



SAFEGUARDING and CHILD PROTECTION POLICY

Protecting Children & Young People in our Care

The Matrix Trust
Allen House Pavilion, Eastgate Gardens, Guildford GU1 4AZ
Tel: 01483 574900
info@matrixtrust.com

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1.0 Definitions

Safeguarding means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children to have the best outcomes.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Child (and derivatives of) in this document, refers to any person under the age of 18 (including young people)

OVERVIEW

1. This is the safeguarding policy for THE MATRIX TRUST (hereafter Matrix), Allen House Lodge, Chertsey Street, Guildford, Surrey GU1 4HL

1.2 Designated Safeguarding Lead

Matrix adheres to current recommendations which require the appointment of senior staff members to the role of Designated Safeguarding Lead (hereafter DSL) and Deputy DSL (hereafter DDSL) who will to act on their behalf in referring all allegations or suspicions of neglect or abuse to the statutory authorities:

DSL - Misty Bower, CEO: 07512 491171 / mistybower@matrixtrust.com

DDSL – Andrew Marshall-Taylor, Trustee: 07891 023656 / andymarshall-taylor@matrixtrust.com

1.3 Policy Details:

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of The Matrix Trust.

The purpose of this policy is:

- To protect children who, by partaking in Matrix services, are in our care
- To ensure that the needs and interests of children that we work with are paramount
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding

Matrix believes that no child or young person should ever experience abuse of any kind. We have a responsibility to promote the welfare of all children and to keep them safe. We are committed to practice in a way that protects them.

Matrix recognises that the occurrences of self-abuse (or self-harm) are increasing in children, if staff have any concerns about a young person causing themselves harm they should refer to the Self-Harm Pathway (appendix 6), however, this document primarily refers to harm that may come to a young person due to the actions, or neglect, of another person.

1.4 **Legal framework**

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

1.5 **Our responsibility**

Matrix works with children of all ages across a wide variety of settings, and places their welfare as its paramount priority. We take seriously our responsibility to protect and safeguard all children entrusted to our care.

We recognise that:

- The welfare of the child is paramount, as described in the Children Act 1989
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, their parents, carers and other agencies is essential in promoting children's welfare
- All people working or volunteering under the auspices of Matrix carry a responsibility for safeguarding and promoting the welfare of children
- Some children are the victims of abuse (physical, sexual, emotional, neglect or domestic violence)
- Due to the nature of abuse, those who are being abused may not always be aware that the treatment they're receiving is abusive.
- Some children cause harm to themselves usually due to underlying issues

1.6 **Summary**

This document (entitled Safeguarding Children and Young People in Our Care) details agreed guidelines for: A) The supervision of activities and practice issues (2.1) and B) Responding to allegations of abuse or neglect, including those made against leaders or members of Matrix (2.2)

2.0 GUIDELINES FOR SAFEGUARDING CHILDREN & YOUNG PEOPLE IN OUR CARE

2.1 Supervision of activities and practice issues

Matrix will seek to keep children safe by developing and adhering to good practice, including:

- Giving responsible consideration to each situation regarding: activity, the ratio of workers to children, age and experience of leaders, risk assessment, and emergency communication. (The risk of false accusation against a leader, or placing leaders in vulnerable situations should be considered when determining adequate supervision)
- Respecting children by listening to them, relating effectively and valuing their individuality
- Keeping children safe from harm within Matrix activities (refer to Health and Safety policy)
- Upholding children's rights, according to the United Nations Convention on the Rights of the Child (1989)
- Treating all children equally, regardless of gender, ethnicity, disability, sexuality or beliefs
- Developing safe, secure and supportive environments for working with children, which enable them to speak out
- Working with children in such a way that affords them the opportunity to experience relationships of respect and dignity and genuine care, recognising that children who have experienced abuse may accept abusive behaviour as the norm
- Creating a safe and nurturing environment in all our work
- Safe recruitment, selection and vetting of all staff and volunteers (refer to Safer Recruitment Policy)
- Effective management of staff and volunteers through supervision, support and training
- Protecting children from harm and abuse by ensuring appropriate child protection policies, practices and procedures are in place, and challenging poor or unsafe practice
- Adopting and adhering to a code of conduct for all staff and volunteers, and ensuring all staff and volunteers are trained and annually updated in current safeguarding policies and procedures
- Ensuring that all Matrix staff and volunteers have access to appropriate levels of information, instruction, and training to ensure that they are able to understand and implement policies, practices and procedures
- Regularly updating policies and procedures in line with recommendations
- Developing and implementing an effective e-safety policy and related procedures where appropriate
- Sharing information about child protection and good practice with children, parents, staff and volunteers
- Sharing concerns with agencies who need to know, and involving parents and children appropriately
- Supporting children who may have been abused & those working sensitively with them as they participate in our regular activities
- Where possible making our safeguards visible e.g. labelling toilets for staff / children where appropriate

- Ensuring that staff are trained to spot potential signs of abuse, including peer on peer abuse, such as sexting

In schools:

When working in school settings, Matrix staff and volunteers should follow all child protection and safeguarding policies and procedures put in place by the relevant school

2.2 Responding to allegations and concerns

All allegations should be responded to in the manner detailed in this policy, including those made against Matrix staff or volunteers

If you have a concern about a child, but the child has not disclosed anything to you, this should be recorded on a form of concern and confidentially passed to the DSL

Matrix staff are not responsible for establishing if abuse is taking place, merely the reporting of possible concerns.

2.3 What to do if a disclosure is made by a child or young person

While it is not easy to give precise guidance, the following should act as a guide:

A) RECEIVE

- Accept what is said (it is not your responsibility to decide if it is true)
- Keep calm
- Look at the child directly
- Reassure the child they are right to tell; acknowledge their courage, but do not promise 'everything will be alright' - it may not be
- Be honest
- Let them know you will need to tell someone else - don't promise confidentiality
- Even when a child has broken a rule they are not to blame for the abuse
- Be aware that the child may have been threatened
- Never push for information or interrogate

B) RESPOND

DO:

- Tell the child that you are taking what they say very seriously
- Avoid 'leading' questions; ask open ended questions. Eg: Not 'Did your father hit you?' but 'did anything else happen?'
- Where necessary, clarify what has been said to you by repeating their words back to them
- Do not jump to conclusions

- Explain what you will do next to help
- Where an injury is clearly visible, this should be noted on the report, but the young person should not be asked about it

DON'T:

- Interrogate
- Never make false promises
- Never make statements such as "I am shocked, don't tell anyone else"
- Never promise to "Keep a secret" or give the impression you will not tell anyone
- Say: 'Why didn't you tell anyone before?'; I can't believe it or Are you sure this is true?
- When concluding the conversation, reassure the child that they were right to tell you and remind them that you are taking what they say seriously.
- Let the child know what you are going to do next, who you will need to tell, and that you will let them know what happens
- Immediately record what was said and inform the DSL

C) RECORD

- Make detailed notes as soon as possible (preferably within one hour and on the Matrix form of concern)
- Record the actual words / phrases used by the child / young person
- Record dates, times, location of events
- Include a description of what was happening (the activity) immediately before the disclosure
- Take care to distinguish between fact, opinion, observation and allegation
- Keep your original notes and attach if appropriate to the formal record
- Remember, this document could be used in court
- Do not discuss your suspicions with anyone other than the Matrix DSL or DDSL (or equivalent if within a school context)

D) REPORT

- First, consider what immediate short term support is needed by the child and what is in their best interests to keep them safe
- Report concerns to the Matrix DSL (or equivalent if within a school context). In the absence of the DSL the matter should be immediately brought to the attention of the DDSL
- Ensure the formal record of your notes is handled appropriately and passed on to the DSL, who will store them in the designated locked drawer or password protected folder.
- Discuss support you may need following this encounter and any associated ongoing work with your line manager

- Where contact is being made to discuss concerns, use the phone rather than email to ensure your message is received promptly. This should be followed up afterwards with an email, including details as noted above
- Where necessary for the safety of a child, relevant information about concerns should be shared with other agencies eg: schools, regardless of data protection, this especially refers to concerns around sexual exploitation

2.4 **What to do if you suspect abuse may have occurred in a Matrix setting or you have concerns over staff or volunteers**

- Record details of your concerns or the incident on a form of concern as soon as possible
- Report concerns as soon as possible to the Matrix DSL (or equivalent if within a school context), in the absence of the DSL the matter should be brought to the attention of the DDSL
- If the suspicions in any way involve the DSL, then the report should be made to the Deputy DSL. If the suspicions in any way implicate both the DSL and the Deputy DSL, then the report should be made in the first instance to Ian Nicholson, Chair of Trustees, TEL: 07976 351891 or c/o The Matrix Trust, Allen House Lodge, Chertsey Street, Guildford GU1 4HL 01483 574900, who will inform Surrey Children's Services
- You should not discuss your suspicions with anyone other than those nominated above.
- It is, of course, the right of any individual as a citizen to make direct referrals to the Surrey Children's Services, particularly if you consider inadequate action has been taken by the above. Tel: 0300 200 1006

3.0 **WHAT HAPPENS NEXT?**

3.1 In schools:

- Contact the school DSL to share your concern
- Once you have reported your concerns or disclosures arising from schools based youth work to the DSL, contact the Matrix DSL to make them aware that you have been dealing with a safeguarding matter so that they can offer you support
- If you believe that the matter has not been sufficiently dealt with by the school, discuss this with Matrix DSL who will decide with you what to do
- It is the right and responsibility of each individual to report safeguarding concerns directly to Children Services should they believe these concerns have not been properly addressed by through school and /or Matrix.

3.2 **In community settings and on a residential trip:**

- Speak to your setting manager and explain that you have a safeguarding concern
- If a child has disclosed to you, the setting manager will make any necessary provisions for safety for the child
- Contact the DSL to share your concern in detail as soon as possible
- The DSL will advise you on whether you need to refer this to the MASH (Multi-agency Safeguarding Hub) or to the Early Help Coordination Hubs, or if no response is required at present, and support you in doing this if it is necessary. (Sometimes it may be beneficial to call MASH for their advice on the situation without giving the names of the any individuals involved and then make a referral to them if they ask you to.)

- Bear in mind that when making a referral to the MASH it is necessary to have the young person's full name (forename and surname) and their address. Date of birth is helpful too
- Where appropriate, the DSL will seek to share concerns with the parents of the young person and to help the family access any further support to address the situation. However, the protection of the child is paramount and so Matrix will only communicate with parents where we are confident this would not put the young person at risk. Advice from Children's Services may be sought on this matter
- Information about the matter must only be shared with others on a strictly need to know basis
- Allegations or suspicions of sexual abuse should normally be reported to the DSL, but in the absence of the DSL or Deputy DSL or Chair of Trustees, you should refer directly to Surrey Children's Services or the Police without delay: In an emergency, call 999.

If your concern is not an emergency, call Surrey County Council's Children's service directly. Tel: 0300 200 1006. You can also call the Emergency Duty Team (for both adults and children) out of hours on 01483 517 898.

CONFIDENTIALITY

In Child Protection terms, confidentiality means:

- Letting other people know on a 'need to know' basis
- Letting children know you may have to tell someone if what they tell you gives you concern about their safety
- Not engaging in gossip – being accurate and precise about what you know

Please note - Matrix Staff and Volunteers have a duty to:

- Report concerns to the DSL - if you don't, it could put the young person in danger or fail to give the authorities the vital piece of the jigsaw they need to ensure protection
- Only tell the named designated staff in this policy - if you discuss your concerns with other people, it could embarrass the child/family and harm the alleged abuser if the claim was untrue. It could also attract unwanted media interest which may prejudice any enquiry/police investigation and a person's right to a fair trial
- **Remember: you must never promise confidentiality to a young person – even if they refuse to tell you the problem**
- Store confidential child protection information appropriately. It must not be stored where others have access. All digital documents must be stored in a password protected file on the Matrix google drive only; paper documents must be stored in the designated locked filing cabinet

5.0 Whistleblowing procedure

Matrix are committed to safeguarding children in their care and therefore if anyone sees another worker using inappropriate behaviour or acting in a way which could be misinterpreted they should follow the attached procedure to ensure the children are protected (see appendix 5)

6.0 Appointment of staff and volunteers

Matrix considers the recruitment and employment of paid and voluntary staff to be an integral part of its safeguarding and child protection procedures.

- All paid and voluntary staff must complete the procedures for safer recruitment before beginning employment (see safer recruitment policy)
- Volunteers may attend a trial session at a community youth work setting under proper supervision, however, they should not take any responsibility but should shadow another team member. They must not be left on their own.

- Lead youth workers are responsible for ensuring that visitors to community youth work settings are made aware of key safeguarding protocols before young people arrive, and must ensure their proper supervision. Every visitor should be given a copy of the safeguarding leaflet, wear a visitors badge and have a team member 'buddy' them for the duration of the session
- No lone-working may be undertaken in by visitors, or volunteers on a trial session
- Parent volunteers are subject to the same safer recruitment procedures as other volunteers

7.0 **Supervision of children**

Matrix places children's welfare as its paramount priority. We take seriously our responsibility to protect and safeguard all children entrusted to our care. As such we have clear guidelines on supervision of children in our care (see appendix 3)

8.0 **Policy review** This policy shall be reviewed by a Matrix Trustee and the DSL by August of each year.

APPENDIX 1 RECOGNISING WARNING SIGNS AND INDICATORS OF ABUSE

The following behavioural signs may be indications of child abuse, but they should not be taken in isolation. In the unlikely event that the DSL, Deputy DSL or Chair of Trustees being unavailable, Matrix staff should contact Children's Services directly.

INDICATORS OF POSSIBLE PHYSICAL ABUSE

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places that are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention
- Instances where children are kept away from the group inappropriately
- Reluctance to change for, or participate in, games or swimming
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation
- Cutting/slashing/drug abuse

INDICATORS OF POSSIBLE SEXUAL ABUSE

- Any allegations made by a child concerning sexual abuse
- Child with excessive pre-occupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Child sexual exploitation (CSE) is a type of sexual abuse (see appendix 2 for signs)

INDICATORS OF POSSIBLE EMOTIONAL ABUSE

- Changes or regression in mood and behaviour, particularly where a child withdraws or becomes clinging. Also depression/aggression
- Nervousness/frozen watchfulness
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

INDICATORS OF NEGLECT

- Constant hunger or tiredness
- Poor hygiene or state of dress
- Emaciation
- Untreated medical problems
- Destructive tendencies
- Low self esteem
- Neurotic behaviour
- Running away Compulsive stealing / scavenging

INDICATORS OF BULLYING / CYBERBULLYING

You can't always see the signs of bullying. And no one sign indicates for certain that a child's being bullied. But you should look out for:

- Belongings getting "lost" or damaged
- Physical injuries such as unexplained bruises
- Afraid to go to school, mysteriously 'ill' each morning / skipping school
- Not doing as well at school
- Asking for, or stealing, money (to give to a bully)
- Being nervous, losing confidence, or becoming distressed and withdrawn
- Problems with eating or sleeping
- Bullying others.

Appendix 2 Child Sexual Exploitation

Child Sexual Exploitation is a type of sexual abuse. Children in exploitative situations and relationships may receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them.

Children may be tricked into believing they're in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online. Some children are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to children in gangs. There are many ways we can spot the signs that a young person may be being sexually exploited, but even when children present numerous indicators, it does not always mean they are being exploited.

THESE COULD INCLUDE:

- Frequently going missing from home or school
- Going out late at night and not returning until morning
- Being picked up in cars by unknown adults
- A significantly older boyfriend, girlfriend or friend
- Unexplained money, possessions, mobile phone credit or a new mobile phone
- Changes in behaviour, for example becoming secretive or aggressive
- Increased use of mobile phone and/or internet activity
- Involvement in criminal activity
- Regularly going out and drinking alcohol and/or taking drugs

However, we also need to take into account low, medium and high level indicators and the natural and additional vulnerabilities that a young person has, such as:

NATURAL VULNERABILITIES

- Taking risks
- Experimenting with alcohol, drugs and sexuality
- Rebelling against parents/carers
- Staying out later
- Meeting new people
- Ignoring good advice
- Rejecting authority
- Being vulnerable to flattery
- Being secretive
- Peer pressure

ADDITIONAL VULNERABILITIES

- Feeling isolated
- Looked after children
- Being bullied
- Unstable family/friend networks
- Previously experienced abuse
- Homelessness/sofa-surfing
- Existing dependency
- Learning disabilities
- Difficult life experiences including bereavement

APPENDIX 3 Supervision of groups and activities

Guidance

Clear guidance to protect children from abuse and workers from false accusation needs to be followed:

Supervision

- Ratio of adults to children: For over 8's there should be a ratio of 1:10. When physical activities are planned, or spaces are spread out, staffing levels should be increased accordingly (aiming for 2 leaders per space)
- Take care to consider when it may be more appropriate for: a male or female worker to be present, a worker of each sex, or more than one worker
- Adults should avoid being alone with children but if circumstances arrive when this is necessary or unavoidable, leave doors open and work in a public place where possible
- Where confidentiality is important (e.g. counselling a young person) ensure that others know that the interview is taking place and that someone else is around in the building
- All participants, staff, and volunteers are expected to show respect for each other and to take responsibility for their own protection
- Where possible staff and volunteers should avoid working alone with young people, however if the work necessitates it, the lone-working policy should be adhered to

Boundaries

- Take care to consider the level of personal care (e.g. toileting) required, appropriate and related to the age of the child, being particularly aware of those with special needs
- Workers should treat all children with dignity and respect including attitude, language and actions used
- Respect the privacy of children and avoid questionable activity (e.g. rough/sexually provocative games or comments)
- The practice of inviting a child to your home is not encouraged. If it is unavoidable, ensure it is with the permission of your line manager and that a parent is aware
- Ensure that arrangements for transporting children are with the knowledge of the team/leadership and have parental approval. In some circumstances it may be unwise to transport a particular child/young person on their own.
- It is considered inappropriate for adults to share sleeping accommodation with children on residential holidays. Leadership and parents must be fully aware and have approved of any sleeping arrangements before a trip occurs
- Matrix recommends that staff or volunteers only share relevant and appropriate personal information with the children they are working with. The e-safety policy should be followed regarding contact with children on social media or via the internet

Safety matters

- All buildings, outside spaces and equipment used must be risk-assessed and staff and children made aware of any potential hazards
- Safety requirements should be reinforced on posters and regularly brought to the attention of all staff concerned

- Staff planning sessions for children should ensure that appropriate risk-assessments have taken place
- Leaders should refer to the guidelines for individual projects or activities that have been previously run as these are reviewed and amended to reflect past experience.
- For all else refer to the Health and Safety Policy

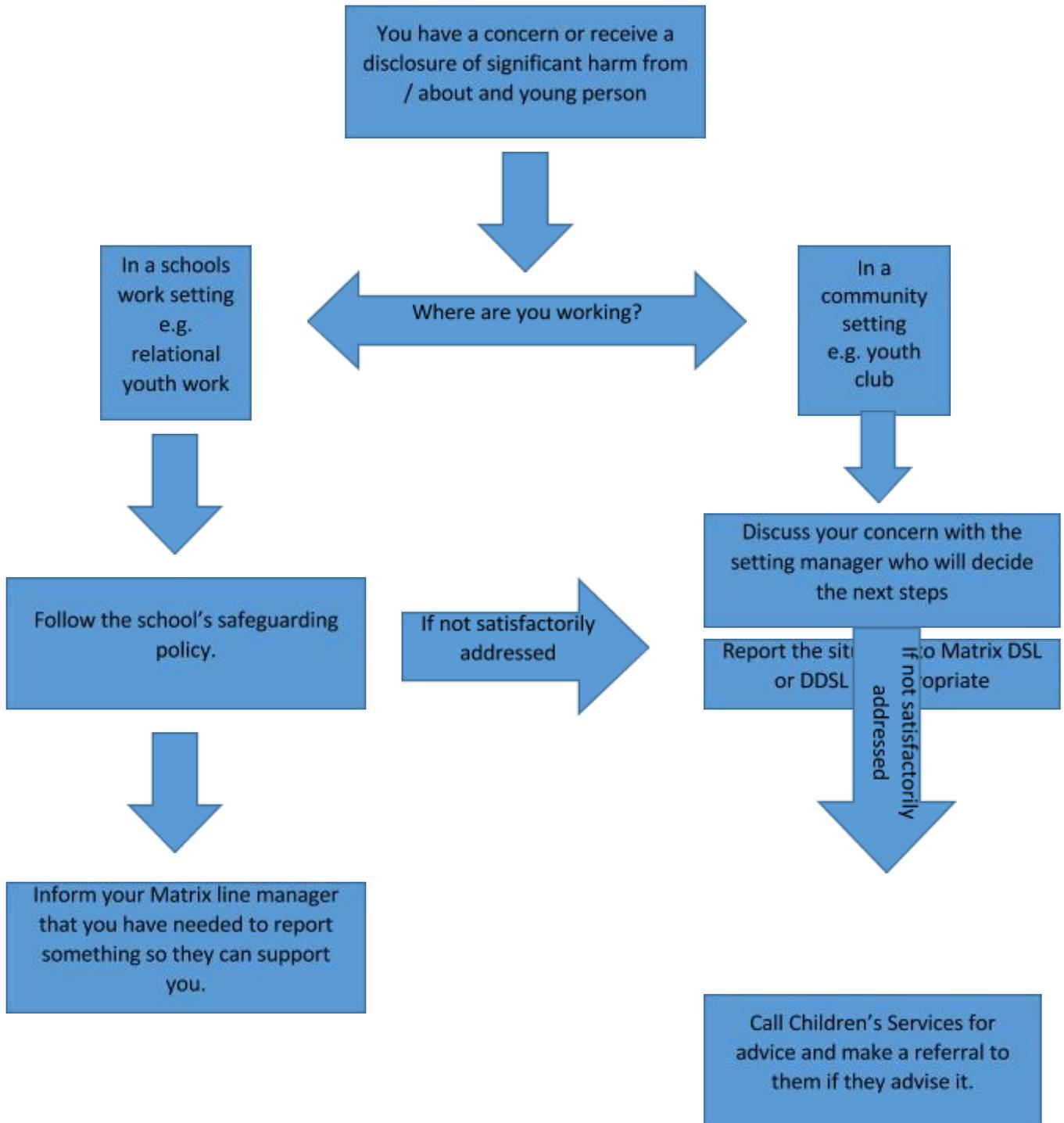
Staff training

- Regular staff meetings should be held to review procedures to ensure good practice, share of concerns and identify other safeguarding matters which may need clarification and guidance
- Staff are encouraged to report back to such a meeting when departure from guidelines becomes necessary - this provides protection to the individual and draws the leadership's attention to shortcomings and problem areas. Team leaders should record any issues or concerns to the DSL as soon as possible in writing.
- A written record of issues/decisions discussed at meetings must be kept, and a log book or accident record where relevant for specific projects in accordance with the Matrix Health & Safety policy

Child safety

- Where appropriate staff should make children aware of potential personal safety issues (such as walking home in the dark alone)
- Staff should help children develop common sense rules for keeping safe

Matrix Trust Safeguarding Flowchart



Key contacts	
Children's Services:	0300 200 1006
Matrix office:	01483 574900
Matrix DSL:	07512 491171
Matrix DDSL:	07891 023656
	Misty Bower
	Andy Marshall-Taylor

This procedure applies to everyone who works for Matrix, whether on a paid or voluntary basis.

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. In this guidance, we call that "making a disclosure" or "blowing the whistle". The wrongdoing will typically (although not necessarily) be something you have witnessed at work.

To be covered by whistleblowing law, a worker who makes a disclosure must reasonably believe two things:

1. That you are acting in the public interest. This means in particular that personal grievances and complaints are not usually covered by whistleblowing law
2. You must reasonably believe that the disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories:
 - criminal offences (this may include, for example, types of financial impropriety such as fraud)
 - failure to comply with an obligation set out in law
 - miscarriages of justice
 - endangering of someone's health and safety
 - damage to the environment
 - covering up wrongdoing in the above categories
 - bullying
 - racist / discriminatory behaviour

This procedure does not apply to child protection concerns or allegations about a member of staff or volunteer - concerns or allegations of this nature should be dealt with following the relevant procedure.

Aims and purpose of this procedure

The aim of this procedure is to provide a clear and transparent way for anyone who works for MATRIX to raise genuine concerns about acts of wrongdoing or malpractice in the workplace. It also aims to ensure that any concerns are dealt with effectively and in a timely fashion.

This procedure provides managers with steps to deal with allegations, ensuring that staff and volunteers are not penalised for raising genuine concerns, even if those concerns prove to be unfounded. It also provides the means for taking disciplinary action against anyone who is found to have raised false concerns with malicious intent.

1. What to do if you wish to raise a concern about malpractice

- Speak to your supervisor, manager, or another colleague (preferably someone you work with closely). If your concern relates to your supervisor/manager, you should speak to that person's manager. If you choose to speak to a colleague, he/she may nominate another responsible manager to handle your concern.
- Your manager, or the responsible manager, will arrange to meet with you as soon as possible to discuss your concern. This meeting can take place away from the workplace if necessary.
- You will be told at the meeting, or as soon as possible afterwards, what action will be taken to address your concern. It may not be possible to tell you the full details of the outcome, as this could relate to confidential third party information. If no action is to be taken in relation to your concern, you will also be informed of this fact and given the reasons why. If you do not want the person you have concerns about to know your identity, you should make this clear to the responsible manager at the earliest opportunity. Every effort will be made to respect your wishes, but it cannot be guaranteed that your identity will not be disclosed. If this is the case, you will be informed and any issues you may have about this will be discussed with you.

- If you need support in raising your concern, you may bring a work colleague or trades union representative with you to the meeting with the responsible manager.

2. What to do if someone raises a concern with you about malpractice

- If someone tells you they are concerned about the actions of another staff member or volunteer, you should arrange to meet him/her as soon as possible. If you are not the person's supervisor/manager, you should establish why he/she has chosen to discuss the concern with you. You may suggest that the person speaks to another responsible manager if you wish, but should not refuse to hear what the person has to say.
- You should approach the situation sensitively, recognising the discomfort that the person may feel. Offer to meet him/her away from the office if he/she wishes, and allow him/her to bring a work colleague or trades union representative to the meeting. You should also remind the person with the concern about other sources of support available to him/her. Some are listed in Appendix 6.
- If the person reporting the concern wants his/her identity to be kept confidential, you should explain that this will be done if possible, but that it may not be achievable.
- Make notes of your discussions with the individual, and check the accuracy of your notes with him/her.

3. Deciding what action to take

- Once you have established the nature of the concern, it may be of a relatively minor nature and you may decide to resolve it informally. If the concern appears more serious, you must consider first whether any immediate action is needed to protect children or a vulnerable adult. If so, you should check the child protection procedures to consider what action to take.
- You should also consider whether there is a need to involve the police and/or other statutory services (eg health). If so, you should contact (name of senior manager who is responsible for this) to discuss the matter further.
- If you are not the manager of the person who is the subject of the concern, you should refer the matter to the person's manager, who will decide what action to take.

Conducting an investigation

- Unless the matter is relatively minor and can be dealt with informally, the responsible manager should arrange for an investigation to be completed as swiftly as possible. The investigation should also be demonstrably thorough and impartial.
- The scope of the investigation will be determined by the nature of the concern. Witnesses may need to be interviewed and records may need to be scrutinised. It is also possible that advice may be needed from someone with specialist knowledge in human resources.
- Once the investigation is completed, a report should be produced summarising the nature of the concern, the investigation process and the outcome, including specific recommendations. Take measures to preserve the anonymity of the person who raised the concern, if this has been his/her wish. If the concerns are not upheld, this should also be made clear.
- If the concern is upheld and the person at the centre of it is found to have been culpable or remiss in some way, the report's recommendations should be carried out using a clear plan of action. The plan may include the use of disciplinary action, training, coaching, counselling, the implementation of new policies or procedures for the whole workforce, or a referral to the Independent Safeguarding Authority.

- If it becomes apparent during the course of the investigation that a criminal offence may have been committed, the police should be informed. Your own investigation may have to be suspended on police advice, if they decide that they need to become involved.
- The person who raised the concern should be informed of the outcome, but not the details of any disciplinary action. It may be appropriate for the person who raised the concern to be offered support or counselling.
- If the concern is unfounded and the person who raised it is found, through the process of investigation, to have acted maliciously or out of a desire for personal gain, it may be appropriate to consider disciplinary action against him/her.

Recording the concerns

- The responsible manager should make accurate notes of each stage of the process, including the discussions during meetings, regardless of whether the concern is dealt with formally or informally. Copies of these notes should be given to the person who is the subject of the concern. The person who raised the concern should also be given copies of notes from his/her discussion.
- Notes made during the investigation and the report of the investigation, together with any notes relating to the outcome, should be kept on the file of the person at the centre of the concern. If it was requested, these notes should not reveal the identity of the person who reported the concerns.

The following details may also be useful:

Charity Commission: 0845 300 0218

Public Concern at Work: 020 7404 6609

This procedure has been adapted from the NSPCC Speak Out policy and procedure.

If a young person seems at risk of self-harm the following assessment and course of action should be taken. Matrix has a responsibility to ensure that all staff and volunteers who may be approached with these issues should be trained in this process.

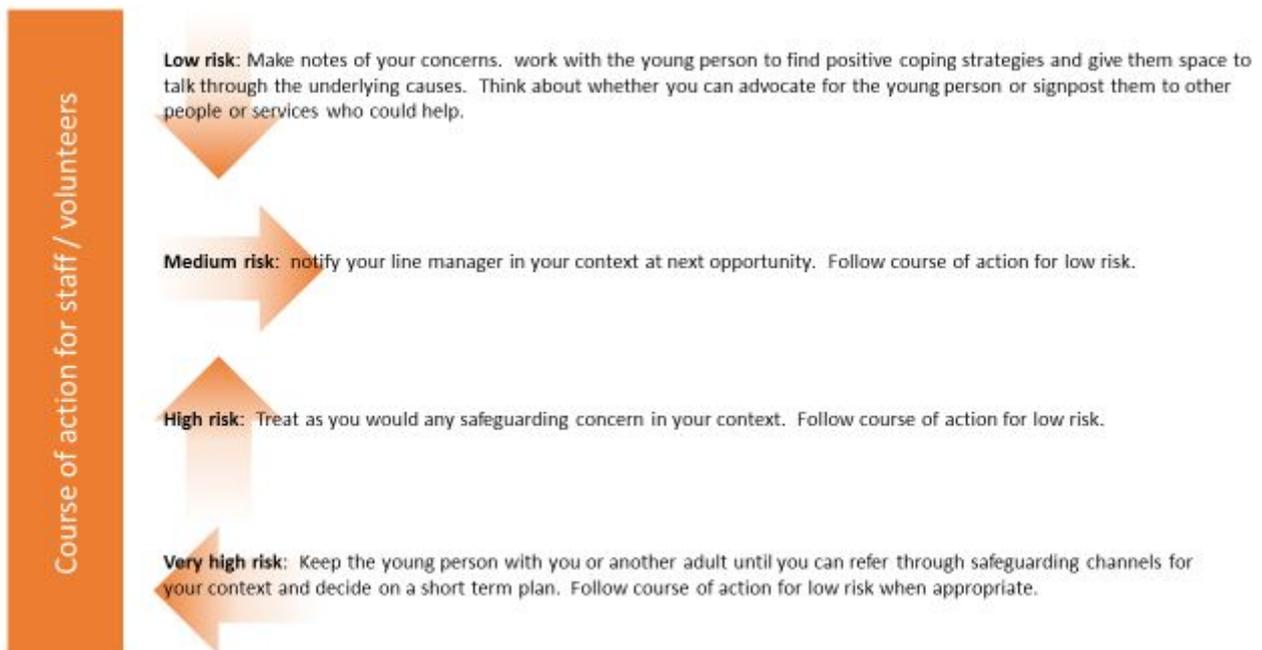
Self-harm risk assessment

0 = low 5 = high	Self injury	Risk taking	Relationships	Suicidality	Substance / alcohol	Food related	Other
Frequency							
Severity							
Escalation							
Totals							

In a single column: 0 – 4 = low risk 5 – 8 = medium risk 9 – 12 = high risk 13+ = very high risk

across the whole table: 0 – 20 = low risk 21 – 40 = medium risk 40 – 60 = high risk 61+ = very high risk

You should always use your judgement whether to seek urgent help, for example if someone has a bad cut which needs immediate treatment. This is a tool for helping you get an overview of a young person's situation and risk.



APPENDIX 7**Useful Contacts and telephone numbers**

The Matrix Trust, Allen House Pavilion, Eastgate Gardens, Guildford GU1 4AZ 01483 574900

Designated Safeguarding Lead **Misty Bower** **07512 491171**

Deputy DSL Andy Marshall-Taylor 07891 023656

Chair of Trustees Ian Nicholson 07976 351891

DBS Administrator Misty Bower

Guildford MASH (Multi-Agency Safeguarding Hub) 0300 470 9100

Children's Services Helpline 0300 200 1006

Out of hours Emergency Duty Team 01483 517898

Child Line Free confidential helpline for children and young people 0800 11 11

NSPCC Helpline 0808 800 5000