CHILDHOOD EYE CANCER TRUST
SAFEGUARDING POLICY – WEB VERSION

POLICY STATEMENT

The Childhood Eye Cancer Trust (CHECT) is a UK charity dedicated to helping people affected by retinoblastoma, a rare form of eye cancer. We work directly with children with retinoblastoma and their families, as well as young people and adults who have had retinoblastoma.

The purpose of this policy is to promote and safeguard the welfare of children and adults at risk of harm ('adults at risk') who come into contact with the Childhood Eye Cancer Trust ("CHECT"/"we"/"us") and its activities.

The Trust is committed to:

- Valuing, listening to and respecting children and adults at risk.
- Appointing a Designated Safeguarding Lead (DSL) and a Deputy Safeguarding Lead (DDSL).
- The safety and welfare of all children and adults at risk, who come into contact with CHECT
- Safe recruitment, selection and vetting of employees, workers, trustees and volunteers (together referred to as "Representatives").
- Promoting the right that all children and adults at risk without exception have to protection from abuse.
- Taking concerns over the safety and welfare of any child or adult at risk seriously.
- Responding quickly and appropriately to any concerns or allegations.
- Providing effective management for Staff (paid employees) through supervision, support and training.

All concerns and allegations of abuse will be taken seriously by CHECT and responded to appropriately - this may require a referral to a relevant statutory body and in emergencies, the Police.*

This policy has been written in accordance with the relevant legislation and statutory guidance designed to protect children and adults at risk.

For the purposes of child protection legislation and within this policy, the terms ‘child’ and ‘children’ refers to anyone up to 18 years of age.

An ‘adult at risk of harm’ (adult at risk) is any adult aged 18 years and older who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either risk of, or the experience of abuse or neglect.

This policy applies to all Staff, Trustees, and volunteers who may have contact with CHECT members.

Contractors and agencies supplying CHECT with agency workers are made aware of their safeguarding responsibilities and asked for written confirmation that they have policies, procedures and safeguards in place. CHECT reserves the right to require evidence to confirm that these are in place.

* For children and adults at risk who are either unable or too vulnerable to report the concern themselves (and therefore require protection). However, more consideration may need to be given to the wishes of an ‘adult at risk’ (as defined above) who has the capacity/ability to make that decision and make a report themselves. This will need to be dealt with on a case-by-case basis and any queries should be raised with the DSL/DDSL in line with the policy.

What is safeguarding?

Safeguarding is everything we do to promote the safety and welfare of children and adults at risk to protect them from harm. Safeguarding is everyone’s responsibility and is not only about preventing abuse or neglect. It’s about creating a culture of openness and learning, where we put the voices of children and adults at risk who we may come into contact with first – balancing risk and allowing them to thrive. This Safeguarding Policy indicates what you should do and how you will be supported if you are concerned that a child or adult is at risk or has been harmed.

What is a safeguarding concern?

A safeguarding concern is anything that might impact on children’s and adults at risk’s safety and welfare, cause them harm, or put them at risk of harm.

Children and adults at risk may be experiencing or be exposed to different types of harm and abuse. Below are some examples of different forms of abuse, however, this is a non-exhaustive list and there may be other forms of abuse or examples of abuse, which require action under this policy. Abuse may be caused by a single or repeated act.

Examples of abuse for the purposes of this policy include:

1. **Physical:** this may include hitting, shaking, throwing, kicking, punching and other ways of inflicting pain or injury such as poisoning, or drowning,

amongst others. It also includes giving a child or adult at risk harmful drugs or alcohol.

2. **Emotional:** This is when adults deny children, young people or other adults love or affection, or constantly threaten or humiliate them. Sarcasm, degrading punishments and ignoring are also forms of emotional abuse and undermine someone's confidence and sense of self-worth

3. **Sexual:** involves forcing or enticing a child, young person or adult to take part in sexual activities, whether or not the individual is aware of what is happening. Situations of sexual activity may be; looking at pornography, being harassed by sexual suggestions or comments, being touched or forced to have sex.

4. **Neglect:** This is when a person's basic need for love, food, warmth, safety, education and medical attention is not met by parents or carers.

Bullying, harassment, exploitation, racism and other types of discrimination are forms of abuse. Like online abuse and other kinds of abuse they can harm someone physically and emotionally.

PROCEDURE:

How children and adults at risk will be safeguarded from harm

CHECT Staff who come into contact (or may come into contact) with children or adults at risk will undergo safeguarding training every two years to ensure that they have the knowledge and skills to recognise, record and report safeguarding concerns. These may occur in the clinical environment in wards or clinics, at face-to-face support events, residentials, fundraising events or online. Trustees also undergo safeguarding training every two years. Volunteers who come into contact with children or adults at risk will not receive training from CHECT but should be aware of the Safeguarding Policy.

At an organisational level, safeguarding is a standing agenda item at the Board Meeting under the Finance, Risk & Safeguarding report, is a standalone item on the FRC agenda and is regularly reviewed by the FRC and Board as part of the charities risk register review and reporting process. It is part of the risk assessment carried out for each CHECT-organised event. At present CHECT volunteers are unlikely to come into contact with service users, but in future if the charity runs a large event involving volunteers (such as the Members' Weekend), volunteers will receive a full safeguarding briefing prior to the event.

If working with children or adults at risk who are not under the supervision of their own parents/carers, CHECT Staff should work alongside at least one other colleague. Staff should reasonably avoid working alone with a child or adult at risk. If a parent asks a Staff member to watch a child, ensure this is only in an emergency and in a public setting.

If there is a need to meet with an individual child or vulnerable adult alone, every effort should be made to keep this meeting as open as possible, for example by ensuring there is a clear view into the room in which the meeting is being held, either through a door or window. If

privacy is needed, ensure that another member of Staff is informed of the meeting and its whereabouts and the work in question.

In the instance where a child/young person under the age of 16 contacts someone that works/volunteers for CHECT, then parental consent must be sought and recorded. (Contact means via email, letter, telephone or face-to-face).

If a child/young person wishes to be linked, through CHECT, with another child/young person under 16 years then parental acknowledgement and consent must be sought and the parent must be made aware that CHECT cannot monitor any of the contact made between the children/young people. See Appendix 3.

Staff must hold a professional relationship with children, and adults at risk in line with CHECT's Code of Conduct to deliver the highest quality of service. Failure to do so may result in formal action being taken (including but not limited to disciplinary action under CHECT's Disciplinary Policy).

Where considered appropriate we will refer any safeguarding issues or concerns to appropriate external agencies. If we encounter a safeguarding issue that constitutes, or may constitute, a crime, the Police will be informed.

IF YOU HAVE CONCERNS ABOUT THE SAFETY OF A CHILD, YOUNG PERSON OR ADULT

CHECT is committed to responding promptly to any concerns about a child or adult at risk. It is important to record and share any concerns, however minor they may appear, to allow for early intervention if required.

Reporting Procedure: responding to safeguarding concern

If a child or adult at risk reports possible abuse or discloses issues which indicate potential abuse:

- listen carefully and stay calm
- do not interview the child or adult at risk, but question normally and without pressure, in order to be sure that the child or adult at risk understands what they are telling you
- do not put words into the child's or adult at risk's mouth
- reassure the child or adult at risk that by telling you, they have done the right thing
- inform the child or adult at risk that you must pass the information on, but that only those that need to know about it will be told
- inform them to whom you will report the matter
- note the main points carefully

- make a detailed note of the date, time, place, what the child or adult at risk said, did and their questions

- You should not investigate concerns or allegations of abuse but should report them immediately to the DSL or DDSL.

Anyone who is concerned or receives an allegation of abuse must raise the matter with the DSL/DDSL at support@chect.org.uk / 020 7377 5578

If you are unable to reach the DSL / DDSL, or if the issue regards the DSL or CEO, raise the matter with the Trustee Lead on Safeguarding. If you feel a reported safeguarding concern has not been dealt with satisfactorily, this may also be escalated to the Board via the Trustee Lead on Safeguarding at safeguardingtrustee@chect.org.uk.

The DSL/DDSL will investigate the matter including asking you to fill out a Safeguarding Incident Reporting Form as set out in Appendix 2; or will go through the form verbally with you to record to relevant information.

In all cases, the DSL/DDSL should consider what reasonable steps can be taken depending on the circumstances of the allegation.

In some cases, the immediate involvement of the Police may be appropriate (see *note p2). For example, if someone is visibly causing serious physical harm to anyone then the involvement of the Police must be sought immediately. Also depending on the nature of the allegation, CHECT may be required to involve other appropriate authorities e.g. the Local Authority Designated Officer (LADO), social services.

If an allegation is made against a STAFF MEMBER:

CHECT expects its Staff team to be attentive to their working environment and if they suspect another member of Staff is behaving inappropriately towards a child or vulnerable adult then they must follow the guidance below.

All Staff should discuss any incident as soon as possible with the DSL/DDSL.

CHECT's Safeguarding Incident Reporting Form must be used to record as much information as you can about the situation; what has happened, where and when, who was involved and any contact details. Also record what action has been taken so far. This information should be passed immediately to the DSL/DDSL. You can do this by phone, email or in person, but it is advised phone calls or meetings are followed with an email attaching the Safeguarding Incident Reporting Form so that information is recorded fully.

It is important to pass on what information you have, even if the complainant has only divulged a little or does not wish to provide their details. The information may be relevant to another allegation or ongoing investigation you are unaware of. This information must be maintained in the strictest confidence as rumours can spread quickly and have the potential to be damaging to investigations. Failure to treat such information confidentially may be viewed as a disciplinary matter.

- The DSL / DDSL will identify the needs of the person making the allegation, and ensure they are receiving the support they require.

- The Staff member against whom the complaint is made will be notified of the allegation and CHECT will offer appropriate support to them.

- An investigation will be carried out by DSL/DDSL, or a person appointed by them. If the Staff Member is an employee, this may be dealt with under CHECT's Disciplinary Policy.

- Where any allegation is made by a Staff Member, DSL/DDSL, or a person appointed by them will offer appropriate support to the reporting Staff Member and keep them up to date with progress of the investigation, although the details and outcome may be confidential. CHECT may refer the allegation to the Police and/or other appropriate authorities e.g. social services.

If an allegation is made in relation to anyone who is not a Staff Member on CHECT Premises, CHECT will take reasonable steps to cooperate with any ongoing investigation and/or other processes.

What will happen next

After contacting the DSL/DDSL, they will discuss your concerns with you, decide what action is necessary and ensure that the relevant authorities have the information they need for them to decide next steps. They will treat all information received with complete discretion and will maintain as much confidentiality as possible whilst making sure that action is taken to safeguard a child or adult at risk now and in the future. All information provided will be treated seriously and respectfully. Do not worry that you may be mistaken; it is better to have discussed it with somebody with the experience and responsibility to make an assessment and any member of Staff raising a concern in good faith will be supported. If, on the other hand, a member of Staff is found to have fabricated a claim then this may be considered a disciplinary matter under the Disciplinary Policy.

The DSL/DDSL should assess the situation and take whatever action is appropriate to stop or prevent the abuse or potential abuse. If possible, they should first take advice from the LADO/Adult Social Care Team. It is important that all allegations are recorded in writing and a copy of the form sent to the DSL/DDSL as soon as possible.

If an allegation of abuse is made against you (Staff only):

- Advise the DSL/DDSL immediately, even if you think it is trivial.

- If CHECT receives an allegation against you, you will be informed and as outlined in CHECT's Disciplinary Policy you may be suspended from work temporarily to allow for a full and impartial investigation to be carried out, but this does not imply that any decision has been made about the allegation.

- If your behaviour contravenes the Safeguarding Code of Conduct contained in this Policy, then this may be treated as a disciplinary matter.

CHECT's DSL/DDSL will assign a person to act as the Investigating Officer. Details of a contact for support will be provided to the Staff Member(s) reporting the allegation, and another to the Staff Member about whom the allegation is made. Their respective contacts will keep each parties updated on the progress of the investigation, the stages of the process and the anticipated timescales for its completion as appropriate.

Information sharing

Where CHECT holds information relevant to the safeguarding or welfare of a child or adult at risk, we will always share the information with relevant authorities. This includes the Police if an allegation may constitute a criminal offence. If there is insufficient information to enable a referral then the reasons for this will be recorded. The final decision about whether a referral is appropriate will be made by the DSL/DDSL.

Confidentiality cannot be guaranteed, although CHECT's rules on Data Protection will apply. Any personal information acquired in the course of working with children or adults at risk will only be communicated on a 'need to know' basis.

You should only take contact details from a complainant if they are prepared to provide them.

The role of DSL and DDSL

- Attend safeguarding training and keep-up to date with current legislation and development in the field of child and vulnerable adult protection and safeguarding
- Act as the main point of contact for any safeguarding concerns
- Identify and respond to safeguarding issues
- Monitor the implementation of this policy
- Ensure that all individuals covered by this policy are clear about how to report safeguarding concerns
- Ensure that sufficient training is given to relevant individuals
- Liaise with the LADO/Adult Social Care Team, the Police and other statutory authorities where necessary and appropriate

Any serious allegations of inappropriate behaviour by a member of Staff must ultimately be reported to the DSL/DDSL who will liaise with the Police and Social Services if appropriate. In these circumstances, the role of the DSL/DDSL is to:

- Assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate;
- Consult initially with the LADO/Adult Social Care Team, Police and where appropriate with other statutory bodies;
- Report to the Lead Safeguarding Trustee;
- Make a formal referral if required to a statutory agency or the Police.

Should any member of Staff need to raise a concern about the implementation of this policy, please refer to CHECT's Whistleblowing Policy.

If concerns arise whilst working on the hospital wards at **The Royal London Hospital** or **Birmingham Women's & Children's Hospital;** these should be reported in accordance with the relevant Hospital's Safeguarding Policy. These should also be recorded via CHECT's Safeguarding Process if they involve a CHECT Staff member.

- **Safeguarding at the Royal London Hospital: contact the RLH Support Worker**
- **Safeguarding at Birmingham Women's & Children's Hospital: https://bwc.nhs.uk/safeguarding/**

SAFER RECRUITMENT

Recruitment will be carried out in line with current Disclosure and Barring Service (DBS) legislation and guidance.

- Enhanced DBS with Barred list Checks will be carried out for all staff and trustees
- Two references will be required for all staff which will include a written reference from each and may also include a telephone reference.
- Trustees are required to submit a copy of their criminal records check disclosure to The Trust on appointment to the board of trustees.

All staff, trustees and volunteers who have direct contact with members are required to read this policy and sign a copy to acknowledge acceptance.

TRAINING

All Staff and Trustees will undergo safeguarding training as part of their induction, and every two years thereafter. Training must be kept up to date.

The DSL and DDSL will be able to support you. If you are unsure of what to do at any point or if you just want to discuss concerns, contact this person.

You can contact the CHECT Safeguarding Leads at support@chect.org.uk / 020 7377 5578.

You can contact the CHECT trustee lead on safeguarding at safeguardingtrustee@chect.org.uk.

Further sources of help and advice

- **NSPCC Child Protection Helpline:** 0808 800 5000. This is a 24-Hour service that provides counselling, information, and advice to anyone concerned about a child at risk of abuse.
- **ThirtyOne:Eight**: 0303 003 1111 https://thirtyoneeight.org/help-and-

resources/safeguarding-helpline

- **For help and support with concerns about safeguarding children online and from sexual exploitation:** https://www.ceop.police.uk/Safety-Centre/
- **Tower Hamlets Children's Services:** 020 7364 5006
- **Birmingham Children's Services:** 0121 303 1888

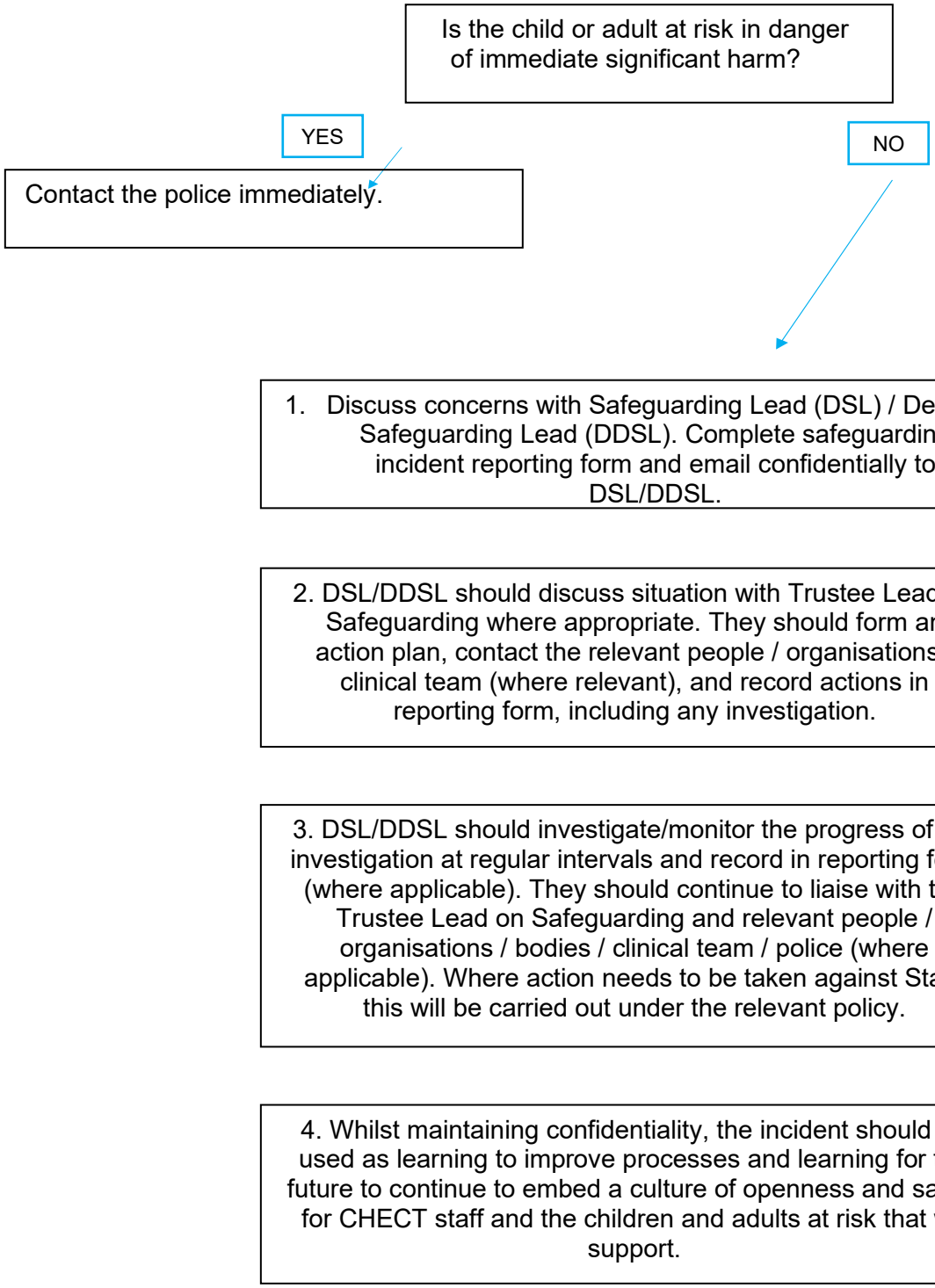
This policy should be read and used in conjunction with the following Trust policies and relevant sections of the Employees Handbook:

- Code of Conduct
- Disciplinary Policy
- Complaints Procedure
- Confidentiality Declaration
- Harassment and Bullying
- Email
- Data Protection
- Health and Safety
- Online Safety
- Lone Working
- Information Sharing (which includes taking photographs of children),
- Whistleblowing Policy

This policy is reviewed, approved and endorsed by the Board of Trustees annually or when the guidance is changed.

APPENDIX 1

Safeguarding Process Flowchart



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For safeguarding support contact:

You can contact the CHECT Safeguarding Leads at support@chect.org.uk / 020 7377 5578.

You can contact the CHECT Trustee Lead on safeguarding at safeguardingtrustee@chect.org.uk.

APPENDIX 2

Safeguarding Incident Reporting Form

This template must be filled in by the responsible person who witnesses a safeguarding incident or who receives information about a safeguarding concern. It should then be sent to the Designated Safeguarding Lead, or the Designated Deputy Safeguarding Lead (contact details below)

Name of person recording incident	
Workplace address	
Contact number	
Email address	
Date and time of information received/incident observed	
Name of child/adult at risk	
Address of child/ adult at risk (if known)	
Parent/carer address, if different	
Parent/carer contact number	
Parent/carer email address	
If you are responding to concerns raised by someone else, please include name, position in organisation (if applicable) and contact details:	

Please record as much information and detail about the incident as possible below:

Please include the names and contact details of anyone else who witnessed the incident	
Please record immediate plan of action taken	
Please record regular review notes until satisfied with outcome	
Form completed by: **Role:**	
Signed:	
Date:	
Form reviewed by (DSL/DDSL): **Role:**	
Signed:	
Date:	

Return form to one of the below:

CHECT Safeguarding Leads at support@chect.org.uk / 020 7377 5578.

CHECT Trustee Lead on safeguarding at safeguardingtrustee@chect.org.uk.

Useful contact details:
NSPCC Helpline: 0808 800 5000 or help@nspcc.org.uk
Tower Hamlets Children's Services (for Royal London Hospital): 020 7364 5006
Birmingham Children's Services (for Birmingham Children's Hospital): 0121 303 1888 Emergency out of hours: 0121 675 4806
ChildLine: 0800 1111 or www.childline.org.uk

APPENDIX 3

Safeguarding Code of Conduct

This Safeguarding Code of Conduct sets out CHECT's expectations for all Staff, Trustees and volunteers.

For Staff, Trustees and volunteers who come into contact with children and adults at risk whilst carrying out activities on behalf of CHECT, the following are common sense examples of how to create a positive culture and climate:

- will not abuse any person whilst representing CHECT/who comes into contact with CHECT
- always work in an open environment (e.g. avoid private or unobserved situations where practicable and encourage open communication with no secrets);
- if working with children or adults at risk who are not under the supervision of their own parents/carers, where possible work alongside at least one other colleague. Staff should reasonably avoid working alone with a child or adult at risk. If there is a need to meet with an individual child or adult at risk alone, every effort should be made to keep this meeting as open as possible, for example by ensuring there is a clear view into the room in which the meeting is being held, either through a door or window. If privacy is needed, ensure that another member of Staff is informed of the meeting and its whereabouts and the work in question.
- where possible, maintain a safe and appropriate distance when working with children and adults at risk;
- maintain professional boundaries at all times in digital interactions do not provide children and adults at risk with personal contact details or make contact with them outside of official channels (e.g. do not befriend or make contact with children and adults at risk through social media channels);
- never engage in private or secretive online communication with children or adults at risk. Use only approved organisational platforms for communication, with appropriate oversight where possible
- ensure that any one-to-one online contact is appropriate, necessary, and, where possible, known to a parent/carer or another responsible adult
- avoid communicating outside reasonable hours unless necessary and agreed with the Safeguarding Lead.

- do not connect with children or adults at risk via personal accounts, including gaming or private messaging platforms
- Ensure online sessions are risk-assessed and, where appropriate, supervised or observable
- do not take any photos at CHECT events / of CHECT members on your personal phone / device, use work phone / device only.
- treat all children and adults at risk equally and with respect and dignity;
- always put the welfare of children and adults at risk first;
- be an excellent role model;
- recognise the developmental needs and capacity of children and adults at risk - avoid excessive support or guidance and do not push them against their will;
- act upon and record any allegations made by a child or adult at risk;
- never do things of a personal nature for children or adults at risk.