy to conform to current legislation regarding confidentiality. All Trustees, employees and volunteers are required to abide by FiG's Confidentiality Policy and sign a Confidentiality Agreement.

All information given to or created by FiG personnel during a child or family's involvement with FiG and when their involvement ends, must remain confidential at all times. This means that the information will not be given to anyone outside FiG without the specific permission for this purpose of those to whom it relates, unless it is deemed that there is a child protection issue, and/or that the child's safety is at risk.

All notes, records of meetings etc. will be kept on file and will be securely stored (see Recording and Storing Information policy). The files will only be accessed by those Trustees, volunteers or staff of FiG who are authorised to do so. The following two representatives (one of whom will be a trustee) will be nominated to deal with all issues relating to a breach of confidentiality.

Nominated Representatives are: CEO of FiG, Naomi Jefferies and Chair of Trustees, Tracey Elliott.

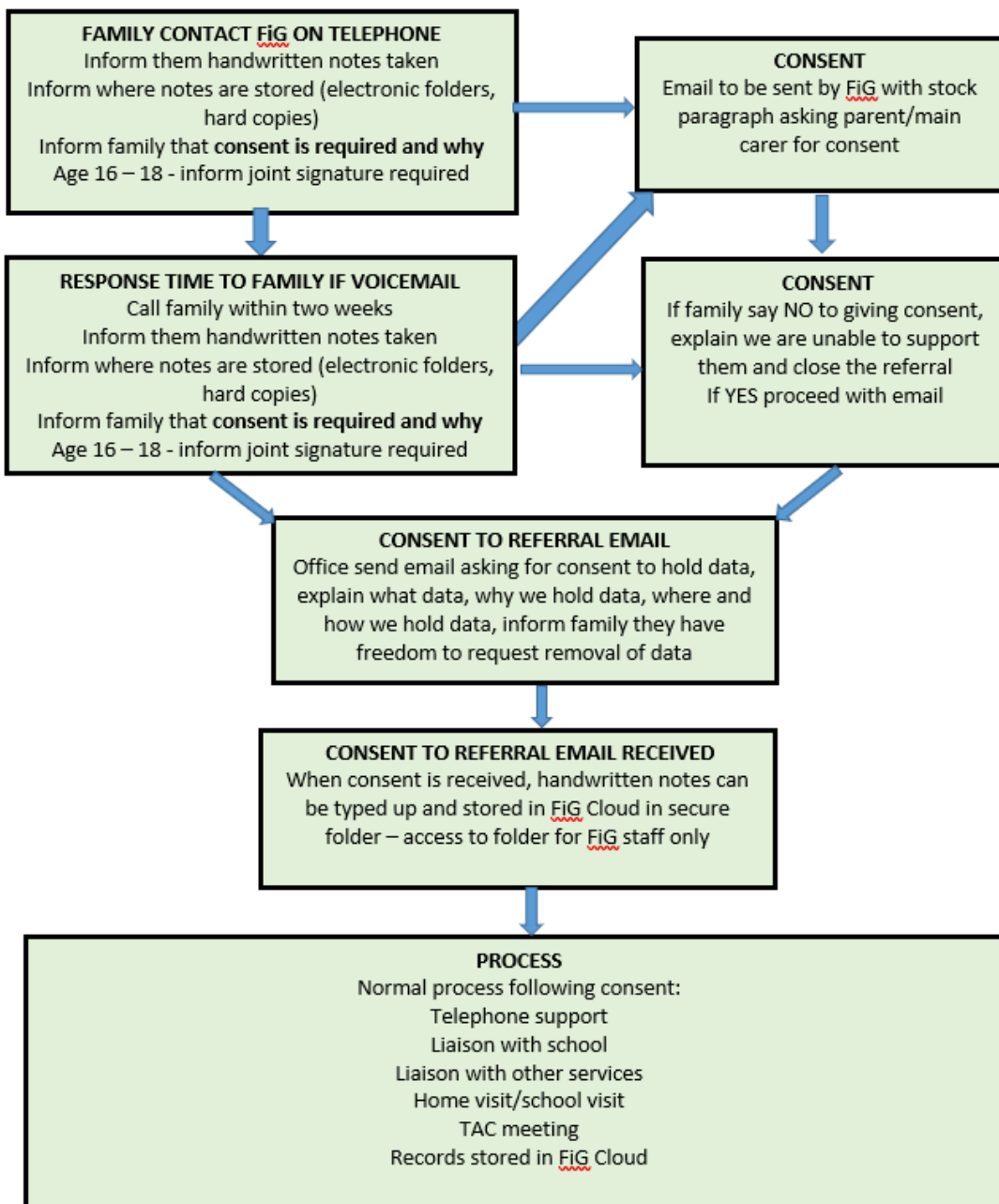
Procedure:

- Discussion about personal matters relating to families and individuals should take place in private.
- Files containing personal information will be stored securely. (See Data Protection Policy)
- Unless there are child protection or safeguarding issues, information should only be shared with outside agencies with the permission of the individual(s) concerned.
- Information is only shared in accordance with the FiG Data Protection Policy.

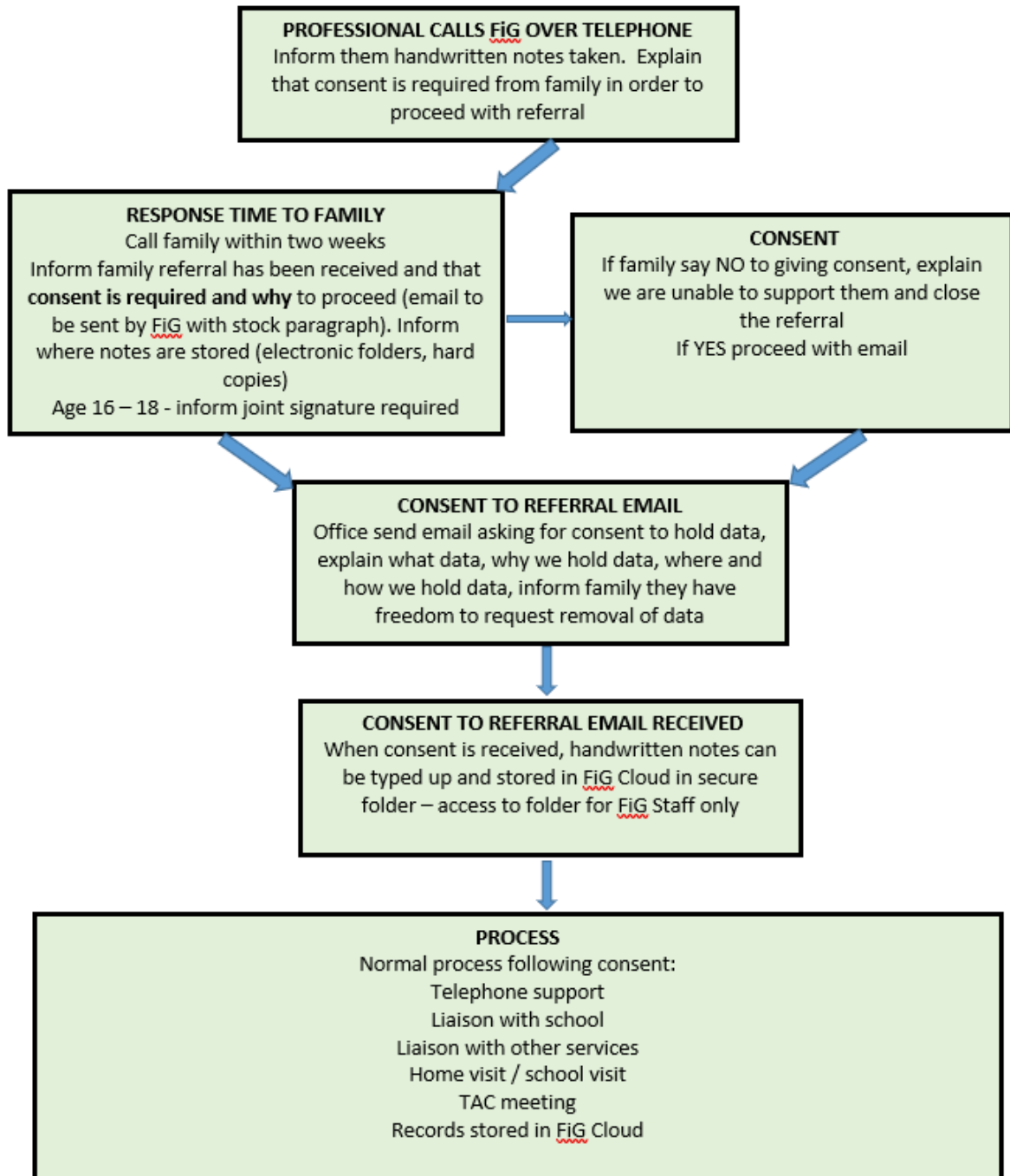
Recording and Storing Information

The following procedures (flow charts below) set out how FiG staff record personal data when receiving a referral from a family, in accordance data protection guidelines.

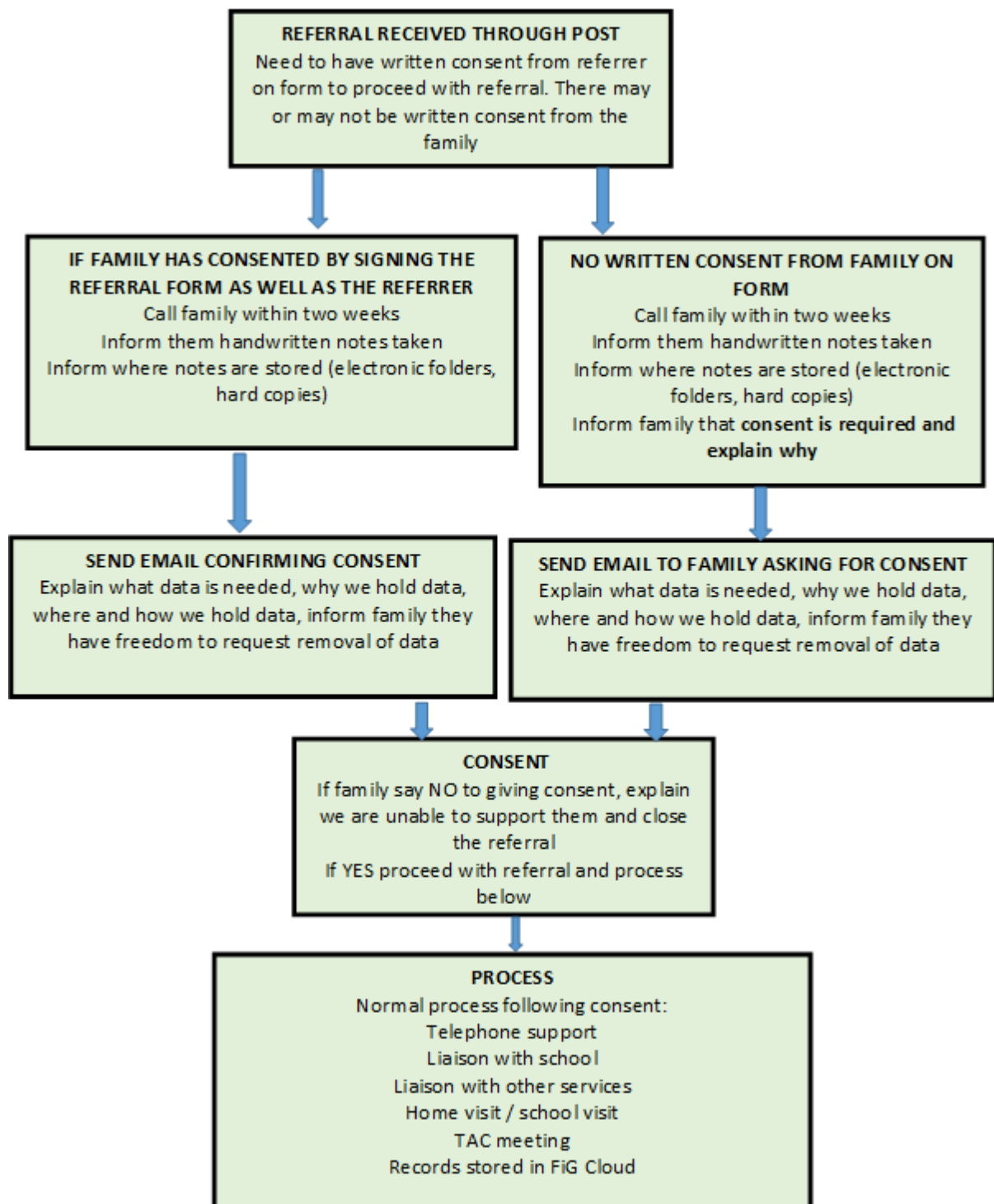
FAMILY REFERRAL TO FIG (SELF-REFERRAL)



FAMILY REFERRAL TO FIG (VIA PROFESSIONAL OVER TELEPHONE)



FAMILY REFERRAL TO FIG (VIA PROFESSIONAL BY POST)



Other FiG policies relating to Safeguarding include:

Code of Conduct Policy

Wellbeing of FiG Personnel Policy

Safe Recruitment of FiG Personnel Policy

Lone Working Policy

eSafety Policy

Volunteer Policy