

Chayn Safeguarding Policy



Chayn's Designated Safeguarding Officer is: Hera Hussain

This policy is due for review by: December 2021

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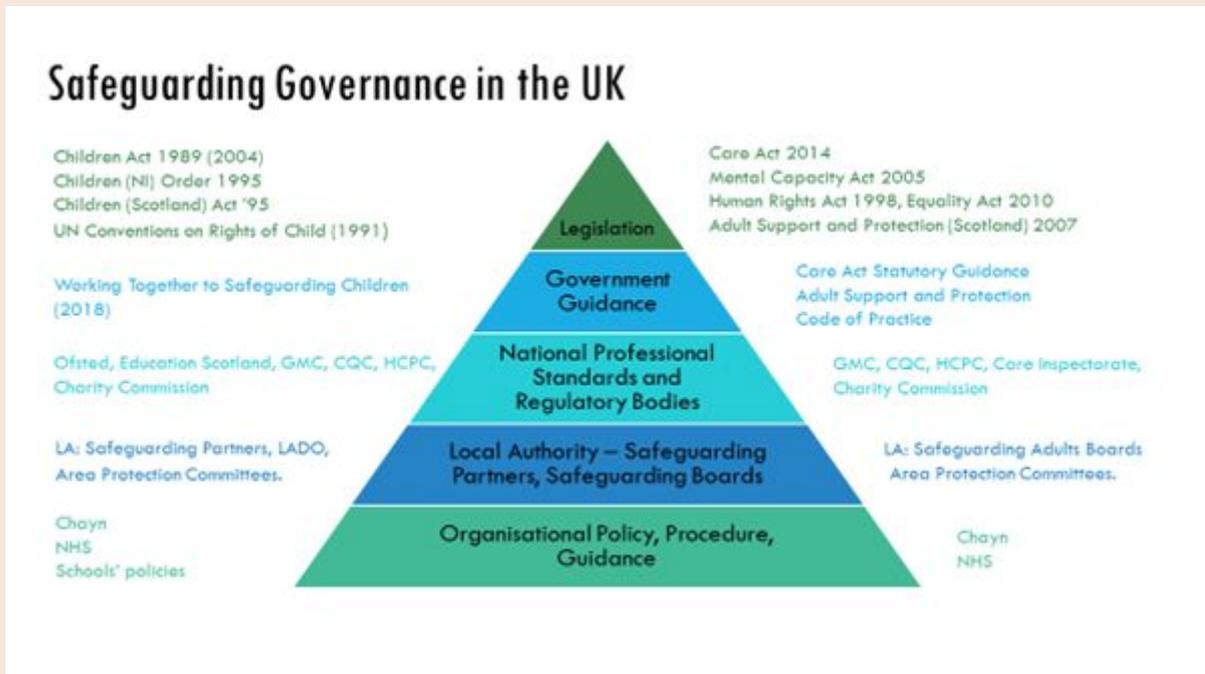
Definitions

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse, exploitation and neglect.

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Anyone working with children, young people and adults-at-risk in the UK, whether paid or voluntary, is under a legal duty of care to act as a careful parent would. The Human Rights Act also impacts on a child's right to protection and on agencies' responsibilities towards children, young people and adults-at-risk.



Further definitions relating to this policy are provided in the glossary below.

Purpose

The purpose of this policy is to:

- Outline the duties and responsibility of staff, trustees, and associated personnel¹ working on behalf of Chayn in relation to Safeguarding children and adults who come into contact with Chayn
- Provide protection for the children and adults who come into contact with Chayn
- Provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or adult may be experiencing, or be at risk of, harm.

Scope

¹ See 'Scope' for definition of associated personnel

Chayn Safeguarding Policy

The following people are required to act in accordance with this policy. They must act on any Information that comes to their attention which gives reasonable grounds to suspect that a child, young person or adult-at-risk has been, is being or could be subject to a safeguarding concern:

- All volunteers, trustees, and staff contracted by Chayn CIO
- Associated personnel whilst engaged with work or visits related to Chayn CIO, including but not limited to the following: consultants; contractors; programme visitors including journalists, celebrities and politicians

Policy Statement

Chayn CIO believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be safe from all forms of harm, abuse, neglect and exploitation.

Chayn CIO will not tolerate abuse and exploitation by staff, volunteers, trustees, or associated personnel.

This policy will address child safeguarding and adults-at-risk safeguarding,

Chayn CIO is committed to safeguarding children, young people and adults-at-risk across the organisation.

It is **EVERYONE's** responsibility that they protect the welfare of children, young people and adults-at-risk at Chayn and ensure that best practice is followed, including compliance with statutory requirements.

Chayn CIO commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Chayn CIO commits to safeguarding the wellbeing of our staff and volunteers. Wellbeing is discussed in every line management meeting, and opportunities for supervision and debriefing are regularly identified.

Prevention

Chayn CIO responsibilities

Chayn CIO will:

- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with Chayn CIO. This includes the way in which information about individuals in our programmes is gathered and communicated

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- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel, including a Disclosure and Barring Service check for relevant personnel
- Ensure staff receive training on safeguarding at a level commensurate with their role in the organization
 - Interactive safeguarding training for all staff, trustees and volunteers
 - Specific training on Chayn's own internal procedures for reporting, recording and referring safeguarding concerns.
 - Chayn's Trustees will undertake specific training/learning regarding their particular responsibility as trustees
- Provide effective management for staff and volunteers through meetings, support and training.
- Follow up on reports of safeguarding concerns promptly and according to due process
- Share information about concerns with agencies who need to know
- Work collaboratively with parents, carers, children and adults-at-risk wherever possible when concerns are raised. However, the safety of a child will always be of paramount importance and there may be times when it is necessary to seek advice and guidance with statutory agencies before informing parents, carers, children and adults-at-risk of actions and concerns
- Review our policy and practice at regular intervals
- Ensure that everyone in the organisation has the latest knowledge about how to keep children, young people and adults-at-risk safe.
- Assess the risks for/to children and adults-at-risk that Chayn CIO may come into contact with
- Ensure the presence of Safeguarding Officers, whose take primary responsibility for child protection and adult at risk protection concerns
- Ensure that Chayn's resources and services are not harmful through the above measures and through:
 - Ensuring all Chayn CIO's activities are survivor-led, trauma-informed, and co-created and co-facilitated within a team

Staff and Associated Personnel Responsibilities

- **Safeguarding is everyone's business**
- It is the duty of all staff and associated personnel to familiarise themselves with, and follow, the Safeguarding Policy and Procedures
- If staff and associated personnel have concerns about the safety or welfare of a child, young person or adult-at-risk, they must always do something, even if that is sharing their concerns with a colleague/supervisor/manager who has greater knowledge and experience in relation to safeguarding.
- Doing nothing is NOT an option and may lead to disciplinary action being taken.
- Staff and associated personnel must contact their Project Lead or the Designated Safeguarding Officer as soon as possible when a safeguarding concern is raised
- All staff and associated personnel must clearly document all concerns about a child, young person or adult-at-risk's welfare using the procedures outlined in the reporting section below, and using the template - appendix 1 of this policy. Staff should record minutes of any meetings or emails, this is to include all discussions and actions taken.

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- All staff and associated personnel must contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- All staff and associated personnel must report any concerns or suspicions regarding safeguarding violations by any Chayn CIO staff member or associated personnel to the appropriate staff member
- All staff and associated personnel must abide by Chayn CIO's Code of Conduct

Safeguarding Lead Responsibilities

A member of Chayn's Board of Trustees will take on the Safeguarding Lead Role. Safeguarding is the responsibility of all Trustees, but the Lead will take on the following responsibilities:

Strategic

- Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, regulations specific to your activities, statutory guidance, and the safeguarding expectations of the Charities Commission.
- Work with the CEO and designated safeguarding lead regularly to review whether the things the organisation has put in place are creating a safer culture and keeping people safe.
- Check the organisation's risk register reflects safeguarding risks properly and plans sensible measures to take, including relevant insurance for trustees liability.
- If your organisation delivers activities that need inspections, be aware of how ready for those inspections you are and respond to any following reports.
- Make sure there is space on the agenda for safeguarding reports and help trustees understand and challenge those reports.

Effective policy and practice

- Make sure there is an annual review of safeguarding policies and procedures and that this is reported to trustees.
- Understand the monitoring your charity does to see whether policies and procedures are effective.
- Call for audits of qualitative and quantitative data (either internal or external) when they're needed.
- Learn from case reviews locally and nationally, to improve your organisation's policies, procedures and practices.
- Oversee safeguarding allegations against staff or volunteers, together with CEO and designated safeguarding lead.
- Be a point of contact for staff or volunteers if someone wishes to complain about a lack of action in relation to safeguarding concerns.

Creating the right culture

- Champion safeguarding throughout the organisation.
- Attend relevant safeguarding training events and conferences.
- Support the trustees in developing their individual and collective understanding of safeguarding.

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- Attend meetings, activities, projects to engage with staff, volunteers and beneficiaries to understand safeguarding on the ground.
- Work with the chair, CEO, designated safeguarding lead and communications team in order to manage all serious safeguarding cases.
- Support regular safeguarding updates for staff, volunteers and beneficiaries.
- Make sure you have ways of gathering the views of staff and volunteers in relation to safeguarding and sharing these with the board.

Designated Safeguarding Officer Responsibilities

The designated person(s) are key to ensuring that proper procedures and policies are in place, and are followed with regard to child safeguarding issues, and is the primary person to whom members of staff and volunteers report concerns

Chayn's Designated Safeguarding Officer is responsible for:

- Acting in a consultative role for all staff, including de-briefing for staff following referral, as necessary
- Evaluating the type of report or referral that is required, depending on:
 - whether it's a child or adult at risk
 - if you or someone implicated belongs to a professional body
 - if you or someone implicated is part of a regulated activity
 - whether it is a safeguarding concern or a workplace harassment issue.

There are several types of report an organisation may need to produce. This will depend on what's happened, and could include:

- an internal incident report
- a referral report to social services
- a referral report to the police
- a report to the Charity Commission or other organisations.
- Ensuring written referral completed and any other written accounts collated, completed and sent to the appropriate agency within 48 hours of telephone referral being made;
- Referral and liaison role with Police, Safeguarding and Social Care;
- Dissemination of policy and good practice to all staff; and
- Following procedures in cases where there are allegations made against a member of staff, if Chayn's Designated Safeguarding Officer is implicated or unavailable, then the Chair of the Board of Trustees will act as Designated Safeguarding Officer

Chayn has also appointed a Deputy Designated Safeguarding Officer, who is trained and confident to take on the role if the DSO is unavailable.

Child Safeguarding and Adults-at-risk Safeguarding

In this section, we have chosen not to incorporate some information within the text of this policy, but rather to link to external resources. This is because we are mindful of the context in

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which we work, of the experiences that staff and related personnel may have been through, and of the impact of unexpectedly reading about experiences which may mirror their own.

Chayn CIO's internal training materials are tailored to contain all necessary information, while preparing people to hear potentially distressing information about safeguarding, and sharing this information in a sensitive and thoughtful manner.

Why this policy sets out separate information for children and adults-at-risk

- Children and adults at risk can experience different types of harm and abuse.
- Many people don't understand why adults need safeguarding.
- The way abuse is reported for children and adults at risk is not the same and the legislation for managing each is different.
- All adults, including adults at risk, can choose to make unwise decisions - including the choice not to take action to protect themselves. This is different for children, where their safety is the primary concern - although listening to their views is still important.
- When you're safeguarding adults, you must consider the individual adult's needs in every situation. This might include considering whether the adult is subject to coercion or undue influence.

Child safeguarding

Further information on types of abuse affecting children, and how you might be able to spot signs of abuse, can be found via the links below. Please note that the content of these websites has been screened, and has been selected for clarity and keeping distressing content to a minimum. However, safeguarding is often a distressing subject so we warn that

*** content could potentially be distressing, especially for survivors of abuse ***

[National Society for the Prevention of Cruelty to Children \(NSPCC\) - Types of Child Abuse](#)

[National Society for the Prevention of Cruelty to Children \(NSPCC\) - Spotting Signs of Child Abuse](#)

Adults-at-risk safeguarding

An adult-at-risk is anyone aged 18 or over who:
has needs for care and or support
as a result of care and support needs is unable to protect themselves from abuse
is currently experiencing or is at risk of abuse.

Further information on types of abuse affecting adults-at-risk, and how you might be able to spot signs of abuse, can be found below. Please note that the content of these websites has

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been screened, and has been selected for clarity and keeping distressing content to a minimum. However, safeguarding is often a distressing subject so we warn that

*** content could potentially be distressing, especially for survivors of abuse ***

[Social Care Institute for Excellence - Types and Indicators of Abuse \(Adults\)](#)

International Safeguarding

Chayn CIO's associated personnel and beneficiaries are often based outside the UK. Chayn's duty of care to individuals outside of the UK is very difficult to establish due to the widely varying legislation and guidance around safeguarding (and many associated laws) around the world.

If safeguarding concerns fall outside the scope of UK agencies and legislation the above internal reporting procedures should be followed, and Chayn's Designated Safeguarding Officer will:

- Where an individual contacts Chayn UK from another country where Chayn has a presence, they should be signposted to the appropriate group (e.g. Chayn Pakistan). Each Chayn project has appropriate safeguarding policies in place.
- If individuals contact Chayn from a country where there is no specific related project, it will normally be inappropriate for Chayn to provide safeguarding action – although you may choose to signpost to a local organisation.
- Chayn has developed, available on our website, a directory of external agencies that individuals can be signposted to

Reporting

Enabling reports

Chayn CIO will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff, volunteers and the communities we work with. Chayn CIO's Whistleblowing Policy should be referred to, if staff or associated personnel are concerned that safeguarding concerns are ignored, or that there is a culture of silence perpetuated by the organisation's senior leaders or trustees

Any staff reporting concerns or complaints will be protected by Chayn CIO's Whistleblowing Policy.

Chayn CIO will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a safeguarding concern

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Complete the form at the end of this policy document (appendix ?) and email it to Chayn's DSO Hera@chayn.co

Listen

Don't try to investigate. Listen to the person and ask any questions to make sure you understand what they mean

Advise

Explain that you will have to pass on the information - it is our policy and it is the law

Ask or Report

If you're unsure - speak to Designated Safeguarding Officer, or someone else if they aren't available/appropriate. Make a report using the form. **Doing nothing is not an option.**

A child, young person or adult-at-risk may choose to disclose information, or Chayn's staff, volunteers or trustees may observe behavior that raises concerns around possible abuse.

Trustees, staff and volunteers must not try to investigate, but rather listen and explain to the child, young person or adult-at-risk that they will have to pass on the information. Staff and volunteers should ensure that the child, young person or adult-at-risk's safety is the priority

Advice can be sought internally from the Designated Safeguarding Officer.

Staff, volunteers or trustees who have a complaint or concern relating to safeguarding should report it immediately to the Designated Safeguarding Lead. If the staff member does not feel comfortable reporting to the Designated Safeguarding Lead (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to the Safeguarding Lead on the Board of Trustees, to the Deputy Designated Safeguarding Officer or to an Executive Team member.

If a safeguarding complaint is or concern is raised about a member of staff, volunteer or associated personnel, the trustees will be immediately informed. Chayn's Managing Safeguarding Allegations against Staff and Volunteers Policy and Procedure should be followed while an investigation is carried out.

The Designated Safeguarding Lead will be responsible for any formal reporting outside of the organisation.

Child Safeguarding - Reporting

In a rare situation where a child is in immediate danger, call the police on 999

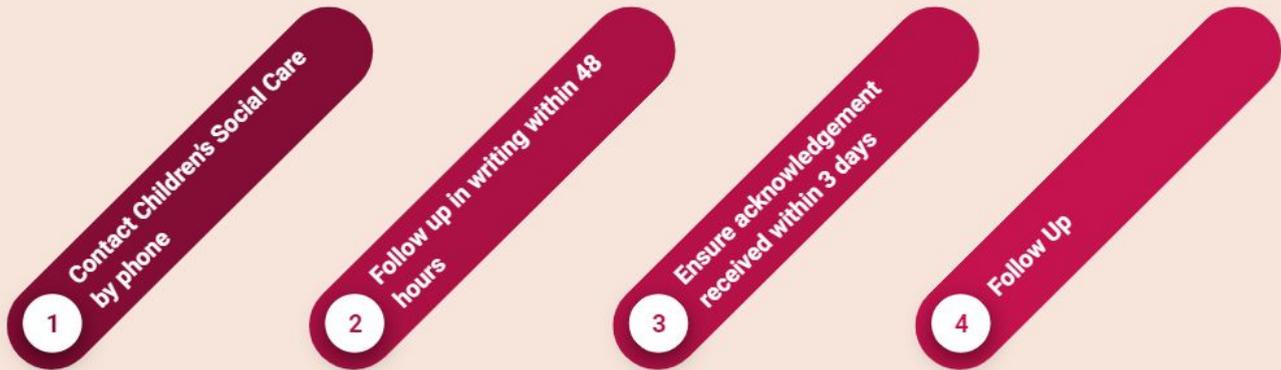
If the risk is not immediate, report child abuse to your local council. You can put your postcode into [gov.uk's service finder](https://www.gov.uk/service-finder) to find out who to call in your area. You can also report via the NSPCC helpline: 0808 800 5000

If you're unsure how severe your concern is and want to talk it through, you can also call the NSPCC helpline for advice: 0808 800 5000

If you're a child or young person and need someone to talk to call Childline: 0800 1111

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In the event that a concern meets the threshold for reporting to Children’s Social Care in the UK, the Designated Safeguarding Lead will report, following the relevant Local Authority procedures as outlined on their website and/or that of the local safeguarding board.



If acknowledgement has not been received within three working days, the Local Authority Children’s Social Care services should be contacted again to ensure that the referral is receiving attention and to seek their decision and plan in response to the concerns shared. (NB there is a requirement of Government guidance, “Working Together to Safeguard Children” DfE, 2018, for feedback to be given to referrers on the next course of action)

Adult Safeguarding - Reporting

In a rare situation where an adult is in immediate danger, call the police on 999

Who you report abuse to depends on where the adult lives and who looks after them.

To report concerns of abuse about an adult in an NHS hospital or clinic, contact its manager.

To report concerns about any other adults, including adults who live in care homes or have home carers, report abuse to your local council. If you don’t know which council, you can [use this postcode finder](#).

If you’re unsure how severe your concern is and want to talk it through, [find the right helpline](#) to call for advice

If you need advice on supporting someone experiencing domestic violence call the Freephone 24hr National Domestic Abuse Helpline: 0808 2000 247

Reporting to Trustees

Chayn CIO’s Executive Team will regularly report to trustees on safeguarding concerns, while maintaining confidentiality in line with Chayn CIO’s Confidentiality Policy.

Chayn’s Designated Safeguarding Officer (or other member of staff, if Chayn’s Designated Safeguarding Officer is unavailable) will immediately inform Trustees if a concern is raised about a member of Chayn staff or associated personnel

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Keeping records

It is important that all concerns are properly recorded in the Safeguarding Report form - Appendix 1.

Reports will be stored in line with Chayn CIO's Data Protection Policy

Response

Chayn CIO will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations.

Chayn CIO will apply appropriate disciplinary measures to staff found in breach of policy.

Chayn CIO will offer support to survivors of harm caused by staff or associated personnel. Decisions regarding support will be led by the survivor.

Chayn CIO will regularly review safeguarding reports and will act on learning from safeguarding reports and concerns to improve policies, procedures and services.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only, and should be kept secure at all times.

Chayn's Data Protection and Confidentiality policies contains further details on how Chayn protects confidential data

Associated Policies

Chayn CIO Confidentiality Policy

Chayn CIO Data Protection Policy

Chayn CIO Disciplinary Policy

Chayn CIO Whistleblowing Policy

Chayn CIO Employee Handbook/recruitment policy - setting out how Chayn ensures safe recruitment of staff which includes checking, vetting and eligibility procedures such as collecting evidence of eligibility to work in the UK, references from previous employers, DBS checking, professional qualification and registration.

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Chayn CIO Equal Opportunities policy sets out how Chayn recognises that discrimination does occur and can affect anyone regardless of factors such as gender, race, colour, nationality, ethnic origin, disability, long term medical conditions, age, sexual orientation, religion or belief and social class. We acknowledge that children, young people and adults-at-risk have equal rights to protection from harm and although all children and young people may be vulnerable to abuse, some will be more so than others (e.g. disabled children and young people). There may also be certain difficult barriers to reporting abuse that Trustees, staff, interns, students and volunteers working with children, young people and adults-at-risk will need to be aware of, including race and issues relating to faith.

Chayn CIO Code of Conduct applies to all staff, volunteers and trustees, and sets out in detail the professional conduct that is required of all staff both inside and outside the workplace. It highlights that any sexual relationship with a young person or adult-at-risk is unacceptable.

Glossary

Abuse

In 'Working Together to Safeguard Children' (March 2015), abuse is described as: A form of maltreatment of a child or young person. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Adult-at-risk

An adult-at-risk is defined in UK legislation as someone who is aged 18 years and over AND 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 themselves or to take steps to protect themselves from significant harm or exploitation. For Chayn CIO's purposes we consider intersectional contexts and risks as impacting an adults' wellbeing and therefore potentially resulting in them being an adult-at-risk.

Beneficiary of Assistance

Someone who directly receives goods or services from Chayn CIO's programme. Note that misuse of power can also apply to the wider community that the NGO serves, and also can include exploitation by giving the perception of being in a position of power.

Child

A person below the age of 18

Harm

Psychological, physical and any other infringement of an individual's rights

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

Protection from Sexual Exploitation and Abuse (PSEA)

The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13)

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse, exploitation and neglect²

In our sector, we understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our staff or programmes. One donor definition is as follows:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur.

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centred and also protect those accused until proven guilty.

Safeguarding puts beneficiaries and affected persons at the centre of all we do.

Sexual abuse

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

Survivor

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

Appendix 1 - Safeguarding Concern Report Form

Part 1: About the child, young person or adult-at-risk	
Name (including any alternative spellings of the name or alternative name)	
Address	
Date of birth/age	
Next of Kin/name of person holding parental responsibility (if under 18) and contact number	
Part 2: About the referral	
Reasons for referral	
Risk factors	
Context of Information sharing	
Part 3: About the alleged incident/concerns	
Date and time of the alleged incident	
Nature of injury or behavior	
The child, young person or adult-at-risk's account of what happened in their own words	
Adult/carer's explanation of what happened (if obtained – staff should not seek this but may be advised by a	

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parent or other adult)	
Any questions that were asked by staff	
Any known details of difficulties being experienced by the family/carers such as substance misuse, domestic abuse, mental health or learning difficulties	
Any other relevant information	
Part 4: Actions	
Details of actions that have already been taken for their protection	
Follow-up actions required (including by whom and by when)	
Part 5: Time, date and signatures	
Date and time of the record being made	
Name and role of person recording the incident	
Relationship to the child, young person or adult-at-risk	
Signature of person recording the incident	
Name and Signature of the Designated Safeguarding Officer	