

Safeguarding Policy



**Action Packed Holidays That
Embrace Every Ability**

Registered Charity: 502073

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Birmingham PHAB Camps Safeguarding Policy

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1. Background

1.1 Birmingham PHAB Camps are committed to the practice which protects children and young adults from harm. We provide holidays to groups of up to 25 children aged between 8 and 18, and vulnerable adults aged 18 to 25. We recruit volunteers to staff and lead the holidays to provide our participants with a structured activity plan, which includes meal-times, sleeping arrangements, and the specific levels of emotional and personal care that each individual participant requires.

1.2 This level of responsibility requires a clear Safeguarding Policy to be understood and followed by all Birmingham PHAB Camps' personnel (all of whom are voluntary), inclusive of volunteer carers, leaders, Operational Committee members (and sub-teams) and trustees. The policy must also be understood and available to the holiday participants and their parents/guardians and referrals such as school officers, care providers, or social workers.

1.3 The following Safeguarding Policy follows the UK Department of Education guidelines, outlined in: *Residential holiday schemes for disabled children National minimum standards August 2013*. It sets out what action will be taken in order to reassure our young participants, parents/guardians, volunteers, trustees and funders that all possible steps will be taken to protect children involved in any aspect of the organisation's work. It also takes into account the Working Together to Safeguard Children 2010, NCVO Child Protection and Safeguarding Policy 2009 and Every Child Matters Outcomes. Birmingham PHAB Camps also acknowledges the LSCB Richmond upon Thames School Safeguarding Children and Child Protection Policy as a reference point throughout the creation of this policy. See **Appendix 3** for references and further reading.

Note: this document acts as both a policy and a set of guidelines for leaders and volunteers to follow. Additional detail is therefore provided, in some instances, so that leaders and volunteers are clear on what steps to follow in key instances of disclosure, evidence of, or suspected abuse.

Appendix 2 (Safe Guarding Guidelines for Leaders and Volunteers) provides further procedural detail for leaders and volunteers to follow, and additional guidelines and safeguarding information.

2. Terminology

'We' or 'Our' refers to **Birmingham PHAB Camps** which is the full name of the registered charity (502073) to which this policy refers.

Board of Trustees refers to the governing body of Birmingham PHAB Camps with ultimate accountability for the charity and decision making.

Child/children refers to all young people on our holidays, either under the age of 18 or a young adult under the age of 25 who are assessed as being unable to arrange holidays of their own unassisted.

Child protection and promoting the welfare of children refers to the process of protecting children from abuse or neglect, preventing the impairment of their health or development, ensuring that children grow up in circumstances consistent with the provision of safe and effective and nurturing care and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

Holiday refers to the period of time that the young person is in the care of Birmingham PHAB Camps (it is often referred by parents or volunteers as "camp" or "the camp").

Leader/s refers to the volunteer who is ultimately responsible for planning, risk assessing and leading the holiday. Each holiday may have one or two leaders of equal status.

Parent/guardian refers to the adult/s who cares for the child all year round, which may include care-home managers.

Operational Committee refers to the group responsible for managing the charity's service delivery and logistics.

Safeguarding refers to the processes undertaken to protect our children and our volunteers from being placed in a vulnerable or dangerous position. We commit to meet statutory obligations laid out

in the [Children Act 1989](#) (amended in 2004) and associated guidance (see [Working Together to Safeguard Children, An Interagency Guide to Safeguard and Promote the Welfare of Children](#)) in respect of those children who have been identified as suffering, or being at risk of suffering harm.

Sub-teams refers to the teams and individuals appointed by the Operational Committee to support the work of the charity.

Volunteer refers to all those who staff the holidays by caring for the children and running the activities. They are essentially staff. No-one is paid to work for Birmingham PHAB Camps, so this can refer to other volunteers involved in the charity, including Operational Committee members (and associated sub-team members) and the Board of Trustees.

3. Volunteer recruitment

3.1 Volunteer recruitment is carried out by the Volunteer Allocation Team, who work closely with all holiday leaders to ensure that adequate measures are taken to minimise the risk of anyone unsuitable volunteering for Birmingham PHAB Camps.

All new volunteers are required to:

- Complete an application form and an employment record form, explaining any gaps in employment, in line with national UK Safer Recruitment Guidelines.
- Provide two referees who will be contacted for a written reference. Wherever possible, at least one referee will be a current or former employer, but Birmingham PHAB Camps will recognise where this is not possible if the volunteer has only ever been in education, or does not work for personal reasons.
- Complete a DBS check, which must be seen by the Volunteer Allocation Team.
- Undergo a telephone interview with the holiday Leader/s.
- Attend a training day.

All returning volunteers are required to:

- Complete a further DBS check every three years.
- Attend Birmingham PHAB Camps' annual Training Day, which will cover Safeguarding.

All Operational Committee members/trustees not participating on the holidays are required to:

- Carry out a DBS check every three years.
NB: this requirement does not automatically extend to the sub-team members, but the Board of Trustees may still deem this necessary in some instances, dependent on a person's designated tasks within a sub-team.

Records:

- Records of volunteer application forms and references are kept for the duration of their time volunteering for Birmingham PHAB Camps and for five years after they finish volunteering.
- Copies of the DBS checks are also kept with the volunteer's permission for up to three years from the date of application, after which they are required to carry out a further check if they continue to volunteer for Birmingham PHAB Camps.
- All the above documents are stored safely on a secure password-protected One Drive.

4. Responsibilities

4.1 Birmingham PHAB Camps has a responsibility to ensure the safety of all its young participants while on our holidays, and to take immediate action if a young person reports or shows signs that this is not the case. At the same time, Birmingham PHAB Camps is responsible to make appropriate enquires, and keep records accordingly, if it suspects abuse has been taking place outside of the holiday.

4.2 Child abuse can take place in a number of different settings:

- It is likely to occur most commonly where the young person knows the abuser/s and trusts them. This can be a parent, carer, babysitter, sibling, relative, or friend of the child or of the family.

- The abuser is sometimes someone in authority such as a teacher, youth leader, children's worker or religious leader.
- The abuser is sometimes an opportunist who may seek to harm or abduct a child who has been left unattended, or a person who sets out to join organisations to obtain access to children.

4.3 Birmingham PHAB Camps Board of Trustees must appoint two Safeguarding Contacts from within the Board who, between them, will:

- lead on a yearly review and dissemination of the Safeguarding Policy
- plan safeguarding training for leaders and volunteers
- be contactable (or arrange a suitable designate accordingly) by volunteers, leaders and other trustees during each of the holidays
- ensure that leaders are supported before, during and after the holiday with any safeguarding decisions, and assist in gaining external advice if required
- advise the Board of Trustees of any Safeguarding issues that have arisen on any of the holidays, how they have been resolved or if they are ongoing, and whether further action by Birmingham PHAB Camps is/will be required.

4.4 The "term of office" for Safeguarding Contacts will be in line with the "term of office" for Trustees as set out in Birmingham PHAB Camps Constitution.

4.5 It is the responsibility of Birmingham PHAB Camps Operational Committee to appoint one or more designated Leaders for each holiday (with approval by the Board of Trustees).

4.6 The Leader/s has ultimate responsibility for ensuring that Safeguarding procedures are understood and followed by all volunteers for their designated holiday, and for deciding the course of action should a Safeguarding issue arise on their holiday (with recourse to the Safeguarding Contacts for support and responsibility for keeping them updated accordingly).

4.7 All volunteers will be introduced to at least one of the Safeguarding Contacts on Training Day and be able to ask questions during the Safeguarding Session and throughout the day. Leaders will provide volunteers with the contact details of the designated Safeguarding Contact for their holiday so they may contact them directly if, for any given reason, they do not feel it will be effective to approach the Leader/s with their concern before, during or after a holiday.

4.8 Leaders are reviewed yearly in December and may continue in these positions with agreement of the Operational Committee and final approval by the Board of Trustees.

5. Principles and standards of practice

5.1 In order to meet and maintain our responsibilities towards children, all those who volunteer for Birmingham PHAB Camps will agree that everyone, regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.

5.2 Accordingly our volunteers are required to meet the following standards of practice:

- treating all children with respect
- encouraging positive and safe behaviour among children
- setting a good example by conducting ourselves ethically
- treating others as they want to be treated and demonstrating empathy for this
- being good listeners
- maintaining appropriate standards of conversation and interaction with and between children and avoiding the use of sexualised or derogatory language
- involving children in decision-making which affects them
- asking the child's permission before doing anything for them of a physical nature, such as assisting with dressing, physical support during activities or administering first aid
- being alert to changes in a child's behaviour
- recognising that challenging behaviour may be an indicator of abuse

- being aware that the personal and family circumstances and lifestyles of some children lead to an increased risk of neglect and or abuse
- recording all instances of accidental injury (including evidence of recent bruising or injury having taken place before the holiday that has not already been recorded), behavioural problems, or disclosures
- reading and understanding Birmingham PHAB Camps Safeguarding Policy in full and all other policy and guidance documents produced by the charity, pertaining wider safeguarding issues and considerations.

6. Abuse of trust

6.1 All Birmingham PHAB Camps' volunteers will be aware that inappropriate behaviour towards children is unacceptable and that their conduct towards all children must be beyond reproach.

6.2 In addition, volunteers should understand that, under the [Sexual Offences Act 2003](#), it is an offence for a person over the age of 18 to have a sexual relationship with a person under the age of 18, where that person is in a position of trust, even if the relationship is consensual. This means that any sexual activity between a member of the volunteer staff and a child under 18 may be a criminal offence, even if that child is over the age of consent.

6.3 Birmingham PHAB Camps applies the same principal to all young adults in our care on our holidays for vulnerable young adults aged 18 – 25. If they have been deemed to require one of our holidays, they are deemed unable to arrange their own holiday with friends their own age and are deemed to require assistance. Birmingham PHAB Camps does not condone relationships forming between a volunteer and any young adult in our care, even if apparently consensual between both parties.

7. Prevention: Procedures for keeping our young people safe

7.1 Prior to the holidays

7.2 Leaders will visit every young person and meet with their family/care provider to give them information about the holiday and answer their questions and obtain the following information to ensure the young person's safety and best level of care:

- care needs and care instructions
- emotional needs
- how they wish their care to be conducted and whether they have any key requirements (such as objection to a member of the opposite sex providing the care)
- full contact details of the parents/care provider and an emergency contact who will be contactable, and present in the UK, throughout the child's holiday
- medication charts, photo consent forms, signed permission forms (providing further details of dietary, medical, care, emotional or behavioural requirements)

7.3 Leaders will write to all volunteers to clearly outline all information necessary to the safe administration of the care and emotional wellbeing of each young person.

7.4 Leaders will allocate bedrooms to the young people. All bedrooms will be single-sex. Children will usually share with at least one other child except in circumstances for medical reasons or personal reasons, where it is identified that a child would be more comfortable in a room on their own.

7.5 Leaders will carry out necessary risk assessments.

7.6 Birmingham PHAB Camps Operational Committee will provide leaders with the contact details of the Safe Guarding Contact allocated, from within the Board of Trustees, to their week away, and contact details of members of the Operational Committee who have agreed to be points of contact for logistical support.

7.7 All leaders will undergo Leader Training each year, devised by the Operational Committee and Board of Trustees, with input from external experts/agencies as needed.

7.8 All volunteers will attend a volunteer training day delivered by the leaders with support from members of Operational Committee, the Board of Trustees and input from external experts/agencies as needed.

7.9 During the holidays

7.10 Volunteers will provide the necessary assistance and personal care needed to each young person throughout the holiday. Just missing one feeding session, care or hygiene routine in itself is a form of neglect, but one that can be avoided or addressed immediately if all leaders and volunteers are vigilant and communicate throughout the holiday to ensure each young person's care plan is adhered to.

7.11 In order to Safeguard the young people and the volunteers, no volunteer or leader will ever be alone with a young person in a non-public space.

7.12 All personal care must be carried out in the presence of at least two volunteers. This will be discussed with the young person and their family / care provider prior to the holiday to ensure they are comfortable with our care procedures.

7.13 Young people will be assigned to care groups and activity groups (these may or may not be the same groupings depending on the type of holiday), where their safety and whereabouts will be monitored at all times by volunteers designated to those groups.

7.14 Safe moving and handling procedures will be adhered to at all times, to be agreed, by the Leader/s, with the young person and their family / care provider prior to the holiday. Volunteers must comply with the Leader/s instructions as to the safe moving and handling of each child.

7.15 As of 2023, Camps Birmingham PHAB Camps moved from a paper incident/safeguarding recording system to an online system called Child Protection Online Management System here forth known as CPOMS.

7.16 Each evening, prior to the Camp meeting, volunteers are given time to log their concerns or reporting's of incidents on the CPOMS platform, recording any accidental injury, sign of illness, unexplained marks, change in demeanour, disagreement with another child, severe home-sickness, and form of disclosure or behavioural incident. All logs will then be viewed by the camp leaders, on the same day, and "marked as read" they can also add any relevant actions at this time.

7.17 All logs will also be available to the DSL's to view. DSL's will prioritise viewing and actioning concerns that are tagged as "child protection" or "safeguarding concern". All incident logs will be read and "marked as read" within 24 hours of recording. DSL's can then complete any relevant safeguarding actions required and log these as actions belonging to the relevant concern(s).

7.18 The Leader/s will meet with all volunteers every evening to discuss any concerns, check on all young people's welfare, go over care procedures, and plan ahead for the next day's activities, allocations and care-checks.

7.19 It is the responsibility of all leaders and volunteers to complete an Incident Log if they suspect any form of abuse is taking place on the holiday or outside of the holiday. The Leader/s or the Safeguarding Contact will then decide the appropriate action to take and who to inform.

7.18 After the holidays

7.19 Any unresolved Safeguarding incidents, or concerns about a young person's welfare at home, are discussed with the Safeguarding Contact, and further action may be taken. In such instances Social Services will be informed.

7.20 All online records of incidents/ safeguarding concerns will be stored securely as part of the CPOMS system for a period of at least 5 years. If children, attend camps for a period longer than this, their individual profile chronology will be kept for their entire Birmingham PHAB Camps 'career' and then stored for 5 years following their last attendance on a Birmingham PHAB Camps holiday.

NB: See Incident and Record Keeping Policy for full details on CPOMS procedures.

7.21 All parents and volunteers are contacted to provide detailed feedback on the holiday. This allows a further means by which any concerns or complaints can be highlighted and followed up by Birmingham PHAB Camps Board of Trustees.

7.22 Volunteers are asked not to accept friend-requests through social media with any of the children after a holiday (see Section 16) and asked not to remain in touch with a child unless it is done openly and through the child's family or care provider.

8. Procedures for identifying and reporting cases or suspected cases of abuse (neglect, physical, sexual and emotional):

8.1 Our leaders are recruited on the basis of a thorough understanding of Birmingham PHAB Camps Safeguarding procedures, having previously volunteered for Birmingham PHAB Camps, and the expectation that they have the ability to deal with incidents on the holidays, decide the appropriate level of action with common sense and open-mindedness, and know when to ask for help/guidance on any matter.

8.2 The Leader/s will collate basic information about the suspected abuse, disclosure or allegation, and report these without delay to the most appropriate authority (this could be the child's parents or Social Services in the first instance dependent on each specific case).

8.3 Birmingham PHAB Camps will normally seek to discuss any concerns about a child with their parents. This must be handled sensitively. It is the Leader/s or Safeguarding Contact who will make contact with the parent in the event of a concern, suspicion or disclosure.

8.4 In instances where there is reason to believe that notifying parents could increase the risk to the child or exacerbate the problem, then advice will first be sought from Social Services.

Note: Social Services may be called with or without disclosing the child's name in the first instance, to seek advice on any given situation where the possibility of abuse is suspected.

8.5 Volunteers who are concerned about the conduct of another volunteer colleague towards a child are undoubtedly placed in a very difficult situation. They may worry that they have misunderstood the situation and they will wonder whether a report could jeopardise their colleague. All volunteers must remember that the welfare of the child is paramount. In the first instance, the volunteer is merely asked to raise concerns or allegations in confidence with the Leader/s, in order that an appropriate enquiry can take place. All concerns of poor practice or concerns about a child's welfare brought about by the behaviour of colleagues should be reported to the Leader/s. Complaints or concerns about the Leader's ability, should be reported to the Safeguarding Contact (or any other member of the Birmingham PHAB Camps Board of Trustees) who will make immediate arrangements to support the situation and advise what to do based on the specific circumstance.

8.6 When an allegation is made against a member of staff, the Leader/s is expected to respond swiftly to ensure the child's safety and also make sure the volunteer in question is also treated fairly as appropriate to the situation while it is investigated. It is rare for a child to make an entirely false or malicious allegation, although misunderstandings and misinterpretations of events can and do happen. A child may also make an allegation against an innocent party because they are too afraid to name the real perpetrator. Even so, we must accept that some adults do pose a serious risk to children's welfare, and we must act on every allegation made. Volunteers who are the subject of an allegation have the right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress. Suspension from the holiday is not mandatory, nor is it automatic but, in some cases, staff will be suspended (asked to leave the holiday) where this is deemed to be the best way to ensure that children are protected. In making such a decision whilst the investigation is still ongoing, the Leader will seek to make a judgement as to whether evidence suggests that the alleged abuse is likely to have been one of intent, neglect, accident or misunderstanding. The manner and the time it takes in which any incident is dealt with will naturally differ dependent on which of these four categories it seems most likely to fit. Incidents of intent will result at the very least in the volunteer leaving the holiday, and quite possibly the involvement of other authorities. Incidents of neglect, accidental injury/cause of distress or misunderstanding will always be taken seriously, but judged on the level of the mistake made, and the volunteer's specific conduct. Where possible leaders will seek to resolve such instances on the holiday to the child's satisfaction if they deem it appropriate to do so, whilst documenting all that takes place via the online Incident Logs (through CPOMS see 7.15).

Note 1: Volunteers and leaders can learn more about additional safeguarding guidelines and information in **Appendix 1**.

Note 2: Birmingham PHAB Camps has defined step-by-step guidelines, for leaders and volunteers to follow, for three different types of disclosure or suspected abuse, which are fully outlined in **Appendix 2**:

- i. Cases where there is a disclosure or evidence of a child harming another child
- ii. Cases where there is a disclosure or evidence of a volunteer harming a child
- iii. Cases where there is a disclosure or evidence of a child suffering abuse outside of the holiday

9. Bullying

9.1 Birmingham PHAB Camps will not tolerate bullying of any form. Children will be encouraged to disclose any bullying or distress that they experience as a result of another child or a volunteer or leader. A participant known to be bullying will be spoken to calmly by the Leader/s about their behaviour and asked to describe how they feel their actions may have made the other party feel in order to achieve recognition of the harm or hurt they have caused. If their behaviour does not change immediately and they continue to upset or hurt the other children, or volunteers, arrangements will be made for them to leave the holiday.

9.2 Cyber-bullying by children, via texts and emails, will be treated as seriously as any other type of bullying and will dealt with as above.

10. Physical contact

10.1 Any physical contact made with a child to reassure them, console them or administer necessary personal care must be of a non-sexual nature and must never take place alone with a child.

10.2 Birmingham PHAB Camps does not discourage volunteers from returning basic forms of non-sexual affection from a child such as a brief hug, as long as it is in view of others and a considered and appropriate response to the child's request or sensory needs. The request must never come from the volunteer or be in answer to their emotional or physical need as opposed to the child's.

10.3 Volunteers may offer physical support to ensure a child's safety on a given activity as long as this is in view of others.

10.4 Where physical contact is required for the purposes of personal care, the Leader/s will have ascertained the level of care required prior to the holiday and agreed the procedure for the care with the child and parent/guardian. The volunteers will act in accordance with this to meet the care requirement and consult the Leader/s if unsure of any aspect of the care required.

11. Managing behaviour

NB: Positive Behaviour Guide for full details of PHAB's approach to Behaviour Management.

11.1 Volunteers are required at all times to treat children with respect and will not administer any forms of discipline that humiliates or ridicules the children.

11.2 Volunteers will set a good example to children at all times by being polite, considerate, calm, kind, and gentle, and avoid demonstrating anger or resorting to shouting, when a calm, still and measured approach is far more likely of gaining their co-operation.

11.3 Volunteers will manage unwanted behaviour through the use of distraction, supervision and early intervention in potential disagreements.

11.4 Any forms of physical harm, verbal abuse or discriminating behaviour carried out by a child will be challenged. Volunteers will act fairly in dealing with all such incidents and seek to be clear on the behaviours we expect, rather than putting all the focus on behaviours we do not expect.

11.5 Except in instances where immediate action is required to ensure any person's safety, volunteers are expected to refer all matters requiring intervention or sanctions to the Leader/s who is responsible for deciding the appropriate response in a timely manner.

11.6 All unwanted behaviour should be challenged as soon as possible after it has been witnessed in line with agreed camp guidelines. In instances where a volunteer has no choice but to intervene or challenge behaviour or resort to any pre-agreed sanctions, the Leader must be informed as soon as it is possible to do so and an Incident Log (via CPOMS) completed so as to achieve a consistent approach for the young person.

11.7 Where a child's behaviour needs to be challenged, if appropriate to their learning capacity, he/she should first be asked to articulate how they think their behaviour has affected others, and be asked to consider how they would feel if this behaviour had been aimed at them. Birmingham PHAB Camps' aim in doing this is to seek to educate rather than remonstrate in the first instance.

11.8 Physical punishment, or the threat to use this method of punishment, will not be used under any circumstances.

11.9 Physical intervention will only be used to prevent injury to the child or others, or serious damage of property. This will be recorded in on an Incident Log (via CPOMS) and reported to the parents/guardians as soon as possible.

11.10 It is the Leader/s right to decide if a child's behaviour has become unmanageable. If that is the case, they may request that the parent/guardian collect the child, or release two volunteers to drive the participant home if the camp has a vehicle, or contact the Safeguarding Contact allocated to the camp to arrange for two DBS checked volunteers within PHAB to come and collect the child and return them home. In such instances, the Leader/s will fill out an Incident Log (via CPOMS) detailing the reason for their decision.

12. Sick children

If a child falls seriously ill or sustains serious injuries while on a Birmingham PHAB Camps holiday, parents will be contacted immediately, and the child will be escorted to the hospital by one or more members of the volunteer staff assigned by the Leader/s. In such instances where a volunteer needs to remain with the child at the hospital, the two-volunteer rule need not apply as care will be carried out by hospital staff. If the child needs to remain overnight, and his/her family cannot get there, then it will be at the Leader's discretion as to whether any of the volunteer care team should be asked to remain with the child at the hospital based on the child's needs and wishes. Daily visits will of course be arranged until the family can reach the hospital or the child is released back onto the holiday.

13. Overnight care

13.1 It is important to remember that all participants are under our care day and night. The Leader/s will risk assess whether any child would benefit from a room adjoining a set of volunteers, whether they need baby alarms or their own "call-system", or whether they can be relied upon to come for help if needed, or alert one of the other children sleeping in the room to do so for them.

13.2 Leaders may assign volunteer rotas to the overnight care of specific children if regular turning or other "night-time-assistance" is likely to be needed.

13.3 Ambulant children will be shown where the volunteers are sleeping and instructed in how to alert a volunteer if he/she or one of their "room-mates" needs assistance during the night.

13.4 All volunteers stay in the centre overnight. Volunteers choosing to leave the centre for a short period in the evening, after all the children are safely in bed, must gain approval from the Leader in the first instance, and state where they are going. It is the Leader's responsibility to ensure that there are always enough volunteers on site at all times during the evening and night, to respond adequately and effectively to any medical incident or emergency that could take place, bearing in mind that volunteer staff will be considerably depleted if any are required to accompany a child to hospital, and there must be enough remaining to observe the "two-volunteer" rule to meet all other care requirements. The Leader must also risk assess which children have specialist equipment or care needs, and ensure that at least one of the remaining volunteers can operate that equipment or deliver that care.

14. Lost children

If a child is lost or missing while on a Birmingham PHAB Camps holiday, police will be informed and leaders will take advice as to the next steps in finding the missing child and keep parents informed accordingly.

15. Children who are not collected at the end of the holiday

15.1 In the event that a child is not collected at the end of a Birmingham PHAB Camps holiday, every effort will be made by the Leader/s to contact the parents and the emergency contact (see 7.2).

15.2 Whilst trying to alert the parents and the emergency contact, the Leader/s can contact the camp's Safeguarding Contact (see 7.6), who in turn can call on other members of PHAB to gain any logistical support needed, including a safe place in which to wait, during this period.

15.3 If neither the parents/emergency contact can be alerted within an hour of returning home, the Leader/s will remain with the child, at a safe destination, with at least one other volunteer, Operational Committee member, or Trustee and take advice from social services and/or the police on how to proceed.

15.4 Should the parents and emergency contact be contactable but refuse to collect the child without reasonable cause, social services must be contacted.

16. Photography

16.1 All parents/care providers/young adults are asked to complete a photo consent form before the holiday which will stipulate whether they are happy for their child to appear in photos, and the extent that any such photos can be used for photo compilations, social media feeds or publicity purposes.

16.2 The Leader/s will keep a clear record of consent for each child and inform the volunteers accordingly to ensure that photos are only taken/used where consent has been given.

16.3 Photo consent forms will be held on file in hardcopy for five years by an assigned member of the Board of Trustees.

16.4 Children are allowed to take photos during the holiday unless instructed otherwise by the Leader/s for any reason, but they are not allowed to bring phones or iPads so they will need an alternative type of camera.

16.5 Volunteers may take photos during the holiday but are asked not to upload images of children to their social media accounts. Volunteers may share PHAB's official social media posts, as these are in the public domain, but they must not re-quote what PHAB has written, or identify or "tag" or name those in the picture, that PHAB has not already done so.

16.6 Volunteers are told explicitly:

- not to take pictures in the bedrooms (however innocent) or any other place that care-needs are carried out
- not to take or retain pictures that a child says they do not want taken
- not to take any pictures of children that could embarrass them or be deemed of an inappropriate nature.

17. Mobile Phones/WIFI Devices, Internet use and E-Safety

17.1 We have found that the use of mobile phones, iPads and other mobile devices that connect to WiFi simply distract from the potential friendships and integration the camp offers. We no longer want this to happen and neither do we want volunteers to be checking their phones during the day.

- We have therefore decided to restrict the use of mobile phones/devices on camp for everyone.
- Participants will not be allowed to have mobile phones or other mobile wifi devices on them on camp.
- A participant found with their phone on them will be asked to hand it in for safekeeping and have it

returned at the end of the camp.

NB: See the Leader Handbook, and the Behaviour Guide for full details of this policy.

17.3 Most of our children will use mobile phones and computers away from camp. They are a source of fun, entertainment, communication and education. However, we know that some men, women and young people will use these technologies to harm children or each other (cyber bullying – see 9.2). The harm might range from sending hurtful or abusive texts and emails, to enticing children to engage in sexually harmful conversations, webcam photography or face-to-face meetings.

- Should a child disclose to a volunteer, or by other means such as boasting to other children, that they are entering into sexual discussions online with friends, strangers and adults, through text, social networking or chatrooms, this must be reported to the Leader/s and logged via CPOMS. In any case where the Leader/s takes a view that the online interaction may endanger the child, they will need to inform the child's parent/guardian of the interaction, or Social Services if they deem this the better route.

17.4 In all such instances, Birmingham PHAB Camps will consider the child's privacy in the first instance, particularly if it is one of our young adults. It is understood that young people will enter into relationships with their peers, and in some instances a situation may be dealt with purely by telling the child not to carry out such interactions while on holiday or during activity periods. The distinction must be made between harmful interactions, and social interactions with their own peer group befitting the child's physical and learning age.

17.5 At the end of a holiday it is likely that children will "friend-request" volunteers on social networking sites, and it can be tempting to accept in order to keep up with a child's development and welfare through these sites. However, in the interests of safeguarding each other, Birmingham PHAB Camps requests that volunteers:

- do not add children as friends on these sites
- do not upload photos of children onto these sites

17.6 Birmingham PHAB Camps runs an open Facebook, Twitter, Youtube and Instagram feed, where photos of the holidays with children in them can be uploaded by authorised Birmingham PHAB Camps personnel, where permission has been specifically granted by the parent/guardian on the Photo Consent Form. Volunteers may also interact and respond to young people's questions on the open discussion boards, threads, home pages which are viewable by all.

18. Confidentiality and sharing information

18.1 All volunteers will understand that child protection issues warrant a high level of confidentiality, not only out of respect for the child, volunteers and families involved but also to ensure that information being released into the public domain does not compromise evidence or contravene General Data Protection Regulations (GDPR).

18.2 Volunteers should only discuss concerns with the Leader/s, or Safeguarding Contact/Birmingham PHAB Camps Trustee depending on who is the subject of the concern, in the first instance. They will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis. It may be that the Leader/s will decide that all volunteers should be informed of the situation at the evening meeting, but this must be the Leader's decision and it must be made in terms of the welfare of the child and what will be best for them whilst they remain under our care.

18.3 Child protection information will be stored and handled in line with GDPR principles. Information must be:

- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- kept no longer than necessary
- processed in accordance with the data subject's rights
- secure.

18.4 Incident Logs (which do not include personal data such as child's address etc.) remain stored on CPOMS (see 7.20).

18.5 General care notes about the children, for the purposes of their wellbeing on the camp, will be shared with volunteers electronically prior to the camps, but these will not include personal data such as address or contact details.

18.6 Child protection records are normally exempt from the disclosure provisions of the General Data Protection Regulations (GDPR), which means that children and parents do not have an automatic right to see them. If any leader receives a request from a child or parent to see CPOMS Logs, they should refer the request to the Chair of Birmingham PHAB Camps.

18.7 GDPR does not prevent volunteers from sharing information with relevant protection agencies, where that information may help to protect a child.

18.8 All Birmingham PHAB Camps policies and guidelines are available to parents and children publicly on our website.

19. Contacts

As stated in section 7.6 above, each holiday will be provided with a Safeguarding Contact for their holiday, from with the Board of Trustees.

Key PHAB Contacts:

Chair – Birmingham PHAB Camps

Andrew Miles

07500 951 134

andrewm@bhamphabcamps.org.uk

Vice Chair – Birmingham PHAB Camps

Emma Spittle

07464 944 093

emmas@bhamphabcamps.org.uk

Safeguarding Lead Trustee – Birmingham PHAB Camps

Jackie Redding

07977 229925

Jackie@bhamphabcamps.org.uk

Whistleblowing Contact – Birmingham PHAB Camps

If you feel that your complaint, concern or observation needs to be investigated by someone fully removed from the day-to-day running of our operations, our separate Whistle Blowing Policy allows you to raise your concern in private with our legal trustee (Grant McCaig) who will aim to keep your identity private and who will look into your concerns.

Grant McCaig

07713 073884

Grant.Mccaig@thephoenixgroup.com

Other Key Contacts (external):

Social Services Birmingham – Emergency Duty Team

Tel: 0121 675 5000 or 0121 675 4806

The Multiagency Safeguarding Hub (MASH)

0121 303 1888

NSPCC: Social Services Child Protection Helpline

Tel: 0808 8005000

Will be able to give advice or tell you the telephone number of the child's local duty Social Worker.

Appendix 1

Additional safeguarding guidelines and information for Leaders and Volunteers

CONTENTS

1. Recognising abuse
 - Physical abuse
 - Emotional abuse
 - Sexual abuse
 - Neglect
2. Indicators of abuse and what you might see
3. The impact of abuse
4. Abuse against Disabled Children
5. Taking action
 - Receive, Reassure, Respond, Record, Refer
 - If you suspect a child is at risk of harm
 - If a child discloses information to you
 - During your conversation with the child
 - After your conversation with the child
6. Notifying parents
7. Referral to Social Services

1. Recognising abuse

To ensure that our children are protected from harm, we need to understand what types of behaviour constitute abuse and neglect.

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a child by inflicting harm, for example by hitting them, or by failing to act to prevent harm, for example by leaving a child alone, or leaving knives or matches within reach of a child or vulnerable person unattended.

As of 2019, the UK Social Care Institute for Excellence lists ten categories of abuse:

(1) Physical, (2) Emotional or Psychological, (3) Sexual, (4) Neglect, (5) Discrimination (6) Self-inflicted abuse or neglect, (7) Institutional, (8) Domestic (specifically taking place in the home), (9) Financial, and (10) Slavery.

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

We have expanded on the **seven** of these **considered to be the most relevant to what could be encountered on a camp** – Physical, Emotional or Psychological, Sexual, Neglect, Discrimination, Self-inflicted/neglect, and Institutional – below:

- **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child (this used to be called Munchausen's Syndrome by Proxy but is now more usually referred to as fabricated or induced illness).

NB: In January 2015 the West Midlands Police revealed that Birmingham Heartlands Hospital dealt with 1,500 cases of Female Genital Mutilation (FGM) over five years. If a volunteer believes they detect any sign of a participant being at risk of FGM or having been subject to it, they must complete

an Incident Log (via CPOMS), and the Leader must immediately share this with the Safeguarding Contact for immediate consideration. Birmingham PHAB Camps' leaders and volunteer carers can gain information on how to recognise potential signs of FGM here:

https://cumbrialscb.proceduresonline.com/chapters/p_fem_gen_mutil.html#signs

- **Emotional abuse**

Emotional abuse is the persistent emotional maltreatment of a child, such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only for meeting the needs of another person. It may feature age, or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

- **Sexual abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative and non-penetrative acts. They may include non-contact activities, such as involving looking at children inappropriately, watching them undress (without due cause for care reasons), or in the production of pornographic material, or encouraging children to behave or converse in sexually inappropriate ways.

- **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance misuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing or shelter, including exclusion from home or abandonment; failing to protect a child from physical and emotional harm or danger; failure to ensure adequate supervision, including the use of inadequate care-takers; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. On a PHAB holiday – something as simple as forgetting to check if a child needs changing is a form of neglect if the child is not able to or not confident enough to express the need themselves.

- **Discrimination**

Discrimination is the unequal treatment of a person based on age, disability, gender identification, race, religion and belief, sex or sexual orientation (known as '[protected characteristics](#)' under the [Equality Act 2010](#)). This can manifest as verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic. This could happen on any aspect of a PHAB Camp, but the most likely risk of occurrence is between one young participant and another, and must be spotted and addressed.

- **Self-inflicted abuse or neglect**

Self-inflicted abuse or neglect, refers to a lack of self-care or an act of self-harm to an extent that it threatens personal health and safety. Neglecting to care for one's personal hygiene, health or surroundings inability to avoid self-harm, failure to seek help or access services to meet health and social care needs, refusal to take medication, or secretly not taking medication, or refusal to eat are all likely examples of this. This is something we need to be conscious of on PHAB, and respond to based on the learning capacity of the young person, level of intent and awareness of the harm their action is causing themselves.

- Institutional Abuse

Institutional abuse can creep into any institution that offers care and becomes used to its own ways of doing things...The staff may not be deliberately abusing people. It might just be the way in which the staff are used to doing things. Individually, the things that happen may seem small and apparently insignificant, and might not be noticed. But when taken together, they might amount to a culture that restricts dignity, privacy, choice, independence or fulfilment.

2. Indicators of abuse and what you might see

Physical signs define some types of abuse, for example, bruising, bleeding or broken bones resulting from physical or sexual abuse, or injuries sustained while a child has been inadequately supervised. The identification of physical signs is complicated, as children may go to great lengths to hide injuries, often because they are ashamed or embarrassed, or their abuser has threatened further violence or trauma if they 'tell'. It is also quite difficult for anyone without medical training to categorise injuries into accidental or deliberate with any degree of certainty. For these reasons it is vital that leaders and volunteers are also aware of the range of behavioural indicators of abuse and report any concerns to the designated person.

Remember, it is your responsibility to report your concerns. It is not your responsibility to investigate or decide whether a child has been abused.

A child who is being abused and/or neglected may:

- have bruises, bleeding, burns, fractures or other injuries
- show signs of pain or discomfort
- keep arms and legs covered, even in warm weather
- be concerned about changing for PE or swimming
- look unkempt and uncared for
- change their eating habits
- have difficulty in making or sustaining friendships
- appear fearful
- be reckless with regard to their own or other's safety
- self-harm
- frequently miss school or arrive late
- show signs of not wanting to go home
- display a change in behaviour – from quiet to aggressive, or happy-go-lucky to withdrawn
- challenge authority
- become disinterested in their school work
- be constantly tired or preoccupied
- be wary of physical contact
- be involved in, or particularly knowledgeable about drugs or alcohol
- display sexual knowledge or behaviour beyond that normally expected for their age.

Individual indicators will rarely, in isolation, provide conclusive evidence of abuse. They should be viewed as part of a jigsaw, and each small piece of information will help the relevant person or agency on authority to decide how to proceed. It is very important that you report your concerns – you do not need 'absolute proof' that the child is at risk.

3. The impact of abuse

The impact of child abuse should not be underestimated. Many children do recover well and go on to lead healthy, happy and productive lives, although most adult survivors agree that the emotional scars remain, however well buried. For some children, full recovery is beyond their reach, and the rest of their childhood and their adulthood may be characterised by anxiety or depression, self-harm, eating

disorders, alcohol and substance misuse, unequal and destructive relationships and long-term medical or psychiatric difficulties.

4. Abuse against Disabled Children

Disabled children may be especially vulnerable to abuse for a number of reasons:

- Many disabled children are at an increased likelihood of being socially isolated with fewer outside contacts than non-disabled children;
- Their dependency on parents and carers for practical assistance in daily living, including intimate personal care, increases their risk of exposure to abusive behaviour;
- They have an impaired capacity to resist or avoid abuse;
- They may have speech, language and communication needs which may make it difficult to tell others what is happening;
- They often do not have access to someone they can trust to disclose that they have been abused.
- They are especially vulnerable to bullying and intimidation.

Looked after disabled children are not only vulnerable to the same factors that exist for all children living away from home, but are particularly susceptible to possible abuse because of their additional dependency on residential and hospital staff for day to day physical care needs.

5. Taking action

If a disclosure is made or there is reason to suspect abuse the following guidelines should be adhered to.

- Receive:** listen to what a child says but do not ask leading questions except to show you have understood.
- Reassure:** ensure the child knows they have done the right thing in telling you
- Respond:** to ensure the child is currently safe and secure
- Record:** make note of what you have seen or heard
- Refer:** refer the disclosure to the holiday Leader

It may occur that a child wishes to have a third party, friend or parent/guardian/carer present before they will offer any information. This is perfectly acceptable and should be encouraged. However, great care must be taken not to let the other person speak for the child especially where that person is the child parent/guardian or carer.

- **If you suspect a child is at risk of harm**

There will be occasions when you suspect that a child may be at serious risk, but you have no 'real' evidence. The child's behaviour may have changed, their artwork could be bizarre or you may have noticed other physical but inconclusive signs. In these circumstances you should inform the Leader/s, and, either with yourself or another Leader/volunteer, they should try to give the child the opportunity to talk. The signs you have noticed may be due to a variety of factors and it is fine to ask the child if they are alright or if you can help in any way.

Use the CPOMS incident logging system to record these early concerns. If the child does begin to reveal that they are being harmed you should **follow the steps outlined in Appendix 3 dependent on which type of disclosure is forthcoming.**

- **If a child discloses information to you**

It takes a lot of courage for a child to disclose that they are being neglected and or abused. They may feel ashamed, particularly if the abuse is sexual, their abuser may have threatened what will happen if they tell, they may have lost all trust in adults, or they may believe, or have been told, that the abuse is their own fault.

If a child talks to you about any risks to their safety or wellbeing **you will need to let them know that you must pass the information on** – you are not allowed to keep secrets. **The point at which you do this is a matter for professional judgement.** If you jump in immediately the child may think that you do not want to listen, if you leave it till the very end of the conversation, the child may feel that you have misled them into revealing more than they would have otherwise. Judge what it is you are being told and act accordingly.

- **During your conversation with the child:**

- Allow them to speak freely.
- Take what you are being told seriously.
- Listen carefully – do not interrupt.
- At an appropriate time tell the child that in order to help them you must pass the information on.
- Remain calm and do not over react – the child may stop talking if they feel they are upsetting you.
- Ask open questions such as “how did this happen”, “was anyone else involved” etc.
- Give reassuring nods or words of comfort – ‘I’m so sorry to hear this has happened’, ‘I want to help’, ‘This isn’t your fault’, ‘You are doing the right thing in talking to me’.
- Tell the child what will happen next.

- Do not be afraid of silences. Avoid being the one to break a silence – unless you are absolutely convinced the child will not speak again given enough time – remember how hard this must be for the child.
- Do not ask investigative or leading questions – such as how many times this has happened, whether it happens to siblings too, or what does the child’s mother think about all this.
- Do not ask closed questions such as “did you fall?”; “were you hit?”; “was it *so-and-so*?”.
- **NB:** the correct external authorities may need to use more investigative methods of questioning, but for us to do so could compromise an official enquiry, interview or investigation.
- Do not reprimand the child for not disclosing earlier. Saying ‘I do wish you had told me about this when it started’ or ‘I can’t believe what I’m hearing’ may be your way of being supportive but the child may interpret it that they have done something wrong.
- Do not promise to keep a secret or any other promises you can’t keep
- Unless they reach out to you – do not automatically offer any physical touch as comfort. It may be anything but comforting to a child who has been abused.

- **After your conversation with the child:**

- Report verbally to the Leader/s what has been said if they were not present at the disclosure (remember, another volunteer must be in sight-line at least in any such scenario).
- Write up your conversation as soon as possible via CPOMS, which will be view immediately the Leader/s.
- The Leader/s will then act on their judgement, in accordance with this policy, and under advice as required.

6. Notifying parents/guardians

Birmingham PHAB Camps will normally seek to discuss any concerns about a child with their parents/guardians. This must be handled sensitively, and the Leader/s will make contact with the parent in the event of a concern, suspicion or disclosure.

However, if Birmingham PHAB Camps believes that notifying parents could increase the risk to the child or exacerbate the problem, then advice will first be sought from Social Services.

7. Referral to Social Services

The Leader/s or Safeguarding Contact will make a referral to Social Services if it is believed that a child is suffering or is at risk of suffering significant harm. The child (subject to their age and understanding) and the parents will be told that a referral is being made, unless to do so would increase the risk to the child.

Appendix 2**Specific guidelines for disclosures whilst on a Birmingham PHAB Camps holiday****CONTENTS:**

1. Cases where there is a disclosure or evidence of a child harming another child
2. Cases where there is a disclosure or evidence of a volunteer harming a child
3. Cases where there is a disclosure or evidence of a child suffering abuse outside of the Holiday
4. Referral flowchart
5. Conclusion

Note: these guidelines should be read in with the Section 7 (Prevention: procedures for keeping young people safe) of the main Safeguarding Policy, and Section 4 of Appendix 1 (Additional safeguarding guidelines and information for Leaders and Volunteers), which details how difficult conversations and disclosures should be approached.

1. In cases where there is a disclosure or evidence of a child harming another child:**Steps:**

- I. Where the Leader/s is not present, volunteers must take steps to separate the children and keep both monitored, bearing in mind no volunteer can be left alone with a child, and get the Leader/s as soon as it's safe to do so.
- II. The Leader/s will decide on a course of action. In most cases (such as early-stage bullying, fighting, hurtful comments etc.,) this may simply mean discussing the young person's actions with them and agreeing a code of conduct for the future. This will be written up in an Incident Log (via CPOMS) and monitored.
- III. In more serious cases of bullying, the perpetrator's parents may need to be called and further action taken if the Leader/s feels the young person's behaviour is unmanageable on the holiday.
- IV. In rare cases of accusations or evidence of sexual abuse between children, the Leader/s must once again ensure both children are separated and safely monitored, and take advice from Social Services on the correct procedure to follow based on the specific circumstances.
- V. In all of the above situations, the Leader/s (or volunteer if necessary) may ask the young person open questions to ascertain what has happened, and to name the person involved if they are prepared to do so. The Leader/person questioning must not ask closed or leading questions about what *might* have happened or who *might* have been involved.
- VI. In instances or disclosures of any form of physical or sexual abuse, the Leader/person questioning must be careful not to probe the young person for detail that is not openly forthcoming. This is to avoid contamination of evidence gained in any subsequent

investigation undertaken by Police &/or Social Services and to ensure that the child is not placed in the stressful position of having to repeat their story over and over again*.

Take note: where an incident has been reported as happening on the holiday itself, which cannot be immediately resolved, the family/care provider have a right to know as soon as possible.

2. In cases where there is a disclosure or evidence of a volunteer harming a child:

Steps:

- I. Where the Leader/s is not present, volunteers must take steps to ensure the young person is safe and monitored, bearing in mind no volunteer can be left alone with a child, and get the Leader/s as soon as it is safe to do so.
- II. The Leader/s must be informed and can ask the young person open questions to ascertain what has happened, the name of person involved if the child is prepared to disclose it, and, where appropriate, how it happened to ascertain whether there was intent. The Leader/person questioning must not ask closed or leading questions about what *might* have happened or who *might* have been involved.
- III. The Leader/s should ascertain whether there was anyone else present and where the incident took place.
- IV. In instances or disclosures of intentional abuse, the Leader/person questioning must be careful not to probe the young person for detail that is not openly forthcoming. This is to avoid contamination of evidence gained in any subsequent investigation undertaken by Police &/or Social Services and to ensure that the child is not placed in the stressful position of having to repeat their story over and over again*.
- V. In cases where it is a volunteer disclosing evidence or concerns about another volunteer's behaviour on behalf of a child, the same procedure should be adhered to, ensuring that no closed questions are asked, and only ascertaining what information is openly offered.
- VI. The Leader/s next steps will always be based on the specific disclosure and the nature of abuse disclosed. Basic steps will be as follows:
 - Inform the volunteer in question that a disclosure has been made involving them and also ask them if they believe there was anyone else present.
 - Dependent on the level and nature of the disclosure the Leader/s will decide whether it is appropriate to explain what has been said and to ask both the volunteer and witness (if there was one) to separately explain what they believe took place.
 - The Leader/s should seek to ascertain, or make an initial judgement, as to whether this is an incidence of intent, accident or misunderstanding. Whilst the former will need a thorough investigation, most likely involving external authorities, to decide the truth of the allegation and the outcome for the volunteer, it might be possible to resolve the latter two (as long as what has taken place is not of a physical or sexual nature), depending on the level and nature of the reported incident, during the holiday by an internal 'staff' disciplinary or a resolution between the child and volunteer if it's clear a misunderstanding has taken place and the child signifies that they are satisfied that no lasting harm has been caused. In all such cases this must be fully documented using CPOMS.
 - Volunteer witnesses (with statements in support of, or to the contrary of, the disclosure) must write up everything they saw and believe took place using CPOMS.

- VII. In cases of a serious disclosure of harm that cannot be immediately resolved, or there is even the slightest possibility of intent:
- The volunteer should be requested to make arrangements to leave the holiday while the matter is investigated. They should be invited to complete their own incident log (via COMPS) if the Leader/s views it as appropriate and safe to ask them to do so, along with that of any witnesses present, accepting that it is a person's right to remain silent if an accusation has been made against them.
 - The Leader/s must inform the young person's family/care provider of the disclosure or incident as soon as possible, who may wish to request or take further action of their own.
 - It may be necessary to report the disclosure to Social Services, who will advise on what further action should be taken and whether the police should be informed.
 - In the rare instance of a Leader/s having serious concerns about the truthfulness of the child's disclosure, they may seek advice from Birmingham PHAB Camps Safeguarding Contact before following the above procedures. Asking the child to repeat what they have said may help in such instances but, once again, they must only be asked open questions as to what happened and who was involved. If the child is adamant about what they say, a Leader/s must accept their word unless there is unequivocal evidence to the contrary of what they say. We can, as far as possible, however, seek to support the volunteer as well as the child, by handling the matter with courtesy, and discretion in our dealings with the volunteer, the manner and extent to which the situation is disclosed to the rest of the volunteer team, and by keeping the volunteer informed of the steps being taken.

3. In cases where there is a disclosure or evidence of a child suffering abuse outside of the holiday:

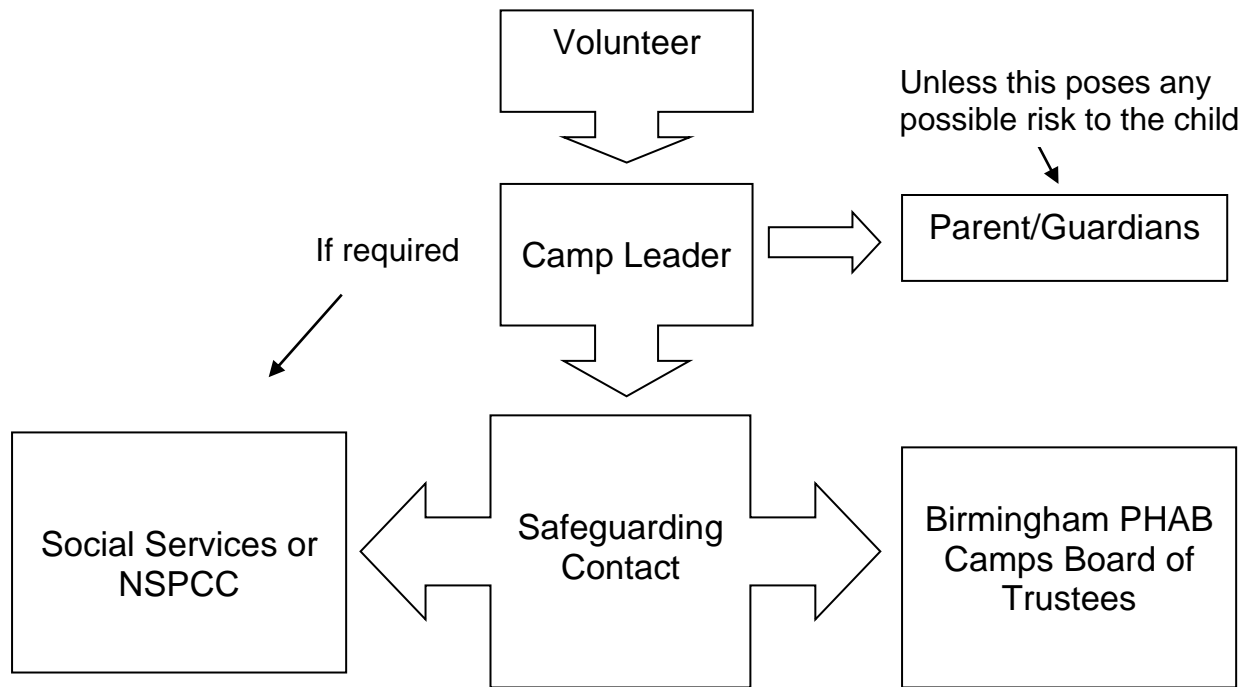
- I. If a child wishes to disclose something to you, remember to make it clear to them that you cannot "promise to not to tell anyone" if it is something that could affect their safety.
- II. If they wish to disclose something about their home-life, allow them to, but make sure another volunteer, preferably a leader, is present or aware and within sight of the conversation taking place.
- III. Do not probe the young person for detail that is not openly forthcoming, as there is no reason for us to do so.* If you are asking the child about marks on their body – only ask open questions such as "do you remember how you got this?"
- IV. The disclosure must be recorded in an Incident Log (via CPOMS).
- V. The Leader/s will then make a decision as to what action to take about the disclosure.
- VI. In most instances the Leader/s is advised to call Social Services or ask the Safeguarding Contact to do this on their behalf, for advice. This can be done without naming the child in the first instance if required. The Leader/s will then ask upon Social Service's advice. In instances where the suggested abuse is happening outside of the home – such as at School – it should be appropriate to discuss with the child's parent. In other instances, where the suggested or suspected abuse could be happening in their home life, the Leader/Safeguarding Contact should make a full disclosure to Social Services for them to decide the next course of action.

***NOTE FOR ANY INSTANCE ABOVE: If you feel that you, or one of the team, has asked leading questions: highlight this clearly via CPOMS stating exactly what you asked and how the young person responded, so that the authorities are aware. Do not hide the mistake. As long as they know before they begin their questioning, it should not prejudice the case. It is when mistakes come out later that the authorities were not aware of that cases can go wrong.**

RECOMMENDED FURTHER READING: [Kent County Council - Dealing with Disclosures](#)

4. Referral flowchart

The flowchart below demonstrates who should be informed after a disclosure is



NB: a volunteer can contact the Safeguarding Contact or another Birmingham PHAB Camps Trustee direct if they think approaching the Leader could pose a risk to the child for any reason.

5. Conclusion

No set of safeguarding procedures can account for every scenario and, having taken into account Birmingham PHAB Camps safeguarding policy, leaders must be able to act on judgement in such a way as they truly believe to be in the child’s best interests. Equally, all leaders must feel able to reach out for help, once they have made the immediate environment safe, before taking further action if they have any doubts as to the next best step to take.

Appendix 3

References and further reading

Birmingham Local Safeguarding Children's Board procedures:

<http://www.lscbbirmingham.org.uk/policies-and-procedures-pro>

Birmingham PHAB Camps: (1) Leader Handbook; (2) Volunteer Handbook; (3) Positive Behaviour Guide; and (4) Moving and Handling Guidelines.

Department for Education Website: <http://www.education.gov.uk>

All children deserve the opportunity to achieve their full potential. In 2003, the Government published the Every Child Matters Green Paper which set out five outcomes that are key to children and young people's wellbeing:

1. Be healthy;
2. Stay safe;
3. Enjoy and achieve;
4. Make a positive contribution; and
5. Achieve economic wellbeing.

To achieve the five Every Child Matters outcomes, children need to feel loved and valued, and be supported by a network of reliable and affectionate relationships. They need to feel they are respected and understood as individual people and to have their wishes and feelings consistently taken into account. If they are denied the opportunity and support they need to achieve these outcomes, children are at increased risk not only of an impoverished childhood, but also of disadvantage and social exclusion in adulthood. Abuse and neglect pose particular problems.

Female Genital Mutilation NHS page: <http://www.nhs.uk/conditions/female-genital-mutilation>

HM Government: Information Sharing:

Guidance for Practitioners and Managers: March 2009

<http://www.education.gov.uk/publications/eOrderingDownload/00807-2008BKT-EN-March09.pdf>

LSCB Richmond upon Thames School Safeguarding Children and Child Protection Policy:

<https://kingstonandrichmondlsqb.org.uk/news-resources/policies-and-procedures-87.php>

NCVO National Council for Voluntary Organisations: <https://www.ncvo.org.uk/ncvo-volunteering>

Child Protection and Safeguarding Policy 2009

Residential holiday schemes for disabled children National minimum standards August 2013

<https://www.gov.uk/government/publications/residential-holiday-schemes-for-disabled-children>

3.1 Children's safety and welfare is promoted by the scheme. Children are protected from abuse and other forms of significant harm (including sexual or labour exploitation).

3.2 Staff and volunteers actively promote the welfare of children for the duration of the scheme and should have a clear policy on how to help a disabled child understand issues around safeguarding.

3.3 Staff and volunteers make positive relationships with children on the scheme, generate a culture of openness and trust and are aware of and alert to any signs or symptoms that might indicate that a child is at risk of harm.

3.4 The scheme implements a proportionate approach to any risk assessment.

3.5 Unchecked visitors are adequately 'chaperoned' when on the schemes premises

Working Together to Safeguard Children: A guide to inter-agency working to Safeguard and promote the welfare of children

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Social Care Institute for Excellence:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Kent County Council - Dealing with Disclosures (2015):

https://www.kelsi.org.uk/_data/assets/pdf_file/0005/28643/Dealing-with-disclosures-in-school.pdf