

## **Sunrise Career Guidance Safeguarding Policy**

### **Definitions**

[NSPCC Learning](#) defines safeguarding as “the action that is taken to promote the welfare of children and protect them from harm”. According to the [Department for Education \(2018\)](#), it means:

- protecting children from harm
- preventing damage to children’s health or development
- making sure children grow up safely, and
- taking action to make sure all children have the best start in life.

[NSPCC Learning](#) defines child protection as “part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.”

### **Purpose and aim of the policy statement**

Sunrise Career Guidance (SCG) offers personal and group-based career guidance services to individuals, schools, and charities, supporting clients’ career development and growth. Individual (private) clients may include children and young people under the age of 18. Depending on the client’s preference and situation, we may work with under 18s on a one-to-one basis or with their parents or carers. We may also work with children and young people in schools and charity settings, in which case we work in line with the safeguarding policies set out by these providers.

SCG is committed to protecting the children and young people we work with and keeping them safe from abuse and harm. This safeguarding policy sets out how we will:

- work to protect children and young people using our services
- inform parents and carers about our safeguarding approach
- recognise, respond to, report, and record any child protection concerns using our child protection procedures

### **Scope of the policy statement**

This safeguarding policy relates to our work with children and young people under 18 and applies to all SCG staff working with children and young people under 18.

### **Context**

This policy is informed by the legislation, policy, and guidance that exists in England to protect children and young people and keep them safe. The NSPCC’s website summarises the [legislation, policy, and guidance](#) that influence this safeguarding policy. Relevant legislation includes The Children Act 1989 and The Children Act 2004 and guidance includes The Department for Education’s 2018 document entitled ‘Working together to safeguard children’.

This policy is linked to more detailed organisational policies and procedures, as explained under the ‘Supporting documents’ section.

## Policy statement

SCG believes that it is the responsibility of every person to keep children and young people safe, and to work in a way that protects their safety and promotes their welfare. We are committed to keeping all children and young people safe, regardless of their protected characteristics including age, disability, sex, gender identity, race, religion or belief, and sexual orientation.

We will strive to keep children and young people safe by:

- valuing, listening to, and respecting children and young people
- always behaving appropriately in our interactions with children and young people
- acknowledging that we work in a position of trust and acting in a professional manner in line with the [CDI Code of Ethics](#)
- adopting child protection and safeguarding best practice through our policies, procedures, and codes of conduct
- training all staff in recognising, responding to, reporting, and recording safeguarding concerns
- ensuring all staff have necessary criminal record checks via the Disclosure and Barring Service (DBS)
- sharing information about safeguarding and good practice with children and their families
- making sure that children, young people, and their families know where to go for help if they have a concern
- building a safeguarding culture where staff, children, young people, and their families treat each other with respect and are comfortable about sharing concerns
- using our safeguarding and related child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance

## Supporting documents

This policy works in line with SCG's organisational policies, procedures, and guidance that outline how SCG will work to keep children and young people safe during the course of their work. These include our child protection procedures which detail how we recognise, respond to, report, and record observations in relation to concerns about a child's or young person's safety and wellbeing.

SCG also works in line with the guidance provided within the CDI's position paper on the [Safe and ethical use of web videoconferencing for personal careers guidance](#).

## Contact details

If you have a question about safeguarding in relation to SCG's work, please contact Lis McGuire RCDP on 07840 918980 or via email at [lis@sunrisecareerguidance.co.uk](mailto:lis@sunrisecareerguidance.co.uk). For child protection support and advice, you can also contact the [NSPCC Helpline](#) (0808 800 5000) or [Childline](#) (0800 1111).

## Changes to this policy

This policy may be updated or amended from time to time. Please review this page to stay up to date with any changes. When you use our services, you are agreeing to work in line with this policy.

Lis McGuire RCDP  
1 August 2020

## Sunrise Career Guidance Child Protection Procedures

Child protection concerns occur where there is reason to suspect a child is suffering or likely to suffer harm because of abuse or neglect. SCG understand that we have a role to play in identifying child protection concerns, sharing information, and taking action to ensure children and young people at risk of abuse or neglect receive the right help at the right time. As such, we have developed child protection procedures to inform how we work with regard to:

- Recognising possible abuse or neglect
- Responding appropriately to concerns about a child or young person's safety or wellbeing
- Reporting concerns about a child or young person's safety or wellbeing
- Recording observations and actions taken by us and others

### Recognising possible abuse

We understand that there are four main categories of abuse, each of which can involve inflicting harm or failing to prevent harm:

- Physical abuse: when someone inflicts physical harm on a child
- Emotional abuse: when children suffer continual emotional ill treatment that causes a severe, long-lasting impact on their emotional development
- Sexual abuse: when a child is forced or persuaded to take part in sexual activities
- Neglect: where a parent or carer persistently fails to meet a child's basic physical and emotional needs by failing to provide food, shelter, clothing, or medical care or failing to protect them from physical and emotional harm or danger

Other examples of harm to children and young people are bullying, online abuse, child sexual exploitation, domestic abuse, female genital mutilation, child trafficking, grooming, and harmful sexual behaviour.

We understand and remain alert to possible signs and indicators of abuse and neglect, which can be physical or behavioural. These can include:

- Physical abuse: bruises, burns or scalds, bite marks, fractures or broken bones, other unexplained injuries, or health problems
- Neglect: poor appearance and hygiene, health and developmental issues, housing and family issues
- Sexual abuse: wanting to stay away from certain people, isolation from parents, lack of social skills, low self-esteem, insecurity, age-inappropriate knowledge, language, or sexual behaviour, having physical symptoms of abuse, obsessive cleanliness
- Emotional abuse: over-affectionate to new people, lack of confidence, wariness, anxiety, aggressiveness, or nastiness

More information on definitions and signs of child abuse can be found [here](#).

### Responding appropriately to child protection or safeguarding concerns

In the event that a child or young person makes a disclosure in relation to abuse or neglect, SCG aims to respond in an appropriate, considered, and thoughtful manner. We will aim to:

- Stay calm
- Listen carefully

- Take the conversation at the child or young person's pace
- Reassure the child or young person
- Tell them what will happen next

In this event, we might respond along the lines of:

- *You've been very brave telling me about this / Thanks for deciding to tell me about this / It's really good that you've told me about what is worrying you*
- *Take as much time as you need to tell me about it / I can understand why you've been so upset, it sounds like a really worrying situation for you*
- *I'll do everything I can to support you / I will help you as best I can*
- *None of this is your fault*
- *I need to talk to someone who can help you with this / Because you are in danger, I do need to talk to someone who can help sort this / This is so important I need to speak to someone who can do something about what is happening to you*

We will not promise confidentiality as this may conflict with our commitment to ensure the safety and welfare of the child or young person at risk. If possible, we will aim to obtain the child or young person's consent to pass on the information they share, however if abuse or neglect is suspected or disclosed, we have an overriding public responsibility to report our concerns with relevant individuals and/or organisations. Staff involved should therefore let the individual know that this information will have to be passed on.

Following a disclosure, we will aim to ensure that the child or young person has an appropriate contact (friend or family member) who can support them when they leave us. We will also signpost them to relevant support including the [NSPCC Helpline](https://www.nspcc.org.uk/08088005000) (0808 800 5000) or [Childline](https://www.childline.gov.uk/08001111) (0800 1111).

#### Sharing concerns about individual (private) clients with their parents or carers

If SCG becomes concerned about the safety and wellbeing of an individual client under the age of 18, outside of a school or charity setting, we may seek the child or young person's consent to involve their parents or carers, if appropriate. If the child or young person refuses to give consent, we will respect their decision but seek further advice from the NSPCC, children's social care, or police on next steps.

We will discuss concerns with parents and carers if appropriate, providing that a discussion will not place the child or young person at increased risk of harm, worsen the situation, put SCG staff at risk of harm, interfere with a criminal investigation, or cause unreasonable delay in referring the case to social care. In this event, we will seek parents' or carers' consent to report the concern to social care. If such a discussion occurs and does not allay our concerns, we will refer the concern to appropriate individuals or organisations using the reporting procedures below.

#### **Reporting concerns**

If SCG staff have concerns about a child or young person's safety or wellbeing, they will report or refer these concerns to the appropriate person or organisation who is responsible for taking action within 24 hours. This may be the designated safeguarding lead (DSL) in schools and charities, children's social care/social services, the social care emergency duty team, or the police or emergency services, depending on the context and circumstances.

When faced with concerns about the safety and welfare of individual clients, we will seek advice directly from the child or young person's local child protection service or the [NSPCC](https://www.nspcc.org.uk/08088005000) helpline (0808

800 5000), who can advise us on what action should be taken. If immediate intervention is required (e.g. in a dangerous or emergency situation), we will inform the police or emergency services.

When faced with concerns about the safety and welfare of a client in a school or charity setting, SCG will work in line with the school or charity's safeguarding policy, passing on safeguarding concerns to the designated safeguarding lead (DSL) in the first instance or nominated contacts if the DSL is absent.

Before reporting concerns, we will aim to get the child or young person's consent to pass on information regarding their safety. However, if the concerns indicate harm to the individual or another child or adult at risk, then we will need to pass on the information with or without consent.

When reporting concerns, we will detail the following information:

- Name and information about the child or young person
- Nature of concern (including what has been said, physical signs, behavioural indicators)
- Staff member name and role
- When and where the disclosure happened or suspicion arose
- Who else was present
- Any relevant observations about the child in the past
- What staff said to the child about confidentiality and their response
- The name and address (if known) of the alleged abuser
- Details of the staff's response to the child or young person
- Details of who has been informed and any advice received or actioned

We understand that after reporting, we may be asked to:

- contribute to a report for a meeting about the child or young person
- Attend a meeting about the child or young person
- Contribute to a child protection plan

When reporting a concern to social care/social services, SCG will follow up if we haven't heard back within three days, to find out what is happening.

### **Recording observations and actions**

SCG staff will record our observations, concerns, and actions and decisions taken by us and others as quickly as soon as possible after responding to the child or young person's immediate needs.

We will record what has been seen, heard, decided, and done in as much detail as we can in order to help organisations keep child and young people safe. Our record of concern will detail (if known):

- The child or young person's family name and first name, address and postcode, gender, date of birth and age
- Details of any disability or impairment
- The nature of the concern (detailing any signs of injury, abuse, or neglect, parties involved)
- If the child or young person gave consent to share this information and if not whether and why a decision was taken to override this
- A record of consent (if possible)
- The name, job title, and contact details of the person raising the concern and their relationship to the child or young person
- Signature of person raising the concern

- Date and time of the incident or disclosure
- Date and time of referring the concern
- Date and time of recording the concern
- What was said and done and by whom

We will aim to ensure our records are clear, accurate, up-to-date, and jargon-free. We will separate facts from opinions and record exact words where possible. We understand that these records may be used as evidence and may determine outcomes.

Records of concerns will be shared on a need-to-know and timely basis with individuals or organisations who have a role or responsibility requiring them to be informed, including the DSL, nominated contact, children's social care, or police and emergency services.

Records of concerns will be stored securely in line with our privacy policy and data retention procedures.

Lis McGuire  
17 June 2020