



ServeDirect  
UK Registered Charity 1138282

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[www.servedirect.org](http://www.servedirect.org)

<b>Name of Policy</b>	Child Safeguarding Policy
<b>Reason for the Policy</b>	To apply a safety strategy when working with young people
<b>What the Policy will Achieve</b>	Practical advice, guidelines and process
<b>Who Needs to Know About it</b>	All members, volunteers, partner organisations and representatives
<b>Date Approved</b>	Oct 5 <sup>th</sup> , 2017
<b>Version No.</b>	3.0
<b>Approving Committee</b>	Trustees
<b>Date of Formal Review</b>	4Q2018
<b>Authors</b>	N Allen/L Freckleton

**Definitions within this document:**

**Members** are defined as Trustees plus those volunteering long term (greater than 28 consecutive days) directly under the remit of ServeDirect.

**Volunteers** are defined as those UK people visiting the work area and providing temporary help and services to ServeDirect's project(s). If the period of engagement is greater than 28 days, the volunteer is regarded as 'long term'. Volunteers working with ServeDirect for up to 28 days will be under controlled supervision of a ServeDirect member and would be classed as Supervised Volunteers.

**Partner Organisations** are defined as organisations providing personnel working directly on delivery as part of ServeDirect's project(s).

**Representatives** are any person or organisation that is representing ServeDirect and/or providing any service or support on behalf of ServeDirect

## **Safeguarding policy statement**

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ServeDirect believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises it's responsibility to safeguard the welfare of children and young people it has contact with.

Safeguarding is a term which is broader than 'child protection' and relates to the action we take to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility. Safeguarding is defined in Working together to safeguard children 2013 as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow in circumstances consistent with the provision of safe and effective care and
- taking action to enable all children to have the best outcomes

- See more at:

<http://www.charitycommission.gov.uk/detailed-guidance/protecting-your-charity/safeguarding-children/#sthash.3CcP5q7L.dpuf>

In this policy ServeDirect is concerned with specific incidents of maltreatment against a child or young person who is in contact with a ServeDirect representative. It is essential that all ServeDirect representatives and those coming into contact with the organization are aware of its central messages and any duties/responsibilities it places on them

### **ServeDirect recognises that:**

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, and other agencies is essential in promoting young people's welfare.

### **The purpose of the policy:**

This is a statement of intent that demonstrates a commitment to safeguard children involved with our charity from harm

- To provide a protection policy for the children and young people who are in receipt of ServeDirect's services
- To provide guidance on behavior and tolerance related to maltreatment, for ServeDirect representatives
- To provide representatives with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

This policy applies to all charity members, volunteers and representatives involved in the charity's projects.

**We will seek to safeguard children and young people by:**

- valuing them, listening to and respecting them
- ensuring adoption of child protection code of conduct
- engaging with partner organisations and volunteers, ensuring necessary checks are made and adherence to principles and procedure
- sharing information about child protection and good practice with children, members, volunteers and partner organisations
- sharing information about concerns with agencies who need to know
- providing effective oversight through supervision, support and education.

## **Aim**

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The aim of this policy is to outline our practice and procedures in order to safeguard and protect the welfare of children and young adults who come into contact with ServeDirect representatives and projects.

This policy covers:

- Identification of maltreatment
  - Best practice in general conduct
  - Where someone witnesses actual or suspected maltreatment
  - What action to take
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## 1. What is Maltreatment?

For all aspects of maltreatment, ServeDirect's direct responsibilities cover the interaction between ServeDirect's representatives and the children and young adults involved. ServeDirect has no influence over the home circumstances of disadvantaged children who maybe in receipt of ServeDirect support, and can only apply moral guidance in circumstances of culturally relevant behaviour to organisations in receipt of ServeDirect support.

Different definitions and understandings about what constitutes maltreatment exist in the countries where ServeDirect will potentially work, and so in-country application is culturally relevant and socially sensitive.

However, this never undermines the fundamental principle that children must be protected. ServeDirect's actions always represent the best interests of the child – they cannot be a reflection of local behaviour if that behaviour permits abuse.

Types of maltreatment may include:

### **Physical**

The actual or potential physical harm from an interaction or lack of interaction, which is reasonably within the control of a person in a position of responsibility, power or trust. This may involve hitting, shaking, throwing, burning, scalding, suffocating or otherwise causing some physical harm. It may also include causing harm by fabricating the causes of or inducing illness.

### **Neglect**

The persistent failure to meet the child/young person's basic needs which is likely to result in significant impairment of their health or development. The inattention or omission to provide for the development of the child in: health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available. In addition which causes, or has a high probability of causing, harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm, as much as is feasible.

### **Sexual**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts (e.g. masturbation, kissing, rubbing and touching outside of clothing). They may include non contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

### **Emotional**

The failure to provide a developmentally appropriate supportive environment so that the child can reach their full potential in the context of the society in which the child lives. There may also be acts toward the

child that cause, or have a high probability of causing, harm to the child's health or physical, mental, spiritual, moral or social development.

## **Bullying**

This is deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for the individual to defend themselves. This can be verbal, written or physical.

## **2. Best Practice**

All members and volunteers are subject to a referencing procedure. All UK members and long term volunteers are subject to an enhanced criminal records disclosure (now known as the Disclosure and Barring Service DBS).

<https://www.gov.uk/crb-criminal-records-bureau-check/overview>

Any unsuitable references will be highlighted and investigated by the Trustees and may result in any offer of engagement being withdrawn.

## **Reference procedure**

Where possible, references will be taken up from known members or previous volunteers of the organisation who themselves have been previously referenced.

## **Disclosure and Barring Service (DBS)**

All Trustees and UK members and long term volunteers who may come into contact with young people are required to complete an enhanced DBS disclosure. Any replies advising of criminal convictions will be further investigated and if no satisfactory outcome is reached, offers of engagement will be withdrawn.

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**DBS** : exists to help organisations identify people who are unsuitable for certain types of work, especially work involving access to or contact with children and other vulnerable members of society, by making "disclosures" of any criminal, police or similar records. This includes trustees of charities who have such access or contact.

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Volunteers working with ServeDirect for periods up to 28 days will be under direct supervision of a ServeDirect member and would be classed as Supervised Volunteers.

## **Education and awareness**

Everyone who works alongside young people should be able to recognise if a young person is suffering or is at risk of suffering significant harm. Members and volunteers are advised of our responsibilities and procedures upon engagement via this policy document.

Child protection issues are included in the briefings given to ServeDirect volunteer teams.

## **General conduct**

Although isolated contact with young people is limited, all members and volunteers must refrain from behaviour which could be perceived as inappropriate in the view of the young person or an independent observer.

For our (representatives') protection as well as that of the child, we ask that you avoid unnecessary physical contact with young people in receipt of our service.

In particular, you should avoid inappropriate displays of affection such as tickling, kissing or stroking, and you should not invite a young person to have physical contact with you. Wherever possible, members and volunteers should avoid situations where they are alone with a young person. If possible, any one-to-one contact should take place in an environment where other members or volunteers are present or within sight.

Any allegation of inappropriate conduct, even if you did not intend for it to be offensive, will be investigated.

## **Partner organisations**

Protection systems in the different countries in which our charity may work are often weak and leave agencies facing complex child protection dilemmas. There are huge difficulties in applying child protection principles in these many different legal, social and cultural contexts.

ServeDirect works with overseas partner organisations to deliver services to children and young people. These other organisations are usually closely affiliated to ServeDirect and will be directly involved in delivery of services related to a ServeDirect project. They can be based in any country and whilst their conduct will be liable to local legislation, they will additionally apply Child Safeguarding best practice as appropriate to the environment they are in, and the service they are providing. Whilst different definitions and understandings about what constitutes child maltreatment may exist in the countries within which we operate, ServeDirect is committed to ensuring that safeguarding standards are met.

This is achieved through sharing our expectation on child safeguarding policy and reviewing partner organisations child protection policies if they have them. In some cases, these can be monitored directly by ServeDirect members.

The aim is to make these guidelines relevant and achievable whilst at the same time recognising that different country and local contexts may make their application difficult and challenging. In recognition of variations in local practices and circumstances it is intended that partner organisations will adopt standards and criteria to fit local need and make this document relevant to their own context.

However, this will never undermine the fundamental principle that children must be protected. ServeDirect's actions always represent the best interests of the child – they cannot be a reflection of local behaviour if that behaviour permits abuse.

Where partner organisations do not have a safeguard policy or it is considered by the trustees that a policy is weaker than that of ServeDirect, the ServeDirect policy will take precedence and the partner organisation will be required to accept and adhere to the ServeDirect policy.

## **3. Where and how we may witness or suspect maltreatment**

- Observation of an incident whether physical or emotional.
- Overhearing a threat, allegation, distress
- Disclosure from a young person
- Inappropriate behaviour of a representative

Although not providing direct *care* to young people, our members and volunteers will have frequent occasion for interaction. It is important, therefore, to be alert to the signs of maltreatment and to know what to do if a representative witnesses or suspects any such actions.

#### **4. What to do if you witness or suspect maltreatment.**

We have a moral and legal obligation to safeguard the welfare of all young people who receive our service. In addition to appropriate behaviour, all members and volunteers have a duty to take appropriate action if they witness or suspect any incident of maltreatment or inappropriate behaviour towards young people whilst receiving our service

**If you witness or suspect maltreatment or inappropriate behaviour** you should immediately raise it with a charity Trustee or Member. If appropriate, you will be interviewed and may be asked to file a report. In such cases, external bodies and agencies may also be involved including but not limited to the local police and related care agencies.

**If you have reason to be concerned or suspicious about the behaviour of a member or volunteer** towards a young person, you must raise this immediately with a trusted Charity Trustee or Member. All concerns will be investigated and if appropriate, further action will be taken which may involve external bodies and agencies including but not limited to the local police and related care agencies.

**If a child/young person discloses to you that they have been subject to any form of maltreatment**, you must report your findings to a Charity Trustee or Member as soon as possible so that an appropriate investigation can take place. You may be asked to submit a report of what you have observed or have been told.

If you find yourself in this situation, it is important that you act in a way that reassures the child/young person that they have done nothing wrong and they are not to blame. You should stay calm and acknowledge that these things are difficult to talk about. Show that you are listening and avoid asking any leading questions. Do tell them that you will not be able to keep this a secret.

#### **5. Responsibility**

**Sept 2014** : The responsibility for managing this policy lies with the Trustees.

The Trustees have delegated in-country (Uganda) management of the policy to Project Guardians and Charity Members who will liaise and coordinate any reporting to the Trustees on behalf of ServeDirect.

All information relating to concerns about child maltreatment by ServeDirect representatives must be sent and/or copied to all ServeDirect Trustees so all incidents have full visibility and are recorded by the Charity's secretary – Lucy Freckleton . This information will be kept securely and confidentiality will be respected. Confidentiality will only be breached if and when it is in the best interests of a child.

Any child protection concerns regarding a ServeDirect Trustee will be communicated to the UK Charity Commission. Concerns relating to external parties will be referred, reported and managed according to national legislation. In the UK, all concerns should be referred to local social services and/or police. The NSPCC Child Protection Helpline (0808 800 5000) can also be called in situations where some external advice or guidance is needed.

The best interests of the child should always be the overriding concern. ServeDirect aims to create a safe organisation for children, but also to keep child protection concerns proportionate to the real risks to children. All complaints received are recorded. Confidentiality will be respected in all circumstances except in instances where it is necessary to protect the best interests of a child.

## **Personal views and opinions.**

The Charity recognises that it is easy to jump to the wrong conclusion or over react in situations where personal views, standards, beliefs or opinions come into play. In many cases, our initial reaction of "all is well" may be accurate. However, there are many cases when the opposite is true with upsetting and in some instances, devastating consequences. We have an obligation to safeguard the welfare of the children and young people in receipt of our service. If you witness or suspect inappropriate behaviour or are approached about such a situation you have a duty to bring this to the attention of the Charity's Trustees or Members.