

Sunrise Career Guidance Children & Young People 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. 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

Sunrise Career Guidance Adults Safeguarding Policy

Definitions

[The Office of the Public Guardian \(OPG\)](#) defines safeguarding as “a term we use to describe how we protect adults and children from abuse or neglect”. OPG states: “Safeguarding is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person”.

Adult at risk is a term used by OPG to replace ‘vulnerable adult’. According to [the Department of Health](#), an adult at risk of abuse can be anyone aged 18+ years “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

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. Clients using our services may include children and young people under the age of 18 and adults at risk.

We may work with adults at risk on a one-to-one basis or in a group-based career learning and development programme. SCG is committed to protecting the adults at risk we work with and keeping them safe from abuse and harm.

This adult safeguarding policy sets out how we will:

- work to safeguard adults at risk using our services, regardless of their protected characteristics including age, disability, sex, gender identity, race, religion or belief, and sexual orientation
- inform charities and individual service users about our safeguarding approach
- recognise, respond to, report, and record any safeguarding issues and concerns regarding adult protection using our safeguarding procedures

Scope of the policy statement

This safeguarding policy relates to our work with adults at risk and applies to all SCG staff working with adults at risk.

Context

This policy is informed by the legislation, policy, and guidance that exists in England to protect adults at risk and keep them safe.

Relevant legislation, policy, and guidance includes Mental Capacity Act 2005; [Care Act 2014](#); Office of the Public Guardian Safeguarding Policy; [Kent and Medway Safeguarding Adults Practitioner Guidance](#); and the General Data Protection Regulation (GDPR).

The Care Act 2014 sets out that it is the general duty of a local authority, in exercising a function under this Part in the case of an individual, is to promote that individual’s well-being. “Well-being”, in relation to an individual, means that individual’s well-being so far as relating to any of the following:

- a. personal dignity (including treatment of the individual with respect);
- b. physical and mental health and emotional well-being;

- c. protection from abuse and neglect;
- d. control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);
- e. participation in work, education, training or recreation;
- f. social and economic well-being;
- g. domestic, family and personal relationships;
- h. suitability of living accommodation;
- i. the individual's contribution to society.

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 adults at risk safe, and to work in a way that protects their safety and promotes their welfare. We are committed to keeping all adults at risk safe, and will strive to do this by:

- valuing, listening to, and respecting all clients including adults at risk
- always behaving appropriately in our interactions with adults at risk
- acknowledging that we work in a position of trust and acting in a professional manner in line with the [CDI Code of Ethics](#)
- adopting safeguarding best practice through our policies, procedures, and codes of conduct
- working in line with employing organisation's (charity's) safeguarding policies
- being alert to potential indicators of abuse and neglect
- 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 adults at risk
- making sure that adults at risk know where to go for help if they have a concern
- building a safeguarding culture where staff, adults at risk, and their families treat each other with respect and are comfortable about sharing concerns
- using our safeguarding and related procedures to share concerns and relevant information with the designated safeguarding lead at the charity and agencies who need to know, and involving adults at risk 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 adults at risk safe during the course of their work. These include our adult safeguarding procedures which detail how we recognise, respond to, report, and record observations in relation to concerns about an adult at risk'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.

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
23 August 2020

Sunrise Career Guidance Adult Safeguarding Procedures

Adult protection concerns occur where there is reason to suspect an adult is suffering or likely to suffer harm because of abuse or neglect. SCG understand that we have a role to play in identifying adult protection concerns, sharing information, and taking action to ensure adults at risk of abuse or neglect receive the right help at the right time.

As such, we have developed adult protection procedures to inform how we work with regard to:

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

Definitions

[OPG states](#) that "Abuse and neglect take many forms. Abuse can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal or psychological. It can be the result of an act or a failure to act... Some types of abuse are illegal, and in these cases adults who lack capacity are protected by law the same as everyone else... Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place."

"Abuse can fall into the following categories:

- Physical: This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone or only letting them do certain things at certain times.
- Domestic: This includes psychological, physical, sexual, financial or emotional abuse. It also covers so-called 'honour' based violence.
- Sexual: This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts the adult didn't consent to or was pressured into consenting.
- Psychological: This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.
- Financial or material: This includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits.
- Modern slavery: This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.
- Discriminatory: This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation or religion.
- Organisational: This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes and practices within an organisation.

- Neglect and acts of omission: This includes ignoring medical, emotional or physical care needs, failure to provide access to educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.
- Self-neglect: This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding."

Source: <https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults/sd8-opgs-safeguarding-policy#what-is-abuse>

Recognising possible abuse

We understand that even for those experienced in working with cases of adult abuse, it is not always easy to recognise a situation where abuse may occur, is occurring, or has already taken place. However, while we accept staff may not be experts, we commit to remaining alert to possible signs and indicators of abuse and neglect, which can be physical or behavioural. These are detailed at: <https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>.

Responding appropriately to adult protection or safeguarding concerns

In the event that an adult at risk 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 adult's pace
- Reassure the adult
- Find an appropriate early opportunity to explain that it is likely the information will need to be shared with others who need to know about it
- Tell them what will happen next

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

- *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 adult at risk. If possible, we will aim to obtain the adult'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 adult has an appropriate contact (friend or family member) who can support them when they leave us. We will also signpost them to relevant support as detailed here:

https://www.kent.gov.uk/data/assets/pdf_file/0013/13513/AdultAbuseLeaflet.pdf or as appropriate.

Reporting concerns

If SCG staff have concerns about an adult'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 charities, 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 social services (<https://www.kent.gov.uk/social-care-and-health/report-abuse>) 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 charity setting, SCG will work in line with the 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 adult'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 adult at risk
- 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 adult at risk in the past
- What staff said to the adult at risk about confidentiality and their response
- The name and address (if known) of the alleged abuser
- Details of the staff's response to the adult at risk
- Details of who has been informed and any advice received or actioned

We understand that after reporting, we may be asked to collaborate with the DSL and investigating agencies.

When reporting a concern directly 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 adult at risk'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 adults at risk safe. Our record of concern will detail (if known):

- The adult at risk'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 adult at risk 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 adult at risk
- 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, 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
23 August 2020